



**QUEEN'S
UNIVERSITY
BELFAST**



CAR PARKING

VISITOR RESERVATIONS

USER GUIDE

INTRODUCTION

The University car park system has been moved to Planon.

All University staff will have access to the new car park system using Planon which is accessible through the [Queen's Online](#) shortcut icons and the Estates car parking web page.

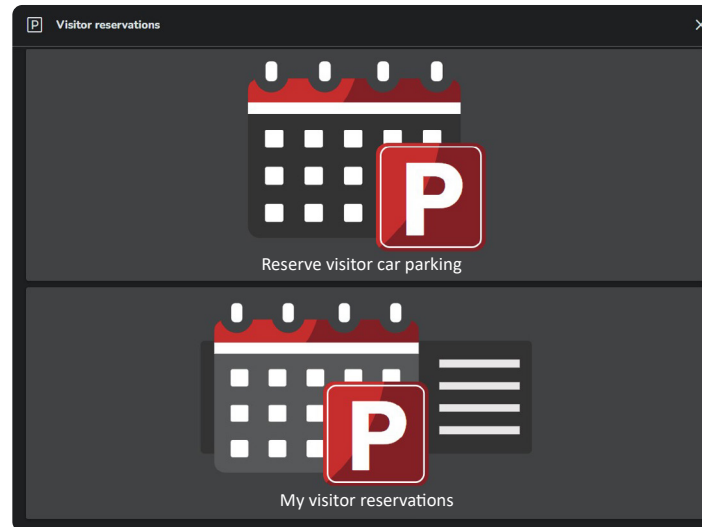
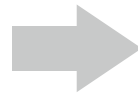


If you are not logged into [Queen's Online](#) on your browser, you will be prompted to do so. Once verified through Microsoft authentication, you will be redirected to your Planon staff account.

On the home page, you will see the car parking services gadget together with any associated role gadgets you may have. To begin, click on 'Visitor Reservations'.



You will be presented with two options:



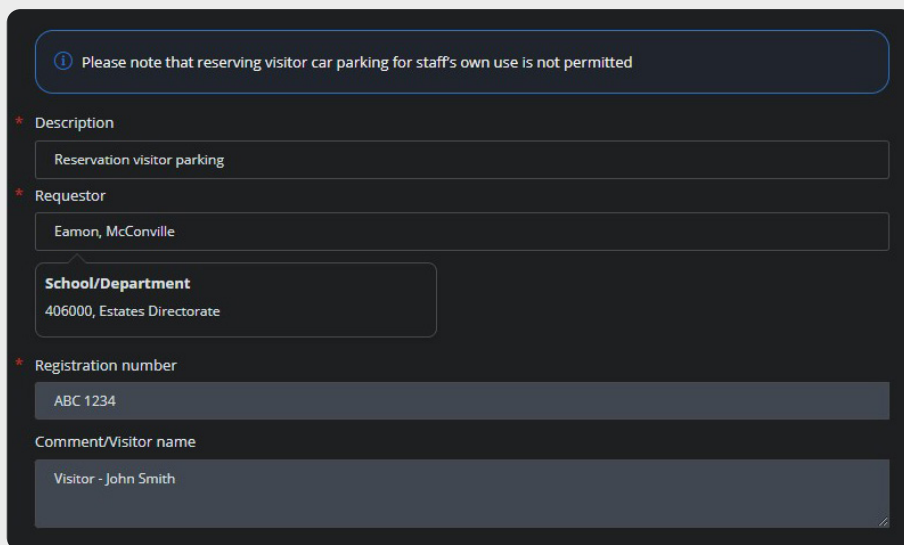
GENERAL INFORMATION

At the top of the General information step, you will see the following information:

'Please note that reserving visitor car parking for staff's own use is not permitted'.

Visitor reservations should only be used for external visitors and not for University staff. The Estates Service Desk will monitor the use of this gadget on a regular basis.

