

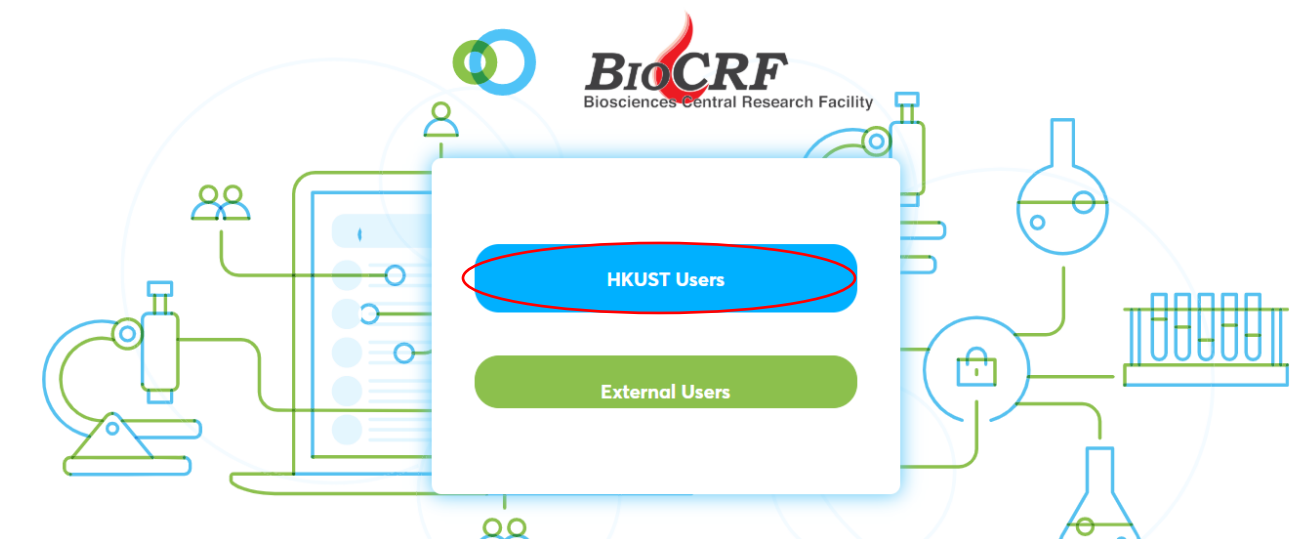
## New Booking System User Guide

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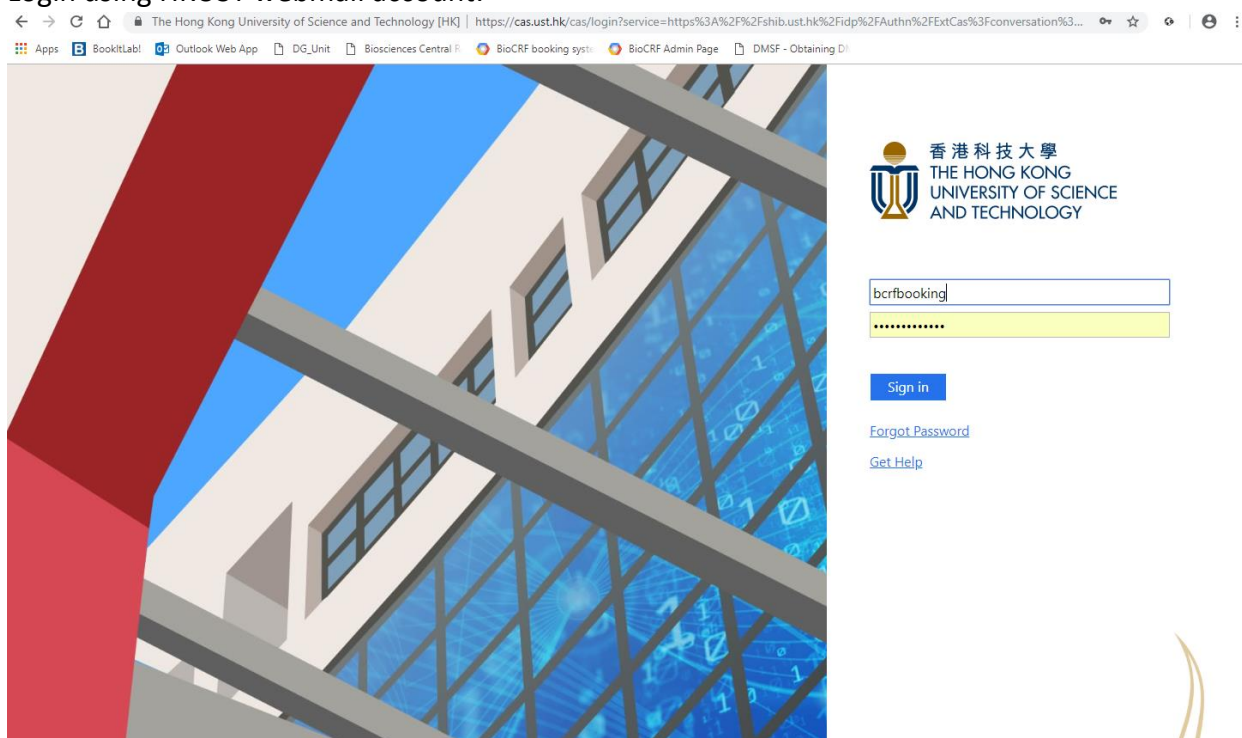
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## Part 1. Registration for HKUST Users

1. Go to <http://biocrf.ust.hk/booking>.
2. Click **HKUST Users**.



3. Login using HKUST webmail account.



4. Type PI's FULL name (Last name, First name) → click **Submit Your Join Request**.

**User Group Selection**

In order to create equipment reservations and use equipments you will need to register your User Group.

Please type your User Group:

**Submit Your Join Request**

**Please type your PI's name then Click the button below to submit the join request**

5. Provide "Office/ Lab phone", "Position" and "Lab Address" information only → click **Save Changes**.

HOME

INSTRUMENTS

EVENTS AND ALERTS

CONSUMABLES

DOCUMENTS

### Edit User Details

USER NAME: chenylcl

TITLE:

FULL NAME: Cheuk Ling LELUNG

EMAIL: chenylcl@ust.hk

OFFICE/LAB PHONE (REQUIRED):

MOBILE:

HOME PHONE:

POSITION (REQUIRED): Please select an item

MANAGER:

COMPANY:

LAB ADDRESS (REQUIRED):

POSTAL ADDRESS:

POBOX:

POSTAL CODE:

PROVINCE:

COUNTRY:

IMAGE:  No file chosen

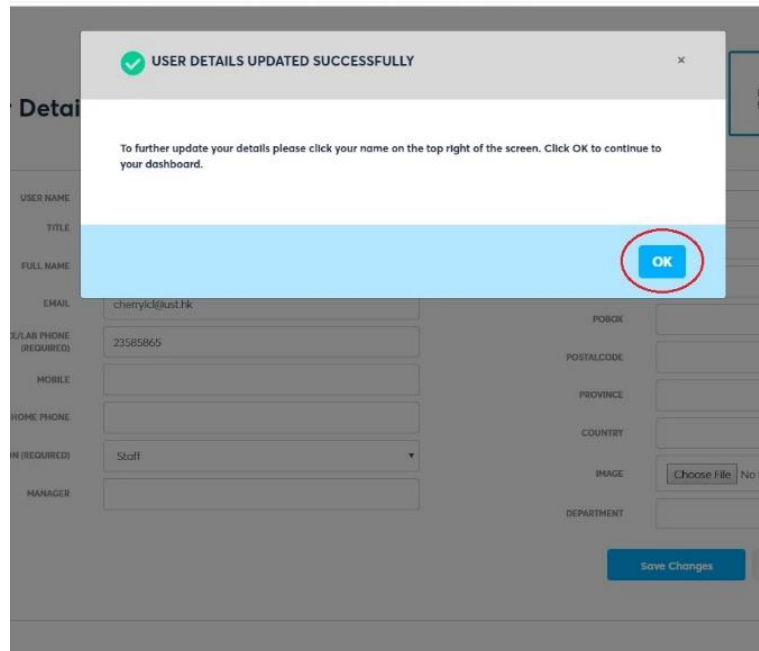
DEPARTMENT:

**Save Changes**

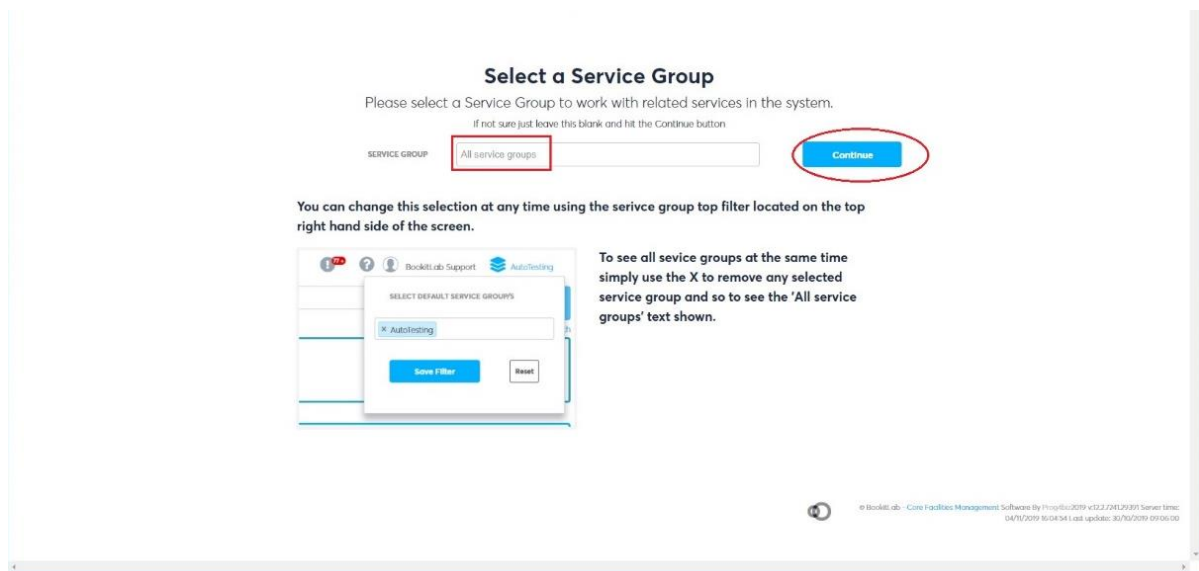
Cancel Changes

© BioMedLab - Core Facilities Management Software by Progelab 2019 v12.2/241.29391 system time: 04/11/2019 16:02:43 Last update: 30/10/2019 09:06:00 [Terms Of Use](#)

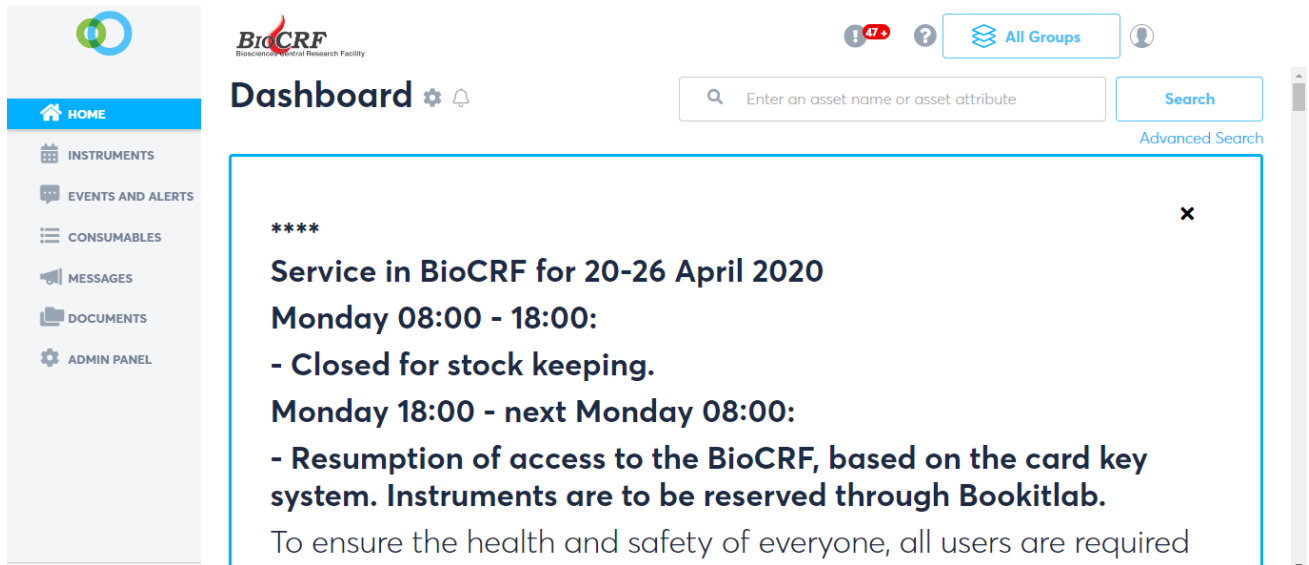
6. After clicking **Save Changes**, a message box will pop up. Please click **OK** to move to the next step.



7. For “SERVICE GROUP”, please keep the setting “All service groups” and click **Continue**.



8. You will then be redirected to the Dashboard of the booking system.



The screenshot shows the BioCRF Dashboard. On the left is a sidebar with navigation links: HOME, INSTRUMENTS, EVENTS AND ALERTS, CONSUMABLES, MESSAGES, DOCUMENTS, and ADMIN PANEL. The main header includes the BioCRF logo, a notification bell with 47 alerts, a user profile icon, and a search bar with the placeholder text 'Enter an asset name or asset attribute'. Below the header, a large blue-bordered box contains a service announcement. The announcement text is as follows:

\*\*\*\*

**Service in BioCRF for 20-26 April 2020**

**Monday 08:00 - 18:00:**

- Closed for stock keeping.

**Monday 18:00 - next Monday 08:00:**

- Resumption of access to the BioCRF, based on the card key system. Instruments are to be reserved through Bookitlab.

To ensure the health and safety of everyone, all users are required

9. A confirmation (Registration Approval) email will be sent to you **within 2 business days**.



The screenshot shows an email confirmation from BioCRF. The email header includes the BioCRF logo and the text 'Biosciences Central Research Facility'. The body of the email reads:

Dear Cheuk Ling LEUNG,

Here's an update regarding your user account in Bookitlab:

User Name: cherrylcl

Display Name: Cheuk Ling LEUNG

Email: [cherrylcl@ust.hk](mailto:cherrylcl@ust.hk)

Office: 23585865

Mobile:

User Group/s: BioCRF

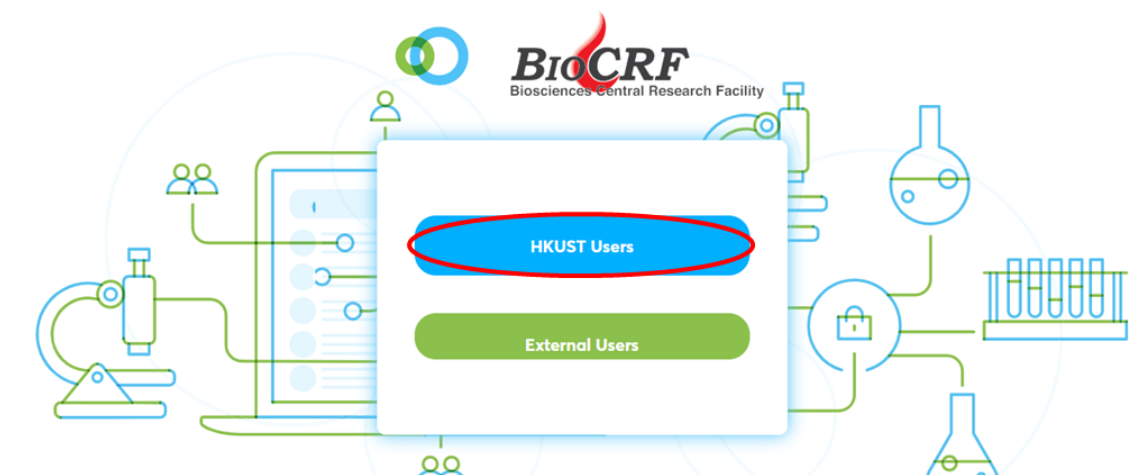
Approval Status: **Approved**

At the bottom of the email, there is a 'Login' link.

