

Staff & Admin Guide

FOR STAFF AND ADMIN ACCOUNTS · Last updated October 23, 2026

Everything staff and admins need to run theSimCal day to day: processing booking requests, managing the calendar, reviewing feedback and analytics, and setting up your center. Chapters in the Administration part apply to admin accounts only.

Contents

DAILY WORK

1 Processing Requests

2 Staff Calendar

3 Staff Notes

REPORTING

4 Feedback Results

5 Analytics

ADMINISTRATION

6 Facility Details

7 Room Inventory

8 Asset Inventory

9 Booking Request Form

10 Feedback Form

11 Accounts

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

Processing Requests

Every booking request arrives as a **New Request**. Staff review it, adjust the details if needed, assign people and equipment, and then approve it, keep it pending, or decline it. The requester is emailed at each decision. Open incoming requests from **Requests** in the sidebar.

The Requests list

The Requests list, with each area numbered.

- 1 Requests:** The red badge shows how many new requests are waiting to be reviewed.
- 2 Pending tab:** Holds every request that still needs a decision (New Request & Pending). Approved bookings move to the **Approved** tab. Completed, declined, and cancelled requests move to the **Completed** tab. A booking is marked Completed automatically once its session end time passes.
- 3 New Request:** Not yet reviewed by staff.
- 4 Pending:** Under review, usually waiting on more information from the requester.

Select a request to open it.

Reviewing and editing a request

The request opens with its details split into sections. Select the **pencil icon** on any section to edit it. Select **Save** to keep your changes, or **Cancel** to discard them.

Obs Sim Half-day New Request ×

1 2 3 4 5 6

Booking Information Cancel Save

Date: Oct 21, 2026

Assigned Room(s): Obstetrical Suite OB1 ×

Select a room to add...

Time Breakdown

Set-Up: 8:00 am - 9:00 am (1h)

Session: 9:00 am - 12:00 pm (3h)

Clean-Up: 12:00 pm - 12:30 pm (30m)

Total: 4h 30m

Booking Information in edit mode, with each area numbered.

- 1 View Activity History:** Lists every change and decision on the request so far.
- 2 View in Calendar:** Opens the date in the Staff Calendar, so you can check for conflicts.
- 3 Cancel and Save:** Appear while a section is being edited.
- 4 Date:** Move the booking to another day.
- 5 Assigned Room(s):** Add rooms from the list, or select the **×** on a room to remove it.
- 6 Time Breakdown:** Adjust set-up, session and clean-up times. The bar and total update as you go.

Below Booking Information, two more sections can be edited the same way:

Details: The requester's name, email and phone number, plus the session name, number of attendees and session details.

Additional Information: The requester's answers to your custom questions from the [Booking Request Form](#).

The screenshot shows a 'Details' modal window. At the top right are 'Cancel' and 'Save' buttons. The form contains the following fields: 'Name' (text input), 'Email' (text input), 'Phone Number' (text input), 'Session Name' (text input with 'Orthopaedic Resident Surgery Session'), 'Number of Attendees' (a numeric field with minus, 14, and plus buttons), and 'Session Details' (text input with 'Orthopaedic cadaver session'). A small '27/1000' character count is visible at the bottom right of the Session Details field.

The Details section in edit mode.

Assigning people and equipment

The screenshot shows a larger modal window with three main sections. The top section is 'Attachments' with a dashed border and a button that says 'Click to upload or drag and drop' with a red circle '1' next to it. Below is the 'Assets' section, which has a 'Cancel' and 'Save' button at its top right (with a red circle '2' next to the Save button). It contains two sub-sections: 'People' with 'Jane Smith' and 'Michael Johnson' (with a red circle '3' next to the second name) and a 'Select people to add...' dropdown; and 'Equipment' with 'Airway Trainer - 01' and 'CentraLineMan - 1' (with a red circle '4' next to the second name) and a 'Select equipment to add...' dropdown. At the bottom of the modal are three buttons: 'Approve Request' (green, with a red circle '5'), 'Keep Pending' (yellow, with a red circle '6'), and 'Decline Request' (red, with a red circle '7').

Attachments, Assets and the decision buttons, with each area numbered.

1 Attachments: Add files to the request. Each file can be up to 100 MB.

2 Assets: Select the pencil icon  to open it, as shown here.

- 3 **People:** Choose people from your [Asset Inventory](#). Each person appears as a tag you can remove with the ✕.
- 4 **Equipment:** Choose equipment from your [Asset Inventory](#). Each item appears as a tag you can remove with the ✕, and has its own ID so it cannot be double booked.

- 5 **Approve Request**
- 6 **Keep Pending**
- 7 **Decline Request**

Approving, keeping pending, or declining

When the details are right, use the buttons at the bottom of the request. Each one opens a confirmation box with the session name and a note field. The note is added to the email sent to the requester, whose address is shown below it.

Approve: note optional.

Keep Pending: note required.

Decline: note required.

Approve: The requester is emailed that their booking is confirmed. Adding a note is optional.

Keep Pending: Use this when the requester has not given enough information to approve the request. The note is required, so tell them exactly what you need. The request's status changes to Pending.

Decline: The requester is emailed that their request has been declined. The note is required, so explain why.

Staff Calendar

The Staff Calendar is your working view of a single day. Every room appears, followed by any equipment and people that are assigned to a session or blocked that day. It is where you check what a day actually looks like. Open it from **Staff Calendar** in the sidebar, under **Staff**.

The screenshot shows the Staff Calendar interface. On the left is a sidebar with a user profile (AH Admin) and a list of navigation items: Requests, Notifications, Calendar, Staff, Staff Notes, Feedback Results, Analytics, Administration, Facility Details, Room Inventory, Asset Inventory, Booking Request Form, Feedback Form, and Accounts. The main area is titled 'Calendar' with the subtitle 'View and manage your daily schedules'. It shows the date 'Wednesday, Oct 21, 2026' and a 'Today' button. There are two buttons at the top right: 'Block Assets' and 'Block Rooms'. The calendar is divided into three sections: Rooms, Equipment, and People. Each section has a list of items on the left and a time grid on the right. The Rooms section lists Sim Bay, Simulation Centre, Skills Centre, Microsurgery Suite, Skills Auditorium, and In situ. The Equipment section lists 7S3 African Ameri... and Sim Bay. The People section lists a person. The time grid shows slots from 8:00 AM to 5:00 PM. Various sessions and blocks are shown, such as 'Video laryngoscopy and FONA | THE RESUS COURSE ...', 'Ortho Endoscopic Lab', 'Block for setup', and 'Op...'. A legend at the bottom indicates session types: Session, Set-up & Clean-up, Pending, Blocked, and Closed. There are also download buttons for .ics and .xlsx files.

1. Today button

2. Block Assets button

3. Rooms section header

4. Equipment section header

5. People section header

6. Block Rooms button

7. Legend

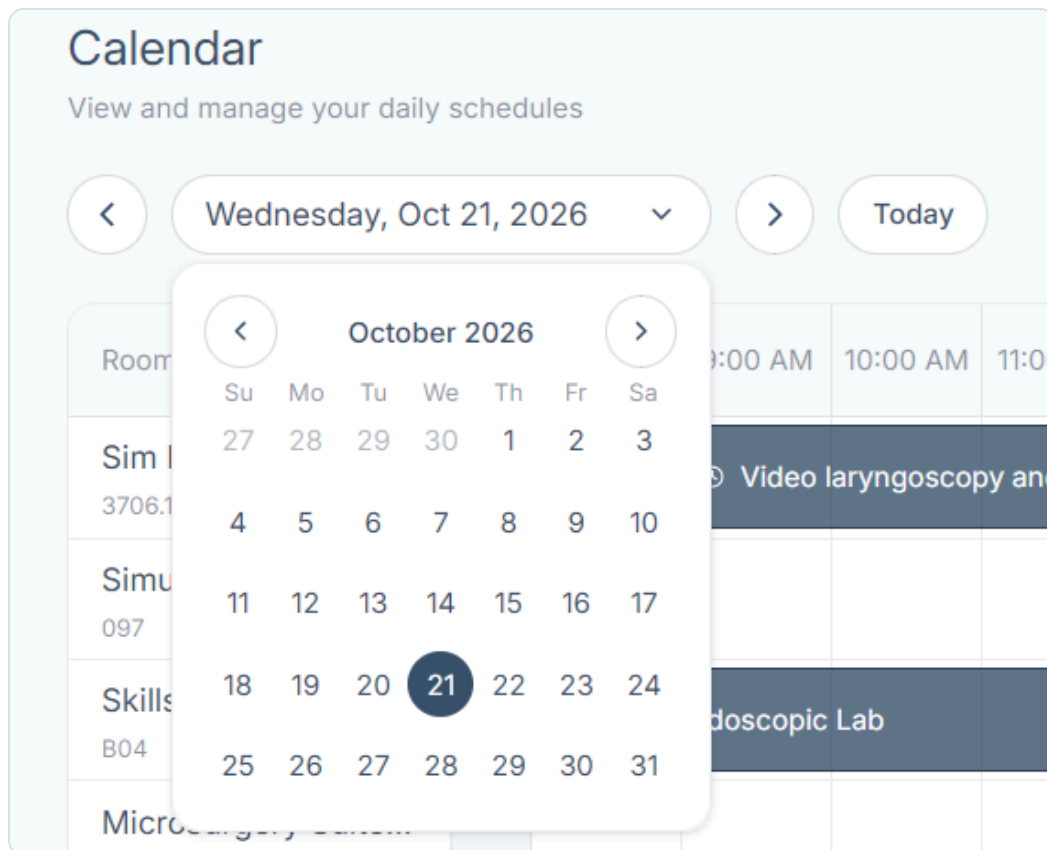
8. Download buttons

The Staff Calendar, with each area numbered.

What each area does

- 1 Date navigation:** The ◀ and ▶ arrows step back and forward one day. Select the **date itself** to open the month picker and jump straight to any day. **Today** returns you to the current day.
- 2 Block Assets and Block Rooms:** Hold time without a booking behind it. Covered in **Blocking time** below.
- 3 Rooms grid:** Your rooms, one per row, with each room's number beneath its name.
- 4 Equipment grid:** A row appears for each piece of equipment assigned to a session or blocked that day.
- 5 People grid:** A row appears for each person assigned to a session or blocked that day.
- 6 Timeline arrows:** Every column is an hour. The ◀ and ▶ arrows *inside* a grid, beside the hours, scroll that grid to show earlier or later times.
- 7 Legend:** What each block color means, explained below.
- 8 Download:** Exports your schedule as an **.ics** or **.xlsx** file.

Note: The **People** grid shows *people assets* from your Asset Inventory, the bookable resources, not the people who hold theSimCal accounts.



Select the date to open the month picker.

What the colors mean

Every block on the calendar is color coded, and the legend runs along the bottom of the screen.

- Session:** Confirmed, booked time. The block carries the session name.
- Set-up & Clean-up:** The shorter blocks sitting either side of a session. The **gear** icon is set-up time before it, the **sparkle** icon is clean-up time after it.
- Pending:** A request that has not been approved yet, whether it is a New Request or marked Pending. The time is held but not confirmed.
- Blocked:** Time held by a block you or a colleague created.
- Closed:** Time outside your center's operating hours, which are set in [Facility Details](#).

