



## **FACILITY RENTALS' BOOKING SOFTWARE**

The Facility Rentals Department will continue to use eBASE for all facility rentals. This software includes user features such as: submitting booking requests online, online space viewing, online account statements, and billing history.

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### **ACCESSING eBASE**

Community users may access the online booking portal by following the link below, or by clicking [here](#).

<https://sd33.ebasefm.com/rentals>

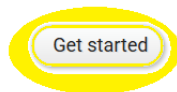
All groups are required to create/have an account in order to submit permits. There will be an 8 minute, optional, introduction video which will provide an overview of the system. (Note: We encourage you to watch this video to better understand how to best use the system.)

1. Sign In
  - a. New Users – click **"Get Started"** to register your account.
  - b. Existing Users – sign in with your login credentials.



### **New user?**

To get started with our online reservation system, all you have to do is create a new account.



Watch the introduction video

### **Existing users**

Username

Password



[Forgot your password?](#)

## **NEW USER - REGISTERING YOUR ACCOUNT**

1. Once you have selected “Get Started,” you will be redirected to an instruction page. This page will provide a step-by-step guide to creating your account.
2. Once you have read and understand the steps in which you will follow to register your account, click **“Register.”**

Welcome to the Chilliwack School District online reservation system!

How it works

**Step 1:** Fill out your info. Once we know a little more about you, we can help you keep track of your permits and bookings.

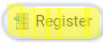
**Step 2:** Activate your account. To make sure your email address is valid, we will send you an email to the address you provide. From there you can quickly activate your account by following the 'activate' link.

**Step 3:** Log in and start booking. After activating your account, you'll be able to log in and start booking spaces. The on-screen instructions will help you through this process.

**Step 4:** Awaiting approval. All permit requests must be approved by the Neighbourhood Learning Centre. After submitting a request, you'll notice that your permit is still pending.

**Step 5:** Using your permit. Once your permit has been approved, you are then able to use the facilities on the days you have booked.

That's it! To get the process started, click register below.



3. You will be redirected to a new page in which you will enter the following information:
  - a. First and last name (as written on government issued ID).
  - b. Confirming you are over the age of 19. Only those 19 years of age or older are permitted to submit a request to rent space with the Chilliwack School District.
  - c. Organization –
    - i. If you are booking on behalf of a company or organization, select your organization from the drop-down menu. A request will then be sent to the administrator of the organization who will be required to approve your request to submit permits on behalf of this organization.
    - ii. If your organization does not appear in the drop-down menu, select “Create new organization” from the top of the drop down list.
    - iii. If you are a friends or family booking, register an account under 1 person’s name.

***\*Insurance MUST be listed in the exact name of the organization or registrant as listed on their Facility Rentals Account\****

- d. Contact Information – Address including postal code, email, phone number.
- e. Username and password – each group has the ability to create their own username and password to access their account.
- f. Payment information – optional
  - i. Online payment – VISA or MasterCard only. VISA Debit or American Express are not accepted.
  - ii. In person – VISA, MasterCard and Debit only. All in person credit card transactions will be processed through our online software system.
  - iii. **A valid Visa or MasterCard must be uploaded to your eBASE account before a permit will be approved.**
- g. Read through the **“Chilliwack Rules and Regulations Community Use Agreement” and the “Terms and Conditions for Community Groups Using Chilliwack School District.”**

**Please note that there have been significant changes to our terms and conditions.** All user groups are responsible to read and understand this document in full. Should there be additional changes you will be prompted to re-read and acknowledge that you have read the updated version at that time.

- h. Click "Register."
- i. You will be sent an email link in which to verify your email address.
- j. Once you have verified your email, you have completed the registration process and may proceed with the next steps.

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## FORGOT USERNAME OR PASSWORD?

**Username:** If you have forgotten your username, email [rentals@sd33.bc.ca](mailto:rentals@sd33.bc.ca) for username recovery.

**Password:** if you have forgotten your password, from the main log in page select "Forgot Password." You will be asked to provide your username and an email will be sent with a link to reset your password.

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## SIGNING IN & SUBMITTING PERMIT REQUESTS

1. Once you have successfully registered your account, you may sign in as an existing user.
2. Use the credentials you created when registering your account.



**Chilliwack  
School District**

### New user?

To get started with our online reservation system, all you have to do is create a new account.

Get started



Watch the introduction video

### Existing users

Username

Password

Login

[Forgot your password?](#)

3. Upon sign-in, you will be provided with tutorials for how to use the system. These will be available at any time by clicking the "Help" button at the top right corner of the page.