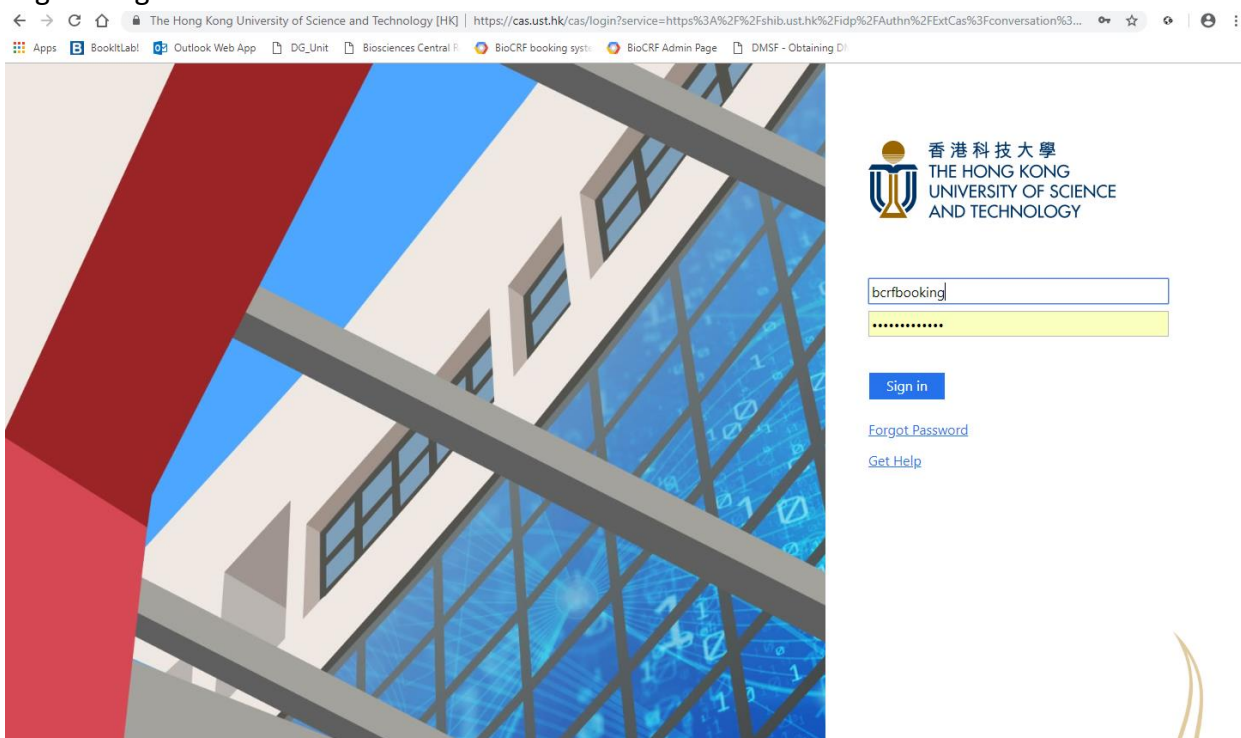
\*\*\* To log into the system with an approved account, please refer to the next page \*\*\*

## Part 2. Logging into the booking system

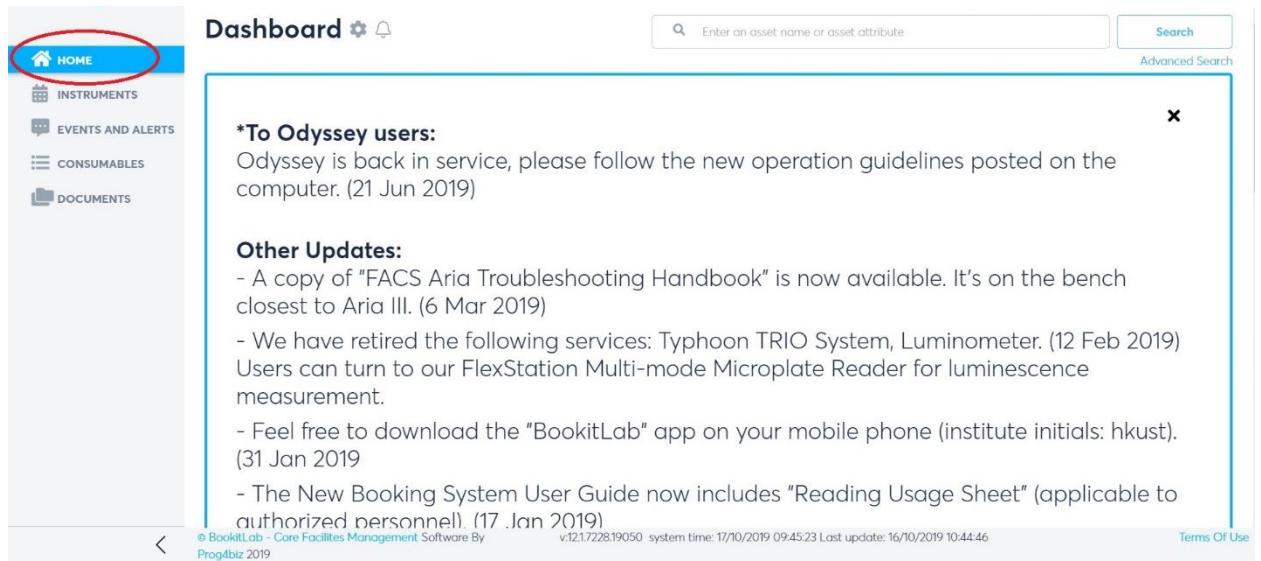
1. After registering for an approved account, go to <http://biocrf.ust.hk/booking>.
2. Click **HKUST Users**.



3. Login using HKUST webmail account.



4. You will be taken to the Home page every time you log in.



\*\*\* For instrument training reservation and cancellation, please refer to the next page \*\*\*

## Part 3. Instrument Training Reservation and Cancellation

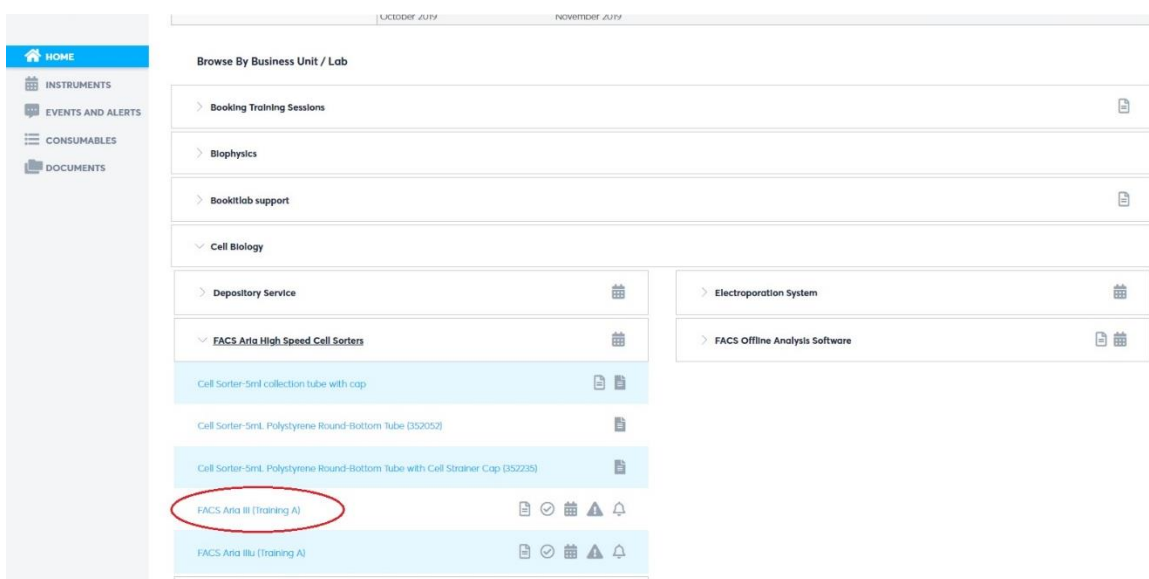
### 3a. Instrument Training Reservation

1. On Home page, scroll down to find the section “Browse by Business unit/lab” where lists of different services can be seen.

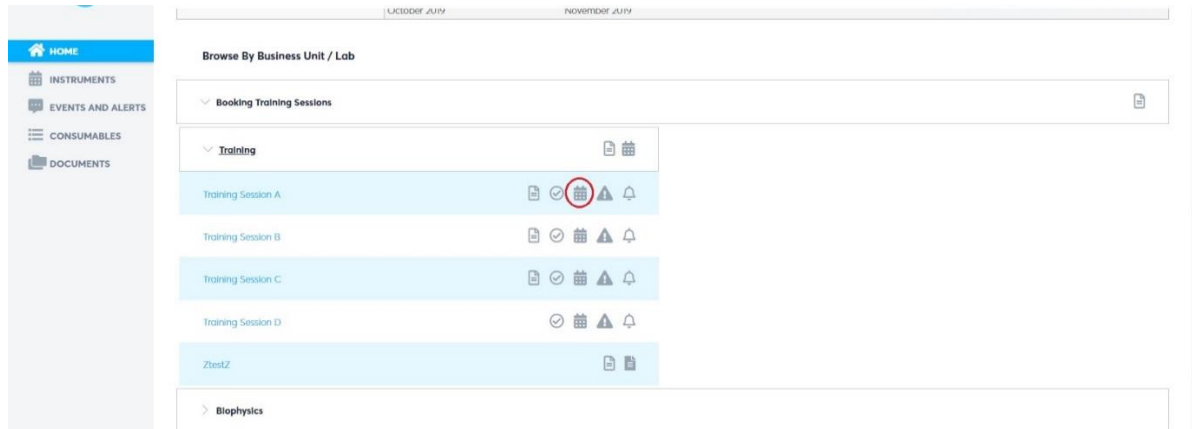


2. Find the target instrument under the proper service category by expanding the lists, check which training session the instrument belongs to – you will see Training A, B, or C right next to the name of instrument.

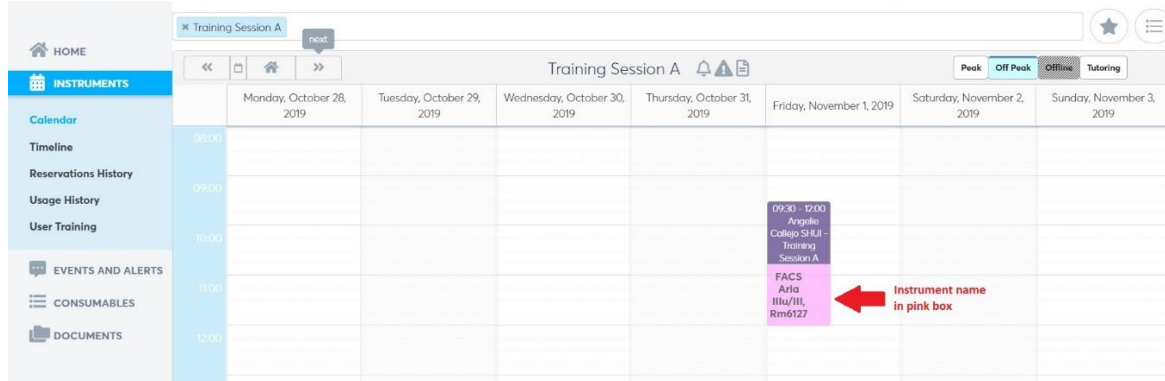
For example, to book a training session for the “FACS Aria A” Cell Sorter:  
Click **Cell Biology** → **FACS Aria High Speed Cell Sorters** and note that “FACS Aria A” belongs to “Training A” (Training Session A).



- On the same page, click **Booking Training Sessions → Training**, then click on the calendar icon next to “Training Session A”.

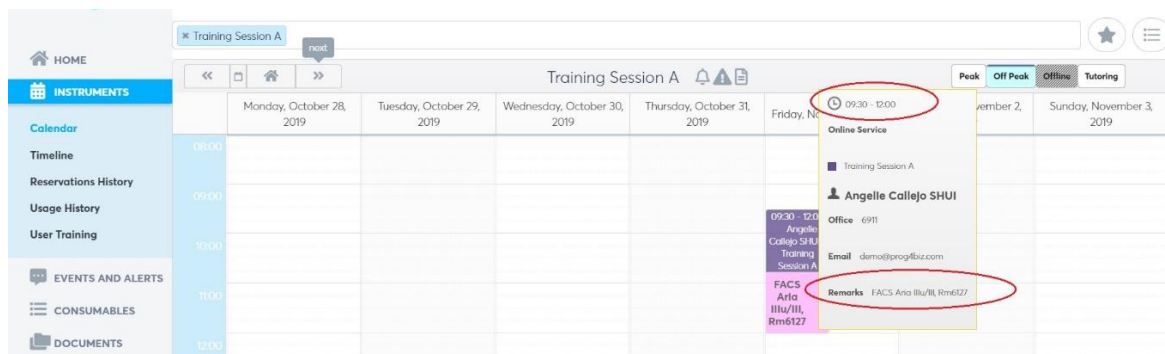


- Look for FACS Aria A training time slots within 30 calendar days. Training sessions for every single instrument are highlighted in **pink**.

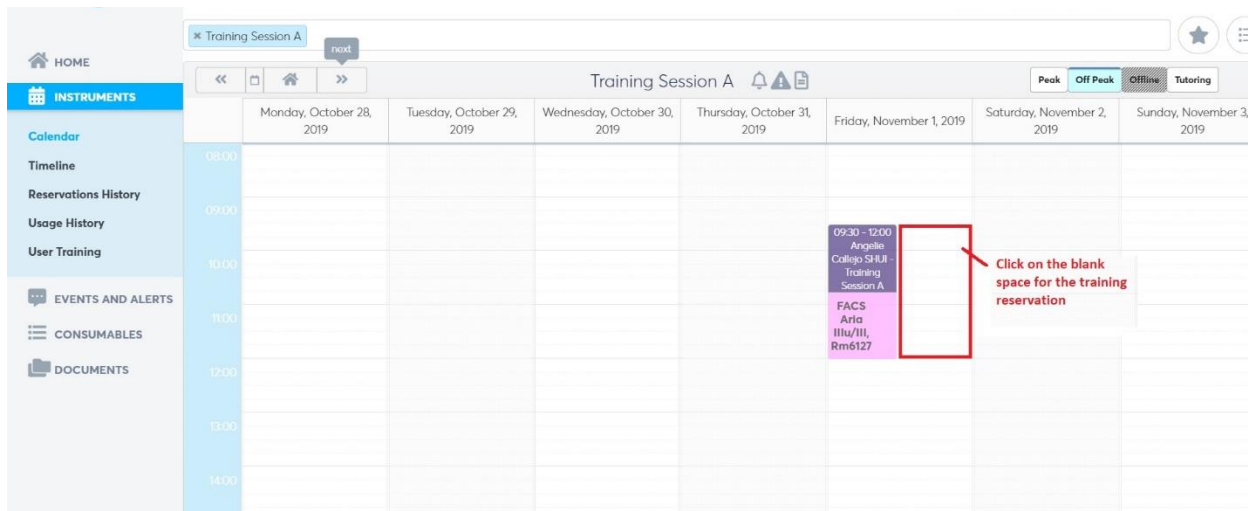


In the **pink** box, you can see which instrument the training session is for, as well as the training venue. If not, move the mouse cursor over the time slot. Information such as the training time and the trainer name will pop up. You can also find the instrument name and training venue next to “Remarks”.

