OTTAWA-CARLETON
DISTRICT SCHOOL BOARD

Community Use of Schools
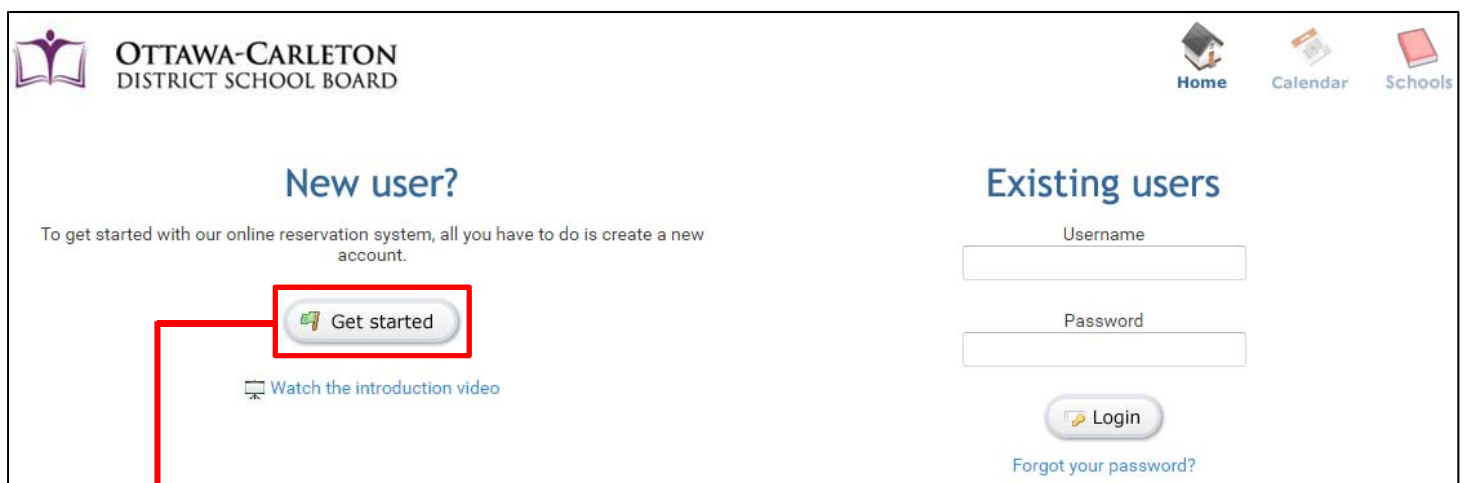
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eBASE Client User Guide

www.ocdsb.ca

Contents

1.0   Client User Guide

The OCDSB is now using eBASE online booking software. The Client User Portal has been designed to allow groups and organizations to request the use of space at schools. To begin using the system, please visit www.ocdsb.ca/communityuse and follow the link to eBASE's Client User Portal.

Click "Get Started" under the New User section. If you have an existing user name and password, click on login and enter your user name and password.

1.1 Login Screen

Click 'Get Started' for step by step directions if you are new to the system.

Helpful Hints

- *The system has important information posted on it throughout. Please make sure to take the time to read all of the information on the screen.*
- *If you would like to learn more about eBASE before starting, you can watch the introduction video found on the main page.*

1.2 Get Started – The page below will pop up to welcome you and explain the booking request process.

That's it! To get the process started, click 'Register' ➡

1.3 Enter Your Name & Confirm you are an Adult

1.4 Organization Information
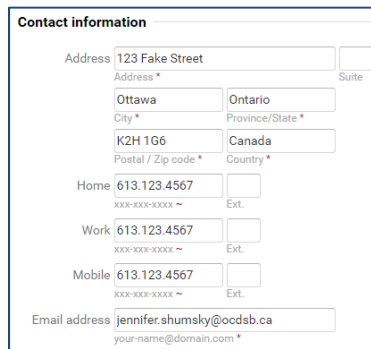
You can select to enter

- No Organization – Permits without an organization will be listed as an individual.
- Join an Existing Organization - The organization administrator will need to authorize you via email. Please check with your organization before you go to all the work of trying to set up an account. Someone may already be registered that will serve as the organizations key contact and who will be inputting any permit requests on behalf of your organization.