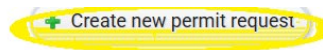
4. You will be redirected to your home page which will show your past, current, and future bookings. You may also see the status of any requests you have submitted.

## My permits

Filter

Status	Permit #	Purpose	Booking details	Discussion
Pending				
			None	
Active				
			None	
Inactive				
			None	

5. You will be able to submit requests from this page by selecting **"Create new permit request."**



## My permits

Filter

Status	Permit #	Purpose	Booking details	Discussion
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6. You will be redirected to **Step 1/5: Entering the details about your event.**

### A. Permit Type

- C2** – Adult/Youth/Family groups (No money or honorarium exchanging hands).
- C3** – Adult/Yout/Family (Paid facilitators and/or paid participation)
- C4** - Business/Political/Church

### B. **Purpose:** (example: staff meeting, first aid training, volleyball practice.)

### C. **Attendance:** Maximum number of people attending, including participants and spectators. (Helps with appropriate space sizing.) You may be moved by the rentals department based on this number.

### D. **Participants may be under 18:** Please confirm if there will be attendees under the age of 18 years old.

### E. **Renewal of:** if you are submitting a renewal request for the upcoming school year, ensure you list the license number in this box.

### F. **Insurance:** Groups have the ability to update their insurance information right on their account or on their rental request.

- Enter Insurance Information: groups can manually enter their insurance information here. A copy of the certificate must be uploaded.
- Will provide later: if you have not yet purchased insurance this option may be selected, and you will be required to show insurance a minimum of 5 business days prior to your start date.
- Use my insurance: if you have already uploaded your insurance to your account, you may select this option and your insurance information will automatically populate on your account.

### G. **Equipment:** if you would like to rent equipment with your booking click "add"

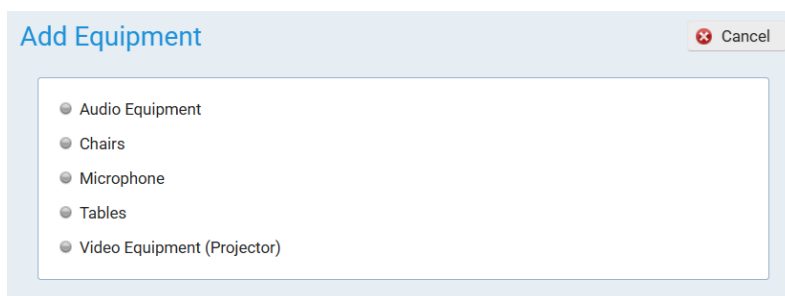
Equipment

None added

+ Add

### H. A pop-up window will appear with options to choose from.

*\*Rentable equipment will change from year to year at each school. Should the requested equipment not be available at a particular facility, email [rentals@sd33.bc.ca](mailto:rentals@sd33.bc.ca) for all requests \**

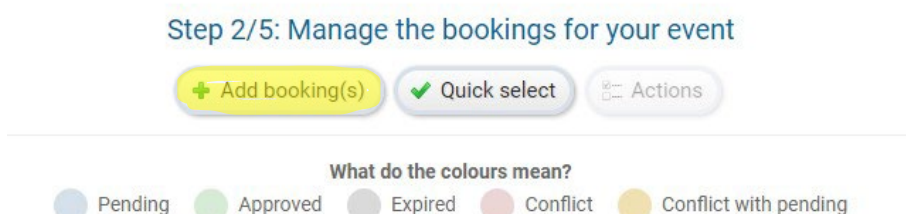


A dialog box titled "Add Equipment" with a "Cancel" button in the top right corner. Inside the dialog, there is a list of equipment types, each preceded by a radio button:

- Audio Equipment
- Chairs
- Microphone
- Tables
- Video Equipment (Projector)

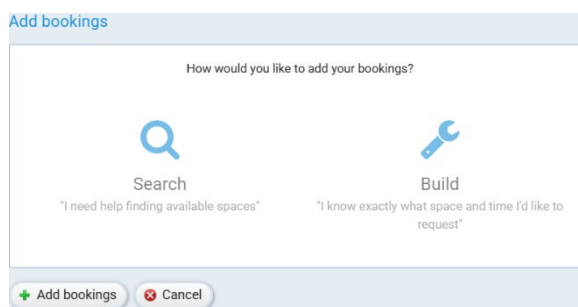
7. Continue to next step.