The general information will have the following fields:



The screenshot shows a form with the following fields and values:

- Description:** Reservation visitor parking
- Requestor:** Eamon, McConville
- School/Department:** 406000, Estates Directorate
- Registration number:** ABC 1234
- Comment/Visitor name:** Visitor - John Smith

The **Description** and **Requestor** fields are read-only and are pre-populated with information that cannot be edited. If your School/Department information is incorrect, please contact the Estates Service Desk to update this.

Registration number:

You will need to enter the registration number of the vehicle that the space is booked for and ensure it is in the same format as the registration plate ie ABC 1234. If you are unable to provide the registration plate details, you will still need to enter information as this is a mandatory field. You can enter UNKNOWN but will be required to provide further information in the 'Comment/Visitor name' field. If you do not provide data in the registration number field, you will not be able to proceed to the next step of the wizard.

Comment/Visitor name:

This is not a mandatory field however should you have any information regarding the details of the booking, you can enter this data into this field.

Click on 'Done, go to overview' to proceed to the last step of the wizard.

Done, go to overview

OVERVIEW

Time and location **General information** **Overview**

General information

Number
470893.00

Description
Reservation visitor parking

Time and location

Start date & time
Wednesday, 30 October 2024 14:00

End date & time
Wednesday, 30 October 2024 15:00

Parking space
Main Site Visitor Space 1

Registration number
ABC 1234

Comment/Visitor name
Visitor - John Smith

Cancel this reservation Change general information Change time and location OK, close wizard

The overview step will allow you to review your reservation in full. If you have made an error with the time and location or general information data, you can click on 'Change general information' or 'Change time and location' buttons to navigate to the relevant step.

You will have two options to choose in order to complete the wizard:

OK, close wizard

If you are happy with the reservation, you can simply click on 'OK, close wizard'. You will be sent an email notification to confirm the booking.

Cancel this reservation

If you wish to cancel the reservation for whatever reason, click on 'Cancel this reservation'. You will be prompted to confirm if you wish to cancel the reservation.

MY VISITOR RESERVATIONS

To manage your current bookings, you can click on the 'My visitor reservations' gadget icon to take you to all reservations.

From here you can review active bookings which can be filtered by car park by clicking on the 'Car park' dropdown option.

To update or cancel any of your reservations, please click on the reservation you wish to update or cancel. This will display details of the active reservation and any associated recurrences.

You will be able to either cancel any reservation.

My visitor reservations

Car park
[Dropdown menu] Search

Show more search options

Make visitor reservation 1 - 1 of 1

Start date & time	End date & time	Parking space unit	Registration number	Comment/Visitor name	Status
30/10/2024 14:00	30/10/2024 15:00	Main Site Visitor Space 1	ABC 1234	Visitor - John Smith	R530, Confirmed

Time and location **General information** **Overview**

Repeated reservations 1 - 1 of 1

Start date & time	End date & time	Car park	Registration number	Comment/Visitor name
30/10/2024 14:00	30/10/2024 15:00	Main Site Visitor Space 1	ABC 1234	Visitor - John Smith

General information

Number: 470893.00
Description: Reservation visitor parking

Time and location

Start date & time: Wednesday, 30 October 2024 14:00
End date & time: Wednesday, 30 October 2024 15:00
Parking space: Main Site Visitor Space 1
Registration number: ABC 1234
Comment/Visitor name: Visitor - John Smith

On the 'My visitor reservations' overview page (above), you can jump to the reservation wizard by clicking on the 'Make visitor reservation' button.

Make visitor reservation

Should you wish to cancel any reservations, will be prompted to confirm if you wish to continue.

Cancel this reservation

! Are you sure you want to cancel reservation 470893.00, Reservation visitor parking from Wednesday, 30 October 2024 14:00 to Wednesday, 30 October 2024 15:00?

Continue Cancel



ESTATES SERVICE DESK

Should you have any issues accessing Planon or need to make an emergency reservations, please contact the Estates Service Desk at parking@qub.ac.uk.