\*Please make sure you have booked the proper instrument training time slot and noted the venue.



- Make training reservation by clicking on the blank space right next to the target training session as below.



- Select the correct "Account Number" for your lab/ group (training sessions won't be charged) → click **Create Reservation**.

The screenshot shows the 'New Reservation' form. At the top, it says 'INSERTED BY bcrf\_new\_version', 'BOOKED BY bcrf\_new\_version', 'MOBILE', 'OFFICE 6911', 'EMAIL biocrf@ust.hk', 'LAST UPDATE ADMIN', and 'TUTOR NAME'. The form has several sections:
 

- ONLINE SERVICE**: Training Session A
- START TIME**: 01/11/2019, 09:30
- END TIME**: 01/11/2019, 12:00
- USER GROUP**: N/A
- ACCOUNT NUMBER**: 123 (highlighted with a red box)
- REPETITIVE RESERVATION**: ☐
- I NEED TUTORING FOR THIS RESERVATION**: ☐
- ORDER STATUS**: Approved
- REMARKS**: (empty text area)

 At the bottom, there are three buttons: **CREATE RESERVATION** (highlighted with a red oval), **CALCULATE CREDIT**, and **EXIT**.

7. Upon successful reservation, a “reservation created successfully” message will appear at the top and bottom of the page.

The screenshot shows the 'Reservation Details' page in the BookItLab! system. The page header includes user information: INSERTED BY: bcrf\_new\_version, BOOKED BY: bcrf\_new\_version, MOBILE, OFFICE: 6911, EMAIL: bicrof@ust.hk, LAST UPDATE ADMIN, and TUTOR NAME. A red box highlights a message at the top: 'The reservation created successfully' and 'User was notified with an email.' The main form contains reservation details for 'Training Session A' on 01/11/2019 from 09:30 to 12:00, for user group 'BioCRF' with account number '123'. The order status is 'Approved'. Below the form, two green boxes with red arrows point to the confirmation messages: 'The reservation created successfully' and 'User was notified with an email.' The bottom of the page features buttons for 'UPDATE RESERVATION', 'CALCULATE CREDIT', 'CANCEL RESERVATION', 'SHOW ON CALENDAR', and 'EXIT WITHOUT SAVING'. The footer includes copyright information for BookItLab! and the system version.

8. A confirmation (Reservation Approved) email will also be sent to you.

The screenshot shows an email confirmation from BookItLab! titled 'BookItLab! Reservation - Training Session A - Approved'. The email body contains the following reservation details:

- Reservation details:
- User Name: bcrf\_new\_version (bcrf\_new\_version)
- Equipment: Training Session A
- Booked on: Thursday, October 17, 2019
- Start Time: Friday, November 01, 2019 9:30 AM
- End Time: Friday, November 01, 2019 12:00 PM
- Status: Approved
- Last Update Admin:

Remarks:

General Reservation Customer Note

[View full reservation details here](#)

[Login](#)

9. The reserved training session can be viewed on your Home page, under “My Upcoming Schedule”.

**Dashboard**

Search: Enter an asset name or asset attribute

**\*To Odyssey users:**  
Odyssey is back in service, please follow the new operation guidelines posted on the computer. (21 Jun 2019)

**Other Updates:**  
- A copy of "FACS Aria Troubleshooting Handbook" is now available. It's on the bench closest to Aria III. (6 Mar 2019)  
- We have retired the following services: Typhoon TRIO System, Luminometer. (12 Feb 2019)  
Users can turn to our FlexStation Multi-mode Microplate Reader for luminescence measurement.  
- Feel free to download the "BookitLab" app on your mobile phone (institute initials: hkust). (31 Jan 2019)  
- The New Booking System User Guide now includes "Reading Usage Sheet" (applicable to authorized personnel). (17 Jan 2019)

**Recently Booked Instruments**  
- If you are familiar with the instruments that you would like to book, please re-select it from the recently booked instruments, or browse for the requested instruments by its business unit and group.

Training Session A Test 01

**My Upcoming Schedule**

#	INSTRUMENT	START	END	RESERVATION STATUS	TUTORING	ACCESSORIES	REMARKS
16241	Training Session A	01/11/2019 09:30:00	01/11/2019 12:00:00	Approved	No		

© BookitLab - Core Facilities Management Software By Proglab 2019 v12.1.7228.19050 system time: 12/10/2019 11:00:44 Last update: 16/10/2019 10:44:46

### 3b. Instrument Training Cancellation

1. To cancel training reservations, go to Home page, find the reserved training session under “My Upcoming Schedule” → click on the calendar icon next to the ID number.

**Dashboard**

Search: Enter an asset name or asset attribute

**\*To Odyssey users:**  
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**Other Updates:**  
- We have retired the following services: Typhoon TRIO System, Luminometer. (12 Feb 2019)  
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- Feel free to download the "BookitLab" app on your mobile phone (institute initials: hkust). (31 Jan 2019)  
- The New Booking System User Guide now includes "Reading Usage Sheet" (applicable to authorized personnel). (17 Jan 2019)

**Recently Booked Instruments**  
- If you are familiar with the instruments that you would like to book, please re-select it from the recently booked instruments, or browse for the requested instruments by its business unit and group.

Training Session A Test 01

**My Upcoming Schedule**

#	INSTRUMENT	START	END	RESERVATION STATUS	TUTORING	ACCESSORIES	REMARKS
16241	Training Session A	01/11/2019 09:30:00	01/11/2019 12:00:00	Approved	No		

**Timeline**

Zoom in Zoom out Move left Move right

Training Session A 5

17 19 21 23 25 27 29 31 1 3 5 7 9 11 13 15

October 2019 November 2019

Browse By Business Unit / Lab

2. Locate your reserved time slot (with your name on it), click it.

Training Session A

Monday, October 28, 2019 Tuesday, October 29, 2019 Wednesday, October 30, 2019 Thursday, October 31, 2019 Friday, November 1, 2019 Saturday, November 2, 2019 Sunday, November 3, 2019

09:30 - 12:00  
Angelo College  
SHU - Training  
Session A

09:30 - 12:00  
bcrf\_new\_version  
Training Session A

FACS Arts  
110a/10,  
Rm6127

Online Service

Training Session A

Status: Approved

Mobile: bcrf\_new\_version

Office: 6911

Email: bcrf@ust.hk

Advisor

Remarks

Last Updated At: 10/30/2019 10:50:12

Last Updated By: bcrf\_new\_version

3. Click **Cancel Reservation**.

Reservation Details

INSERTED BY: bcrf\_new\_version BOOKED BY: bcrf\_new\_version MOBILE OFFICE: 6911 EMAIL: bcrf@ust.hk LAST UPDATE ADMIN: TUTOR NAME:

ONLINE SERVICE Training Session A

START TIME: 01/11/2019 09:30

END TIME: 01/11/2019 12:00

USER GROUP: BioCRF

ACCOUNT NUMBER: 123

I NEED TUTORING FOR THIS RESERVATION: ☐

ORDER STATUS: Approved

REMARKS:

CONSUMABLES

Service Type: No matching records found

Previous Next Show 10 entries

Add New

UPDATE RESERVATION CALCULATE CREDIT **CANCEL RESERVATION** SHOW ON CALENDAR EXIT WITHOUT SAVING

4. Upon successful cancellation, a “Reservation Cancelled” message will appear at the top and bottom of the page.

**Reservation Details**  
INSERTED BY: bcrf\_new\_version    BOOKED BY: bcrf\_new\_version    MOBILE:    OFFICE: 6911    EMAIL: bcrf@ust.hk    LAST UPDATE ADMIN:    TUTOR NAME:

**\* Reservation Cancelled.**

ONLINE SERVICE ⓘ ⓘ ⓘ Training Session A

START TIME ⓘ 01/11/2019 09:30 ⓘ

END TIME ⓘ 01/11/2019 12:00 ⓘ

USER GROUP ⓘ BioCRF

ACCOUNT NUMBER ⓘ 123 ⓘ

I NEED TUTORING FOR THIS RESERVATION ⓘ ☐

ORDER STATUS ⓘ Canceled

REMARKS ⓘ

**CONSUMABLES**

SERVICE TYPE	QUANTITY	UNITS	DATE	REMARKS
No matching records found				

Previous Next show 10 entries

**Reservation Cancelled.**

[UPDATE RESERVATION](#) [CALCULATE CREDIT](#) [SHOW ON CALENDAR](#) [EXIT WITHOUT SAVING](#)

5. A confirmation (Order status cancelled) email will also be sent to you.

**Your order status has changed to Canceled**

Reservation details:

User Name: bcrf\_new\_version (bcrf\_new\_version)  
Equipment: Training Session A  
Booked on: Thursday, October 17, 2019  
Start Time: Friday, November 01, 2019 9:30 AM  
End Time: Friday, November 01, 2019 12:00 PM  
Status: **Canceled**  
Last Update Admin:

Remarks:

General Reservation Customer Note

[View full reservation details here](#)

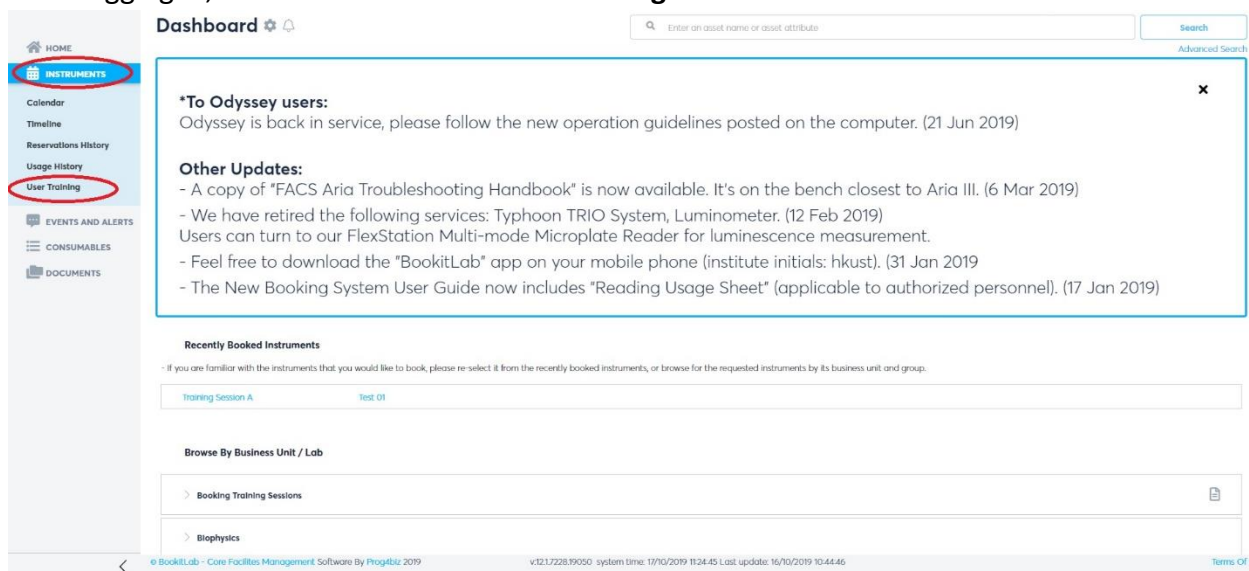
[Login](#)

\*\*\* To check your access to an instrument, please refer to the next page \*\*\*

## Part 4. Checking Instrument Access

After training (or evaluation), BioCRF staff will activate your access to an instrument within 2 business days, without notifying you. However, you can check which instrument you have access to, as below:

1. After logging in, click **Instruments** → **User Training**.



The screenshot shows the BioCRF Dashboard. The sidebar on the left has a menu with 'HOME', 'INSTRUMENTS', 'Calendar', 'Timeline', 'Reservations History', 'Usage History', 'User Training' (highlighted with a red circle), 'EVENTS AND ALERTS', 'CONSUMABLES', and 'DOCUMENTS'. The main content area is titled 'Dashboard' and contains a search bar, a notification box with updates, and sections for 'Recently Booked Instruments' and 'Browse By Business Unit / Lab'.

**Dashboard**

Enter an asset name or asset attribute

Search

Advanced Search

**\*To Odyssey users:**  
Odyssey is back in service, please follow the new operation guidelines posted on the computer. (21 Jun 2019)

**Other Updates:**  
- A copy of "FACS Aria Troubleshooting Handbook" is now available. It's on the bench closest to Aria III. (6 Mar 2019)  
- We have retired the following services: Typhoon TRIO System, Luminometer. (12 Feb 2019)  
Users can turn to our FlexStation Multi-mode Microplate Reader for luminescence measurement.  
- Feel free to download the "BookitLab" app on your mobile phone (institute initials: hkust). (31 Jan 2019)  
- The New Booking System User Guide now includes "Reading Usage Sheet" (applicable to authorized personnel). (17 Jan 2019)

**Recently Booked Instruments**  
- If you are familiar with the instruments that you would like to book, please re-select it from the recently booked instruments, or browse for the requested instruments by its business unit and group.

Training Session A Test 01

**Browse By Business Unit / Lab**

Booking Training Sessions

Biophysics

© BookitLab - Core Facilities Management Software by Proglebiz 2019 v:12.1.7228.19050 system time: 13/10/2019 11:24:45 Last update: 16/10/2019 10:44:46 Terms Of U

2. You will see all instruments your account has access to, as well as information like "Date of training", "Trainer Name" and "Level Achieved". With access, you are identified as a "Trained User".



The screenshot shows the 'User Training' section of the BioCRF interface. It features a table with columns: USER, SERVICE GROUP, INSTRUMENT, COURSE, DATE OF TRAINING, TRAINER NAME, LEVEL ACHIEVED, RESERVATION, REQUIRES ADMIN APPROVAL ON NEXT RESERVATION, TRAINING EXPIRES, and REMARKS. A single row is visible, showing 'bcrf\_new\_version' as the user, 'Offline Analysis Software' as the service group, 'Test 01' as the instrument, '06/06/2019' as the date of training, 'Angelle Callego SHUI' as the trainer name, and 'Trained User' as the level achieved. The table has pagination controls at the bottom.