8. You will then be redirected to **Step 2/5: Managing the bookings for your event**.  
A. Click "Add Bookings"



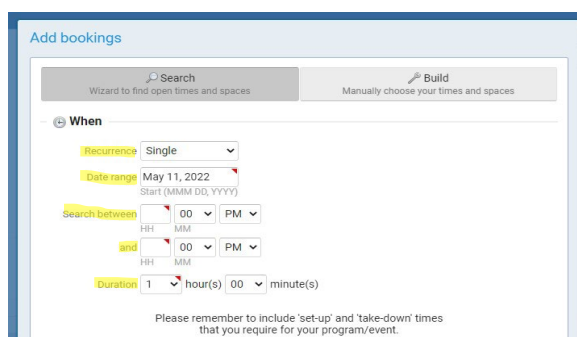
A screen titled "Step 2/5: Manage the bookings for your event". At the top, there are three buttons: "Add booking(s)" (yellow), "Quick select" (green), and "Actions" (grey). Below these buttons, there is a section titled "What do the colours mean?" with five colored circles and their corresponding labels: Pending (blue), Approved (green), Expired (grey), Conflict (red), and Conflict with pending (yellow).

B. You will be redirected to a pop-up window which will allow you to either search for space or book a specific facility.  
i. Search - will allow you to search for any available space.  
ii. Build – will allow you to request for a specific space.



A pop-up window titled "Add bookings". It asks "How would you like to add your bookings?" and presents two options: "Search" (with a magnifying glass icon) and "Build" (with a wrench icon). Below each option is a brief description: "I need help finding available spaces" for Search and "I know exactly what space and time I'd like to request" for Build. At the bottom, there are two buttons: "Add bookings" (yellow) and "Cancel" (grey).

9. Search for Space



A form titled "Add bookings" with two tabs: "Search" (selected) and "Build". The "Search" tab is described as "Wizard to find open times and spaces". The form contains the following fields:

- When** section with a "Recurrence" dropdown set to "Single".
- Date range** section with a "Start" date field set to "May 11, 2022".
- Search between** section with two time fields: "HH:MM" and "PM", both set to "00:00 PM".
- Duration** section with a "Duration" field set to "1 hour(s) 00 minute(s)".

At the bottom, there is a note: "Please remember to include 'set-up' and 'take-down' times that you require for your program/event."

A. Select if you are looking for a single booking, weekly, bi-weekly, or monthly booking. Note that only one school can be booked per permit. If booking multiple schools, a separate permit must be completed for each request.

B. Select date range you would like to search for.

C. Select the times you wish to book for.

i. Bookings are created for afterschool hours and can be booked in 30-minute increments.

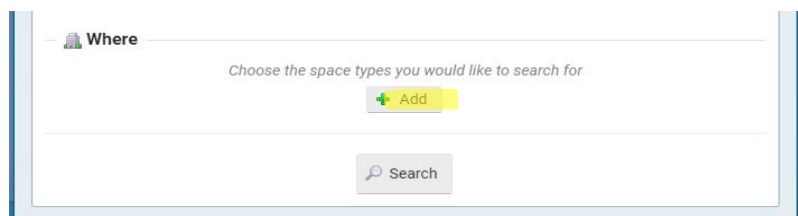
1. Monday – Friday 1 hour minimum per booking.

2. Weekends and holidays – 2 hours minimum per booking.

D. Select then number of hours you are looking for.

Example: 1 hour, 15 minutes = 1.5 hours of rental time.

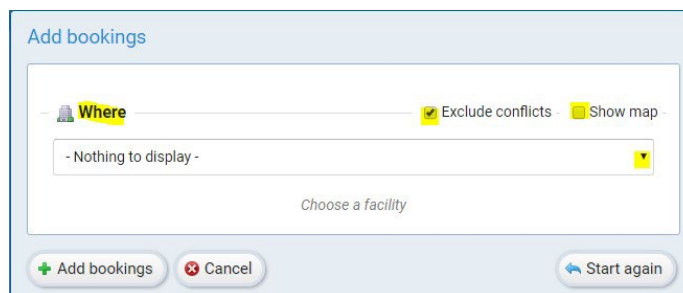
E. Select what room you are looking for (Multi Purpose Room / Gym ) by clicking the "Add" button. You can search multiple room sizes.



