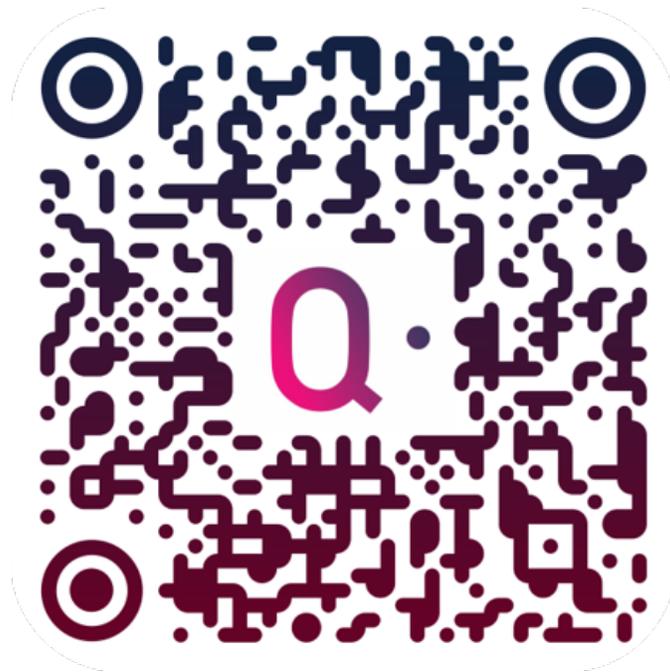


UBC Student Learning Hub **Q·RESERVE**

STUDENT LEARNING HUB

QReserve Guide



Scan QR Code to load QReserve Login Page

Contact learning.hub@ubc.ca if you need further help joining QReserve or booking an appointment.



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Joining QReserve

1. Go to <https://access.qreserve.com/ubcostudentlearninghub>
2. Login with your Campus-Wide Login (CWL):



CWL Authentication

Login to continue to [QReserve Single Sign On](#)

Login Name

Password

Recover your CWL login or Reset your CWL password via Email

If you have a non-UBC email address associated with your CWL account you can either:

- ✓ [Recover your CWL Login Name](#)
- ✓ [Reset your CWL Password](#)

Protect Your CWL account!

- ✓ Watch out for sites or emails that pretend to be legitimate and ask for your CWL login name and password.
- ✓ Please report any suspicious requests for your CWL login name and password.
- ✓ [Learn more](#) about how to protect your devices.

3. You may be prompted to confirm your email address. If so, you will receive a registration confirmation email from QReserve to the address you've supplied. Confirm your account by clicking the link in the email. If you are using Gmail, you may need to check your "Promotions" folder.
4. When you return to QReserve and login, you will be taken to your User Profile. Please fill out your "Given Name," "Last Name," and "Displayed Name" (which should be your first and last name) and press save each time. Next time you login, you'll be taken to your user Dashboard instead of the profile.

Profile

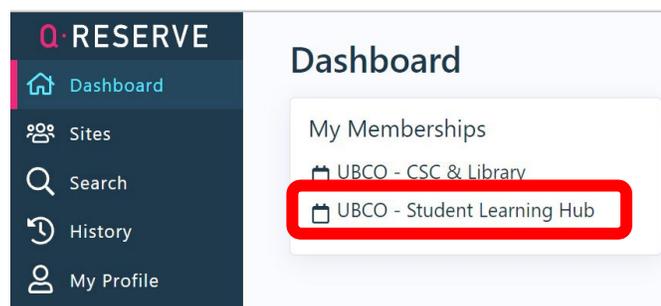
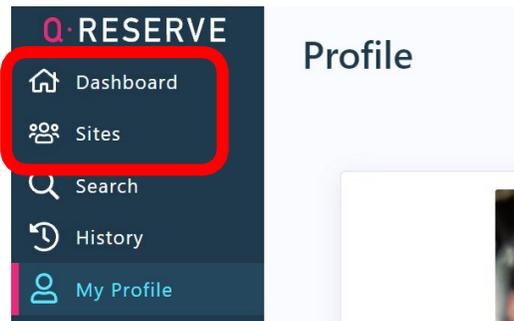


The screenshot shows a user profile page. On the left is a profile picture of a woman in a graduation cap. Below the picture is a "Delete Picture" link and a name input field with the placeholder "First name Last name". Below that is a "Description" field and a broken image link. On the right is a "Details" section with several fields: "Given Names" (with a sub-field "First name"), "Last Name" (with a sub-field "Last name"), "Displayed Name" (with a sub-field "First name Last name"), "Affiliation" (with a sub-field "Enter the organization you are affiliated with"), "Expertise" (with a sub-field "Enter your expertise"), "Twitter" (with a sub-field "Enter your twitter username"), "Website" (with a sub-field "Enter your website"), and "Phone" (with a sub-field "Enter your phone number"). A red rectangular box highlights the "Given Names", "Last Name", and "Displayed Name" fields and their sub-fields.

