Professional Service Hubs - Desk Booking FAQs

Getting started with Kadence (click on links below to access guidance)

- [How to set up my UoG profile?](#)
- [Choosing my working hours](#)
- [Making and cancelling bookings](#)

Bookings

Can I edit my booking?
There is no edit function so please cancel your original booking and make a new one.

Why are some spaces not available for me to book?
- Someone else has already booked that space for the timeframe you have chosen.
- The space belongs to a neighbourhood you do not have access to.
- Amenities chosen in the new booking screen may not be available for all spaces.
- The space is not bookable.

Meeting Rooms

How far in advance can I book a meeting room?
180 days.

I want to book a meeting room but I won't be attending the meeting myself
If you are booking for someone who is a Kadence user, go to the bookings section and start the process. Next to your name, click the red 'X' and enter their name instead.

They will then be linked to the booking and will receive reminders to check in. It's important that they check in; otherwise, the booking will be released.

If they are not a Kadence user, you'll need to monitor the notifications and make sure you can check in on their behalf.

What capacity are the meeting rooms?
By hovering over the room, you will see the icon which indicates capacity

Pods

Can I book a pod?
Currently pods are only available to use on an ad hoc basis.

Desks

How far in advance can I book a desk for my anchor days?
30 days.

How far in advance can I book a desk for a non-anchor day?
7 days. Priority goes to bookings on your anchor days but is released for others to book 7 days in advance.

How do I find out when my colleagues are in?
You can request to star your colleagues by finding them in the directory and clicking ⭐ next to their name. You will then get a notification when they have made a desk booking.

What should I do if I'm going to be away from my desk for 2 hours or more?
Only reserve the desk for the time you'll be using it. You can split your booking into chunks if needed. Remember to check in and out.

Checking in and out

How long do I have to check in?
30 mins from the booking start time, otherwise your booking will be released and the desk made available for others.

Do I need to check out?
Yes, please check out so that others can use your desk if needed.

*See also **meeting room bookings** if you have booked a room on behalf of someone else.*

Height adjustable desks and further Kadence support

How do I find out where the height adjustable desks are?
Go to bookings and hover each desk, icons will appear showing the resources available at each desk. HADs appear as a person with an up arrow.

How can new users be added?
Email deskbookings@gre.ac.uk to add new users as access is currently restricted to the agreed groups. Note that this process can take a few days.

How do I get support on Kadence if my questions aren't answered here?
By emailing deskbookings@gre.ac.uk or raising a ticket on Kadence