F. Select "Search"

G. You will be redirected to a new screen where you can select which school you would like to book at.

i. There will be a drop-down menu where you will be able to see all available schools sorted by zone, or you may view this in map view by selecting "Show map".



ii. Check off "Exclude conflicts" to show only schools that are available for the dates/times requested.

iii. If no sites are available you will see the drop down says( -None-)

- H. Once a school has been selected, a drop-down list will show all of the dates in which the space is available.

**When**

Choose your preferred time

5:00 pm - 6:00 pm ▼

Tue, Feb 11, 2020	5:00 pm - 6:00 pm
Tue, Feb 18, 2020	5:00 pm - 6:00 pm
Tue, Feb 25, 2020	5:00 pm - 6:00 pm
Tue, Mar 3, 2020	5:00 pm - 6:00 pm
Tue, Mar 10, 2020	5:00 pm - 6:00 pm
Tue, Mar 17, 2020	5:00 pm - 6:00 pm
Tue, Mar 24, 2020	5:00 pm - 6:00 pm
Tue, Mar 31, 2020	5:00 pm - 6:00 pm
Tue, Apr 7, 2020	5:00 pm - 6:00 pm
Tue, Apr 14, 2020	5:00 pm - 6:00 pm
Tue, Apr 21, 2020	5:00 pm - 6:00 pm
Tue, Apr 28, 2020	5:00 pm - 6:00 pm
Tue, May 5, 2020	5:00 pm - 6:00 pm
Tue, May 12, 2020	5:00 pm - 6:00 pm
Tue, May 19, 2020	5:00 pm - 6:00 pm
Tue, May 26, 2020	5:00 pm - 6:00 pm
Tue, Jun 2, 2020	5:00 pm - 6:00 pm

+ Add bookings   Cancel   Start again

- I. You will click “Add bookings” to proceed booking the space. If you would like another location, please reselect your school from the drop-down menu or map.
- J. You will then be redirected to a full list of all of your bookings that you have selected.
- K. At the top of the page if there are any days you wish to delete off of your license request before submitting to the rentals department for review you can do this by clicking “Quick Select.”

#### Step 2/5: Manage the bookings for your event

+ Add booking(s)   Quick select   Actions

- L. You will be redirected to a pop-up box in which you can select a day of the week, specific hours, or any excluded dates. Once you have selected any days you wish to not include in your request, select “Apply.”

**Quick select bookings**

**By day of the week**

☐ Mo ☐ Tu ☐ We ☐ Th ☐ Fr ☐ Sa ☐ Su

**By conflict**

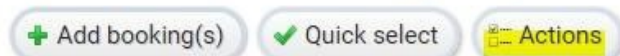
☐ Year range ☐ Hours ☒ Excluded dates ☐ No spaces

☐ Approved bookings ☐ Pending bookings

Apply   Deselect all   Cancel

- M. Once you have selected any days you wish to cancel or make changes to, select **"Actions."**

### Step 2/5: Manage the bookings for your event



- N. You will then be prompted to remove selected bookings, cancel selected bookings, or change the start/end times. Once you have made all changes you require, select "Apply". These changes will be applied, and you will be taken back to review your bookings to see if you would like any additional changes.
- P. At the bottom of the page, select **"Continue to next step."**



10. You will be redirected to **Step 3/5: Estimated Costs**. This will provide you with approximate rental fees for your booking. Additional fees may apply. Weekend rentals have a minimum of 2 hours of custodial weekend rates plus hours for supervision.
11. At the bottom of the page, select **"Continue to next step"**



12. You will be redirected to step 4/5: **Additional Information**. In this section you will be able to add any event supervisors who you wish to be notified of approved licenses, cancelled days, or changes to the license. You will also be able to add comments for the Facility Rentals Department to review when processing your request.
13. At the bottom of the page, select "Continue to next step."
14. You will then be redirected to a page where you can review all of your requested information and add any special instructions and add additional event supervisors.
15. Once all information is correct, press **"Submit"** at the bottom of the page.



16. Your request will then be sent to the Facility Rentals Department to review. If further information is required, a member of the Facility Rentals Department will contact you. Once your request has been approved you will be emailed a copy of your permit.



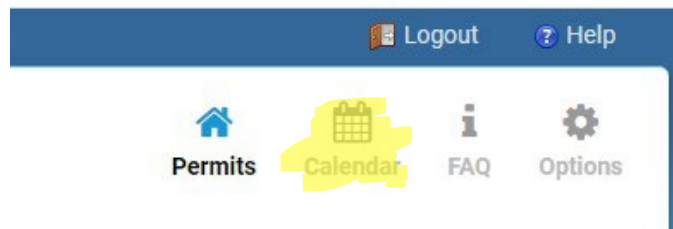
17. On your dashboard you will be able to see the status of any requests that have been made. They will show as – New, Pending, Approved, or Cancelled.