Opening a booking

Select any block on the calendar to open it in a panel on the right. Its status appears as a pill in the top corner. The panel works the same way as an open request, covered in [Processing Requests](#). It adds one section:

- **CC Recipients** adds email addresses that receive the booking's notifications alongside the requester.

The screenshot shows a booking panel for 'Ortho Endoscopic Lab'. The status is 'Approved' with a close button. The panel is divided into three main sections: Booking Information, Details, and Additional Information.

Booking Information

- Date: Oct 21, 2026
- Room(s): Skills Centre - B04
- Set-up: 7:00 am - 8:00 am
- Session: 8:00 am - 12:00 pm
- Clean-up: 12:00 pm - 1:00 pm

Details

- Name: [Redacted]
- Email: [Redacted]
- Phone: [Redacted]
- Session Name: Ortho Endoscopic Lab
- Attendees: 6
- Details: Endoscopic spine lab - require fully functional video tower (similar to arthroscopy set up including light source, camera head, and monitor, pump and shavers not necessary), c-arm. Mammedical providing own bipolar and drilling equipment + simulator.

Additional Information

- Department / Organization: Ortho
- Primary Educator Onsite: [Redacted]
- Name: [Redacted]
- Email Address: [Redacted]
- Billing Information if applicable (please choose either A: Invoice or B: Cost Centre): [Redacted]

At the bottom right, there is a red button labeled 'Cancel Booking'.

The booking panel. Contact details are hidden here for privacy.

Ortho Endoscopic Lab Approved ×

[View Activity History \(5\)](#) [View in Calendar](#)

Insitu Needs:
Not provided

Please Note:
- All fields marked with an asterisk (*) are required.
- By submitting you acknowledge to pay in accordance to the rates and provisions outlined in the [fee schedule](#).

CC Recipients

Notifications will be sent to the requestor and any additional addresses listed here.

Enter email and press Enter or comma

Press Enter or comma to add multiple emails

Attachments

[Click to upload](#) or drag and drop
Max 100MB per file

Assets

People:

Equipment: None assigned

[Cancel Booking](#)

Further down the same panel. **Assets** is where people and equipment are assigned to the session.

Before you cancel: **Cancel Booking** at the bottom of the panel emails the requester automatically, releases the room and any assigned assets straight away so others can book them, and is recorded in the booking's Activity History.

Blocking time

Blocking holds time on the calendar without a booking behind it, so a room, a piece of equipment, or a person cannot be booked or assigned. Use it for equipment loans, vacations, maintenance, holidays, or anything else unrelated to a session. If an asset is needed *for a session*, assign it in the booking's **Assets** section instead.

1. Select **Block Rooms** or **Block Assets**, top right. Rooms are blocked separately from equipment and people, so use whichever matches what you need to hold. To hold both, create one block of each.
2. Give the block a **name**. This is required, and it is the label that appears on the calendar, so make it something a colleague will understand at a glance.
3. Decide whether to **Include in Analytics**.
4. Set the **date**, **start time**, and **end time**.
5. Select what to block. **All Rooms** or **All Assets** selects everything at once, or select individual rooms, people, and equipment. Anything grayed out is already booked or blocked during the times you chose.
6. Select **Block Rooms** or **Block Assets** at the bottom to save.

Tip: what Include in Analytics does. When it is on, the block's time and usage are counted in your **Analytics** figures. Leave it on when the block represents real simulation activity. Turn it off when the time has nothing to do with simulation, such as closing rooms for a public holiday, so your utilization numbers are not inflated by time that was never available in the first place.

Block Assets

Block assets separately from session assignments so they remain unavailable for other bookings

What

Block Name

☒ Name is required

☒ Include in Analytics

When

Date Start Time End Time

Oct 21, 2026 12:00 am 12:00 am

Assets

☐ All Assets

People

☐

☐

☐

☐

Equipment

☐ 7S3 African American Torso Airway Trainer - Sim Bay

☐ Blue Phantom Branched 4 Vessel Ultrasound Training Block Model - Sim Bay 1

☐ Blue Phantom Branched 4 Vessel Ultrasound Training Block Model - Sim Bay 2

☐ Blue Phantom Branched 4 Vessel Ultrasound Training Block Model - Sim Bay 3

☐ Blue Phantom Branched 4 Vessel Ultrasound Training Block Model - Skills Centre

1

Block Assets

Block Assets covers people and equipment.

Block Rooms

Block rooms separately from session assignments so they remain unavailable for other bookings

What

Block Name

☒ Name is required

☐ Include in Analytics

When

Date Start Time End Time

Oct 21, 2026 12:00 am 12:00 am

Where

☐ All Rooms

☐ Sim Bay 3706.1

☐ Simulation Centre 097

☐ Skills Centre B04

☐ Microsurgery Suite (Skills Centre) B04G

☐ Skills Auditorium B44

☐ In situ - NA

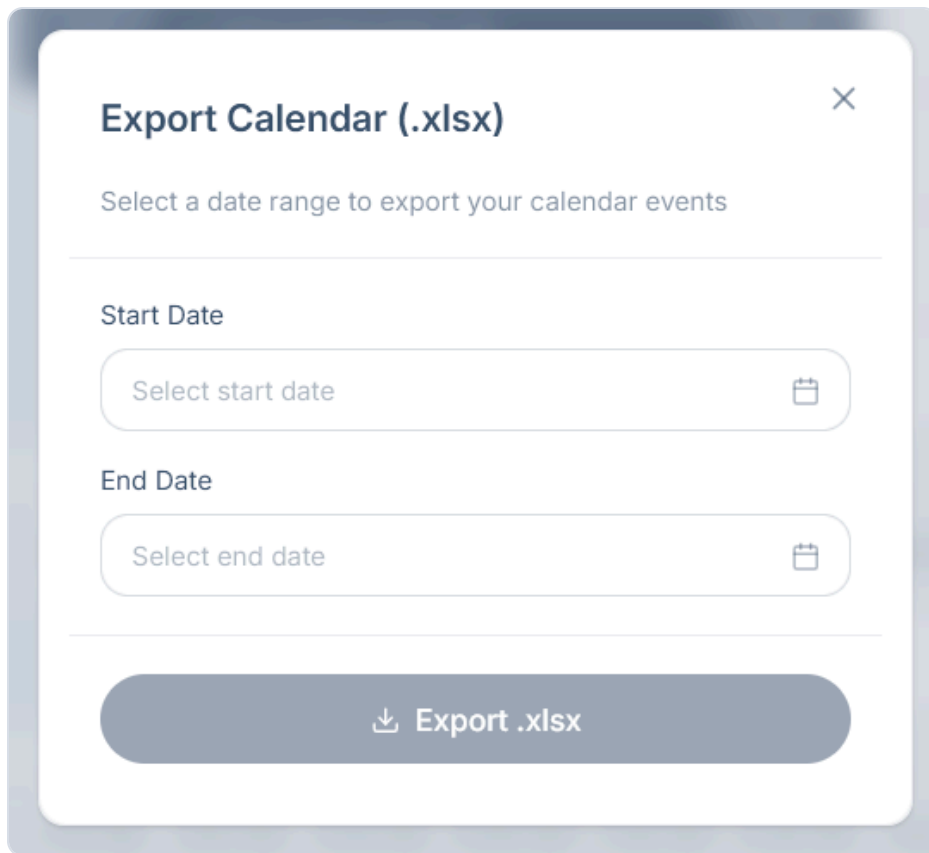
Block Rooms

Block Rooms covers rooms.

Exporting the schedule

The **Download** buttons in the bottom right corner export your calendar events. Both ask for a start and end date, so you can export a whole stretch of time rather than only the day on screen.

- **.ics** imports into Outlook, Google Calendar, and Apple Calendar.
- **.xlsx** opens in Excel, useful for reporting or sharing a schedule with someone who does not use theSimCal.

A modal dialog box titled "Export Calendar (.xlsx)" with a close button (X) in the top right corner. Below the title is the instruction "Select a date range to export your calendar events". There are two date selection fields: "Start Date" and "End Date". Each field has a rounded rectangular input area containing the text "Select start date" and "Select end date" respectively, followed by a calendar icon. At the bottom of the dialog is a large, rounded rectangular button with a download icon and the text "Export .xlsx".

Export Calendar (.xlsx) ✕

Select a date range to export your calendar events

Start Date

Select start date 📅

End Date

Select end date 📅

⬇️ Export .xlsx

Choose a date range to export. The .ics dialog works the same way.

How this differs from the Calendar

There are two calendars in theSimCal and they do different jobs. **Calendar**, under **User** in the sidebar, is the month view your requesters see. It is public and view-only, so nothing can be added, edited, or blocked from it. The **Staff Calendar** is the one you work in.

< Exit Calendar

Today

<

📅 October 2026

>

Q Search this month's events by title or location

🔍

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	1 8:00a Hematology gr... 8:30a Family Medicin... 9:00a THMA Facial A... 3:00p Set Up Vascu...	2 8:30a 5.1 Nursing SI... 8:30a Ultrasound Gul...	3
4	5 8:30a Ultrasound Gul... 8:30a ObGyn clerk s... 9:00a UG EM IPE Si... 12:00p Blocked Time...	6 8:00a Blocked for ev... 9:00a Cardiology Re... 10:00a Hip & Knee 1:30p 6.2 Nursing An... +1 more	7 7:30a Ophthalmology... 8:30a CCPP - V&O S... 9:30a RCPS EM Seni...	8 8:00a Hematology gr... 10:30a CE Staff Meet... 11:30a EM Staff IPE S...	9 8:30a IM Simulation ... 8:30a 71 Nursing Sim 12:00p Gyne Skills La...	10
11	12 8:00a Holiday	13 9:00a Airway Orienta... 1:30p 6.2 Nursing An... 2:00p block for clean... 4:30p Urology Rounds	14 7:30a Ophthalmology... 8:30a 5.2 Code Blue ...	15 8:00a Hematology gr... 8:30a Family Medicin... 9:00a Plastic Surger... 2:30p Set Up CCP Pr...	16 8:30a IM Simulation ... 9:00a Otolaryngolog... 9:00a CCP Cadaveri...	17
18	19 8:30a 5.1 Nursing SI... 11:00a Fall Procedure... 2:30p Cadaver Deliv...	20 8:30a 71 Nursing Sim 9:00a Fall Procedure ... 1:30p 6.2 Nursing An... 4:30p Blocked for Inf...	21 7:30a Ophthalmology... 8:00a Ortho Endosco... 9:00a Video laryngo... 9:00a Equipment Loan +1 more	22 8:00a Hematology gr... 8:30a 5.1 Nursing SI... 9:00a Orthopaedic R...	23 8:00a Block for clean... 8:30a IM Simulation ... 9:30a EPICC Trauma 1:00p PULSE Skills s...	24
25	26 9:00a Airway Orienta... 9:30a EPICC Trauma	27 9:00a UG EM IPE SI... 1:00p General Surger... 1:30p 6.2 Nursing An... 2:30p Set Up CanNA...	28 7:30a Ophthalmology... 9:00a Anesthesia Ca... 10:00a Common cran... 12:30p DI Contrast R...	29 8:00a Hematology gr... 8:30a Family Medicin... 11:30a FLS Skills Lab ... 1:30p Code Sim CCU... +1 more	30 8:30a IM Simulation ... 8:30a 71 Nursing Sim 12:00p Gyne Skills La...	31