**User Training**

USER	SERVICE GROUP	INSTRUMENT	COURSE	DATE OF TRAINING	TRAINER NAME	LEVEL ACHIEVED	RESERVATION	REQUIRES ADMIN APPROVAL ON NEXT RESERVATION	TRAINING EXPIRES	REMARKS
bcrf_new_version	Offline Analysis Software	Test 01		06/06/2019	Angelle Callego SHUI	Trained User		False		

Previous 1 Next Showing 1 to 1 of 1 entries

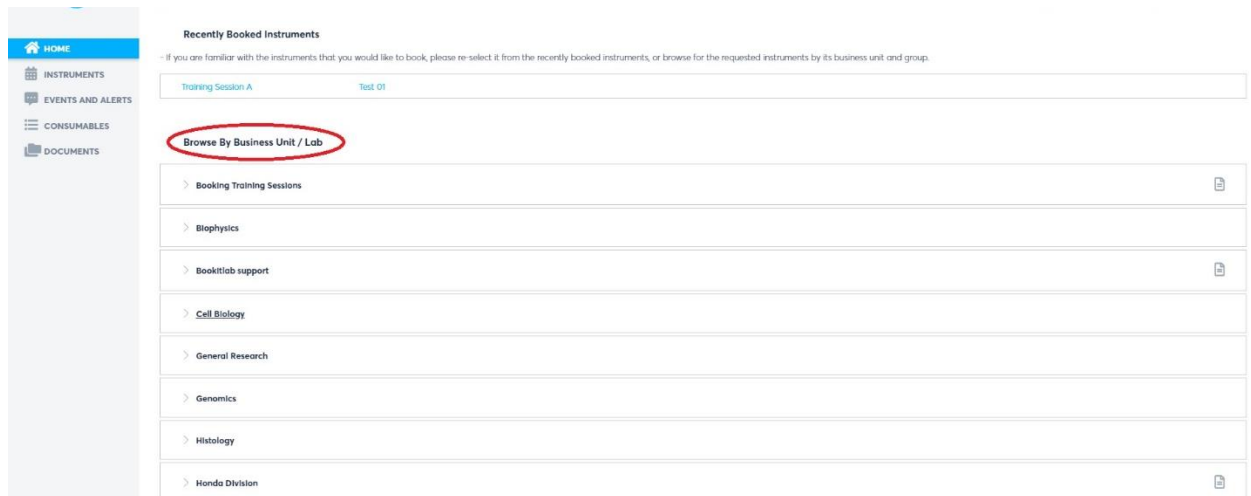
Search Show 10 entries

\*\*\* For instrument booking and cancellation, please refer to the next page \*\*\*

## Part 5. Instrument Booking and Cancellation

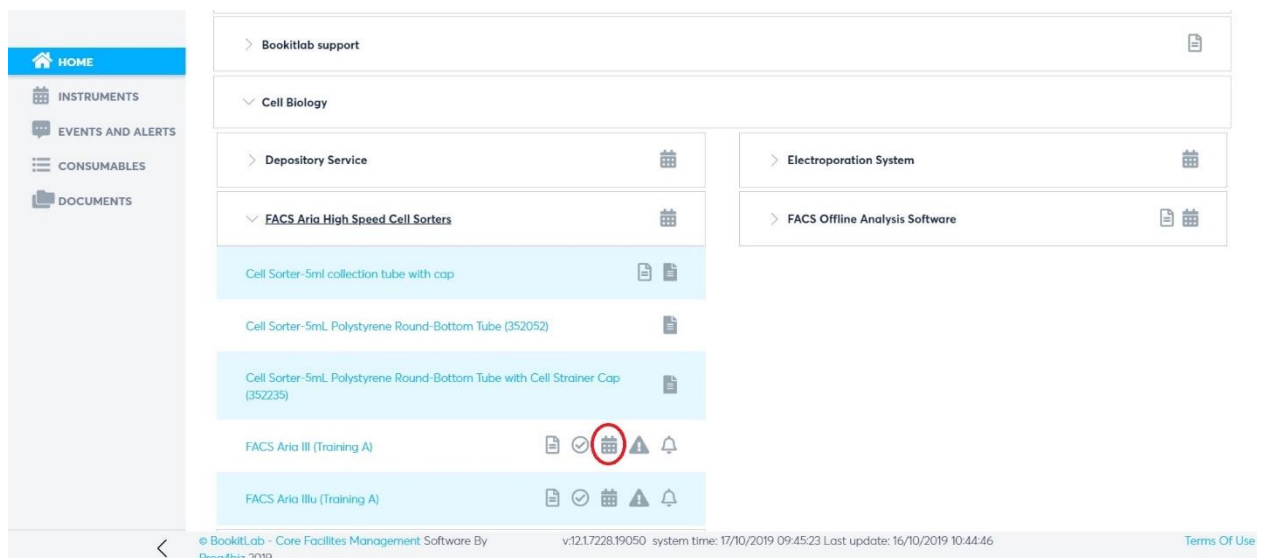
### 5a. Instrument Booking

1. After logging in, scroll down the page to find the section “Browse by Business Unit/lab” where lists of different services can be seen.



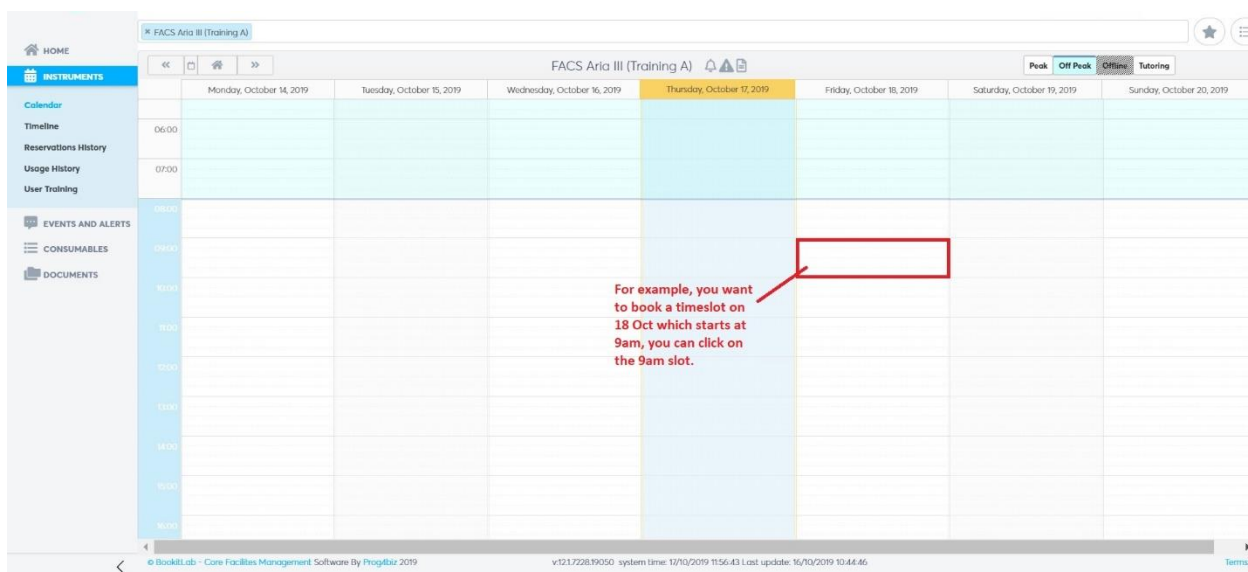
2. Find the target instrument under the proper service category by expanding the lists, for example, to book the FACS Aria A Cell Sorter:

Click **Cell Biology** → **FACS Aria High Speed Cell Sorters**, then click on the calendar icon next to “FACS Aria A (Training A)”.



3. Book time slot by clicking on the target time slot on the calendar.

\*Different instruments have different booking policies as instructed during trainings, please make sure you follow them.



4. Select the correct “Account Number” for your lab/ group, “Start Time” and “End Time”. Fill in “Remarks” if necessary, then click **Create Reservation**.

\*Some instruments come with “Accompanied Service”, for example, the atomic force microscope, STED microscope and Leica SP8 confocal microscope. Depending on the application chosen from the list, users will be charged differently. To make a reservation successfully, you must select one item from the list. An example is shown below:

**New Reservation**

INSERTED BY: bcrf\_new\_version    BOOKED BY: bcrf\_new\_version    MOBILE    OFFICE: 6911    EMAIL: bicrof@ust.hk    LAST UPDATE ADMIN    TUTOR NAME

ONLINE SERVICE ⓘ ⓘ ⓘ

START TIME ⓘ

END TIME

ACCOMPANIED SERVICE ⓘ

STED (Training C)

18/10/2019 09:00

18/10/2019 09:30

STED Microscope - Confocal

STED Microscope - STED/MP

STED Microscope - STED/MP + confocal

USER GROUP ⓘ

ACCOUNT NUMBER ⓘ

REPETITIVE RESERVATION ⓘ

I NEED TUTORING FOR THIS RESERVATION ⓘ

ORDER STATUS ⓘ

REMARKS ⓘ

N/A

select an item

☐

☐

Approved

CREATE RESERVATION    CALCULATE CREDIT    EXIT

- Upon successful booking, a “reservation created successfully” message will appear at the top and bottom of the page.

**Reservation Details**

INSERTED BY: bcrf\_new\_version    BOOKED BY: bcrf\_new\_version    MOBILE    OFFICE: 6911    EMAIL: bicrof@ust.hk    LAST UPDATE ADMIN    TUTOR NAME

ONLINE SERVICE ⓘ ⓘ ⓘ

START TIME ⓘ

END TIME

USER GROUP ⓘ

ACCOUNT NUMBER ⓘ

I NEED TUTORING FOR THIS RESERVATION ⓘ

ORDER STATUS ⓘ

REMARKS ⓘ

FACS Aria III (Training A)

18/10/2019 09:00

18/10/2019 10:00

BioCRF

123

☐

Approved

70um, all lasers

CONSUMABLES

SERVICE TYPE	QUANTITY	UNITS	DATE	REMARKS
No matching records found				

Previous    Next

Show 10 entries

Add New

The reservation created successfully

User was notified with an email.

UPDATE RESERVATION    CALCULATE CREDIT    CANCEL RESERVATION    SHOW ON CALENDAR    EXIT WITHOUT SAVING

© BookIt! lab - Core Facilities Management Software by Proglabz 2019    v121.7228.9050    system time: 11/10/2019 12:06:45    Last update: 16/10/2019 10:44:46    Terms Of Use

6. A confirmation (Reservation Approved) email, with details of the booking, will also be sent to you.

The screenshot shows an email confirmation for a reservation. At the top is the BookItLab! logo, consisting of two overlapping circles, one green and one blue. Below the logo is the title "BookItLab! Reservation - FACS Aria III (Training A) - Approved". Underneath is the heading "Reservation details:". The details are listed as follows: User Name: bcrf\_new\_version (bcrf\_new\_version), Equipment: FACS Aria III (Training A), Booked on: Thursday, October 17, 2019, Start Time: Friday, October 18, 2019 9:00 AM, End Time: Friday, October 18, 2019 10:00 AM, Status: Approved, and Last Update Admin: (blank). Below the details is the "Remarks: 70um, all lasers" and a "General Reservation Customer Note" section. A link "View full reservation details here" is provided. At the bottom is a "Login" link.

7. The reserved time slots can be viewed on your Home page, under “My Upcoming Schedule”.

The screenshot shows the BookItLab! Home page. On the left is a sidebar with navigation links: HOME, INSTRUMENTS, EVENTS AND ALERTS, CONSUMABLES, and DOCUMENTS. The main content area has a header with a message about retired services and a link to the user guide. Below this is a "Recently Booked Instruments" section. The "My Upcoming Schedule" section is highlighted with a red circle. It contains a table with the following data:

#	INSTRUMENT	START	END	RESERVATION STATUS	TUTORING	ACCESSORIES	REMARKS
16342	FACS Aria III (Training A)	18/10/2019 09:00:00	18/10/2019 10:00:00	Approved	No		70um, all lasers

Below the table is a "Timeline" section with a calendar view for October and November 2019. The "My Upcoming Schedule" link is circled in red. The table has a "Tutoring" dropdown set to "All" and a "Show" dropdown set to "3" entries. The "Previous" and "Next" buttons are also visible.

## 5b. Instrument Booking: Extension of Reservation time

### i) Ongoing Reservation

1. Users are now allowed to extend their reservation duration if their ongoing experiment cannot be finished on time (only applicable when the instrument is not booked by another user).

After logging into the system and reaching the Home page, you will see a statement below the Dashboard - “Your reservation (ID) for (Instrument name) has started. To extend the End Time of this ongoing reservation, please [click here](#)”.

The screenshot shows the Dashboard page. On the left is a sidebar with navigation links: HOME, INSTRUMENTS, EVENTS AND ALERTS, CONSUMABLES, and DOCUMENTS. The main content area has a 'Dashboard' header with a search bar. Below the header is a large notification box with the following text:

**\*To Odyssey users:**  
Odyssey is back in service, please follow the new operation guidelines posted on the computer. (21 Jun 2019)

**Other Updates:**

- A copy of "FACS Aria Troubleshooting Handbook" is now available. It's on the bench closest to Aria III. (6 Mar 2019)
- We have retired the following services: Typhoon TRIO System, Luminometer. (12 Feb 2019)  
Users can turn to our FlexStation Multi-mode Microplate Reader for luminescence measurement.
- Feel free to download the "BookitLab" app on your mobile phone (institute initials: hkust). (31 Jan 2019)
- The New Booking System User Guide now includes "Reading Usage Sheet" (applicable to authorized personnel). (17 Jan 2019)

Below the notification box is a red arrow pointing to a smaller notification box that says: "Your reservation 16243 for FACS Aria III (Training A) has started. To extend the End Time of this ongoing reservation, please [click here](#)." The text "click here" is circled in red.

Below this is a section titled "Recently Booked Instruments" with a table showing FACS Aria III (Training A), Training Session A, and Test 01. Below that is a "My Upcoming Schedule" section. At the bottom is a footer with copyright information and system status.

2. After clicking “click here”, you will be directed to the Reservation Details page. Only the end time can be changed. In the example below, you can change it from 15:30 to 16:00. Then click **Update Reservation**.

The screenshot shows the Reservation Details page. The left sidebar has navigation links: HOME, INSTRUMENTS, Calendar, Timeline, Reservations History, Usage History, User Training, EVENTS AND ALERTS, CONSUMABLES, and DOCUMENTS. The main content area has a header with "Reservation Details" and various filters. Below the header is a form with the following fields:

- ONLINE SERVICE: FACS Aria III (Training A)
- START TIME: 12/10/2019 14:30
- END TIME: 12/10/2019 16:00 (The time 16:00 is circled in red, and a red arrow points to it with the text "Change time from 15:30 to 16:00")
- USER GROUP: BioCRF
- ACCOUNT NUMBER: 123
- I NEED TUTORING FOR THIS RESERVATION: ☐
- ORDER STATUS: Approved
- REMARKS: 70um, all lasers

Below the form is a table titled "CONSUMABLES" with columns: SERVICE TYPE, QUANTITY, UNITS, DATE, and REMARKS. The table is empty, and there is a "No matching records found" message. Below the table is a "Previous" and "Next" button, and a "Show 10 entries" dropdown.

At the bottom of the page is a row of buttons: "UPDATE RESERVATION" (circled in red), "CALCULATE CREDIT", "SHOW ON CALENDAR", and "EXIT WITHOUT SAVING".

- Upon successful update, a “Success Reservation updated” message will appear at the top and bottom of the page.

The screenshot shows the 'Reservation Details' page in the BookItLab! system. The page header includes navigation links like HOME, INSTRUMENTS, and a sidebar with options like Calendar, Timeline, and Reservations History. The main content area displays reservation information for 'FACS Aria III (Training A)' with fields for START TIME (1/10/2019 14:30), END TIME (1/10/2019 16:00), USER GROUP (BioCRF), ACCOUNT NUMBER (123), ORDER STATUS (Approved), and REMARKS (70um, all lasers). A red circle highlights a success message at the top: 'Success - Reservation updated. User was notified with an email.' Below the reservation details, two red arrows point to two identical success messages: 'Success - Reservation updated.' and 'User was notified with an email.' The bottom of the page shows a footer with copyright information and system details.

- A confirmation email (“Your order status has changed”) will be sent to you, showing you the updated End Time.

The screenshot shows a confirmation email from BookItLab! titled 'BookItLab! Reservation - FACS Aria III (Training A) - Approved'. The email body contains the following reservation details:

Reservation details:

User Name: bcrf\_new\_version (bcrf\_new\_version)  
Equipment: FACS Aria III (Training A)  
Booked on: Thursday, October 17, 2019  
Start Time: Thursday, October 17, 2019 2:30 PM  
End Time: Thursday, October 17, 2019 4:00 PM  
Status: Approved  
Last Update Admin:

Remarks: 70um, all lasers

General Reservation Customer Note

[View full reservation details here](#)

At the bottom of the email, there is a 'Login' link.

