

Requests & Notifications

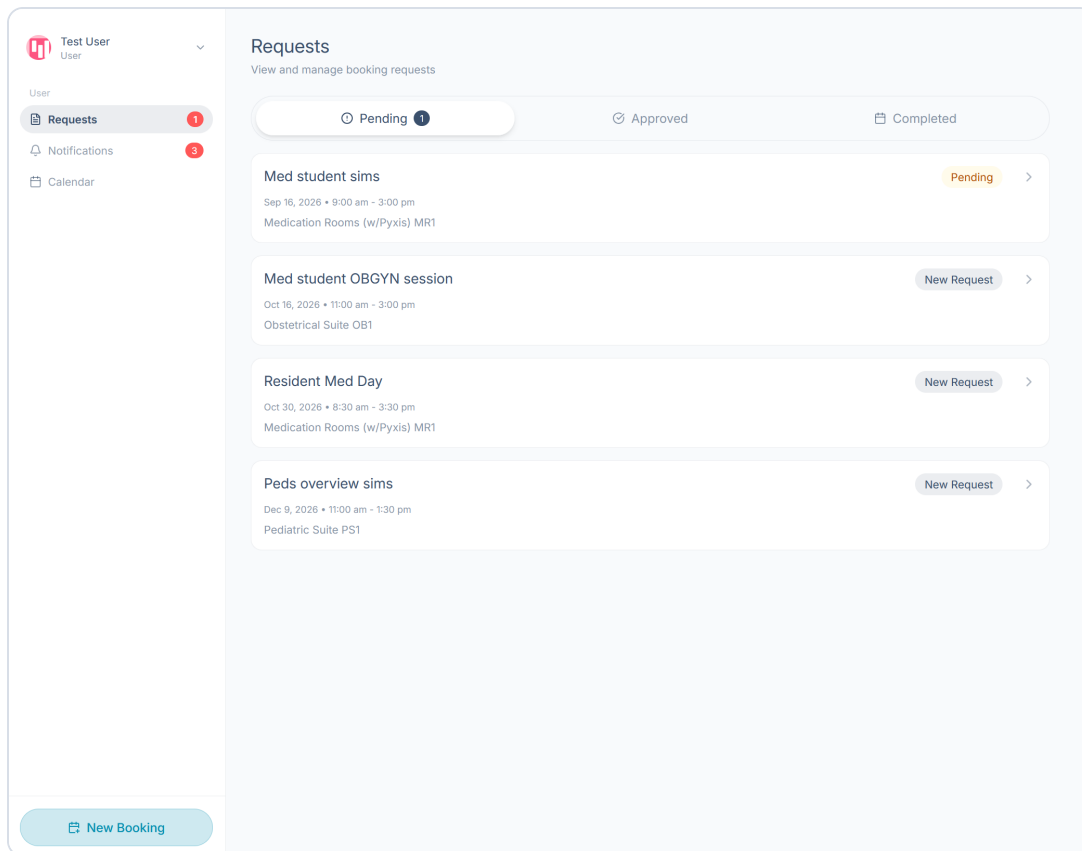
USER GUIDE · Last updated September 1, 2026

When you're signed in, your control panel is where you track everything you've booked. The menu on the left has three items: **Requests**, **Notifications**, and **Calendar**. The red badge on Requests shows the number of new requests, and the badge on Notifications shows the number of new changes. Calendar opens the public calendar, so you can see what's already booked (see the 'Browsing the Calendar' guide). The **New Booking** button at the bottom-left starts a new request (see the 'Submitting a Booking Request' guide).

Requests

Requests lists every booking request you've made, grouped into three tabs. **Pending** holds everything not yet approved, **Approved** holds confirmed bookings, and **Completed** holds your Completed, Declined, and Cancelled items. Select a tab to switch views, and select any request card to open its full details.

The Pending tab mixes two statuses, so read the badge on each card: **New Request** means your center hasn't reviewed it yet, and **Pending** means they have reviewed it but haven't approved it yet.