Oct 21, 2026

5 events

Ophthalmology Grand Rounds

Skills Auditorium - B44

7:30 am - 9:00 am

Ortho Endoscopic Lab

Skills Centre - B04

8:00 am - 12:00 pm

Video laryngoscopy and FONA | THE RESUS COURSE - DAL EM SESSIONS

Sim Bay - 3706.1

9:00 am - 2:30 pm

Equipment Loan

9:00 am - 1:00 pm

Block for setup

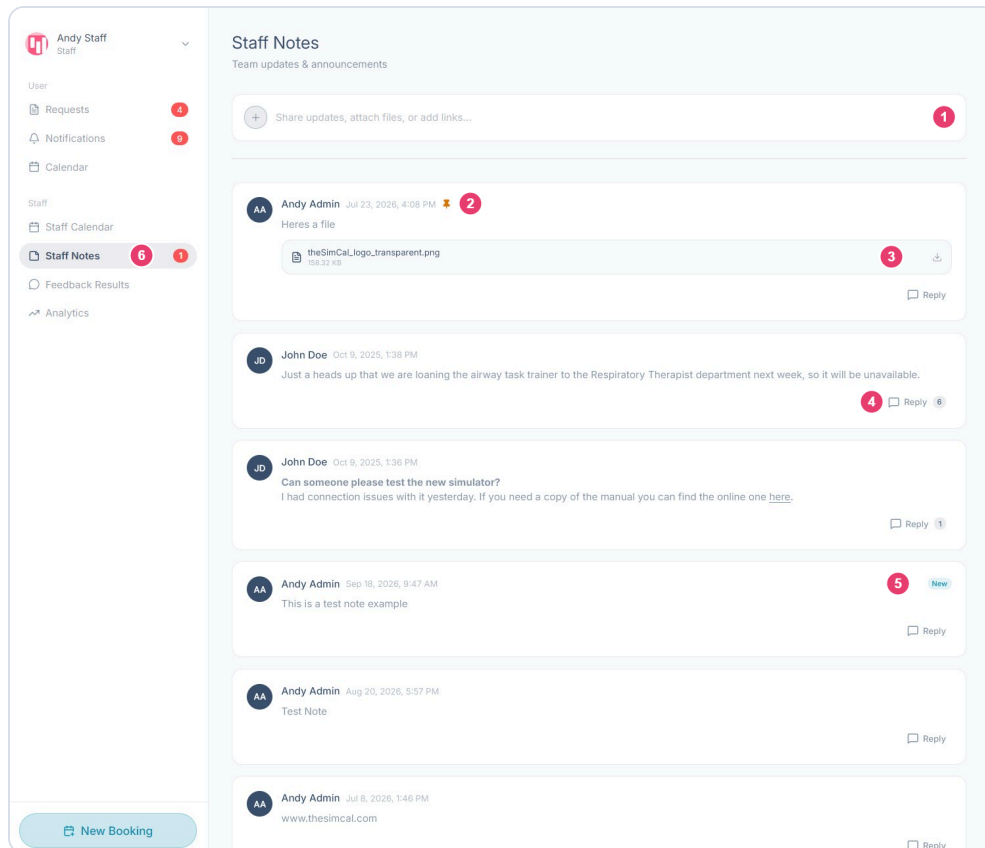
Skills Centre - B04

2:00 pm - 4:00 pm

The public Calendar. A month at a glance, and read-only. See [Browsing the Calendar](#).

Staff Notes

Staff Notes is your team's noticeboard. Post an update, attach a file, ask a question, and reply to each other in one place, without it living in somebody's inbox. It is visible only to staff and admin accounts. Open it from **Staff Notes** in the sidebar, under **Staff**.



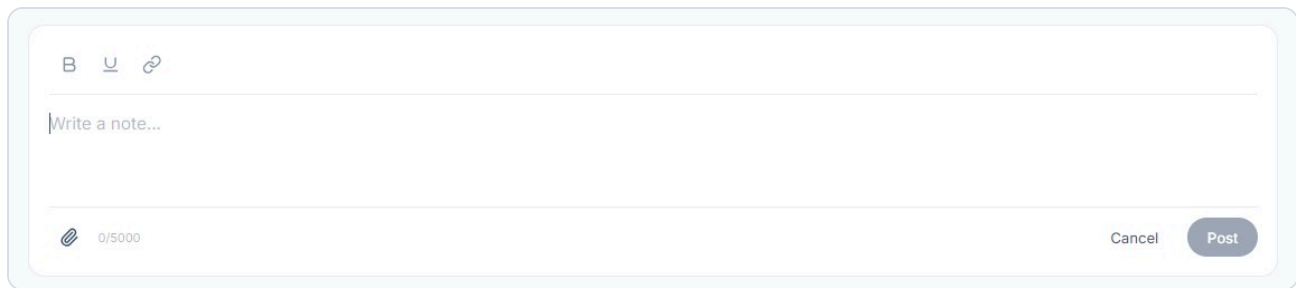
Staff Notes, with each area numbered.

What each area does

- 1 **The composer:** Select the bar at the top to open it and write a note. Covered in full below.
- 2 **Pin icon:** Marks a pinned note. Pinned notes sit at the top of the list so an important announcement does not get pushed down.
- 3 **Attachment:** Files posted with a note appear as a row showing the file name and its size. Select the **download** icon to save a copy.
- 4 **Reply:** Opens the note's thread. The number beside it counts the replies already there.
- 5 **New badge:** A note you have not read yet. It clears once you have seen the note.
- 6 **Unread count:** The red badge on the sidebar item counts notes you have not read, the same way Requests and Notifications work.

Writing a note

1. Select the bar reading '**Share updates, attach files, or add links...**' at the top of the screen. It expands into the full composer.
2. Type your note. The counter in the bottom left shows how much of the **5,000 character** limit you have used.
3. Format it if you need to. **B** makes the selected text bold and **U** underlines it. The **link** icon turns selected text into a link, which is tidier than pasting a long address.
4. Select the **paperclip** to attach a file, such as a manual, a floor plan, or a photograph of a fault.
5. Select **Post** to publish it, or **Cancel** to discard it.

The image shows a screenshot of the 'expanded' note composer. At the top, there are three icons: a bold 'B', an underlined 'U', and a link icon. Below these is a large text input area with the placeholder text 'Write a note...'. At the bottom left, there is a paperclip icon and a character count '0/5000'. At the bottom right, there are two buttons: 'Cancel' and 'Post'.

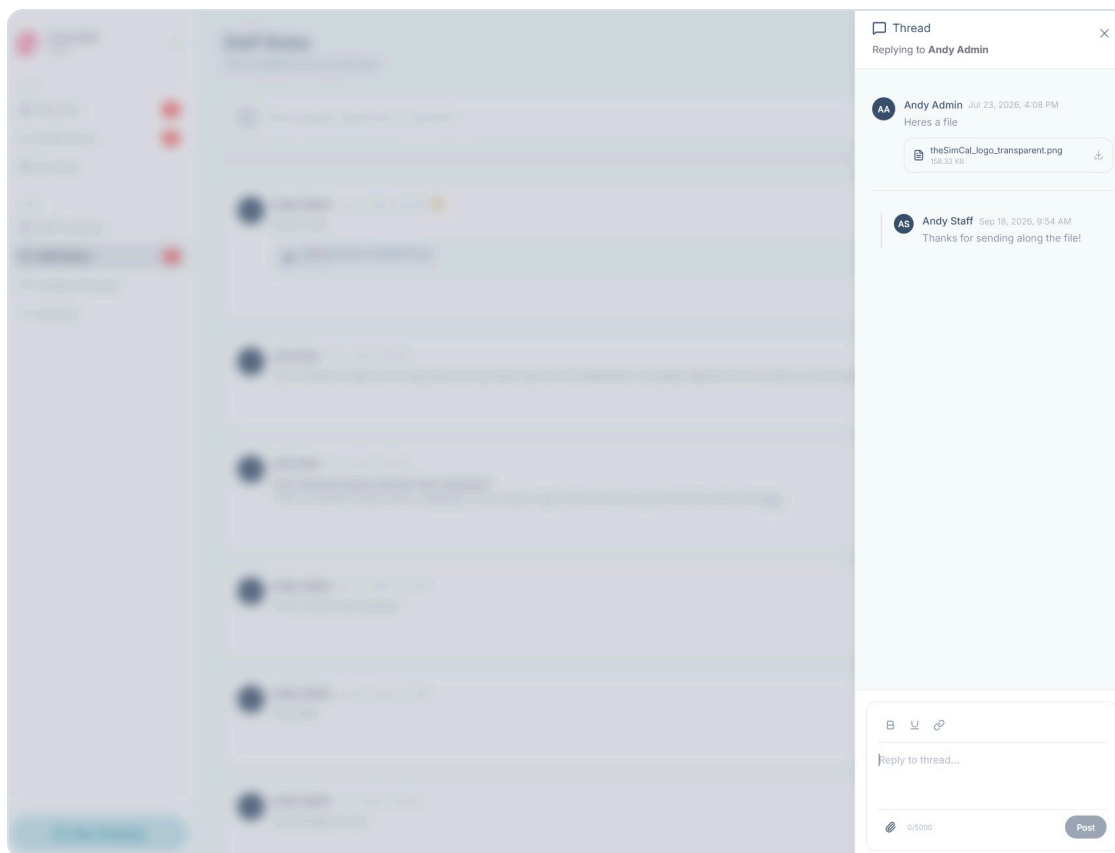
The composer, expanded.

Note: Posting a note adds to everyone's unread count (see 6 above), so keep notes worth the interruption.

Replying to a note

Select **Reply** at the bottom of a note to open its **Thread** panel on the right. The original note sits at the top, with its attachments, and every reply is listed beneath it in the order it was posted. Replies stay attached to the note they belong to, so a question and its answers are read together rather than scattered through the list as separate notes. Anyone on the team can reply to any note.

Write your reply in the box at the bottom of the panel. It takes the same formatting, attachments, and 5,000 character limit as a note. Select **Post** to add it, then the **✕** in the top corner to close the panel.

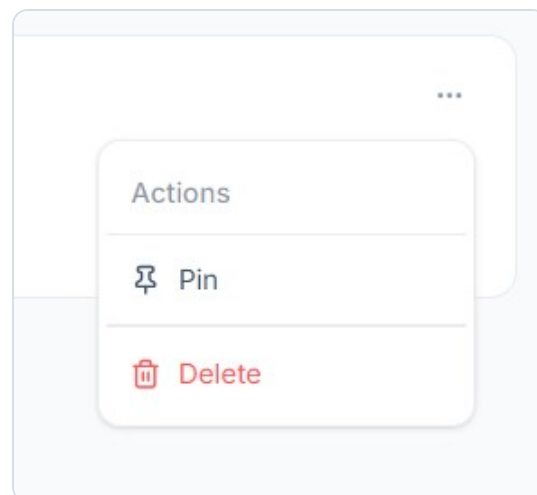


The Thread panel. The note list behind it is blurred here for privacy.