- Create a New Organization – Each group should appoint one organization administrator that will serve as the key contact and input all requests for the organization. The first person from the group to register will be that group's organization administrator. They will be responsible to authorize anyone else from the group that tries to register. When someone else tries to register under that group the organization administrator will get an email notification that will require a follow up.

1.5 Contact Information – Please fill out all your contact information.

1.6 Password - Please input a username and password that you want to use to gain access to your account.
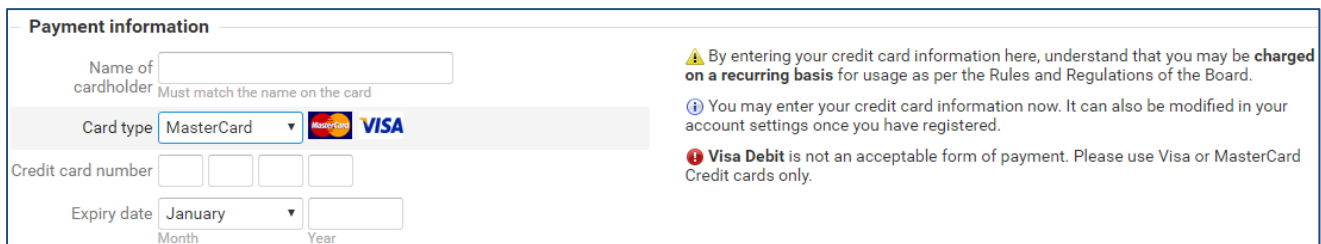
1.7 Payment Information – If you wish, please provide your credit card information. OCDSB will continue to accept cash and cheques. Mastercard and Visa are the only credit cards accepted.

1.8 Agreement – It is important that you read OCDSB's "Community Use Agreement" before you click the agreement checkbox.

1.9 Register – Click 'Register' to continue (and receive the message below) or 'Cancel' to start over.

> *You will be required to respond to a notification email to ensure your email address is valid. Once you have validated your account – you can proceed to the permit request section.*

2.0 Create a Permit

The purpose of this section is to provide you with the steps necessary to submit a Community use of Schools Permit. The Permit you create will contain the purpose of use, location, dates, booking times, associated costs and other important information.

2.1 Interface

The dashboard for your portal is very simple. You will be able to request new permits and manage active permits from the "Permit" screen. This screen is configured in an easy-to-read format. It lists the permits in sections based on the permit status.
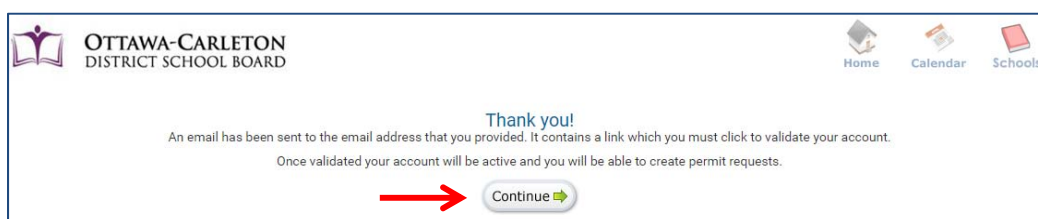

2.2 Step 1 – New Permit

A tutorial is available when you initially create a permit. Please use this tutorial to help you through the application process. If you no longer need the tutorial, simply click the "Hide Tutorial" checkbox at the top right. If you need to see the tutorial again, click "Help" on the top right of the screen.

- Your permit type is very important, please make sure to consult your Community Use of Schools Booking Assistant or visit www.ocdsb.ca/communityuse to view the user group categories if you don't know what permit type you are.
- User groups may have different permit types based on the activity. I.E adult recreation, youth recreation, etc. Please ensure you change it in the permit function.
- If you select the wrong permit type, the Community Use of Schools Booking Assistant will review your permit and change the permit type to the correct one. Booking fees may change during this process.