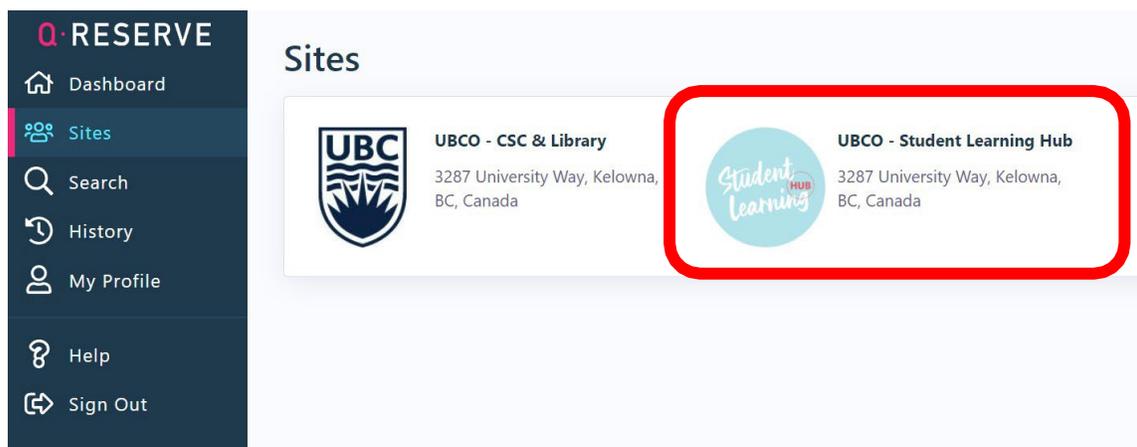


Viewing Schedules

1. Click on "Dashboard" or "Sites" then "UBCO - Student Learning Hub"



OR



2. Once on the Site, you'll see a list of service schedules available.

The screenshot shows the Student Learning Hub website interface. At the top right, there are navigation links: "Hide on Dashboard", "My Membership & Account", "Website", and "Reservation Calendar". On the left, there is a large circular logo with the text "Student Learning HUB". Below the logo, the text reads: "UBCO - Student Learning Hub", "University of British Columbia Okanagan", and "Welcome to the Student Learning Hub on QReserve!". A paragraph of text follows, mentioning QReserve and providing contact information: "learning.hub@ubc.ca". Below this, there is a note: "Please read the descriptions and instructions carefully before booking an appointment." and a footer section: "Questions? Don't be a stranger! Contact our team or visit our website." On the right side, there is a search bar and a section titled "Conduct Full Search" which contains a list of services, each with a right-pointing arrow and a link: "Academic Integrity Matters (AIM)", "ENGL Teaching Assistants (112/15X students only)", "English Language Development", "French and Spanish Consultations", "Learning Strategist", "Peer Mentors", "Study with Me", "Subject Tutoring", and "Writing Consultations". This list is enclosed in a red rounded rectangular border.



3. Click on the small arrows beside a service's names to see a drop down list of Resources (i.e. tutors) available for that service.

Clicking on one of their names will bring you to the booking page for that specific Resource.

The screenshot shows a web interface for a reservation calendar. At the top, there are navigation links: "on Dashboard", "My Membership & Account", "Website", and "Reservation Calendar". Below these is a search bar with the text "Search". Underneath the search bar is a section titled "Conduct Full Search" with a list of services, each with a right-pointing arrow:

- ▶ [Academic Integrity Matters \(AIM\)](#)
- ▶ [ENGL Teaching Assistants \(112/15X students only\)](#)
- ▶ [English Language Development](#)
- ▼ [French and Spanish Consultations](#)

Below the "French and Spanish Consultations" section, there is a list of individual resources, each with a "Reserve" button and a name in bold:

- Catherine (In Person) (FREN)**
In person, French, FREN, On Campus, Face to Face
- Maddi (In Person) (SPAN)**
In person only, SPAN, Spanish, On Campus, Face to Face
- Selena (Virtual) (FREN/SPAN)**
Virtual, online, zoom, French, Spanish, FREN, SPAN
- Victor (In Person) (SPAN)**
In Person, Spanish, SPAN, On Campus, Face to Face

A green callout box with a pointer to the "Victor (In Person) (SPAN)" resource contains the text: "Clicking on a specific Resource's name will take you directly to their individual booking page".