Pinning and deleting

The ... menu in the top right corner of a note holds two actions.

- **Pin** moves the note to the top of the list and marks it with a pin icon beside the timestamp. Use it for anything the team needs to keep seeing, such as a closure or a policy change.
- **Delete** removes the note for everyone.

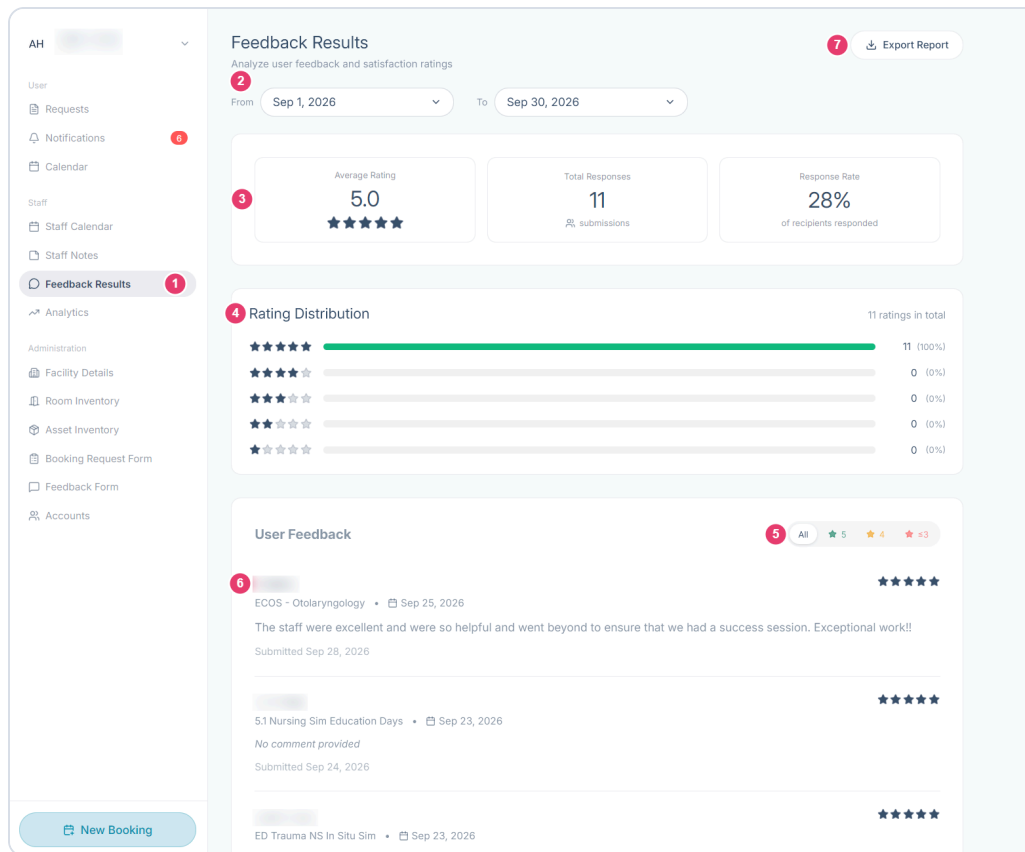


The ... menu on a note.

Deleting cannot be undone. If a note holds information the team may need later, such as a supplier reference or a set of instructions, copy it somewhere permanent before you delete it.

Feedback Results

When a session ends, it is marked **Completed** automatically, and theSimCal can email the requester a short feedback form, if an admin has switched it on in [Feedback Form](#). They rate their experience from one to five and can leave a comment. Feedback Results gathers every response in one place, so you can see how sessions are landing and read what people said. Open it from **Feedback Results** in the sidebar, under **Staff**.



Feedback Results, with each area numbered.

What each area does

- 1 **Sidebar item:** Where to open it.
- 2 **Date range:** Set **From** and **To** to choose which responses are counted. Everything on the screen updates to match.
- 3 **Summary:** The average rating, the total number of responses, and the response rate, which is the share of people sent a form who filled it in.
- 4 **Rating distribution:** How many responses gave each rating, from five stars down to one, with the percentage of the total beside each bar.
- 5 **Rating filter:** Narrows the list below to five star, four star, or three star and lower responses. **All** shows everything.

6 A response: Who sent it, the session it relates to and its date, their rating, their comment, and when they submitted it.

7 Export Report: Downloads the results for the selected date range, useful for an annual review, a funding application, or a thank you to the team.

Tip: Compare like with like. Looking at one term or one quarter at a time makes it easier to spot a change than a range spanning several years.

Reading the responses

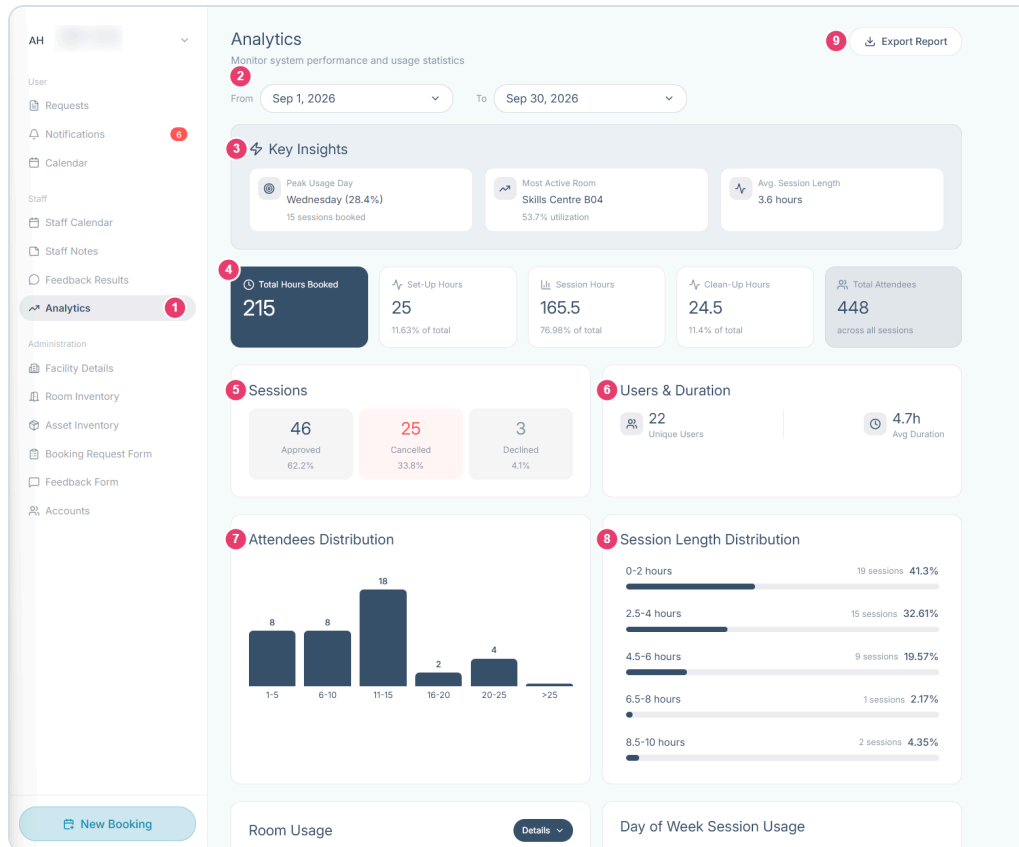
The **User Feedback** list shows the newest responses first. Each one names the person who sent it and the session it is about, so you can match a comment to the booking behind it. If someone rated the session without writing anything, their response reads *No comment provided*. It still counts toward the ratings.

To find the responses that need attention, select **≤3** in the rating filter. Select **All** to go back to the full list.

Note: Only people who were sent a form can respond, so a low response rate means fewer voices behind the average. Read the average rating alongside the number of responses before drawing conclusions.

Analytics

Analytics turns your bookings into numbers you can act on: how many hours your center is booked, which rooms work hardest, which days are busiest, and how much of your equipment and your team's time each period takes. Use it for annual reports, staffing decisions, and the case for new rooms or equipment. Open it from **Analytics** in the sidebar, under **Staff**.



The top of Analytics, with each area numbered.

What each area does

- 1 **Sidebar item:** Where to open it.
- 2 **Date range:** Set **From** and **To** to choose the period. Every figure on the screen updates to match.
- 3 **Key insights:** The busiest day of the week, the most used room and its utilization, and the average session length, picked out for you.
- 4 **Hour totals:** Total hours booked, split into set-up, session, and clean-up hours, plus the total number of attendees across all sessions.
- 5 **Sessions:** How many requests were approved, cancelled, and declined in the period, with each as a share of the total.

- 6 Users and duration:** How many different people booked, and the average length of a booking including set-up and clean-up.
- 7 Attendees distribution:** How many sessions had 1 to 5 attendees, 6 to 10, and so on, so you can see the group sizes you usually host.
- 8 Session length distribution:** How many sessions fell into each length band, from under two hours up to a full day.
- 9 Export Report:** Downloads the analytics for the selected date range. Exporting the same period each year, such as your fiscal year, gives figures you can compare over time.

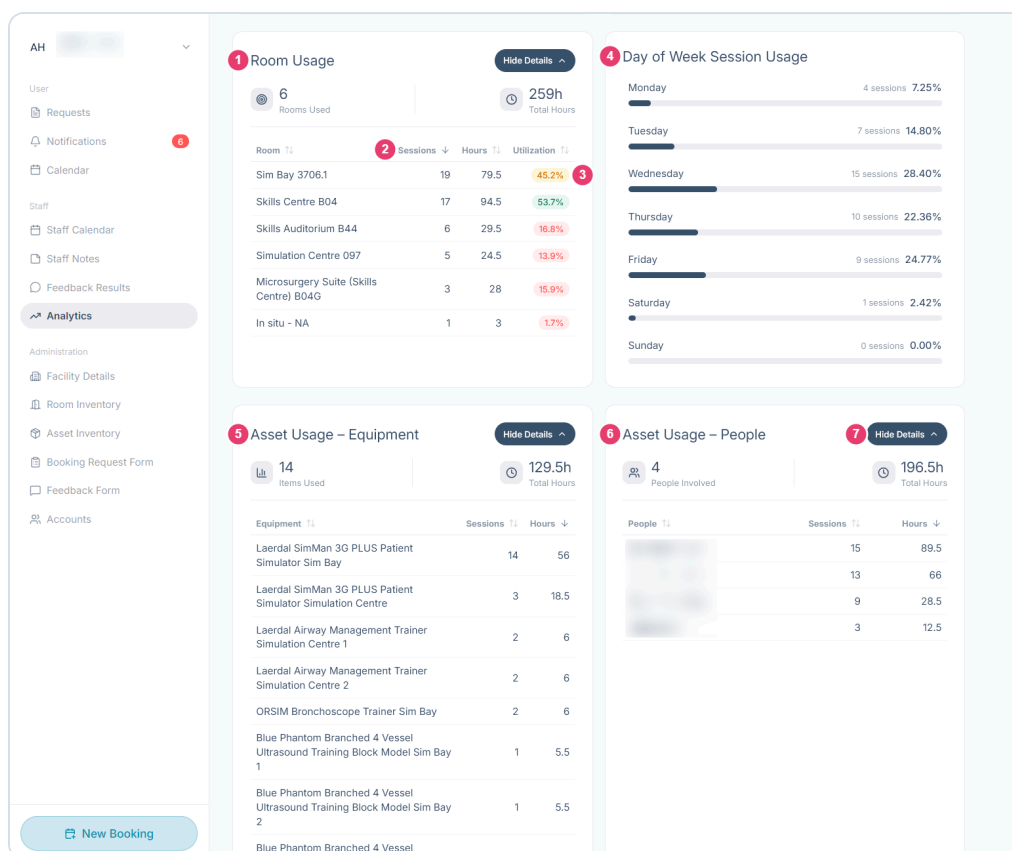
How the hours add up

Total Hours Booked is the time your space was held, from the start of set-up to the end of clean-up. It is the sum of the three boxes beside it: **Set-Up Hours**, **Session Hours**, and **Clean-Up Hours**. Each shows its share of the total underneath.