2.3   Step 1 - Insurance

Your permit will not be approved until insurance has been arranged.

All Ottawa-Carleton District School Board permit holders are required to have Insurance when using any Ottawa-Carleton District School Board facilities. Permit holders MUST have Liability Insurance naming OCDSB as an additional insured with coverage of no less than $2 million per occurrence. Such coverage shall not exclude injury to participants. Permits will not be granted unless proof of Insurance is provided.

If you do not have insurance, select the 'purchase insurance' option. The Ottawa-Carleton District School Board has partnered with OSBIE, Ontario School Boards Insurance Exchange to provide coverage for most activities.

2.4   Step 1 - Equipment

Equipment available for rent is listed in Step 1. If your event requires any of the listed equipment, place a checkmark in the small checkbox and list the quantity needed in the provided field. There are costs associated with using the equipment.

2.5   Step 1 – Ministry of Education questions

In order to continue to support programs such as Community Use of Schools, the Ontario Ministry of Education requires certain data for reporting purposes. Please answer the three questions to the best of your ability. Once the questions are answered, click the "Next" button to move on with the Permit Creation Process.

Click all the categories that apply to your activity

Once the steps above are completed, click to 'Continue to the next step' button.

2.6   Step 2 – Add Bookings

Step 2 is the point at which bookings are added to the permit. Click the "Add Booking(s)" button to begin creating a booking(s).

Step 2/5: Manage the bookings for your event

Returning clients have the opportunity to secure their existing programming space prior to new space requests. Your request must be submitted by **Monday October 3rd, 2016** to ensure space availability. After this date all permit requests will be considered.

Schools have first claim to use their respective buildings at all times and any agreement made with an outside organization will be contingent on the needs of the programs of the various school facilities and such agreements may be terminated or altered at any time.

If you require classroom(s) for your booking please indicate in the special instructions (Step 4) how many classrooms you are requesting. A booking assistant will review your request and assign specific classrooms if available.

Each tournament request requires a separate permit request. The large attendance numbers may require additional staffing. Please submit your request regardless of whether system has indicated there is a conflict - tournament times may be outside of the regular CUS hours and approval may be required.

➕ Add booking(s)   ✔ Quick select   📄 Actions

What do the colours mean?

⬤ Pending   ⬤ Approved   ⬤ Expired   ⬤ Conflict

2.7   Step 2 – Select Dates, Times and Spaces

Clicking the "Add booking(s)" button opens the "Add booking(s)" box. This function allows you to determine the "when" and "where" for the permit. Bookings are set up as single and weekly. You must also select the location of the booking. The spaces available for rental (gym, classroom, outdoor field, etc) are displayed when the facility is selected. Once the space(s) and date(s) are selected, click the "Add booking(s)" button.

2.8   Step 2 – Quick Select & Actions

It may be necessary to alter a booking for a number of reasons. This is accomplished by "Quick Selecting" the bookings you wish to alter.

Step 2/5: Manage the bookings for your event

This allows you to select bookings based on differing criteria. Once the criteria are selected, click the "Apply" button.

Once the bookings are selected, they are indicated by a checkmark next to the booking as specified below. *(You can select bookings individually by clicking the checkbox to the left of the booking you would like to alter. You can also double-click the booking to alter the individual booking without affecting the others.)*

With the bookings selected, you can now perform a series of booking actions. Click the "Action" button to open the list of actions you can apply. At this point you can remove Bookings and change the start and end times of the selected Bookings.
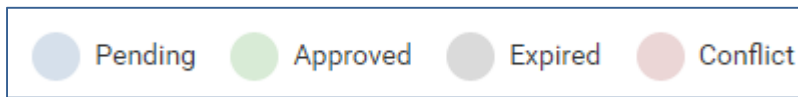
2.9   Color Break down

You will notice four buttons on the booking page – each represents the status of your permit request.