## ii) Upcoming reservation

### 1. You can also extend the End time of upcoming reservations.

After logging in, go to Home page, find the reservation under “My Upcoming Schedule”  
→ click on the calendar icon next to the ID number.

- We have retired the following services: Typhoon TRIO System, Luminometer. (12 Feb 2019)  
Users can turn to our FlexStation Multi-mode Microplate Reader for luminescence measurement.  
- Feel free to download the "BookitLab" app on your mobile phone (institute initials: hkust). (31 Jan 2019)  
- The New Booking System User Guide now includes "Reading Usage Sheet" (applicable to authorized personnel). (17 Jan 2019)

**Recently Booked Instruments**

- If you are familiar with the instruments that you would like to book, please re-select it from the recently booked instruments, or browse for the requested instruments by its business unit and group.

FACS Aria III (Training A) Training Session A Test 01

**My Upcoming Schedule**

#	INSTRUMENT	START	END	RESERVATION STATUS	TUTORING	ACCESSORIES	REMARKS
16342	FACS Aria III (Training A)	18/10/2019 09:00:00	18/10/2019 10:00:00	Approved	No		70um, all lasers

Timeline

Zoom in Zoom out Move left Move right

FACS Aria III (Training A)

17 19 21 23 25 27 29 31 1 3 5 7 9 11 13 15

October 2019 November 2019

Browse By Business Unit / Lab

### 2. You can change the End time and then click **Update Reservation**.

**Reservation Details**

INSERTED BY bcrf\_new\_version BOOKED BY bcrf\_new\_version MOBILE OFFICE 6911 EMAIL bcrf@ust.hk LAST UPDATE ADMIN TUTOR NAME

ONLINE SERVICE FACS Aria III (Training A)

START TIME 18/10/2019 09:00

END TIME 18/10/2019 11:00

USER GROUP BioCRF

ACCOUNT NUMBER 123

I NEED TUTORING FOR THIS RESERVATION

ORDER STATUS Approved

REMARKS 70um, all lasers

**CONSUMABLES**

SERVICE TYPE	QUANTITY	UNITS	DATE	REMARKS
No matching records found				

Previous Next Show 10 entries

Add New

UPDATE RESERVATION CALCULATE CREDIT CANCEL RESERVATION SHOW ON CALENDAR EXIT WITHOUT SAVING

3. Upon successful update, a “Success Reservation updated” message will appear at the top and bottom of the page.

The screenshot shows the 'Reservation Details' page in the BookItLab system. The page has a sidebar with navigation links: HOME, INSTRUMENTS, Calendar, Timeline, Reservations History, Usage History, User Training, EVENTS AND ALERTS, CONSUMABLES, and DOCUMENTS. The main content area displays reservation information for 'FACS Aria III (Training A)'. The reservation is for 'bcrf\_new\_version' (bcrf\_new\_version) on '18/10/2019' from '09:00' to '11:00'. The user group is 'BioCRF' and the account number is '123'. The order status is 'Approved' and the remarks are '70um, all lasers'. A red arrow points to the 'User Group' field. Below the reservation details, there are two success messages: 'Success - Reservation updated.' and 'User was notified with an email.' Both messages are highlighted with red arrows. The bottom of the page shows a footer with copyright information and a system time stamp.

Reservation Details

INSERTED BY: bcrf\_new\_version BOOKED BY: bcrf\_new\_version MOBILE OFFICE: 6911 EMAIL: bcrf@ust.hk LAST UPDATE ADMIN: TUTOR NAME:

Success - Reservation updated.  
User was notified with an email.

ONLINE SERVICE: FACS Aria III (Training A)

START TIME: 18/10/2019 09:00

END TIME: 18/10/2019 11:00

USER GROUP: BioCRF

ACCOUNT NUMBER: 123

I NEED TUTORING FOR THIS RESERVATION: ☐

ORDER STATUS: Approved

REMARKS: 70um, all lasers

CONSUMABLES

SERVICE TYPE	QUANTITY	UNITS	DATE	REMARKS
No matching records found				

Previous Next Show 10 entries

Add New

UPDATE RESERVATION CALCULATE CREDIT CANCEL RESERVATION SHOW ON CALENDAR EXIT WITHOUT SAVING

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4. A confirmation email (“Your order status has changed”) will be sent to you, showing you the updated End Time.

The screenshot shows a confirmation email from BookItLab. The email has a header with the BookItLab logo and the subject line 'BookItLab! Reservation - FACS Aria III (Training A) - Approved'. The body of the email contains reservation details: User Name: bcrf\_new\_version (bcrf\_new\_version), Equipment: FACS Aria III (Training A), Booked on: Thursday, October 17, 2019, Start Time: Thursday, October 17, 2019 2:30 PM, End Time: Thursday, October 17, 2019 4:00 PM, Status: Approved, Last Update Admin: [Name], Remarks: 70um, all lasers, and General Reservation Customer Note. A link 'View full reservation details here' is provided. The footer contains a 'Login' link.

BookItLab! Reservation - FACS Aria III (Training A) - Approved

Reservation details:

User Name: bcrf\_new\_version (bcrf\_new\_version)

Equipment: FACS Aria III (Training A)

Booked on: Thursday, October 17, 2019

Start Time: Thursday, October 17, 2019 2:30 PM

End Time: Thursday, October 17, 2019 4:00 PM

Status: Approved

Last Update Admin: [Name]

Remarks: 70um, all lasers

General Reservation Customer Note

[View full reservation details here](#)

[Login](#)

## 5c. Instrument Booking Cancellation

1. To cancel a reservation, go to Home page, find the reserved time slot under “My Upcoming Schedule”, click on the calendar icon next to the ID number.

\*Note that all time slots will be locked 48 hours before their start time. Users are not allowed to amend or delete their booking during the 48-hour period. Please contact BioCRF staff if booking modification is required during this period.

[HOME](#)  
[INSTRUMENTS](#)  
[EVENTS AND ALERTS](#)  
[CONSUMABLES](#)  
[DOCUMENTS](#)

- We have retired the following services: Typhoon TRIO System, Luminometer. (12 Feb 2019)  
Users can turn to our FlexStation Multi-mode Microplate Reader for luminescence measurement.  
- Feel free to download the "BookitLab" app on your mobile phone (institute initials: hkust). (31 Jan 2019)  
- The New Booking System User Guide now includes "Reading Usage Sheet" (applicable to authorized personnel). (17 Jan 2019)

Recently Booked Instruments

- If you are familiar with the instruments that you would like to book, please re-select it from the recently booked instruments, or browse for the requested instruments by its business unit and group.

FACS Aria III (Training A)

Training Session A

Test 01

My Upcoming Schedule

#	INSTRUMENT	START	END	RESERVATION STATUS	TUTORING	ACCESSORIES	REMARKS
16342	FACS Aria III (Training A)	18/10/2019 09:00:00	18/10/2019 10:00:00	Approved	No		70um, all lasers

Tutoring

All

Show

3

entries

Previous

Next

Timeline

Zoom In

Zoom out

Move left

Move right

FACS Aria III (Training A)

17

19

21

23

25

27

29

31

1

3

5

7

9

11

13

15

October 2019

November 2019

Browse By Business Unit / Lab

2. Locate your reserved time slot (with your name on it), click it.

HOME

FACS Aria III (Training A)

Calendar

Timeline

Reservations History

Usage History

User Training

EVENTS AND ALERTS

CONSUMABLES

DOCUMENTS

Monday, October 14, 2019

Tuesday, October 15, 2019

Wednesday, October 16, 2019

Thursday, October 17, 2019

Friday, October 18, 2019

Saturday, October 19, 2019

Sunday, October 20, 2019

09:00 - 10:00

bcrf\_new\_version - FACS Aria III (Training A)

09:00 - 10:00

Online Service

FACS Aria III (Training A)

Status: Approved

bcrf\_new\_version

Mobile

Office: 6911

Email: bcrf@ust.hk

Advisor

Remarks: 70um, all laser

Last Updated At: 10/10/2019 14:17:03

Last Updated By: bcrf\_new\_version

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v121.7228.19050 system time: 10/10/2019 16:27:53 last update: 16/10/2019 10:44:46

3. Click **Cancel Reservation**.

HOME

INSTRUMENTS

Calendar

Timeline

Reservations History

Usage History

User Training

EVENTS AND ALERTS

CONSUMABLES

DOCUMENTS

Reservation Details

INSERTED BY: bcrf\_new\_version

BOOKED BY: bcrf\_new\_version

MOBILE

OFFICE: 6911

EMAIL: bcrf@ust.hk

LAST UPDATE ADMIN

TUTOR NAME

ONLINE SERVICE: FACS Aria III (Training A)

START TIME: 10/10/2019 09:00

END TIME: 10/10/2019 10:00

USER GROUP: BioCRF

ACCOUNT NUMBER: 123

I NEED TUTORING FOR THIS RESERVATION: ☐

ORDER STATUS: Approved

REMARKS: 70um, all laser

CONSUMABLES

Service Type

Quantity

Units

Date

Remarks

No matching records found

Previous

Next

Show 10 entries

Add New

UPDATE RESERVATION

CALCULATE CREDIT

X CANCEL RESERVATION

SHOW ON CALENDAR

EXIT WITHOUT SAVING

4. Upon successful cancellation, a “Reservation Cancelled” message will appear at the bottom of the page for a few seconds.

**Reservation Details**  
INSERTED BY: bcrf\_new\_version    BOOKED BY: bcrf\_new\_version    MOBILE    OFFICE: 6911    EMAIL: bicrof@ust.hk    LAST UPDATE: ADMIN    TUTOR NAME:

**Reservation Cancelled.**

ONLINE SERVICE: FACS Aria III (Training A) ✓

START TIME: 18/10/2019 09:00

END TIME: 18/10/2019 10:00

USER GROUP: BioCRF

ACCOUNT NUMBER: 123

I NEED TUTORING FOR THIS RESERVATION: ☐

ORDER STATUS: Cancelled

REMARKS: 70um, all laser

**CONSUMABLES**

SERVICE TYPE	QUANTITY	UNITS	DATE	REMARKS
No matching records found				

Previous Next Show 10 entries

**Reservation Cancelled.**

[UPDATE RESERVATION](#) [CALCULATE CREDIT](#) [SHOW ON CALENDAR](#) [EXIT WITHOUT SAVING](#)

5. A confirmation (Order status cancelled) email will also be sent to you.

**Your order status has changed to Canceled**

Reservation details:

User Name: bcrf\_new\_version (bcrf\_new\_version)

Equipment: FACS Aria III (Training A)

Booked on: Thursday, October 17, 2019

Start Time: Friday, October 18, 2019 9:00 AM

End Time: Friday, October 18, 2019 10:00 AM

Status: **Canceled**

Last Update Admin:

Remarks: 70um, all laser

General Reservation Customer Note

[View full reservation details here](#)

[Login](#)

## 5d. Checking Reservations History

To check all reservation/cancellation records, click **Instruments** → **Reservations History**.

**Reservations History**

ASSET CATEGORY GROUP: Select All  
ASSET CATEGORY: Select All  
ACCOUNT: Select All  
INSTITUTE: All Institutes  
STATUS: Select A status

SERVICE: All Services  
USER GROUP: BioCRF  
USER: bcrf\_new\_version  
RESERVATION STARTS ON: --  
RESERVATION ENDS ON: --

FROM: 01/10/2019 00:00  
UNTIL: 01/11/2019 00:00  
TUTORING: All

Search Reset Filter

#	SERVICE	FROM	UNTIL	STATUS	DURATION (HH:MM:SS)	CREATE DATE	ACCOUNT NUMBER	CANCELLED BEFORE (HH:MM:SS)	ORDERED BY	USER GROUP	REMARKS	NUMBER OF USAGES	LAST MODIFIED AT
16244	FACS Aria III (Training A)	18/10/2019 09:00	18/10/2019 10:00	Canceled	01:00:00	12/10/2019 16:30	123	17:28:38	bcrf_new_version	BioCRF	70um, all laser	0	12/10/2019 16:31
16243	FACS Aria III (Training A)	12/10/2019 14:30	12/10/2019 16:00	Approved	01:30:00	12/10/2019 14:18	123		bcrf_new_version	BioCRF	70um, all lasers	0	12/10/2019 15:09
16242	FACS Aria III (Training A)	18/10/2019 09:00	18/10/2019 10:00	Canceled	01:00:00	12/10/2019 12:06	123	17:30:23	bcrf_new_version	BioCRF	70um, all lasers	0	12/10/2019 16:29

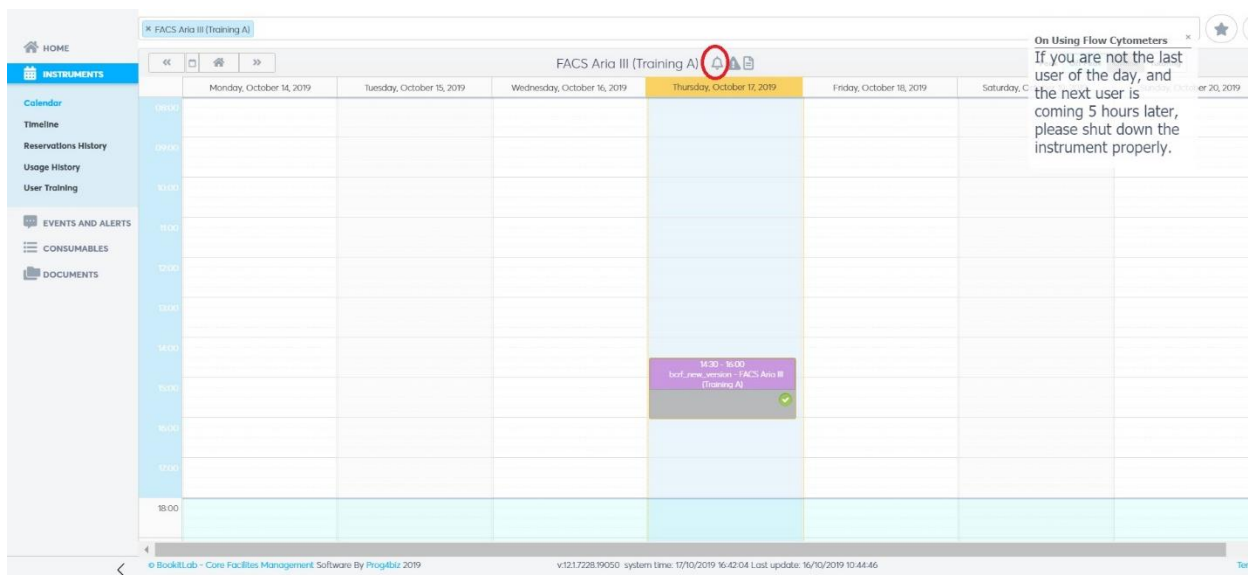
Previous Next Showing 1 to 3 of 3 entries Search: Show 10 entries

© BookItLab - Core Facilities Management Software By Progitlab 2019 v121722819050 system time: 12/10/2019 16:39:00 Last update: 16/10/2019 10:44:46 Terms Of Use

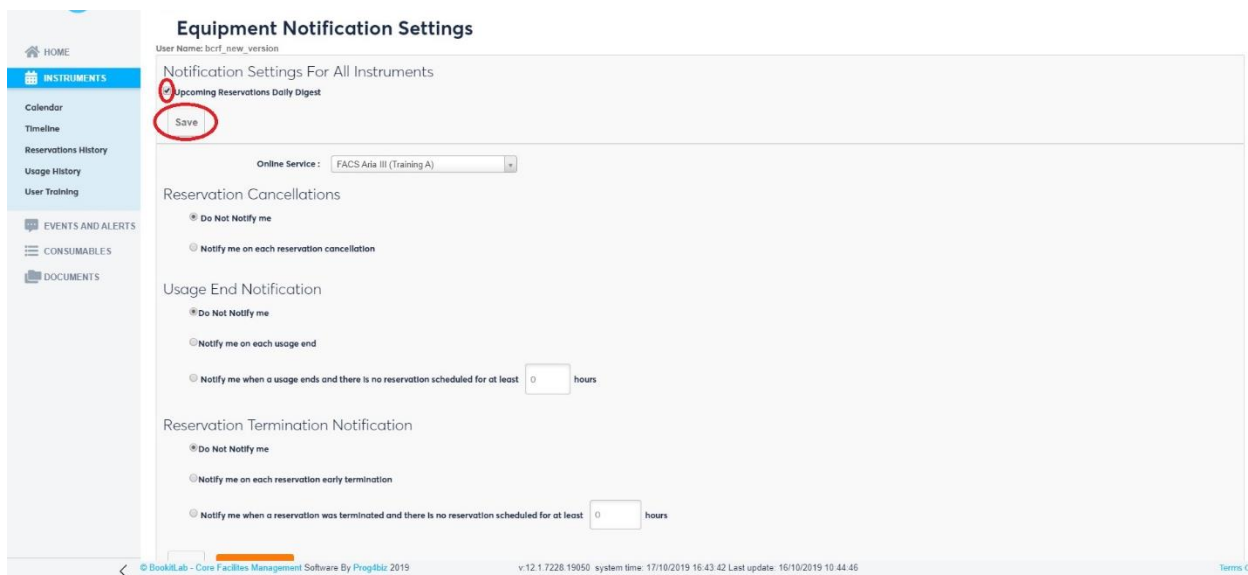
## 5e. Receiving Daily Booking Notifications

By following the instructions below, users will receive emails at 4:00am, only on days when they have reservations. The email will include the reservation details of all instruments a user has booked that day.