That is why the two averages differ. **Avg. Session Length** in Key Insights counts session time only. **Avg Duration** under Users and Duration includes set-up and clean-up, so it is always the longer of the two.

Usage by room, equipment, and people

Further down the screen, four panels break the hours down by what was booked and when.



The usage panels, with their details open.

- 1 **Room usage:** How many rooms were used and their combined hours. Open the details for a row per room.
- 2 **Sorting:** Select a column heading to sort the table by it. Select it again to reverse the order.
- 3 **Utilization:** The hours a room was booked as a share of the hours it was available in the period. Green marks the rooms used most, red the least.
- 4 **Day of week:** How many sessions ran on each day, and each day's share of the total.
- 5 **Equipment:** How many items were booked, their combined hours, and a row per item.
- 6 **People:** The people assigned to sessions, with the number of sessions and hours for each person.
- 7 **Details:** Opens a panel's table. Select **Hide Details** to close it again.

Note: The usage panels count each room, item, and person separately. A session that uses two rooms adds its hours to both, so the combined hours in a panel can be higher than Total Hours Booked.

Facility Details

Facility Details holds the settings that apply to your whole center: its name, logo, and contact details, the hours you take bookings, how far ahead people can book, and which emails theSimCal sends automatically. Most centers set it up once and revisit it only when something changes. Open it from **Facility Details** in the sidebar, under **Administration**.

The screenshot shows the 'Facility Details' page in theSimCal. The sidebar on the left has 'Facility Details' highlighted under the 'Administration' section, marked with a red circle 1. The main content area is titled 'Facility Details' and 'Manage facility information and settings'. It contains two sections: 'Basic Information' and 'Contact Information'. In the 'Basic Information' section, there is a 'Facility Name' field (marked with a red circle 2), a 'Facility Logo' section (marked with a red circle 3) showing the 'QEII Simulation' logo with 'Replace' and 'Remove' buttons, and a 'Facility Name' field. In the 'Contact Information' section, there is a 'Street Address' field (marked with a red circle 4) containing '1276 South Park Street', an 'Address Line 2' field containing 'Bethune Building, Room B-32', 'City' (Halifax), 'State/Province' (NS), 'Country' (Canada), 'Postal Code' (B3H 2Y9), 'Phone Number' (902-473-7430), and an 'Email' field (marked with a red circle 5) containing 'qeisimulation@nshealth.ca'. There is also a section for 'Additional Email Address(es) for Notifications' (marked with a red circle 6) with a text input field and a button to add more emails.

Basic and contact information, with each area numbered.

What each area does

- 1 **Sidebar item:** Where to open it.
- 2 **Facility name:** Your center's name as it appears in theSimCal. Required.
- 3 **Facility logo:** Select **Replace** to upload a new logo, or **Remove** to take it off.
- 4 **Address:** Street address (required), a second line for the building or room, then city, state or province, country, and postal code.
- 5 **Email:** Your center's main email address. Required. A phone number is optional.
- 6 **Additional emails:** Anyone else who should receive notification emails. Type an address and press **Enter** to add it.

Tip: Use a shared inbox for the main email, such as a team address, rather than one person's account. Notifications keep arriving when someone is away or leaves.

Hours of operation

Set the hours your facility is available for booking requests. Each day has a switch and a start and end time.

 **Hours of Operation**
Set the hours that your facility is available for booking requests

☒ Monday	8:00 am	▼	to	4:00 pm	▼
☒ Tuesday	8:00 am	▼	to	4:00 pm	▼
☒ Wednesday	8:00 am	▼	to	4:00 pm	▼
☒ Thursday	8:00 am	▼	to	4:00 pm	▼
☒ Friday	8:00 am	▼	to	4:00 pm	▼
☐ Saturday	N/A	▼	to	N/A	▼
☐ Sunday	N/A	▼	to	N/A	▼

Hours of Operation. Weekends are switched off here.

1. Switch a day on to take bookings on that day, or off to close it. A closed day shows **N/A**.
2. For each open day, choose the opening time in the first box and the closing time in the second.

Analytics also uses these hours to work out room utilization, so keeping them accurate keeps your reports accurate.

Booking restrictions and emails

The screenshot shows a settings panel with three main sections: Booking Restrictions, Reminder Emails, and Email Notifications. The Booking Restrictions section has two rows: 'Minimum Advance Notice' with a value of 2 and 'Maximum Booking Window' with a value of 18. The Reminder Emails section has three rows: '1 day before', '1 week before', and '1 month before', each with a toggle switch. The Email Notifications section has two rows: 'Request Submitted' and 'Request Cancelled', each with a toggle switch.

Booking Restrictions

Minimum Advance Notice
Users can't make requests within this many business days

– 2 +

Maximum Booking Window
Users can book this many months in advance

– 18 +

Reminder Emails
Automatically send reminder emails to users before their booking

1 day before ☒

1 week before ☒

1 month before ☒

Email Notifications
Send automatic email notifications for these events

Request Submitted ☒

Request Cancelled ☒

Booking restrictions, reminder emails, and email notifications.

Use – and +, or type a number, to set each booking restriction.

- **Minimum Advance Notice:** How many business days ahead a request must be made. With 2, nobody can request a session for today or the next two business days, which gives your team time to prepare.
- **Maximum Booking Window:** How many months ahead people can book. Requests further out than this are not allowed.

Reminder Emails go to requesters automatically before their booking. Switch on any combination of **1 day**, **1 week**, and **1 month before**.

Email Notifications choose which events send an automatic email. Switch **Request Submitted** and **Request Cancelled** on or off as your team prefers.

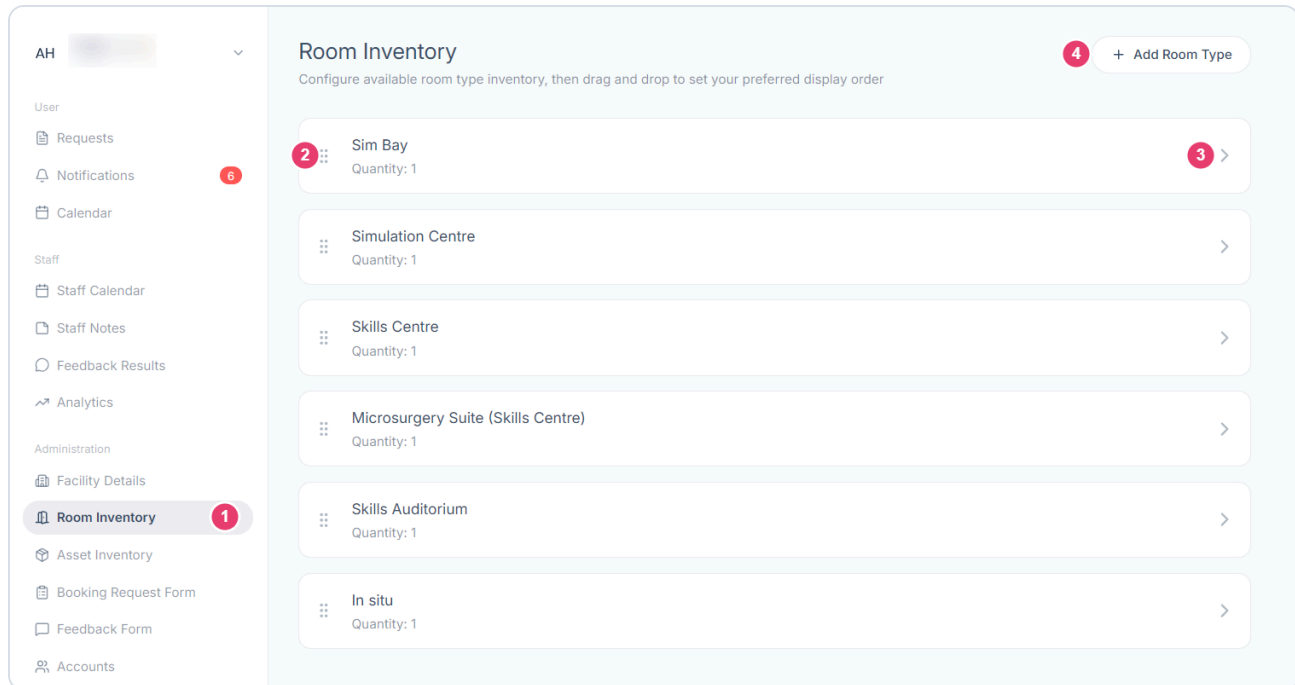
Saving your changes

When you have finished, select **Save Changes** at the bottom of the page. Nothing takes effect until you do. **Cancel** discards your edits and keeps the settings as they were.

Note: Changes here apply to the whole center, for every user. Check with your team before shortening the booking window or switching off reminders.

Room Inventory

Room Inventory is where you list the spaces people can book. Rooms are grouped into **room types**, such as a sim bay or a skills lab, and each type holds one or more actual rooms. Requesters choose a room type when they book, and theSimCal uses each type's capacity and set-up times to find space that fits. Open it from **Room Inventory** in the sidebar, under **Administration**.



Room Inventory, with each area numbered.

What each area does

- 1 Sidebar item:** Where to open it.
- 2 Drag handle:** Drag a room type up or down to change the order. The order you set here is the order requesters see on the **Select Rooms** page when they book.
- 3 A room type:** Its name and **Quantity**, the number of rooms of that type. Select it to open and edit it.
- 4 Add Room Type:** Opens a blank panel to set up a new type.

Adding a room type

Select **Add Room Type** in the top right corner. A panel opens on the right. Fill in each section from the top.

- 1 **Name of Room Type:** What requesters will see and choose from, such as *Sim Bay* or *Skills Center*. Required.
- 2 **Room Capacity:** The largest group one of these rooms holds. Use – and +, or type a number.
- 3 **Room #1:** The name or number of the actual room, such as *097*. Required.
- 4 **Add Room:** Adds another room of the same type. Each one you add raises the quantity shown in the list.
- 5 **Set-up and clean-up:** The default time theSimCal blocks before and after every request for this room type. Staff and admins can change it on an individual request.