- **Pending (Blue) –** indicates that there are no approved conflicts with your request
- **Approved (Green)** - indicates that your bookings are approved
- **Expired (Grey)** – these dates are in the past
- **Conflict (Red)** – indicates that your requested time and/or space is conflicting with another approved booking or excluded date.

If you have a booking with a conflict (red) and you would like to change the booking – click on the red conflicting date it will allow you to change your facility, date, time or space.

Conflict dates will show if you are booking on recurring weekends and dates including holidays. Please delete this date – if not the booking assistant will delete the dates from your permit.

Dates requested by other groups that have not been approved will not be indicated as a conflict. It is not a guarantee that the space is available if it does not show a conflict.

The system will allow you to proceed with conflicted dates and the booking assistant will review upon receipt of the permit request.

If you would like to proceed with your requested booking please click 'yes' to proceed to the next step.

2.10   Step 3 – Estimated Costs

Estimated costs are calculated based on your permit request and may not reflect all costs. All fees are subject to review by a CUS booking assistant prior to approval.

Classroom rates are estimated based on one classroom. Fees will be reviewed and/or revised based on the number of requested classrooms.

When you receive a copy of your approved permit, remember to review it in its entirety.

Step 3/5: Estimated costs

Estimated costs are calculated based on your permit request and may not reflect all costs. All fees are subject to review prior to approval by a CUS booking assistant.

Classroom rates are estimated based on one classroom. Fees will be reviewed and/or revised based on the number of requested classrooms.

Permit costs

Administration Fee $36.75

Booking costs

Rental fee $69.60

Total

Sub-total $106.35

HST $13.84

Total $120.19

⚠ These costs are estimated. The final amount will be updated when the Booking Assistant has reviewed your permit and added additional costs such as custodial and security fees. Please contact the Booking Assistant at 613-596-8260 if you have any questions.

All amounts are in Canadian Dollars. **(CAD)**

2.11   Step 4 – Comments

Permit holders are responsible for the conduct and supervision of all persons affiliated with their events and must ensure that OCDSB regulations are observed. If the named permit holder will not be present at the site during the duration of the permit, please assign an event supervisor in the area below.

If you require classroom(s) for your booking please indicate in the special instructions below the number of classrooms you are requesting. A booking assistant will review your application and assign specific classrooms if available. Elementary school classrooms are subject to approval. Click 'next' if you have filled out all the information.

Event supervisors

➕ Add

✖ John Doe
Name

john.doe@fake.ca
Email

613.123.4567 | 1274
Number   Ext

Comments

Special instructions: I would like to request 4 classrooms for each night of my permit.

Please have tables and chairs available in these classrooms.

Please list any further information here.

2.12   Step 5 – Details Overview

Please click on the different titles to verify the details of your permit. Once the permit has been reviewed and the information is correct, click the "Submit" button.

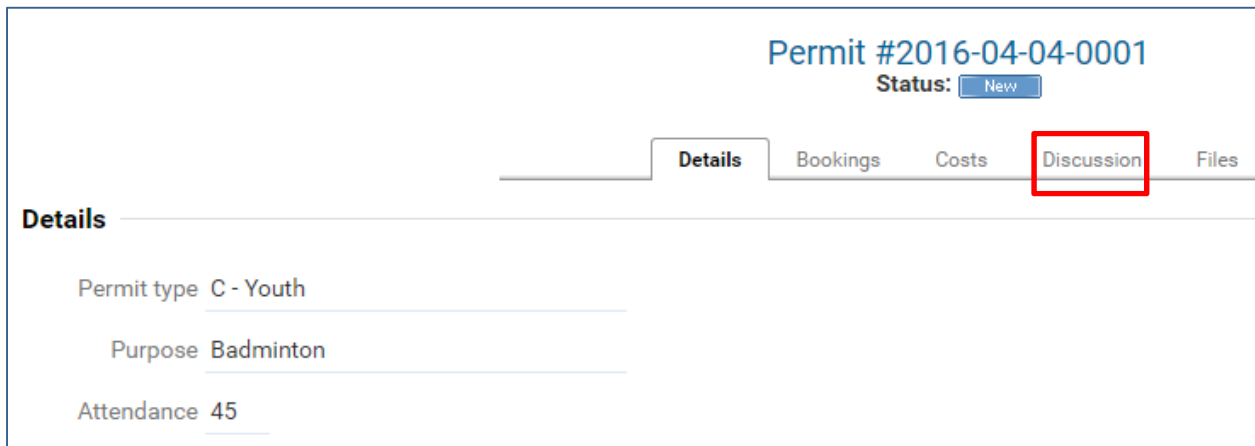Your permit request has been submitted once you view this screen.