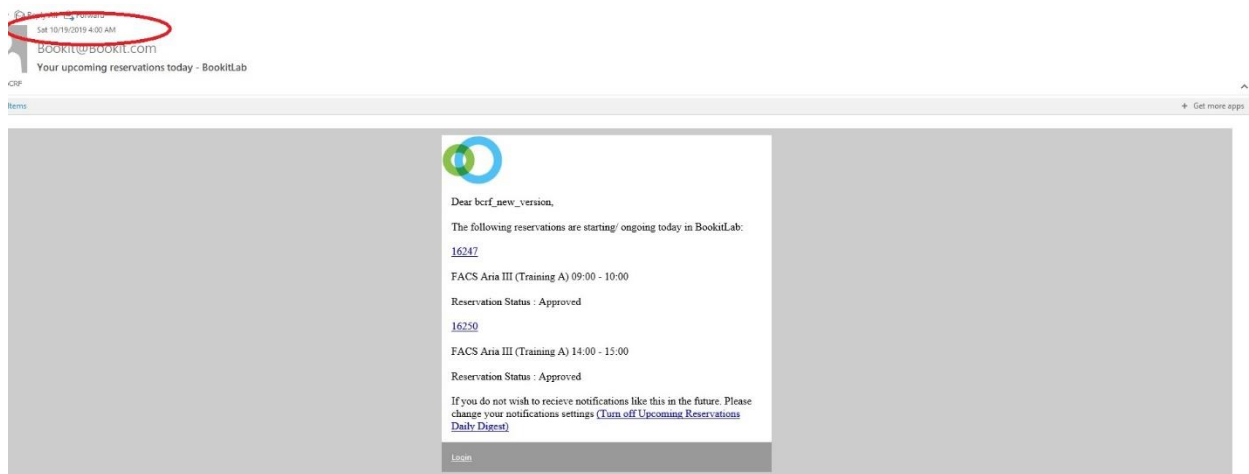
1. To receive booking notifications for ALL instruments, click **Instruments** → **Calendar**, select any instrument on the search bar → click the bell icon.



2. Tick “Upcoming Reservations Daily Digest” under “Notification Settings for All Instruments” and click **Save**.



3. You will receive an email with all your reservations for the day at 4:00am.

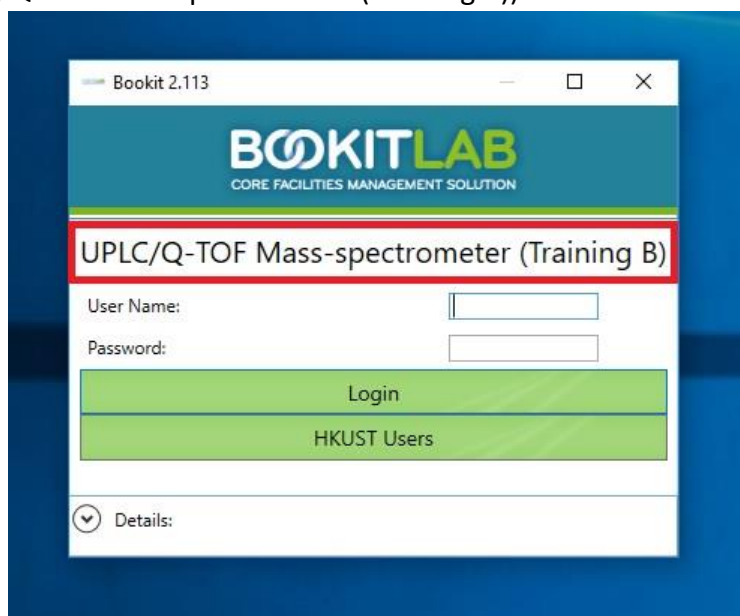


\*\*\* To use reserved instruments that are connected to a computer system, please refer to the next page \*\*\*

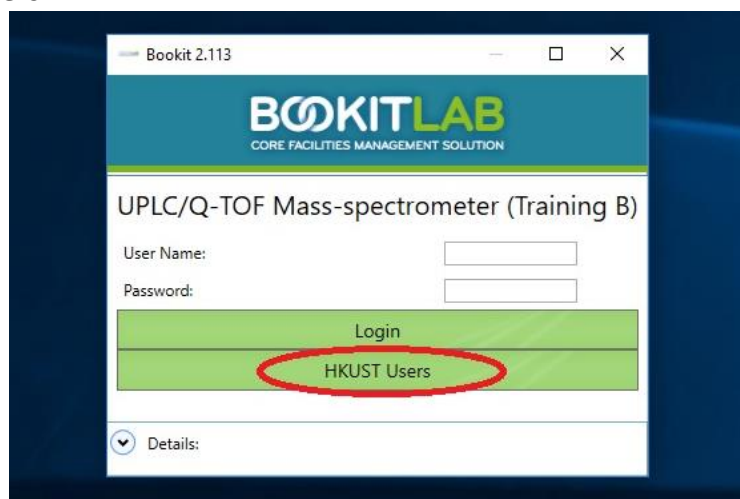
## Part 6. Starting and Ending Usage of Instrument on Bookit 2.113/ 2.114

The application software of the new booking system (Bookit 2.113/ 2.114) has been installed on computers that are connected to an instrument. Users can only start using a reserved instrument by logging into Bookit 2.113/ 2.114. After use, users must log out to avoid extra charges.

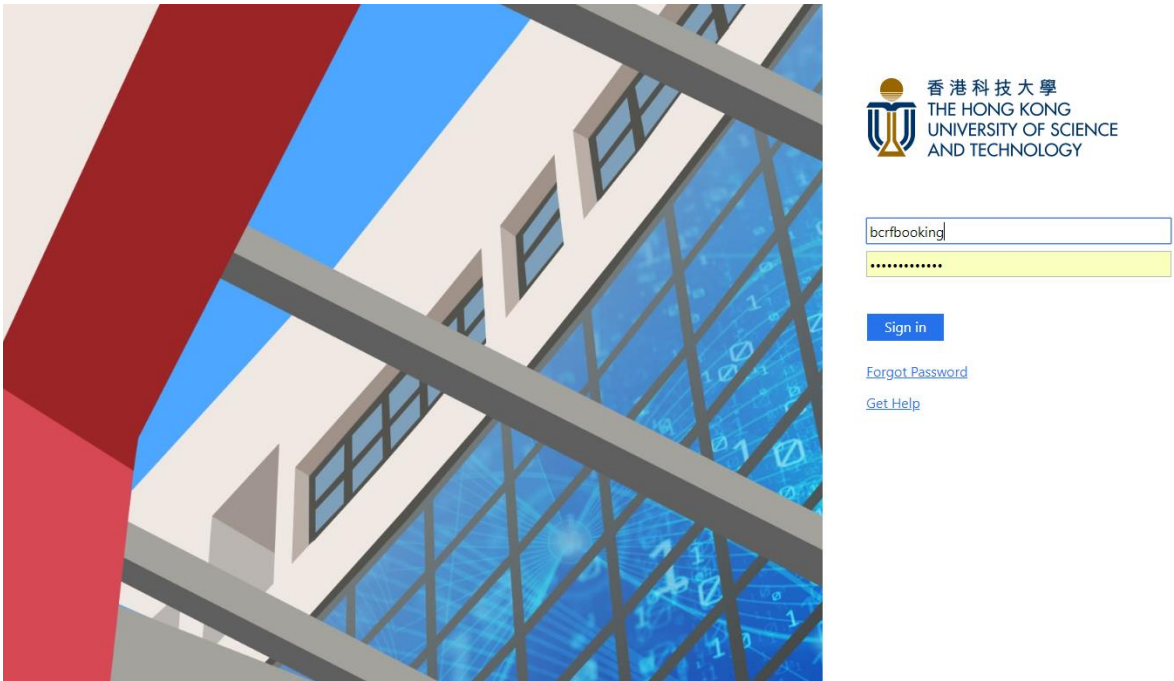
1. After logging into a computer connected to an instrument, you will see the Bookit 2.113/ 2.114 software window on the desktop, with the name of the instrument (for example, UPLC/Q-TOF Mass-spectrometer (Training B)).



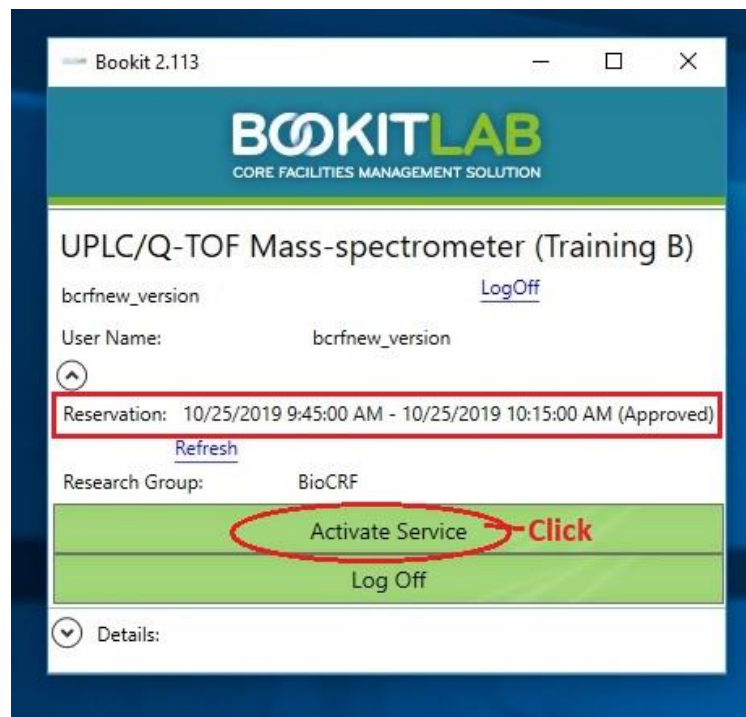
2. Click **HKUST Users**.



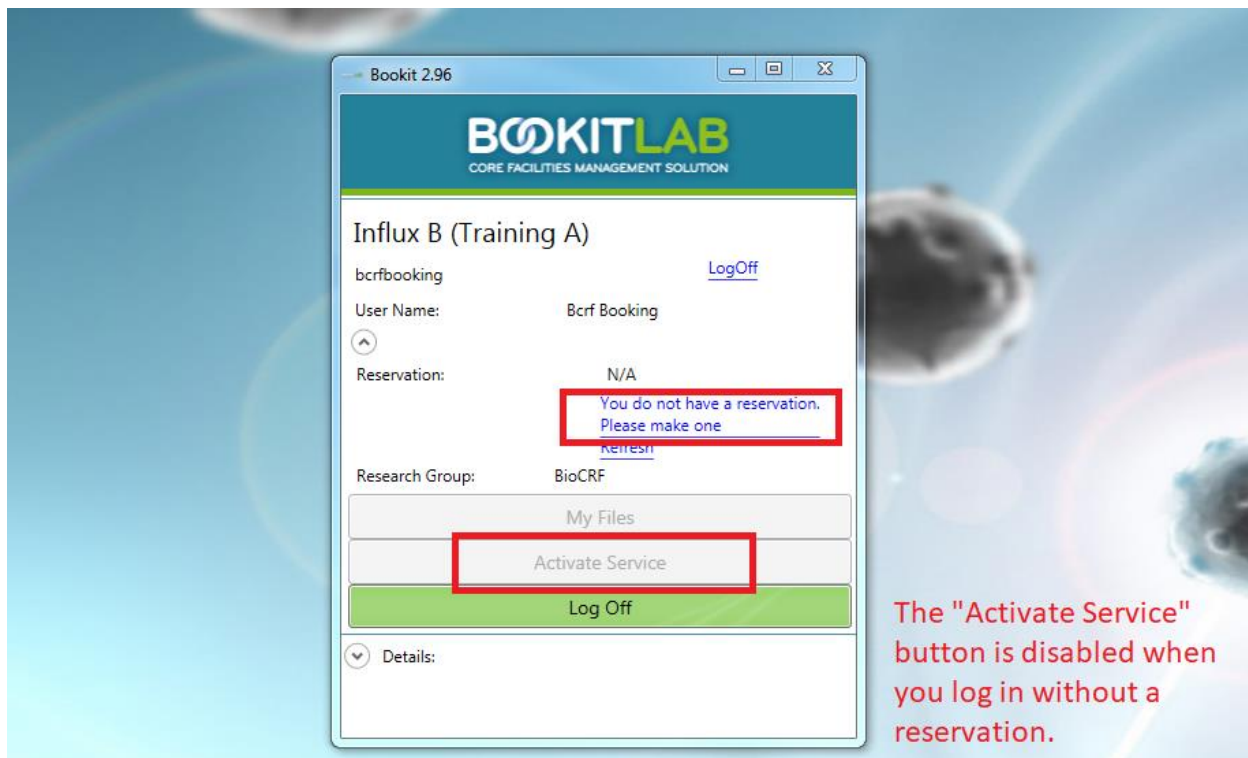
3. Another window (SSO) appears. Log in using HKUST webmail account.