The screenshot shows the 'Add Room Type' panel. It has a title bar with 'Add Room Type' and a 'NEW' badge. Below the title bar is a 'Room Inventory' section. The main content area is divided into three sections. The first section, 'Basic Information', contains a text input field for 'Name of Room Type' (1) and a numeric input field for 'Room Capacity' (2) with minus and plus buttons. The second section, 'Rooms', contains a text input field for 'Room #1' (3) and a '+ Add Room' button (4). The third section, 'Estimated Set-Up & Clean-Up', contains two dropdown menus for 'Set-Up' (5) and 'Clean-Up', both currently set to '0 Minutes'. A note above these dropdowns states: 'Times will automatically be added to the duration to find available time during your hours of operation'.

The top of the Add Room Type panel.

Add a description and photo, covered below, then select **Create Room** at the bottom of the panel. **Cancel** closes it without adding anything.

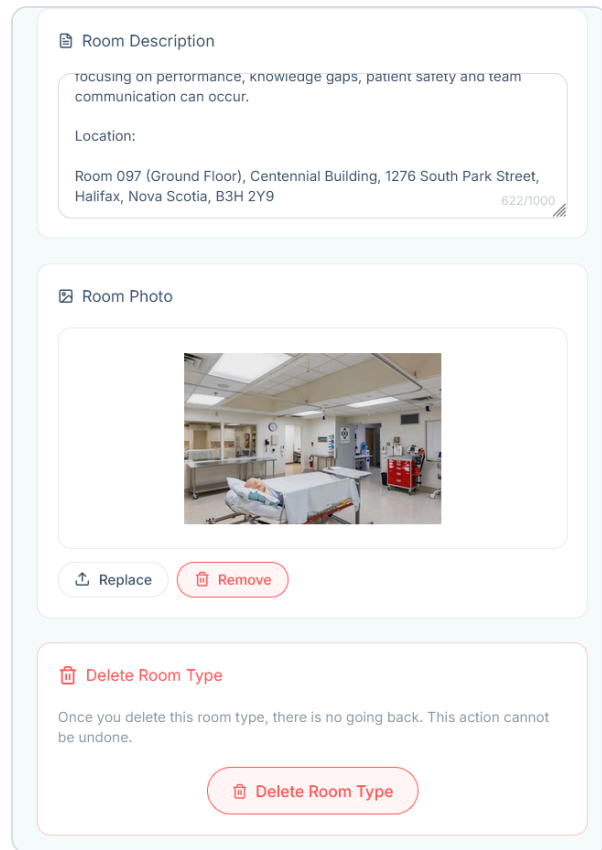
Set-up and clean-up are added to every booking automatically. For example, a two hour session with 30 minutes either side holds the room for three hours, and theSimCal only offers times that fit inside your hours of operation.

Tip: Group rooms into one type when they are interchangeable, so a requester can take whichever is free. Give a room its own type when it has something the others do not.

Description and photo

Room Description tells requesters what the room is for and where to find it. It holds up to 1,000 characters. A short summary of what the space suits, followed by the building, floor, and room number, is usually enough.

Room Photo helps people recognize the space. Select the upload area, or drag an image onto it. A landscape photo 1,280 pixels wide by 960 tall works best. On an existing room type, use **Replace** or **Remove**.

The image shows a screenshot of the lower half of the 'Edit Room Type' panel. It is divided into three main sections. The first section, titled 'Room Description' with a document icon, contains a text area with the text 'focusing on performance, knowledge gaps, patient safety and team communication can occur.' Below this is a 'Location:' label followed by the text 'Room 097 (Ground Floor), Centennial Building, 1276 South Park Street, Halifax, Nova Scotia, B3H 2Y9' and a character count '622/1000' with a refresh icon. The second section, titled 'Room Photo' with a photo icon, features a placeholder image of a hospital room. Below the image are two buttons: 'Replace' with an upload icon and 'Remove' with a trash icon. The third section, titled 'Delete Room Type' with a trash icon, contains a warning message: 'Once you delete this room type, there is no going back. This action cannot be undone.' and a red 'Delete Room Type' button.

The lower half of the Edit Room Type panel.

Editing and deleting

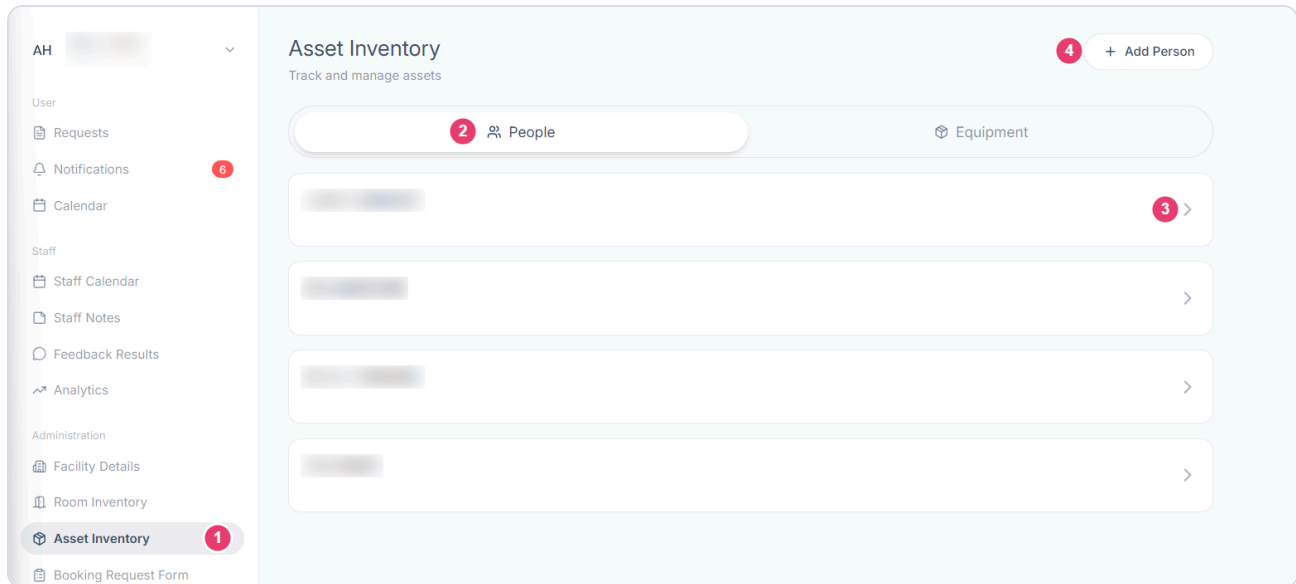
Select a room type in the list to open its **Edit Room Type** panel. It has the same sections as a new room type, filled in with the current details. Change what you need, then select **Save Changes** at the bottom of the panel. **Cancel** closes it and keeps the details as they were.

To remove a room type completely, scroll to the bottom of its panel and select **Delete Room Type**.

Deleting cannot be undone. If a room is only out of use for a while, such as during a renovation, block it on the Staff Calendar instead so it comes back when it reopens.

Asset Inventory

Asset Inventory lists everything besides rooms that a session can need: the **people** who run sessions, such as sim technicians and educators, and the **equipment** they use, such as manikins and task trainers. Once an asset is listed here, it can be assigned to bookings so nothing is double booked, and its hours appear in Analytics. Open it from **Asset Inventory** in the sidebar, under **Administration**.



Asset Inventory on the People tab, with each area numbered.

What each area does

- 1 Sidebar item:** Where to open it.
- 2 People and Equipment tabs:** Switch between the two lists. The button in the top right changes to match.
- 3 An asset:** Select a row to open its details.
- 4 Add Person:** Opens a blank panel to add someone. On the Equipment tab it reads **Add Equipment**.

Adding a person

Select **Add Person** on the People tab. Enter their name under **Asset Name**, set up their notifications if you want them, then select **Create Person**. **Cancel** closes the panel without adding anyone.

- 1 **Asset Name:** The person's name as it appears when they are assigned to a session. Required.
- 2 **Email assignment information:** Switch this on to email the person when they are assigned to or removed from a session, or when one of their sessions is rescheduled or cancelled.
- 3 **Email:** Where those emails go. Only needed if the switch is on.
- 4 **Assigned Schedule:** Every session the person is assigned to in the month shown, with its date, time, and title. Use the arrows to move between months.

The screenshot shows the 'Asset Information' form with the following numbered callouts:

- 1: Asset Name (text input field)
- 2: Email assignment information (toggle switch)
- 3: Email (text input field)
- 4: Assigned Schedule (calendar view showing sessions for September 2026)

A person's details, with each area numbered.

Equipment

The Equipment tab lists every type of equipment your center books.

The screenshot shows the 'Asset Inventory' page with the following numbered callouts:

- 1: Equipment tab (selected in the top navigation bar)
- 2: Equipment list item (e.g., '7S3 African American Torso Airway Trainer')
- 3: Add Equipment button (top right)
- 5: Notifications icon (left sidebar)

The Equipment tab, with each area numbered.

- 1 **Equipment tab:** Shows the equipment list.

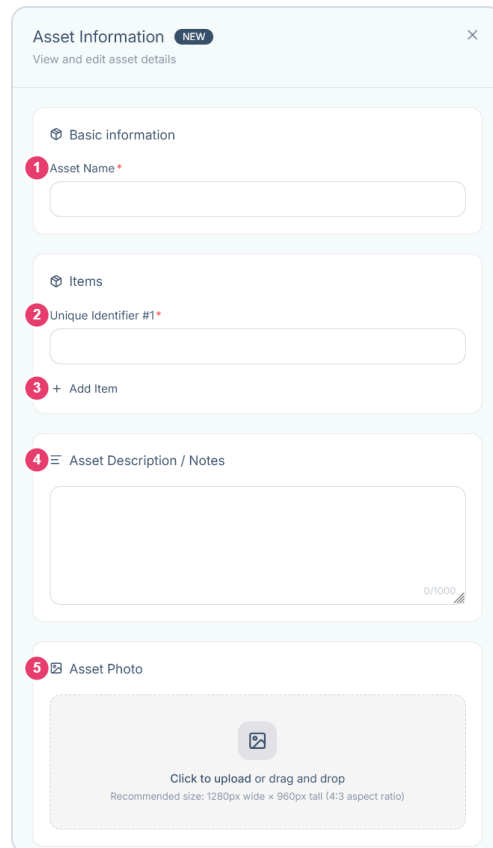
- 2 **Quantity:** How many items of this type you have. A quantity of 7 means up to seven can be booked at the same time. Each item has its own unique identifier, so theSimCal can assign a specific one to each booking without double booking it.

- 3 **Add Equipment:** Opens a blank panel to add a new type.

Adding equipment

- 1 **Asset Name:** The name of the equipment type, such as the make and model. Required.
- 2 **Unique Identifier #1:** Something that tells this item apart from others of the same type, such as a serial number, asset tag, or location. Required.
- 3 **Add Item:** Adds another item of the same type with its own identifier. Each one raises the quantity.
- 4 **Asset Description / Notes:** Up to 1,000 characters on what it is, what it is used for, or how to look after it.
- 5 **Asset Photo:** Select the upload area, or drag an image onto it. A landscape photo 1,280 pixels wide by 960 tall works best.

Select **Add Equipment** at the bottom of the panel to add it, or **Cancel** to close the panel without adding anything.