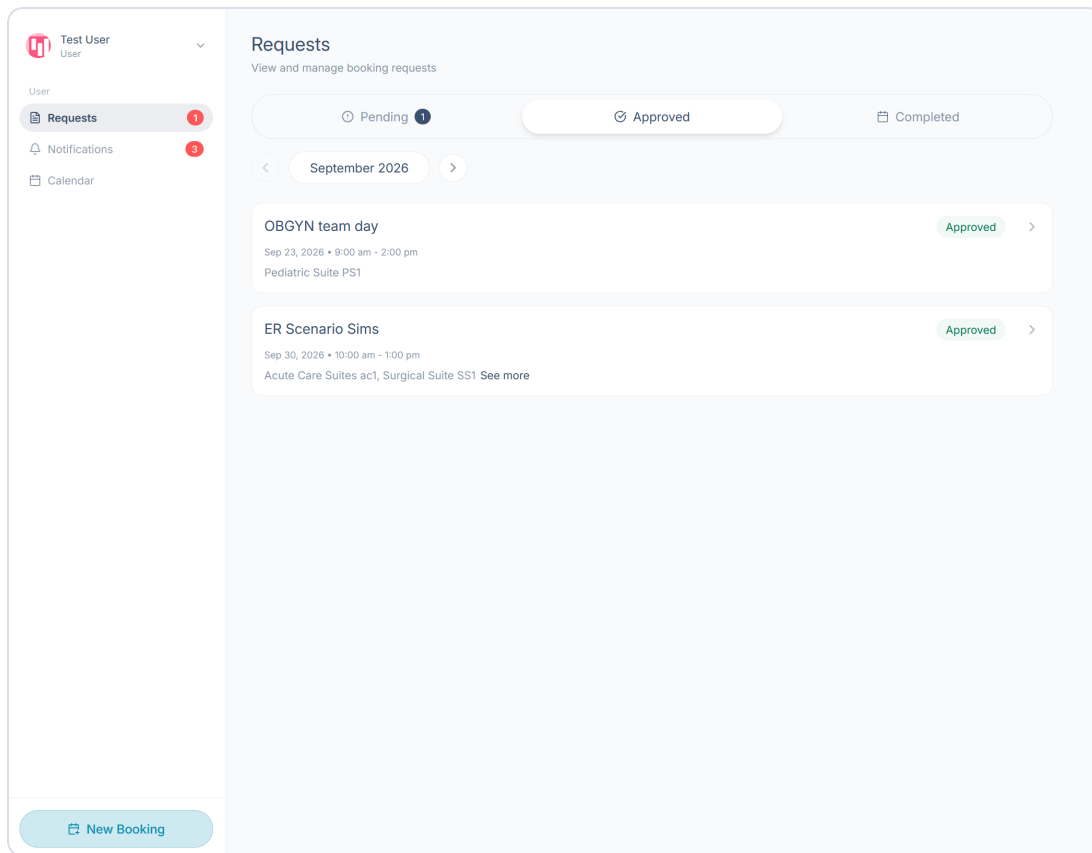
The Pending tab. Each card shows the session name, date and time, rooms, and current status.