My permits

Status	Permit #	Purpose	Booking details
Pending			
New	2022-05-11-0001	Chess tournament	May 11th - A.D. Rundle Middle School
Active			
			None
Inactive			
			None

## VIEWING UPCOMING BOOKINGS

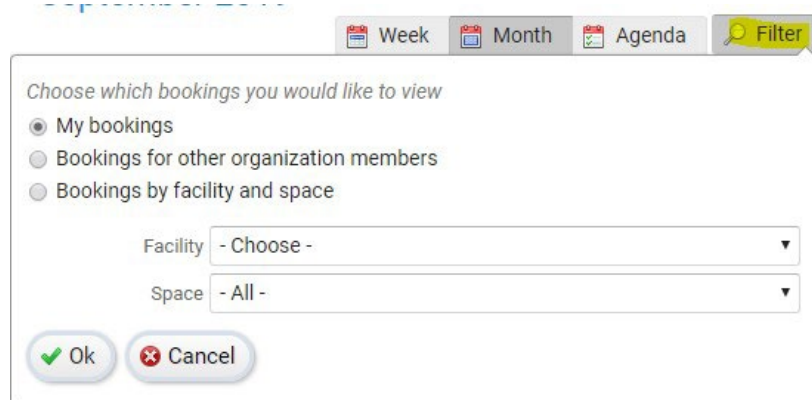
1. To access the calendar, select the calendar icon from the main menu bar.



2. You will be able to select different views – weeks, month, or agenda.



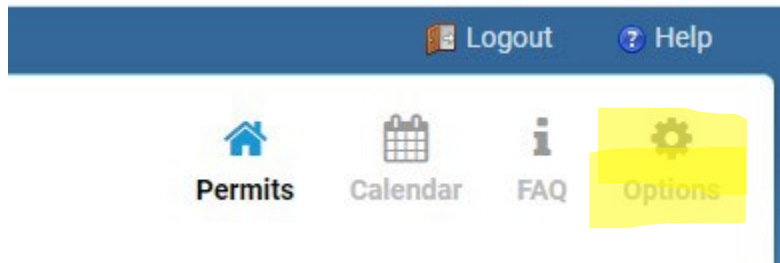
3. If you are booking on behalf of an organization or if you have multiple bookings, you will be able to filter between your bookings, bookings for other members of your organization, or bookings by facility/space by using the **"filter button"**.



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## MANAGING YOUR ACCOUNT

1. Select "Options" from the main menu bar.



2. You will be redirected to update your "Personal" account information



### A. Personal

- i. Update consent for emails which include communication regarding renewal emails or important information that may be sent to all renters.
  - I. Address
  - II. Phome
  - III. Email
  - IV. Update username and/or password
  - V. Updating insurance information

### B. Organization

- i. Name of organization
- ii. Address
- iii. Phone Number
- iv. Updating insurance information

### C. Billing

- i. View current account balance.
- ii. If you would like monthly statement sent to the organization administrator or Licensee, check "Send monthly statement email".

#### **Current account balance**

Amount \$0.00



☒ Send monthly statement email

- iii. Update credit card information.
- iv. View any upcoming charges due and the dates they will be due.
- v. View statements from previous months – these reports may be exported to both adobe and excel format.

#### D. History

- i. See all charges made to your account including, date, purpose, and amount.
- ii. Print receipts for transactions made on your credit card by clicking the receipt icon beside the transaction.

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Apr 16, 2019	PAYMENT REF #2	Visa. Testing Transaction on VISA card  (25-0_144)	\$	-1.05	
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#### E. Files

- i. You will be able to upload any files you wish to have on your account. A copy of your insurance certificate will be required.

**Options**

Personal   Organization   Billing   History   **Files**

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**Upload a file**

No file chosen

☐ Is insurance

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**Your files**

Name	Uploaded at
No person_files to display	

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For additional assistance please contact the Facility Rentals Department by email at [rentals@sd33.bc.ca](mailto:rentals@sd33.bc.ca) or phone (604-701-4978)

Thank you,

***The Facility Rentals Team***

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Chilliwack, BC V2P 2P8  
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