Click on the “Calendar” link to view the daily/ weekly calendar for all resources for that specific service.

Search

Conduct Full Search

- ▶ [Academic Integrity Matters \(AIM\)](#)
- ▶ [ENGL Teaching Assistants \(112/15X students only\)](#)
- ▶ [English Language Development](#)
- ▼ [French and Spanish Consultations](#) [Calendar](#)
- ▶ [Learning Strategist](#)
- ▶ [Peer Mentors](#)
- ▶ [Study with Me](#)

Reserve	Catherine (In Person) (FREN) In person, French, FREN, On Campus, Face to Face
Reserve	Maddi (In Person) (SPAN) In person only, SPAN, Spanish, On Campus, Face to Face
Reserve	Selena (Virtual) (FREN/SPAN) Virtual, online, zoom, French, Spanish, FREN, SPAN
Reserve	Victor (In Person) (SPAN) In Person, Spanish, SPAN, On Campus, Face to Face



4. If you click on “Calendar” for an individual service, choose the “Day” or “Week” Timeline view. The grey blocks are unavailable. Any colour blocks are booked/unavailable. The white blocks on available for booking.

UBCO - Student Learning Hub

October 20th, 2021
category French and Spanish Consultations
Jump to Date

Weekly Agenda
Timeline Day Week Month
Calendar Day Week Month

Resource	12pm	1pm	2pm	3pm	4pm	5pm	6pm	7pm	8pm	9pm	10pm	11pm
French and Spanish Consultations												
Catherine (In Person) (FREN)	1-1											
Maddi (In Person) (SPAN)												
Selena (Virtual) (FREN/SPAN)												
Victor (In Person) (SPAN)												

BOOKED/
UNAVAILABLE
SLOT

AVAILABLE SLOT

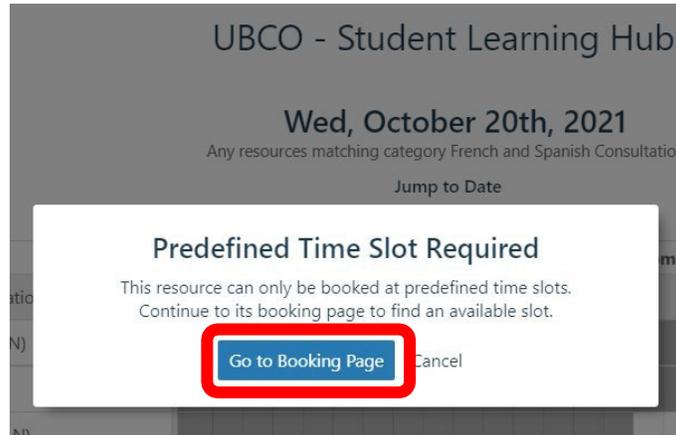
AVAILABLE SLOT

UNAVAILABLE
SLOT



5. If you click on a white block in a calendar, you will be prompted to visit the booking page.

Click the “Go to Booking Page” button to continue booking your appointment.



6. At the top of the Resource’s booking page, you’ll see a list of appointment slots available for that day. Click the arrows forwards or backwards allow you to see other days. Greyed out slots that are unclickable have already been booked/are unavailable. Slots that are not greyed out and are clickable are available.

Book Reservation

Jump to Today

◀ Wednesday, October 13th, 2021 ▶

BOOKED SLOT

10:00 AM to 10:45 AM

01:00 PM to 01:45 PM

AVAILABLE



Victor (In Person) (SPAN)
Spanish Language Consultant

UBCO - Student Learning Hub
University of British Columbia Okanagan

Victor offers in person appointments only.

Details

Keywords	In Person, Spanish, SPAN, On Campus, Face to Face
Maximum reservation	45 minutes
Pronouns	he/him/his
Public Location	In Person (UB 237)
Related	Victor (In Person)



Booking an appointment

1. Click on an available slot to open the appointment form. On this first page, you can set a reminder for your appointment. Ensure you know what type of meeting the Resource offers (i.e. in-person, online, or hybrid) and that the time and date are correct, then press "Next."

Reserve Alaa - Hybrid (Writing)

Reservation Appointment Form - Writing (Hybrid) (Alaa - Hybrid (Writing)) Post-Appointment Summary (Alaa - Hybrid (Writing))

Start: 2023-06-27 10:00 AM

End: 2023-06-27 10:45 AM

Duration: 45 minutes

Bookings for Alaa - Hybrid (Writing) are restricted to 45 minutes durations.