2.13 Final Tasks

Now that the permit is submitted, the Community Use of Schools booking assistant will review the details and contact you if any additional information is required. You will be emailed if any action from you is required.

Once the permit is approved, you will receive email notification with a copy of your permit and the OCDSB Rules & Regulations regarding use of facilities.

If you need to contact the Community Use of Schools booking assistant, click on the permit you wish to discuss from your home screen and use the "Discuss" button. If the booking assistant sends you a message, you will be notified by email.

You can start a discussion inside the permit by clicking on the 'Discussion' tab –
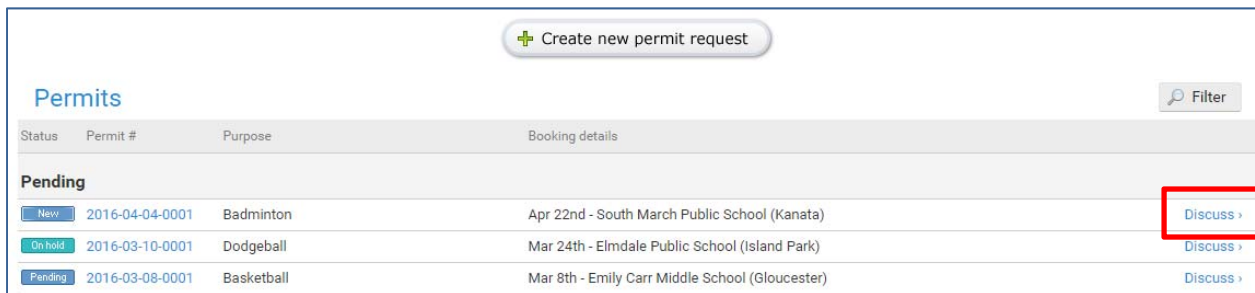
The second place you can find the 'Discussion' tab is in the list of permits below –

If you see your permit status as 'on hold' – please note that it is not approved. The booking assistant will contact you to discuss further.

3.0 Viewing the Calendar

The purpose of this section is to provide you with the steps necessary to properly use the calendar in the system. You will be able to view upcoming events based on the month chosen. This Calendar will help you keep track of when your bookings are occurring and where.