A screenshot of the 'Asset Information' panel in theSimCal. The panel has a title bar with 'Asset Information' and a 'NEW' button. Below the title bar is a section for 'Basic information' containing a required 'Asset Name' field (1). Below that is an 'Items' section with a required 'Unique Identifier #1' field (2) and an 'Add Item' button (3). The next section is 'Asset Description / Notes' (4), which is a large text area. The final section is 'Asset Photo' (5), which features a dashed border and a camera icon, with instructions to click to upload or drag and drop an image. The recommended size is 1280px wide x 960px tall (4:3 aspect ratio).

Adding equipment, with each field numbered.

Editing and deleting

Select any person or equipment type to open its details. Change what you need, then select **Save Changes** at the bottom of the panel. **Cancel** closes it and keeps the details as they were.

To remove an asset completely, scroll to the bottom of its panel and select **Delete Person** or **Delete Equipment**.

Deleting cannot be undone. If someone is on leave or a piece of equipment is out for repair, block it on the Staff Calendar instead so it is available again when it returns.

Booking Request Form

The Booking Request Form is where you add your own questions to the booking process. Everything you build here appears on the last step of a booking request, **Step 4: Details**, after the standard questions every request already asks. Open it from **Booking Request Form** in the sidebar, under **Administration**.

The screenshot shows the 'Booking Request Form' administration page. On the left is a sidebar with a user profile 'John Doe Admin' and a list of navigation items: 'Requests', 'Notifications', 'Calendar', 'Staff', 'Staff Calendar', 'Staff Notes', 'Feedback Results', 'Analytics', 'Administration', 'Facility Details', 'Room Inventory', 'Asset Inventory', and 'Booking Request Form' (highlighted with a red circle 1). The main content area is titled 'Booking Request Form' and includes a subtitle 'Create custom intake questions, then drag and drop to set your preferred display order.' Below this is a blue box with a message: 'The following system-required fields are already present: First Name, Last Name, Email Address, CC Email Addresses for Notifications, Phone Number, Session Name, Number of Attendees, and Session Details.' (callout 2). A section titled 'Custom Form Inputs' (callout 3) contains a '+ Add Field' button. Below this is a 'Text Field' configuration card (callout 4) with a 'Field Name' input (containing 'Text Field'), a 'Display field name to users' toggle, a 'Placeholder Text (Optional)' input, and a 'Required field' toggle. A 'Delete Field' button is at the bottom right of the card. A red circle 5 is next to a collapse arrow on the right side of the configuration card.

The Booking Request Form screen, with each area numbered.

What each area does

- 1 Sidebar item:** Where to open it.
- 2 System-required fields:** Every request already asks for first and last name, email address, CC emails for notifications, phone number, session name, number of attendees, and session details. You do not need to add these.
- 3 Add Field:** Opens the list of field types you can add.
- 4 Drag handle:** Drag a field up or down to change where it appears on the form.
- 5 Collapse arrow:** Folds a field's settings away so a long form is easier to scan. Select it again to open them.

Adding a field

Select **Add Field**, then choose a type. It is added to the bottom of the list, ready to set up.

1 Input Fields collect an answer from the requester.

Text Field	A short, one-line answer, such as a course code.
-------------------	--

Long Text	A longer answer over several lines, such as learning objectives.
------------------	--

Number Field	A number, entered or set with the minus and plus buttons.
---------------------	---

Checkboxes	A list where the requester can pick as many options as apply.
-------------------	---

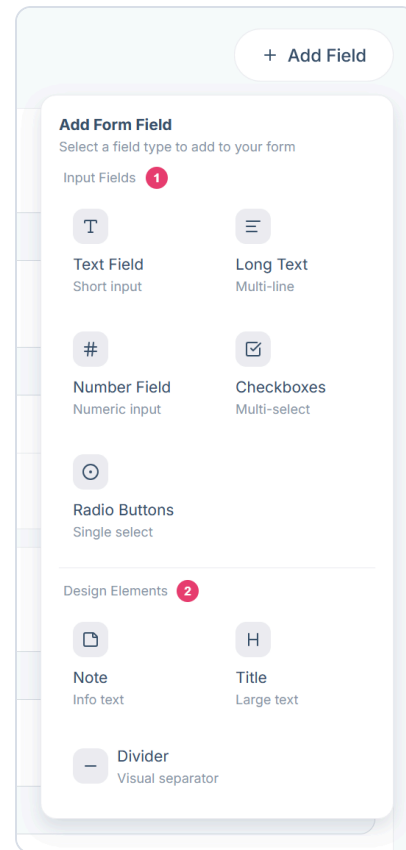
Radio Buttons	A list where the requester picks exactly one option.
----------------------	--

2 Design Elements do not collect anything. They help organize the form.

Note	A block of information text, such as instructions or a policy reminder.
-------------	---

Title	A large heading to start a group of questions.
--------------	--

Divider	A line that separates one part of the form from the next.
----------------	---



The Add Field menu.

Setting up a field

Every input field has the same core settings. The Text Field below shows them all.

A Text Field's settings, with each one numbered.

- 1 Field Name:** The question or label the requester sees, such as "Course code".
- 2 Display field name to users:** Shows the field name above the field. Switch it off if a Title or Note just above already explains what to enter.
- 3 Placeholder Text:** Optional hint text shown inside the empty field, such as an example answer. Available on Text Field and Long Text.
- 4 Required field:** When on, the request cannot be submitted until this field is answered.
- 5 Delete Field:** Removes the field from the form, after you confirm.

Checkboxes and radio buttons

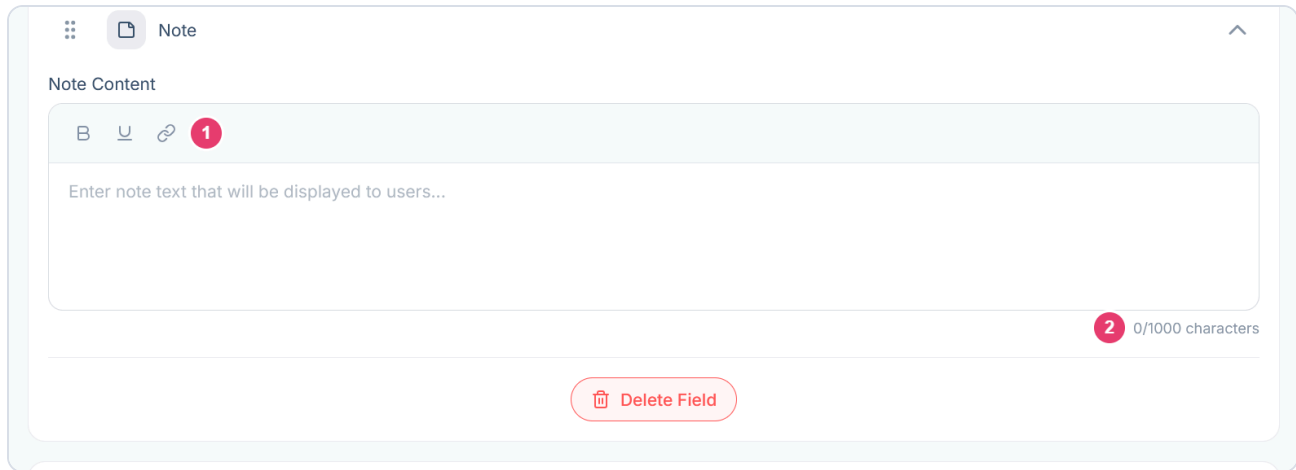
Checkboxes and Radio Buttons have the same settings as other fields, plus a list of options for the requester to choose from.

A Checkboxes field, with its options numbered.

- 1 Options:** Type each choice into its own line.
- 2 Add Option:** Adds another line for a new choice.

Notes, titles, and dividers

A **Note** holds information text for the requester, up to 1,000 characters.

A screenshot of a 'Note' configuration interface. At the top, there's a header bar with a grid icon, a document icon labeled 'Note', and an upward arrow. Below this is a section titled 'Note Content'. Inside this section, there's a light blue toolbar with icons for bold (B), underline (U), link (chain), and a red circle with the number '1'. Below the toolbar is a large text input area with the placeholder text 'Enter note text that will be displayed to users...'. At the bottom right of this input area, there's a red circle with the number '2' followed by the text '0/1000 characters'. Below the input area is a red button with a trash icon and the text 'Delete Field'.

A Note's settings, with each area numbered.

1 Formatting: Make text bold, underline it, or add a link, such as to a policy document.

2 Character count: How much of the 1,000-character limit you have used.

A **Title** has one setting, **Title Content**, for the heading text. A **Divider** has no settings. Drag it to where you want the break.

Tip: Put a Title above each group of related questions, and a Divider between groups. A long form is much easier to fill in when it is broken into clear sections.

Previewing the form

Below your fields, **Form Preview** shows the form exactly as requesters will see it on Step 4. It updates as you add, edit, and reorder fields, so check it before you finish.

🔍 Form Preview

This is a visual representation of how the custom form fields will appear to users

Text Field

Long Text

Number Field

Checkboxes

☐ Option 1

Radio Buttons

☐ Option 1

The Form Preview.

Saving and deleting

As soon as you make a change, **Save Changes** and **Cancel** buttons appear. Select **Save Changes** to update the form requesters see, or **Cancel** to undo everything since your last save.

When you select **Delete Field**, a box asks you to confirm. Select **Delete Field** again to remove it, or **Cancel** to keep it.

Deleting cannot be undone. To bring a deleted field back, you have to add it and set it up again from scratch.

Feedback Form

When a session ends, it is marked **Completed** automatically, and theSimCal can email the requester a short survey asking them to rate their experience. The Feedback Form is where you switch that email on and add your own note and files to it. The ratings you receive appear in [Feedback Results](#). Open it from **Feedback Form** in the sidebar, under **Administration**.

Email Settings, with each area numbered.

Email settings

- 1 **Sidebar item:** Where to open it.
- 2 **Send Feedback Emails:** When on, every requester gets the feedback email once their session is marked Completed. Switch it off to stop sending it.
- 3 **Add Custom Note & Attachments:** Adds your own note and files to the bottom of the email. Switch it on to show the Note and Attachments areas.
- 4 **Formatting:** Make note text bold, underline it, or add a link.
- 5 **Character count:** Notes can be up to 5,000 characters.

- 6 **Upload area:** Select **Click to upload**, or drag files onto it. Each file can be up to 100 MB.

- 7 **Remove:** Each attached file is listed below the upload area. Select the ✕ to remove it.

Email preview

Below the settings, **Email Preview** shows the email exactly as requesters will receive it. It updates as you change the note and attachments. Apart from those two, the email's wording is set by theSimCal and cannot be changed.

- 1 **Your center's name:** Shown under the theSimCal logo. It comes from [Facility Details](#).
- 2 **Star rating:** The requester rates their session from 1 (Poor) to 5 (Excellent). Their answers appear in Feedback Results.
- 3 **Note from staff:** Your custom note, if you added one.
- 4 **Attachments:** Your files, as links the requester can open.
- 5 **Footer:** Your center's name and address, also from Facility Details. The email comes from a no-reply address, so requesters cannot answer it directly.