Reminder: No Reminder

Reserved For: Your displayed name

Resources: Alaa - Hybrid (Writing)

This resource offers both in-person and online appointments. Select your preferred meeting format on the booking form.

Approvals required: Alaa

Additional Options ▶

Next

This resource offers both in-person and online appointments. Select your



3. You do not need to enter anything on this screen. This page explains how to access the Post-Appointment Summary form after your appointment (not applicable to all services).

You may now press “Reserve” to confirm your request for an appointment.

Reserve Victor (In Person) (SPAN)

Reservation Appointment Form (Writing) (Victor (In Person) (SPAN)) Your Post-Appointment Summary (Victor (In Person) (SPAN))

To confirm your appointment request, press RESERVE now.

If you are booking an Online (Zoom) appointment, you will receive the Zoom link by email.

After your appointment, your consultant will complete a **Post-Appointment Summary (PAS)** that summarizes what you covered and lists your next steps.

There are several ways to access your PAS and any files your consultant has uploaded for you:

- You will receive your PAS and a link to any files by email within 12 hours of your meeting's conclusion
- Your PAS is accessible by returning to this form
- You can view your PAS for this appointment or previous ones by going to History>Reservations and clicking on the appointment

Appointment complete (for admin use only)
Not available
Field is restricted to site administrators.

Back Reserve

4. Once you press Reserve, you will receive an email with details on your meeting. If you have booked an online appointment (via Zoom), you will receive the Zoom link in this email.



Viewing, editing, & cancelling upcoming appointments

To view your upcoming reservations, go to your Dashboard. You can adjust “Show # Days Ahead” to view appointments you’ve booked further in the future.

The screenshot shows the RESERVE Dashboard interface. On the left is a navigation menu with options: Dashboard, Sites, Search, History, My Profile, Help, and Sign Out. The main content area is titled 'Dashboard' and includes 'My Memberships' (UBCO - CSC & Library, UBCO - Student Learning Hub) and 'Current and Upcoming Reservations'. A reservation for 'Victor (In Person) (SPAN) at UBCO - Student Learning Hub' is shown, scheduled for Monday, October 18th, 2021, at 11:00 AM for 45 minutes. The reservation details form includes fields for: Appointment complete (admin use only), What is your first name and surname, Feel free to share your pronouns, What is your Faculty/School?, What is your department or program?, What is your current role at UBCO?, Instructor/Supervisor, Course Code, Appointment Required by Instructor/Supervisor?, Document type, Reason for appointment, and a section for a brief statement on main goals. At the bottom right, a dropdown menu is set to 'Show 30 Days Ahead', which is highlighted with a red box.

To view past reservations or access a Post-Appointment Summary, go to History.

The screenshot shows the RESERVE History page. The navigation menu on the left is the same as in the dashboard view. The main content area is titled 'History' and has tabs for Reservations, Requests, Approvals, Credentials, Invoices & Quotes, and Messages. The 'Reservations' tab is active, showing a table with the following data:

Status	Resource(s)	Site	Start	Duration	Calendar
Approved	Victor (In Person) (SPAN)	UBCO - Student Learning Hub	Mon, Oct 18th 2021 11:00 AM	45 minutes	



To edit or cancel an upcoming appointment, click on “Details” (if accessing from Dashboard) or click on the appointment (if accessing from Calendar or History). In the appointment window, click on “Edit” to edit appointment details or click “Delete Reservation” to cancel your appointment.

Reservation
✕

✓ Approved

Alaa - Hybrid (Writing)
UBCO - Student Learning Hub

Your displayed name

Tue, Jun 27 2023 from 10:00 am to 10:45 am

45 minutes

1 appointment

Name
First name Last name

Pronouns
they/them

Current Role
Undergraduate

Appointment Format
Online (Zoom link sent by email)

Instructor/Supervisor
Dr. Demo

Course code
BIOL (Biology)

Course number
103

Document Type
Lab report

Reasons for appointment
General writing advice

Goals/Focus
Work on structure of lab report

Access Needs
Zoom captioning enabled

File Upload
Yes

File Upload 1
Who can answer your question.pdf
Who can answer your question.pdf;24313kg12ywmddao9q5xeg27yrq0u3hcclxm

FileUpload2
Empty

File Upload 3
Empty

Appointment completed (for admin use only)
Empty

Form	Attached To	Responses
Appointment Form - Writing (Hybrid)	Alaa - Hybrid (Writing)	View responses

ekxt20p1u [Link](#)
 Last modified: Thu, Jun 22 2023 3:16 pm

Edit
Duplicate
Delete Reservation