What the statuses mean

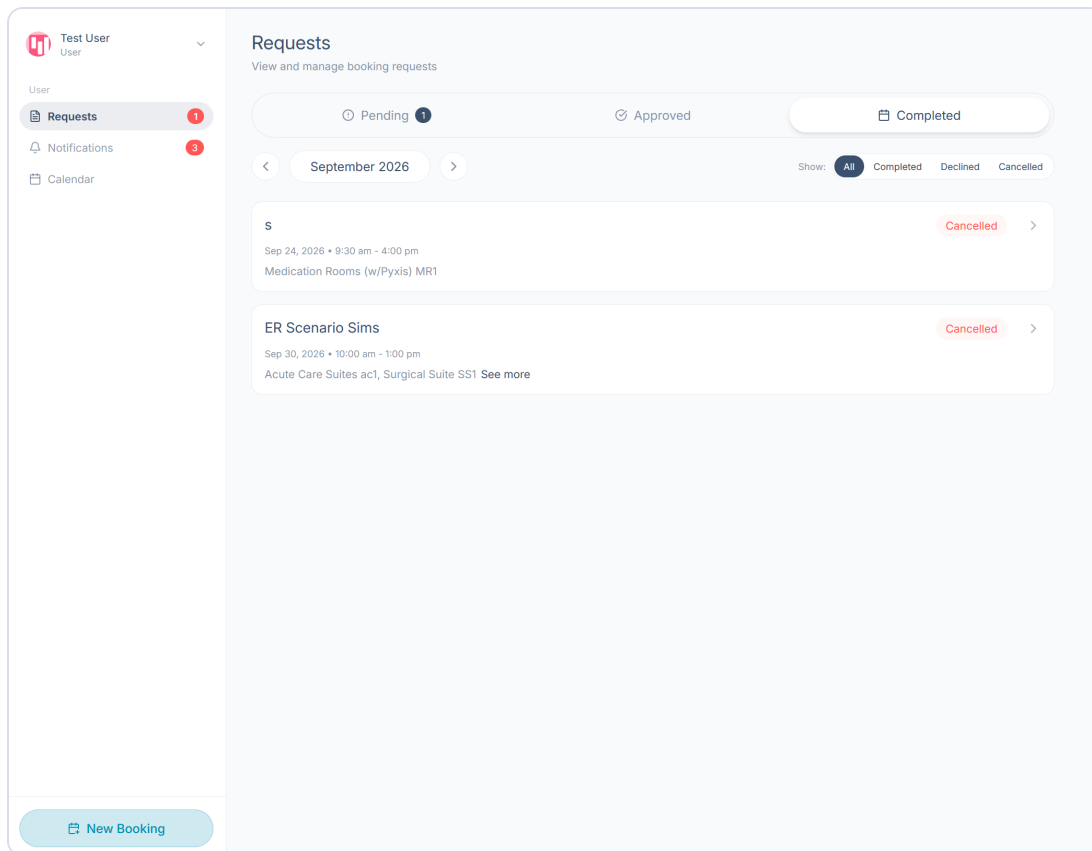
- **New Request:** Submitted, but your center hasn't reviewed it yet.
- **Pending:** Your center has seen the request and it's awaiting a decision. Requests often stay pending because your center is waiting for more information from you, so check the activity history for messages.
- **Approved:** Confirmed. Your session is booked.
- **Completed:** The session date has passed.
- **Declined:** Your center couldn't accommodate the request.
- **Cancelled:** The request was withdrawn (by you or your center).

The Approved and Completed tabs

Both tabs are organized by month. Use the ◀ and ▶ arrows beside the month name to browse. The Completed tab also has a **Show** filter so you can view All, Completed, Declined, or Cancelled requests.



The Approved tab, browsing September 2026.



The Completed tab. The Show filter (top right) narrows the list to Completed, Declined, or Cancelled.

Viewing a request

Select any request card to open its details panel. The request's **current status** appears as a pill beside the session name at the top of the panel, so it's the quickest way to check where a booking stands. Below that, the panel is organized into cards:

- **Booking Information:** the date, assigned room(s), and the time breakdown of set-up, session, and clean-up.
- **Details:** your contact information, the session name, attendee count, and session details.
- **Additional Information:** your center's custom questions.
- **CC Recipients:** anyone you've copied on the request. They receive all the same notification emails you do.
- **Attachments:** files you've added to the request, such as a scenario outline or a participant list.
- **Assets:** the people and equipment assigned to your session. Your center's staff assign these, so the card is read-only.

Open any request and you'll find **'View Activity History'** directly beneath the session name at the top of the panel, with the number of entries in brackets. Select it to expand a timeline of every change to the request, whether you made it or your center's staff did. Once expanded, the same control reads **'Hide**

Activity History'. Any message from your center appears beneath the relevant entry. To withdraw the request entirely, select **'Cancel Booking'** at the bottom of the panel. Cancelling stays available right up to the session date.

R2 Boot Camp Approved ×

View Activity History (3)

Booking Information

Date: Sep 4, 2026
Room(s): Skills Centre - B04
Set-up: 8:30 am - 9:30 am
Session: 9:30 am - 1:30 pm
Clean-up: 1:30 pm - 2:30 pm

Details

Name: [Redacted]
Email: [Redacted]
Phone: [Redacted]
Session Name: R2 Boot Camp
Attendees: 3
Details: Refer to last year's R2 boot camp on September 4, 2025 from 9:30-1:30.

Additional Information

Department / Organization: Dalhousie Division of Plastic Surgery

Primary Educator Onsite:

Name: [Redacted]
Email Address: [Redacted]

Cancel Booking

The details panel for an approved request. 'View Activity History' sits directly under the session name, and each editable card carries a pencil in its top-right corner.

R2 Boot Camp Approved ×

Hide Activity History (3)

- Allison Lenihan assets changed
Sep 1, 2026, 9:34 AM
- Allison Lenihan approved booking request
Jun 23, 2026, 2:01 PM
- Heather Munroe created booking request
Jun 23, 2026, 1:45 PM

The activity history for the same request, newest entry first.