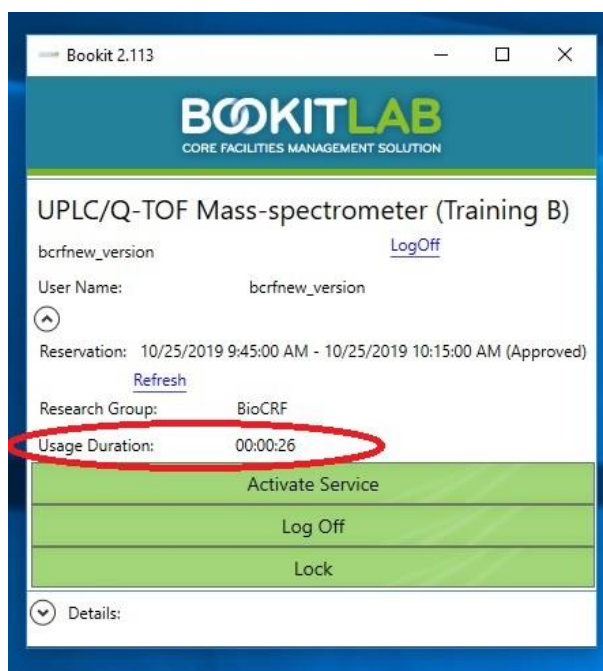
4. Bookit 2.113/ 2.114 refreshes and you will see your reservation details. Click **Activate Service**.



\*Note that without a reservation, you won't be able to click "Activate Service", as shown below. Please make a reservation if you want to use any instrument.

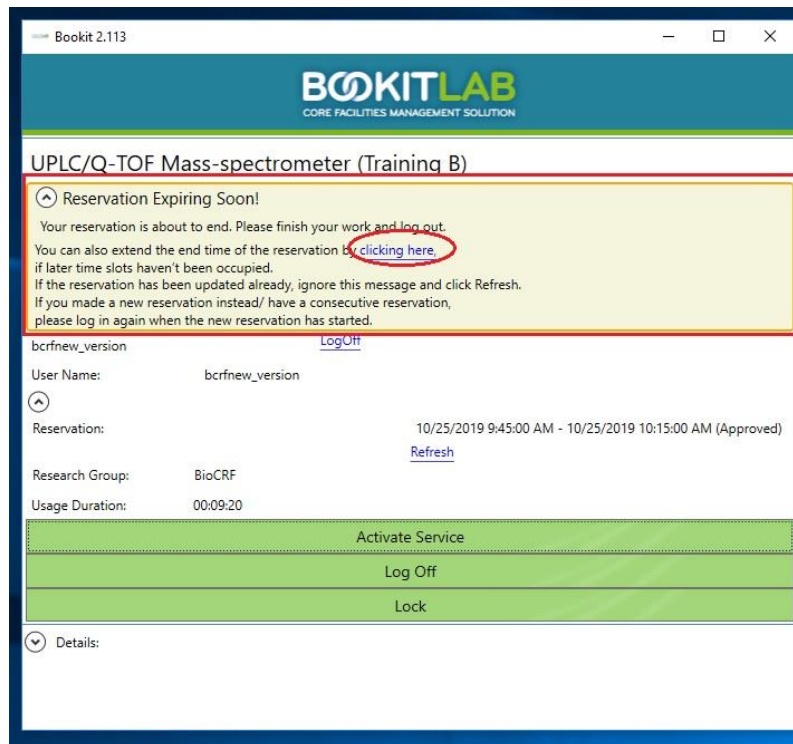


5. You can now control the desktop and Bookit 2.113/ 2.114 starts timing your usage.

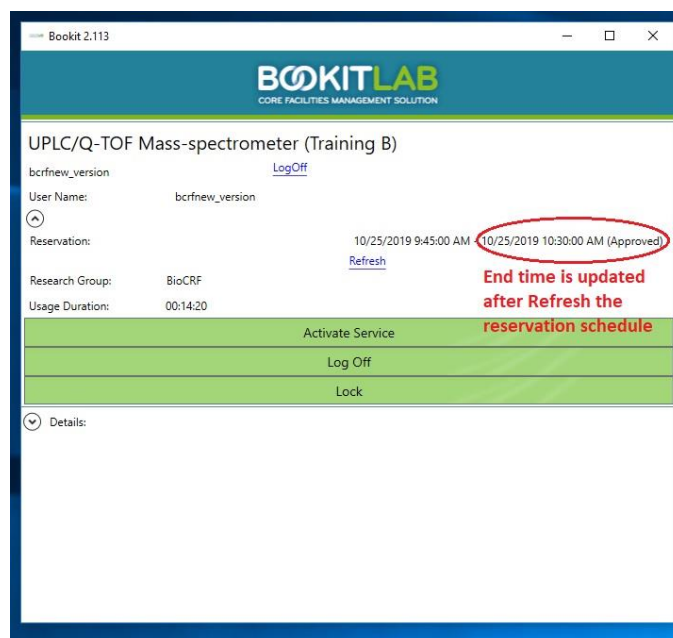
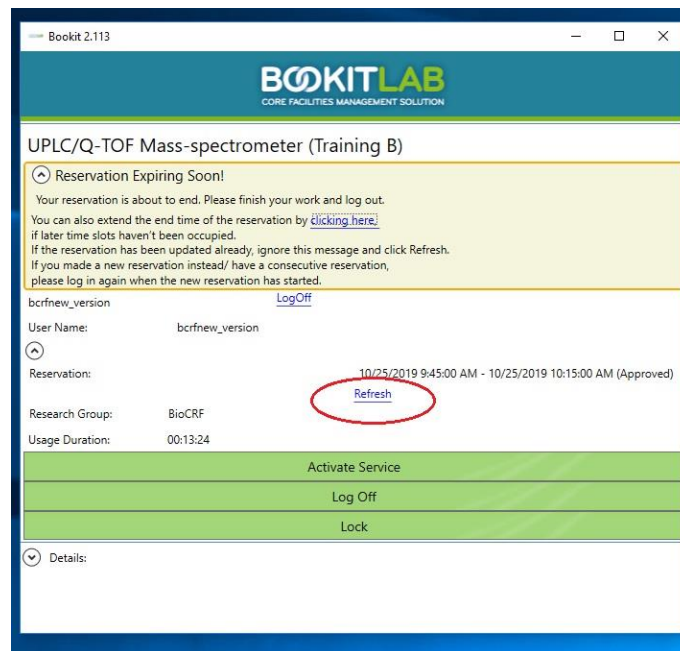


6. 15 minutes before the reservation End time, the message “Reservation Expiring Soon” message will pop up on Bookit 2.113/ 2.114. Users can extend the End time if the instrument is not being booked by another user. You can extend it by clicking “clicking here” on the Bookit 2.113 or access the Booking system through your PC or phone. For details, please refer to [5b. Instrument Booking: Extension of Reservation time.](#)

\*Note that if you cannot finish on time, please extend your time slot to continue. Users who run an instrument overtime will receive a warning. Upon receiving two warnings, users’ access to the instrument will be suspended for at least a month.

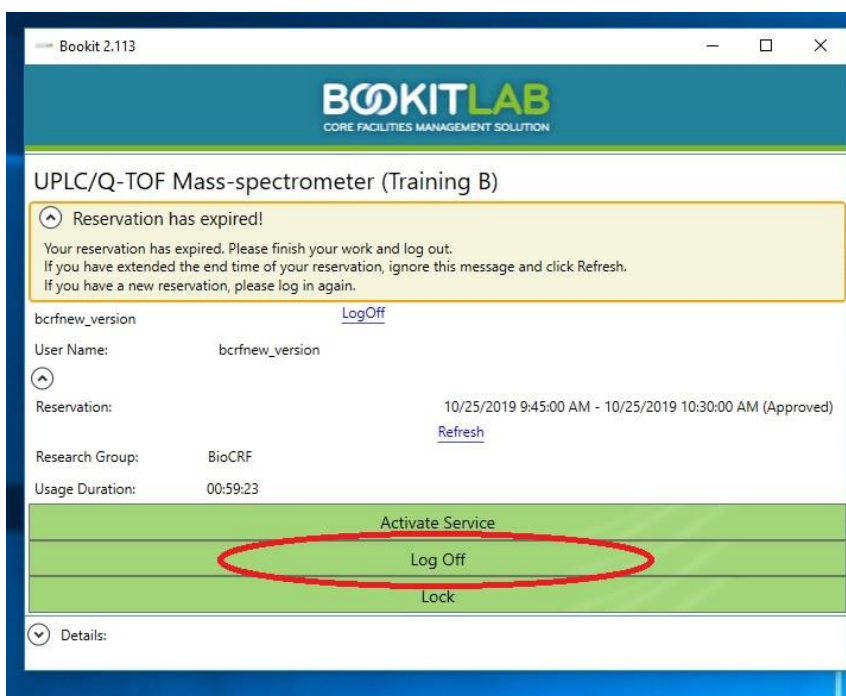


7. If you have extended the End time, you can click “Refresh” on the Bookit 2.113/ 2.114 and the time of your reservation will be updated.



- After you have finished using the instrument, click **Log Off**. The message “Reservation has expired!” will appear on Bookit 2.113/ 2.114 as well. If you have extended your reservation, please click “Refresh” to update the reservation time. If you have a **new** reservation, please log off and log in again. Otherwise, you will be subjected to **double charges**.

\*Note that if you do not click “Log Off”, the usage duration will continue to count the time. Extra time will be charged even if you have finished using the instrument.



- If you want to check your usage history, log into the new booking system, click **Instruments → Usage History**.

The screenshot shows the 'Usage History' page. On the left, there is a sidebar with 'INSTRUMENTS' selected, and 'Usage History' is highlighted in red. The main area displays a table of usage records. The table has columns for 'USER NAME', 'TUTORING', 'OPERATOR', 'UPDATED BY', 'USER GROUP', 'SERVICE GROUP', 'ONLINE SERVICE', 'ACCOUNT NUMBER', 'LOG IN TIME', 'LOG OFF TIME', 'USAGE DURATION', 'REMARKS', 'STATUS', 'START TIME', 'END TIME', 'RESERVATION DURATION', 'LAST UPDATE ADMIN', 'LAST UPDATE DATE', 'LATE TIME (M)', 'EARLY LEAVE TIME (M)', and 'DELTA'. The table contains four rows of data, each representing a usage record for a specific user and instrument.

#	USER NAME	TUTORING	OPERATOR	UPDATED BY	USER GROUP	SERVICE GROUP	ONLINE SERVICE	ACCOUNT NUMBER	LOG IN TIME	LOG OFF TIME	USAGE DURATION	REMARKS	STATUS	START TIME	END TIME	RESERVATION DURATION	LAST UPDATE ADMIN	LAST UPDATE DATE	LATE TIME (M)	EARLY LEAVE TIME (M)	DELTA	DETAILS
16204	bcrfnew_version	No			BioCRF	Offline Analysis Software	Test 01	123	08/08/2019 9:52:32	08/08/2019 17:25:11	00:52:39		1	08/08/2019 9:30:00	08/08/2019 17:00:00	01:30:00	demman	08/08/2019 9:35:29	0:00	0:00	1:03	
16209	bcrfnew_version	No			BioCRF	Mass-spectrometers	UPLC/Q-TOF Mass-spectrometer (Training B)	123	18/10/2019 9:00:23	18/10/2019 9:34:53	00:34:30		1	18/10/2019 9:00:00	18/10/2019 9:30:00	00:30:00		18/10/2019 9:54:21	0:00	0:00	0:00	
16253	bcrfnew_version	No			BioCRF	Mass-spectrometers	UPLC/Q-TOF Mass-spectrometer (Training B)	123	18/10/2019 9:50:22	18/10/2019 17:05:29	00:15:07		1	18/10/2019 9:45:00	18/10/2019 17:15:00	00:30:00		18/10/2019 9:35:34	0:00	0:00	0:25	
9330	bcrfnew_version	No			BioCRF	Mass-spectrometers	UPLC/Q-TOF Mass-spectrometer (Training B)	budget03	18/10/2019 9:59:34	18/10/2019 9:59:43	00:00:09								0:00	0:00		

\*\*\* For reagents/consumables checkout, please refer to the next page \*\*\*

## Part 7. Reagents/Consumables Checkout

On the day you want to check out reagents and consumables, please approach BioCRF staff. During checkout, you will be asked to log into the system and submit your checkout record as below:

1. After logging into the new booking system, click **Consumables**.

Dashboard

Enter an asset name or asset attribute

Search

Advanced Search

**\*To Odyssey users:**  
Odyssey is back in service, please follow the new operation guidelines posted on the computer. (21 Jun 2019)

**Other Updates:**  
- A copy of "FACS Aria Troubleshooting Handbook" is now available. It's on the bench closest to Aria III. (6 Mar 2019)  
- We have retired the following services: Typhoon TRIO System, Luminometer. (12 Feb 2019)  
Users can turn to our FlexStation Multi-mode Microplate Reader for luminescence measurement.  
- Feel free to download the "BookitLab" app on your mobile phone (institute initials: hkust). (31 Jan 2019)  
- The New Booking System User Guide now includes "Reading Usage Sheet" (applicable to authorized personnel). (17 Jan 2019)

Your reservation 16249 for UPLC/Q-TOF Mass-spectrometer (Training II) has started. To extend the End Time of this ongoing reservation, please click here.

**Recently Booked Instruments**  
- If you are familiar with the instruments that you would like to book, please re-select it from the recently booked instruments, or browse for the requested instruments by its business unit and group.

UPLC/Q-TOF Mass-spectrometer (Training II)	FACS Aria III (Training AI)	Training Session A	Test 01
--	-----------------------------	--------------------	---------

Currently Active Usages [More Details](#)

2. Select the correct "Service Type" (reagent/consumable checked out), "Account Number" (for your lab/ group) and "Service Date" (checkout date and time). Fill in "Quantity" (number of the item that was checked out). Click **Insert**.

**Consumables**

Note:  
DO NOT use credit accounts for consumable check-out. Only personal accounts are allowed

Consumable check out time:  
Mon - Fri (except Public Holidays)  
2:00pm - 2:30pm

SERVICE TYPE: Please select a Service Type

SERVICE DATE: 18/10/2019 04:27

ACCOUNT NUMBER: select an item

QUANTITY:

REMARKS:

Submit one more Submit Cancel

© BookitLab - Core Facilities Management Software by ProgitLab 2019 v121222819050 system time: 18/10/2019 16:27:43 Last update: 16/10/2019 13:44:46 Terms Of Use

\*\*\* For billing management, please refer to the next page \*\*\*

## Part 8. Billing Management (for Authorized Users Only)

### 8a. Checking billing summary

1. For total amount charged for the month, after logging into the new booking system using authorized users' account, go to **Lab Management > Billing Summary**, set filter as preferred.

The screenshot shows the 'Billing Summary' page. On the left is a sidebar with navigation links: HOME, INSTRUMENTS, EVENTS AND ALERTS, CONSUMABLES, LAB MANAGEMENT (highlighted), Billing Summary (highlighted with a red box), Usage Sheet, ACCOUNTS, and DOCUMENTS. The main content area has a 'Filter' section with date pickers for 'From' (01/10/2019) and 'To' (01/11/2019), and a 'User' dropdown set to 'All Users'. Below the filter are 'Filter' and 'Reset' buttons. The 'User Group' is set to 'BioCRF'. The 'Start Balance' is 01/10/2019 -2,925.00. The 'General Total' is 0.00 (highlighted with a red box). The 'End Balance' is 01/11/2019 -2,925.00. There is an 'Export To CSV' button. At the bottom, a footer bar contains copyright information, version (v12.1.7239.20364), system time, last update, and a logo.

2. For details of transactions, go to **Lab Management > Usage Sheet**. To understand the usage sheet, please refer to [8b. Reading Usage Sheet](#). If necessary, the usage sheet can be exported by clicking **Export to CSV** button.

The screenshot shows the 'Usage Sheet' page. The sidebar is identical to the previous screenshot, with 'Usage Sheet' highlighted with a red box. The main content area has a 'Filter' section. Below it is a table with the following columns: Date, Institute, Department, User Group, User, Asset, Accompanied Service, Used Quantity, Usage Rate, Units, Account, RNU Rate, RNU (hours), and Costs. The table contains 10 rows of transaction data. At the bottom of the table are 'First', 'Previous', 'Next', and 'Last' navigation buttons. Below the table is an 'Export To CSV' button. A legend at the bottom right states: 'Billable: User Groups without General Credit' and 'Non-Billable: User Groups with General Credit'.