3.1 To view the calendar, click the "Calendar" link beside "Permits".
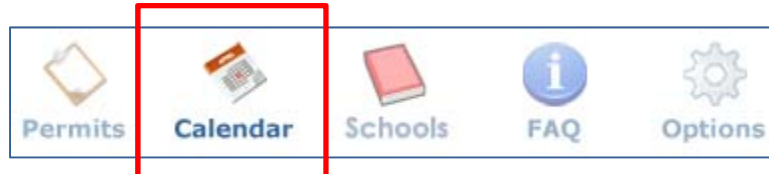
3.2 You can now view all of your bookings in the selected month. Clicking the booking will open a window with details about the booking and a clickable link that opens directly to the Permit. The Calendar also displays "Excluded Dates" as determined by the school board. The calendar will show the most up to date availability. Due to time delays between the permit request being submitted and approval, the calendar will not always be 100% current.
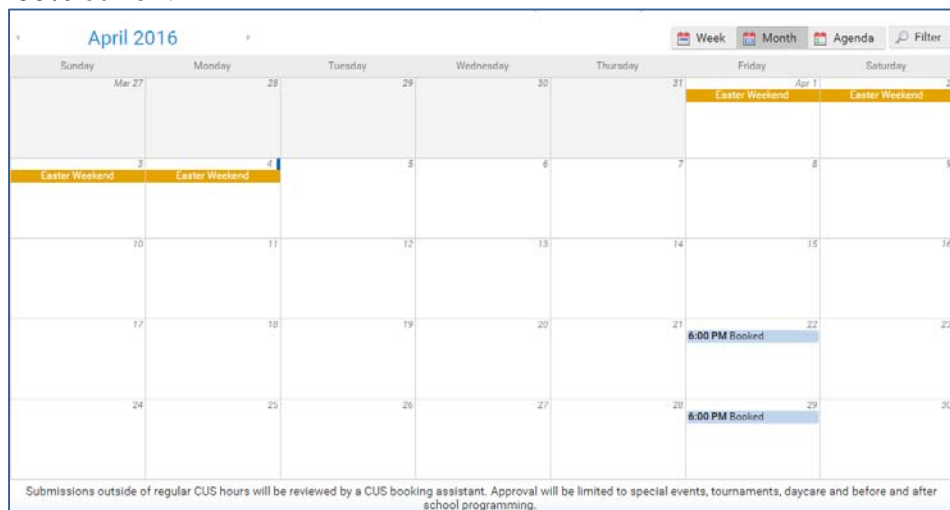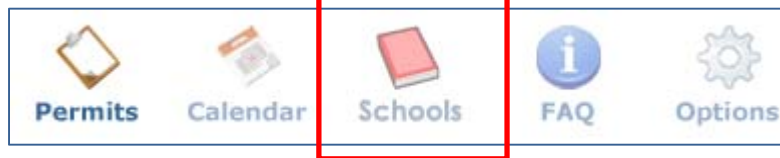

3.3 You can also click the "Filter" button on the Calendar and select if you would like to see your bookings, bookings for other members of your Organization as well as other bookings at other schools. *(Note: If you are looking at schools with multiple bookings, you will not be able to see information about those bookings. The system only allows you to see information about a booking that belongs to a permit you own.)*
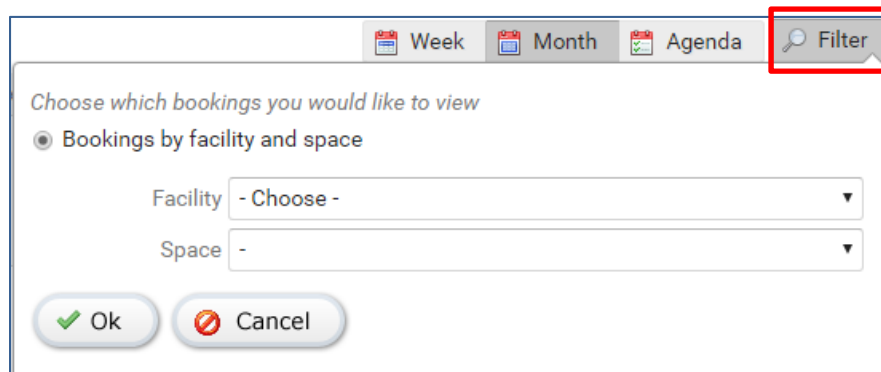
4.0   School Catalogue

The school catalogue allows you to search all OCDSB facilities and spaces available to book.

If you want to view details on a facility, simply click the 'view details' button on the right hand side of the facility. All OCDSB facilities are broken down to East, West, Priority Schools and Alternate Schools.

'View details' provides a facility photo

It indicates the facilities address as well as a map of the location of the school in the City

Here you can find space available within the facility

If you click on the 'Gymnasium' space you can view detailed information on the space.
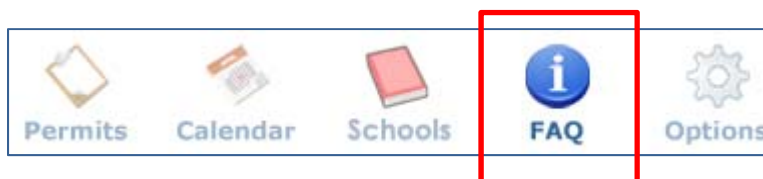
5.0   FAQ Section

The Frequently Asked Questions section of your eBASE Public Portal contains information from the school board to help make your eBASE experience more user friendly. If you have questions about the permit process, please check this section. If you cannot find the information you require, please contact the Community Use of Schools.