Editing a request

Every card except Booking Information and Assets has a **pencil icon** in its top-right corner. Select it to edit that card in place, then **Save** to keep your changes or **Cancel** to discard them. You can make these edits at any time, whatever the request's status. Booking information (the date, rooms, and times) can

only be changed by your center's staff, so contact them if it needs updating.

- **Details:** update your contact information, the session name, attendee count, and session details.
- **Additional Information:** update your answers to your center's custom questions, if your center uses them.
- **CC Recipients:** add or remove the people copied on the request.
- **Attachments:** add a file, such as a scenario outline or participant list, or remove one you've already added.

The Details card in edit mode. Required fields are marked with *, and Cancel and Save sit in the top-right corner.

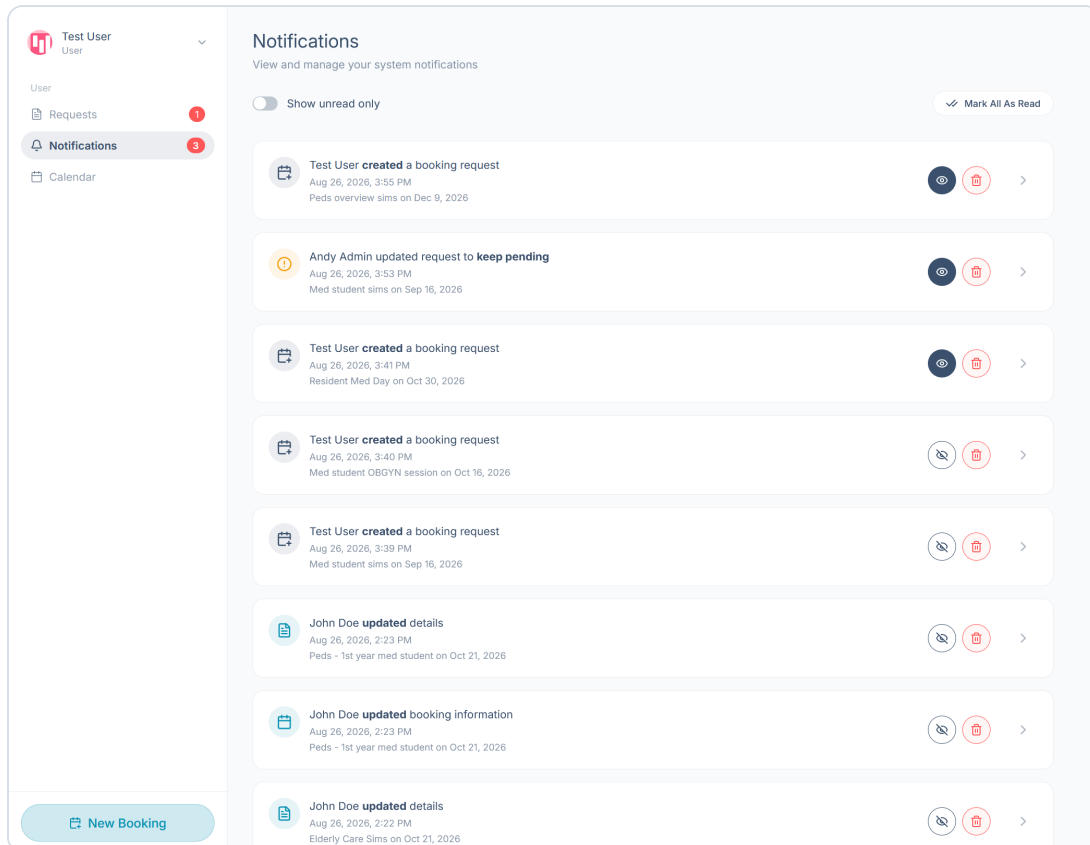
Tip: Any change you make is recorded in the request's activity history, so your center always sees the latest version.

Notifications

Notifications collects every update on your bookings, including booking status changes, attachments, and edits, with the newest first. Each entry shows who did what, when, and which session it relates to.

- **Show unread only** (top left) hides notifications you've already read.
- **Mark All As Read** (top right) clears the unread badge in one click.

- The **eye icon** toggles a single notification between read and unread. It shows solid on unread entries and crossed out once you've read them.
- The **trash can icon** deletes a notification.
- The **› arrow** opens the related booking request.



The Notifications page. The top three entries are unread, shown by the solid eye icon.

Have an idea? Spotted something that could work better? [Share it on our feedback board](#) and vote on suggestions from other centers.