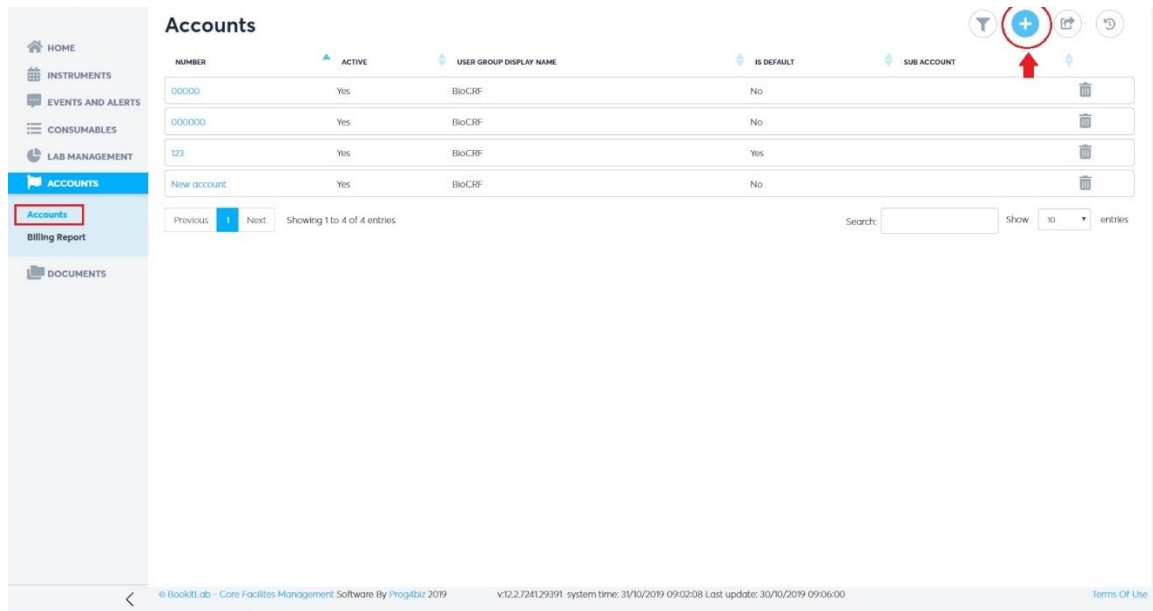
Date	Institute	Department	User Group	User	Asset	Accompanied Service	Used Quantity	Usage Rate	Units	Account	RNU Rate	RNU (hours)	Costs
24/04/2019 10:00	HKUST	BioCRF	BioCRF	Yuen Man Crystal LAI	STORM (Training C)		0.00		Hours	123	100.00	1.00	100.00
24/04/2019 09:00	HKUST	BioCRF	BioCRF	Yuen Man Crystal LAI	STORM (Training C)		0.00		Hours	123	100.00	1.00	100.00
28/02/2019 10:00	HKUST	BioCRF	BioCRF	Yuen Man Crystal LAI	Atomic Force Microscope (Training C)	Atomic Force Microscope - AFM on Multi-mode	0.00		Hours	123	50.00	2.00	100.00
27/02/2019 14:30	HKUST	BioCRF	BioCRF	Angelle Callejo SHUI	Thermo CryoStar NX 70 Cryostat B (Training A)		0.00		Hours	123	9.00	1.50	13.50
27/02/2019 10:00	HKUST	BioCRF	BioCRF	Yuen Man Crystal LAI	Nikon Multiphoton Upright Microscope (Training C)		0.00		Hours	123	250.00	2.00	500.00
26/02/2019 09:00	HKUST	BioCRF	BioCRF	Angelle Callejo SHUI	FACS Aria III (Training A)		0.00		Hours	123	60.00	3.00	180.00
22/02/2019 10:00	HKUST	BioCRF	BioCRF	Yuen Man Crystal LAI	STED (Training C)	STED Microscope - Confocal	0.00		Hours	123	100.00	2.00	200.00
21/02/2019 10:00	HKUST	BioCRF	BioCRF	Yuen Man Crystal LAI	TIRF (Training C)		0.00		Hours	123	60.00	1.75	105.00
19/02/2019 10:00	HKUST	BioCRF	BioCRF	Pui Shuen WONG	Fragment Analyzer (Training B)		0.00		Hours	123	16.00	1.50	24.00
18/02/2019 09:00	HKUST	BioCRF	BioCRF	Angelle Callejo SHUI	Thermo CryoStar NX 70 Cryostat A (Training A)		0.00		Hours	123	9.00	0.50	4.50

## 8b. Reading Usage Sheet

Terms	Definition
<b>Date</b>	<ul style="list-style-type: none"> <li>Reservation Start Date and Time</li> </ul> or <ul style="list-style-type: none"> <li>Date and time logged into access control software (Bookit 2.113) (only applicable to instruments connected to a desktop computer)</li> </ul>
<b>Asset</b>	<ul style="list-style-type: none"> <li>A service (e.g. protein identification)</li> </ul> or <ul style="list-style-type: none"> <li>A consumable (e.g. confocal dishes)</li> </ul> or <ul style="list-style-type: none"> <li>An instrument (e.g. FACS Aria III)</li> </ul>
<b>Accompanied Service</b>	<p>Only applicable to instruments with multiple charging schemes e.g. Atomic Force Microscope and STED Microscope</p> <p>Take STED Microscope as an example, it has the following accompanied services:</p> <ol style="list-style-type: none"> <li>1. Confocal</li> <li>2. STED/MP</li> <li>3. STED/MP + Confocal</li> </ol>
<b>Used Quantity</b>	<ul style="list-style-type: none"> <li>The number of consumables/items checked out</li> </ul> or <ul style="list-style-type: none"> <li>The total usage hours*</li> </ul> <p>*Total usage hours is only applicable to instruments connected to a desktop computer. Let's say you booked an instrument from 14:00-17:00 and you logged into the access control software (Bookit 2.113) from 14:00-16:00, your "Used Quantity" would then be 2 hours. If you logged in from 14:00-17:30, your "Used Quantity" would then be 3.5 hours.</p>
<b>Costs</b>	<p>In general,  <b>Costs = (Used Quantity + RNU (hours)) x Unit Charge*</b></p> <p>*For Unit Charge, please refer to "BioCRF Charging Scheme" on <a href="http://biocrf.ust.hk/BioCRF/Download_Forms.html">http://biocrf.ust.hk/BioCRF/Download_Forms.html</a> (consumable price list not included)</p>
<b>RNU (hours)</b>	<p>RNU stands for <i>Reservation Not Used</i>. Just like Used Quantity, RNU (hours) is only applicable to instruments connected to a desktop computer.</p> <p><b>RNU hours = Total reserved hours – reserved hours used</b></p> <p>Let's say you booked an instrument from 14:00-17:00 (total 3 hours) and you logged into the access control software (Bookit 2.113) from 14:00-16:00 (total 2 hours), your RNU hours would be 3 hours - 2 hours = 1 hour. To summarize, RNU hours is the reserved hours left unused.</p>

## 8c. Create/delete accounts

1. Go to **Accounts**, click **Add New** button.



2. Key in account number, check **Active**. Then click **Insert** button.  
Optional: If the new account is the major account and you want this account shown as first option during booking, check **Default**.

**Add New**

USER GROUP: BioCRF

ACCOUNT NUMBER:

ACTIVE: ☒

DEFAULT: ☐

SUB ACCOUNT:

**Submit** Cancel

3. When you go back to the Accounts page, you will see the new account.

**Accounts**

NUMBER	ACTIVE	USER GROUP DISPLAY NAME	IS DEFAULT	SUB ACCOUNT	
00000	Yes	BioCRF	No		
000000	Yes	BioCRF	No		
123	Yes	BioCRF	Yes		
New account	Yes	BioCRF	No		
test	Yes	BioCRF	No		

Previous 1 Next Showing 1 to 5 of 5 entries

Search:  Show 10 entries

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4. To delete an account, click on the account you want to delete.

**Accounts**

NUMBER	ACTIVE	USER GROUP DISPLAY NAME	IS DEFAULT	SUB ACCOUNT	
00000	Yes	BioCRF	No		
000000	Yes	BioCRF	No		
123	Yes	BioCRF	Yes		
New account	Yes	BioCRF	No		
test	Yes	BioCRF	No		
testingac	Yes	BioCRF	No		

Previous 1 Next Showing 1 to 6 of 6 entries

Search:  Show 10 entries

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5. Select “No” for **Active** and click **Update**.

**Edit Account**

MODIFICATIONS HISTORY RESERVATION HISTORY USAGE HISTORY

USER GROUP: BioCRF

ACCOUNT NUMBER: test

ACTIVE: **No** (selected)

INSERTED AT: 31/10/2019 09:15:45

DEFAULT: ☐

SUB ACCOUNT:

**Update** Go Back

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6. The account will no longer be shown in the account list.

**Accounts**

Accounts

NUMBER	ACTIVE	USER GROUP DISPLAY NAME	IS DEFAULT	SUB ACCOUNT
000000	Yes	BioCRF	No	<input type="text"/>
000000	Yes	BioCRF	No	<input type="text"/>
123	Yes	BioCRF	Yes	<input type="text"/>
New account	Yes	BioCRF	No	<input type="text"/>
testingac	Yes	BioCRF	No	<input type="text"/>

Previous 1 Next Showing 1 to 5 of 5 entries

Search:  Show 10 entries

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## Part 9. Common Q&A

### 9a. Registration

#### 1. I want to become a BioCRF user, what should I do?

Please register for an account on our new booking system. After our approval, you can start to book for training sessions. Upon completing trainings and/or passing evaluations, you will get access to our instruments.

The new booking system user guide is available on our website:

[http://biocrf.ust.hk/BioCRF/Download\\_Forms.html](http://biocrf.ust.hk/BioCRF/Download_Forms.html)

### 9b. Training and Evaluation

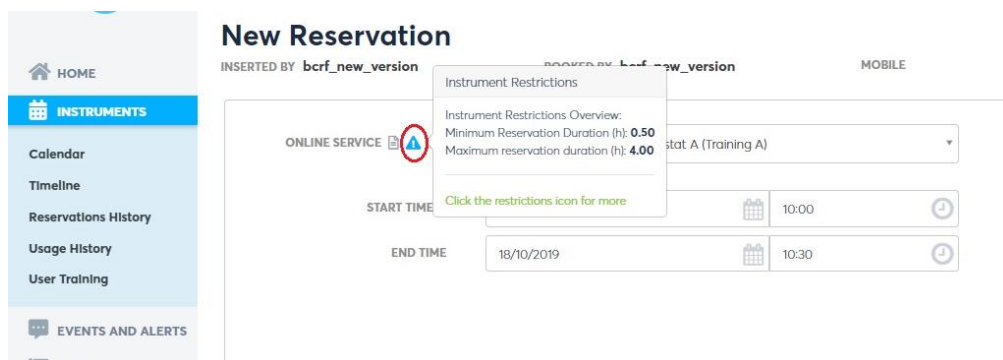
#### 1. What should I do if I want to make an appointment for evaluation?

Please email the trainer for that instrument. He/she will schedule a time with you and reserve a timeslot for you. Evaluation sessions are free of charge.

### 9c. Instrument Reservations and Usage

#### 1. What is the maximum reservation hour for a particular instrument?

When you make a reservation for a particular instrument, you can point your cursor over the triangle symbol next to “Online Service” (see figure below) and check its minimum and maximum reservation hours.



Please follow booking policies when you make your reservations. Your trainer should have informed you about the booking policy for a particular instrument during the training and/or evaluation.

#### 2. I cannot delete my reservations, what should I do?

All bookings cannot be deleted 48 hours before their start time. To delete such bookings, please email BioCRF staff.

**3. When my usage hours exceed my reservation hours, what would happen?**

**All users should start and end their experiments on time.** If a user's usage hours exceed their reservation hours without extending his/her reservation, he/she will get a warning email from BioCRF staff. Upon receiving two warnings for that instrument, users' access will be suspended for at least a month.

**9d. Access Control Software Bookit 2.113/2.114**

**1. When desktop block is ON, will the instrument software be affected?**

No. If the desktop block is ON because no user has logged in OR because a user did not make a reservation, anyone will not be able to click open anything on the desktop. However, all applications that have been opened will keep running in the background.

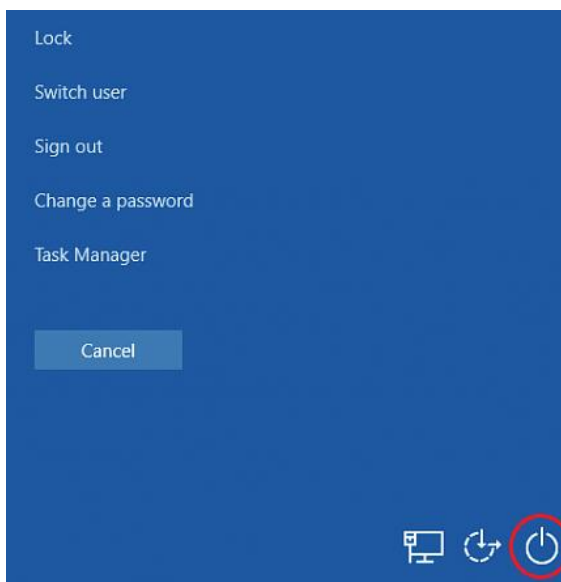
The access control software (Bookitlab) will not make any changes to any program, it just blocks the desktop to prevent users with no rights from controlling the computer.

**2. I have logged onto the access control software (Bookit 2.113/ 2.114) but my usage hours have exceeded my reservation hours, what would happen?**

As long as you are logged in, Bookit 2.113/ 2.114 will continue counting your usage. It will not stop any programs that are running. If you realize that you cannot finish your experiment on time, please extend your end time before it finishes if possible.

**3. How can I shut down the computer when the desktop block is ON?**

Hit Ctrl+Alt+Delete and select "Shut Down" from the power button menu. Before you do that, make sure you have properly closed the instrument software and mirrored/copied your data.



\*Depending on the Windows version, this interface will look different.

## 9e. Charging (Instrument Reservations and Usage)

### 1. How does BioCRF charge users?

BioCRF charges according to your reservation hours and usage hours.

#### Situation 1: Usage hours > Reservation hours

Let's say you booked an instrument from 2:00pm to 4:00pm and you could not successfully extend your reservation, so you ended up using it from 2:30pm to 4:30pm, you will be charged for a total of 2.5 hours (2:00pm to 4:30pm).

#### Situation 2: Usage hours < Reservation hours

Even if the hour of usage is less than the reserved amount, you will still be charged for your entire reservation. For example, if you have made a 2-hour reservation but ended up using only 1 hour, you will still be charged for 2 hours.

#### Situation 3: No-show

If you did not show up for your reservation, you will be charged for your entire reservation and receive a warning.

#### Situation 4: Did not shut down instrument properly

If you have left an instrument ON by accident when it should be shut down properly, you will receive a warning and be charged for the total hours the instrument has been left ON.

#### Situation 5: Making a new reservation instead of extending End time of the ongoing reservation

If you cannot finish an ongoing experiment, you can extend the end time on the booking system if the following timeslot is unoccupied. In this case, you only need to click "Refresh" on Bookit 2.113/ 2.114. But if you have made a **new/ consecutive/ separate reservation**, you **must log off first and then log in again**. Otherwise, Bookit 2.113/ 2.114 will continue to record the usage of the ongoing reservation (the session you have logged into) and you will be subjected to **extra reservation fee** (from the session you did not log into).

\*\*\* END \*\*\*