Frequently Asked Questions

- 1) When are OCDSB facilities available?
- 2) How do I know what my user category is?
- 3) What are the fees to rent a school facility?
- 4) How old do I need to be to rent a school facility?
- 5) Are classrooms available?
- 6) What if I need to book a tournament?
- 7) What if I need to make changes to my permit request?
- 8) How do I make changes to my permit once it has been approved?
- 9) What if I have questions about my permit?
- 10) How do I find out the status of my permit request?
- 11) What does it mean when it says my permit request is 'on hold'?
- 12) Once I submit a request is it approved?
- 13) How do I change my personal account information?
- 14) How do I view my permit balances and permit history?
- 15) Where do I upload my liability insurance information?

6.0   Options

The Options section of your eBASE Public Portal contains tools used to review account information, organization information, account balances and billing history.

6.1   Options

Access the Options by clicking the "Options" icon on the top of the Public Portal.
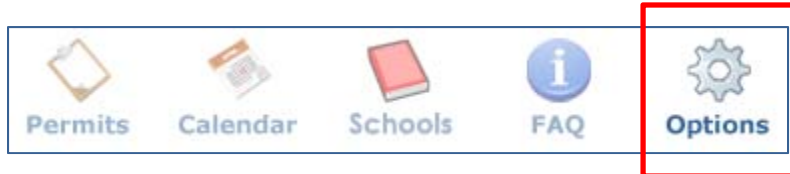
6.2   Options – Personal

When the "Options" icon is clicked, the screen defaults to the "Personal" tab for your account. This tab displays the information entered into the system for your profile. You can edit the information displayed and change the account password from this screen. *(Note: If you change the email address associated with the account, the new email address will become your new username/login.)*

6.3   Options – Organization

Clicking the "Organization" tab under Options will open a screen containing the information in the system regarding the organization you belong to.

By clicking *'allow new members to join'* it enables the ability for your organization to be visible to external clients. This means you may allow others to join your organization and apply for permits under that organization

6.3   Options – Billing

The "Billing" tab provides you with a current account balance, the ability to add a credit card and a list of available statements for your review.

This allows you to view a detailed summary of the charges as well as exporting your account history into excel.

6.4   Options – History

The "History" tab provides you with a visual breakdown of the charges that have been added to your account. These costs are added after the permit is approved.

7.0 Notification Emails

Below are sample emails you will receive in regards to your permit(s).

Permit Approved

Permit Discussion

Permit Cancelled

Permit Cancelled - #2016-01-01-0001

Hi John Smith,

The following bookings have been cancelled.

Jan 1, 2016 at 6:00 pm
Jan 2, 2016 at 6:00 pm

If you have any questions, please contact the Community Use of Schools at 613.596.8260 or communityuse@ocdsb.ca

Thank you

Community Use of Schools

Permit Notification

Permit #2016-01-01-0001 is starting soon!

The first booking for permit **#2016-01-01-0001** at **AB Massecar** starts on **Jan 1, 2016 - 6:00 pm.**

If you have any questions, please contact the Community Use of Schools at 613.596.8260 or communityuse@ocdsb.ca

Thank you

Community Use of Schools

Permit is 'on hold'

Permit On Hold - #2016-01-01-0001 - OCDSB

The following permit has been placed "On hold" due to   Insurance

If you have any questions, please contact the Community Use of Schools at 613.596.8260 or communityuse@ocdsb.ca

Thank you

Community Use of Schools

Permit Amendment

Permit Amendment - #2016-01-01-0001

The following permit has been amended.

Jan 1, 2016 at 6:00 pm
Jan 2, 2016 at 6:00 pm

If you have any questions, please contact the Community Use of Schools at 613.596.8260 or communityuse@ocdsb.ca

Thank you

Community Use of Schools