The screenshot shows an email preview for 'theSimCal TEST SIMULATION CENTER'. The email content includes a survey titled 'How was your session?' with a 5-star rating scale (1 to 5), a 'NOTE FROM STAFF' section with an example note, and an 'ATTACHMENTS' section with a file named 'Simulation Centre 2027 Annual Review.docx'. The footer contains the center's name, address, and a disclaimer. Numbered callouts (1-5) point to specific areas: 1 points to the center name/logo, 2 points to the star rating scale, 3 points to the staff note, 4 points to the attachment link, and 5 points to the footer information.

The Email Preview, with each area numbered.

Saving your changes

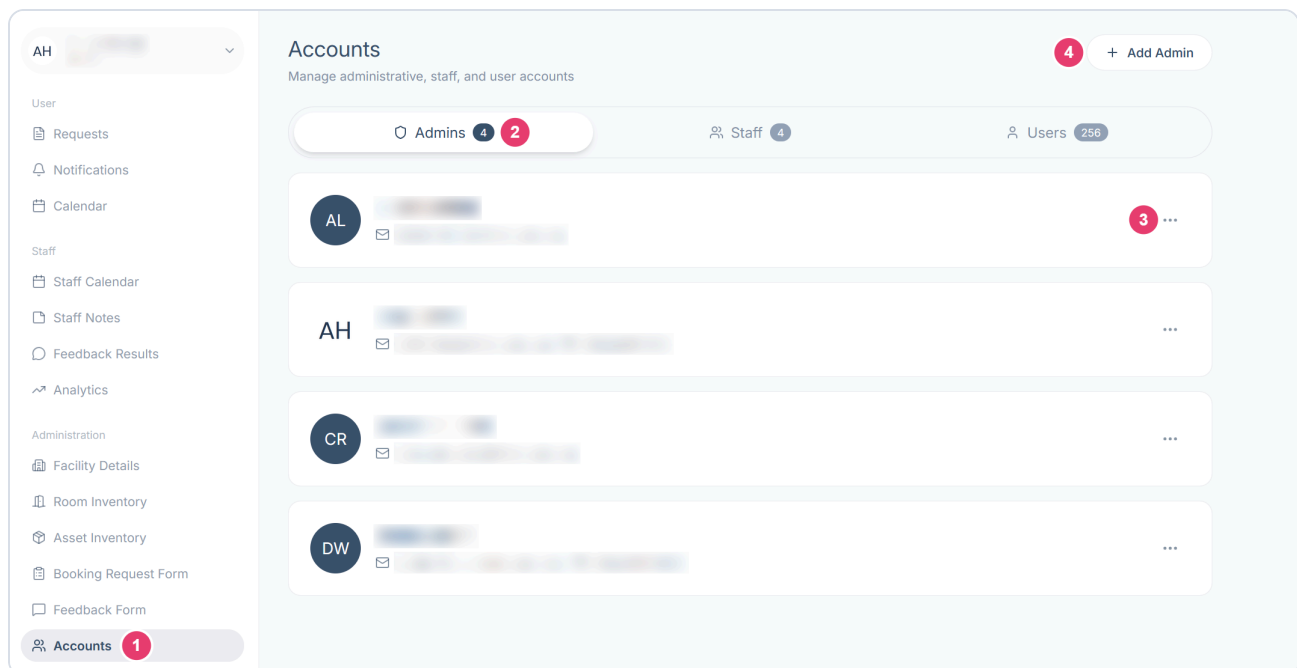
As soon as you make a change, **Save Changes** and **Cancel** buttons appear. Select **Save Changes** to update the email, or **Cancel** to undo everything since your last save.

Accounts

Accounts lists everyone who can sign in to your center's theSimCal, sorted by role. This is where you add admins and staff, change what someone can access, and remove accounts. Open it from **Accounts** in the sidebar, under **Administration**.

The three roles

Admin	Sees everything, including the Administration section where you set up your center.
Staff	Sees the Staff section, such as the Staff Calendar and Staff Notes, but not Administration.
User	Sees only the User section, to submit booking requests and track them. Anyone who creates an account to book is a user.



Accounts on the Admins tab, with each area numbered.

What each area does

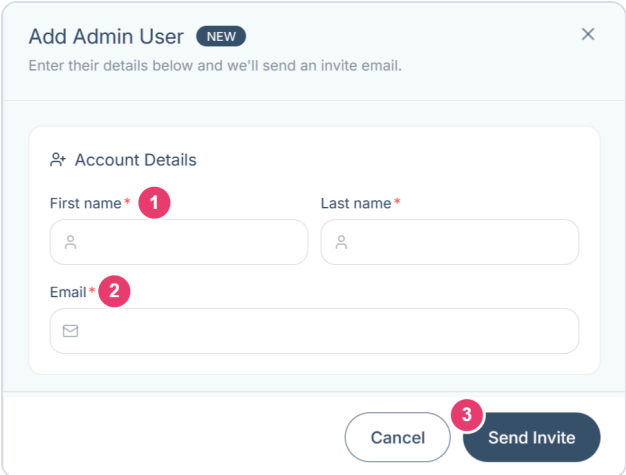
- 1 Sidebar item:** Where to open it.
- 2 Admins, Staff, and Users tabs:** Switch between the three lists. Each tab shows how many accounts it holds.
- 3 Actions menu:** Select ... on any account to change its role or delete it.
- 4 Add Admin:** Opens the invite panel, covered below. On the Staff tab it reads **Add Staff**.

Each account shows the person's name, email address, and phone number. Phone numbers are optional, so they only appear if the person added one to their profile.

Adding an admin or staff member

Select **Add Admin** on the Admins tab, or **Add Staff** on the Staff tab.

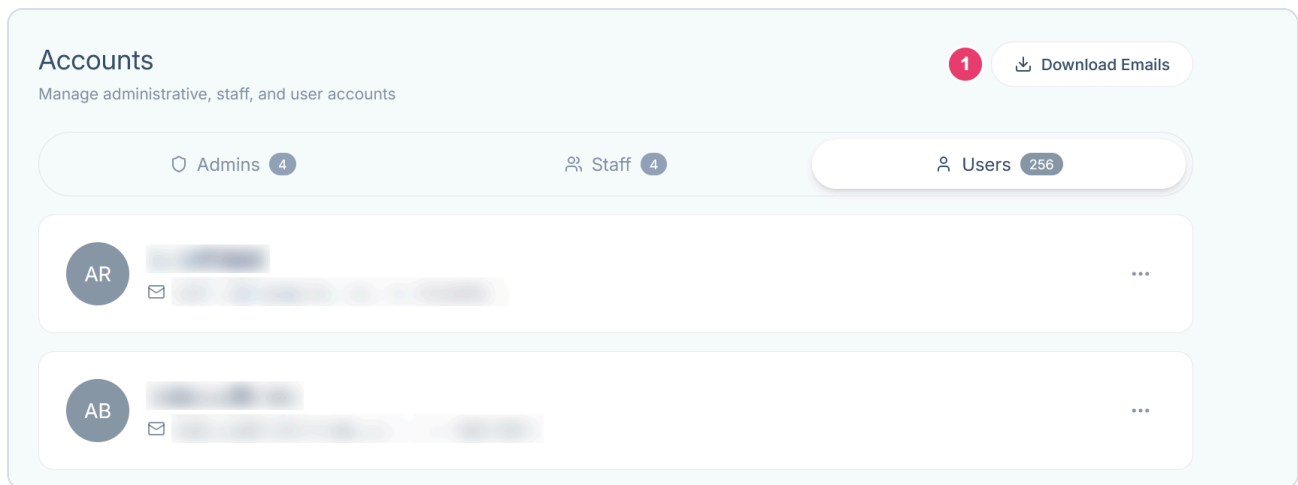
- 1 First and last name:** The person's name as it will appear in theSimCal. Both are required.
- 2 Email:** Where the invite is sent. This becomes the email they sign in with. Required.
- 3 Send Invite:** Emails them an invitation to set up their account. **Cancel** closes the panel without sending anything.

The image shows a modal window titled "Add Admin User" with a "NEW" badge and a close button. Below the title is a subtitle: "Enter their details below and we'll send an invite email." The main section is titled "Account Details" and contains three input fields: "First name" (marked with a red circle 1), "Last name" (marked with a red circle 1), and "Email" (marked with a red circle 2). At the bottom right, there are two buttons: "Cancel" and "Send Invite" (marked with a red circle 3).

The Add Admin User panel, with each field numbered.

Downloading user emails

On the Users tab, the top-right button changes to **Download Emails**. Select it to download an Excel spreadsheet with the first name, last name, and email address of every user. It is handy for sending an announcement to everyone who books with you, such as by pasting the addresses into the BCC field of an email.

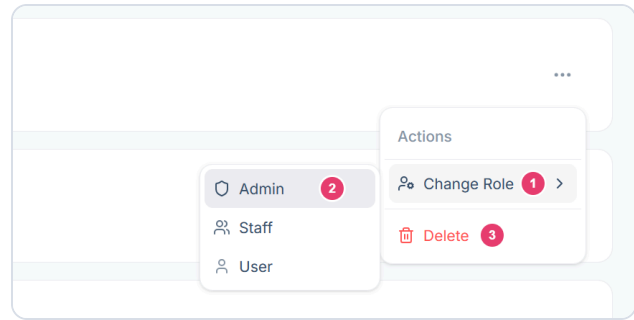
The image shows the "Accounts" management page. At the top, there's a subtitle "Manage administrative, staff, and user accounts". Below this are three tabs: "Admins" (4), "Staff" (4), and "Users" (256). The "Users" tab is selected. In the top right corner of the "Users" tab, there is a button labeled "Download Emails" with a download icon, which is marked with a red circle 1. Below the tabs, there are two user cards. Each card shows a circular profile picture with initials (AR and AB), a name, an email address, and a three-dot menu icon.

The Users tab, with Download Emails numbered.

Changing a role or deleting an account

Select **⋮** on the account to open its Actions menu.

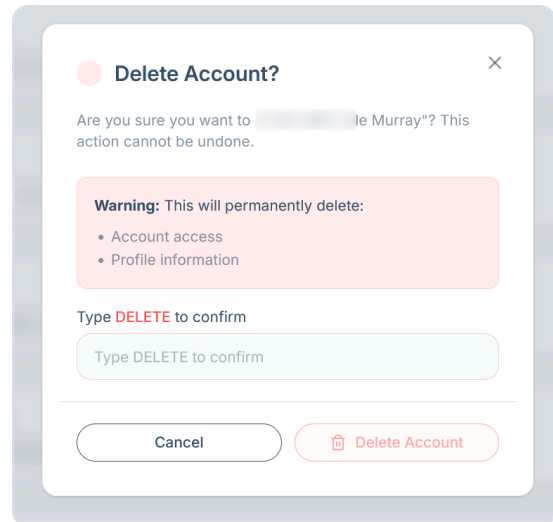
- 1 Change Role:** Opens the list of roles.
- 2 Role list:** Select **Admin**, **Staff**, or **User**. The account moves to that tab, and the person's access changes to match.
- 3 Delete:** Removes the account, after you confirm.



The Actions menu, with each option numbered.

When you select **Delete**, a box asks you to confirm. Type **DELETE** into the field, then select **Delete Account**. **Cancel** keeps the account as it is.

Deleting cannot be undone. The person loses access, and their profile information is permanently removed. If you only want to limit what someone can see, change their role instead.



The Delete Account confirmation box.