Reserving CETL Equipment Using WebCheckout

WebCheckout is an online system that allows GSU to reserve equipment or media from the CETL or CAT Lab locations. Within this system, you can make, edit, and cancel reservations. As an employee of GSU, you will use WebCheckout to reserve and checkout items from any of our CETL locations (formerly known as the IdeaSPOT on the Perimeter Campuses). The CETL locations are provided at the end of this handout.

Accessing WebCheckout

2. Type your GSU username and password in the CampusID and Password fields, respectively.
3. Click Login.
4. Select the desired CETL location. You are not restricted to your home campus. You can select any campus that is convenient for your pickup and return.
5. Any current, future, and completed checkouts/reservations are displayed on the Patron Portal home page.

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6. Near the top-left of the screen, click the three horizontal lines, and select **New Reservation**.

   ![New Reservation](image)

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**Set the Reservation Start and End Times**

1. In the **Start** and **End** fields, use the drop-down arrows to select the date and time that you want to **pick up** the equipment (Start) and **return** the equipment (End). You can also manually enter the date and time:
   a. Highlight the currently displayed date and time.
   b. Type directly in the field to enter the desired date and time OR Use the up/down arrow keys on your keyboard to modify the date and time.

   ![Start and End Times](image)

2. Leave the default selection of **Will Call** for the Pickup Option.

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**Locate Desired Resources**

In WebCheckout, the term “resource” refers to the actual item that you want to reserve/checkout. All resources are organized by resource types: main types (similar to a main category) and subtypes (similar to sub-categories).

1. Use the **Browse Resources** section to locate the desired resource. There are two methods for locating an available resource in this section:
   a. **Browse through main types and subtypes**
      Underneath the Search field is a list of the main Resource Types. These types have an expand/collapse button on the left. Click the resource type, to see the various subtypes (sub-categories) associated within that category. The subtypes also have an expand/collapse button on the left, and are indented below its associated parent type. Continue to click the subtype until the actual resources are displayed. The actual resource will **not** have an expand/collapse button on its left.
In the image below, **Zoom H4n Recorders** are the actual resources, located under **Audio & Audio Accessories (parent type) → Audio Recorders (sub-type)**

b. **Use the Search field**
Under the **Browse Resources** heading is a Search field. You can enter a keyword (JVC, clicker, camera, etc.) in the Search field to filter the list so that you can locate items that have the keyword in the type, subtype, or actual resource name. Note: This method does not search for the keyword in the item description. Type a keyword in the Search field and hit `<Enter>` (or `<Return>`) on your keyboard. You may still need to use the expand/collapse button to view additional resources.
2. In the **Browse Resources** section, click the actual resource.

3. Use the legend and the timeline to confirm that the item is available for pickup on the dates and times you selected. **NOTE:** The available hours for the CETL location are denoted in light gray on the timeline.
4. On the timeline, use the “+” and “-” buttons to increase or decrease the number of time intervals displayed on the timeline. Note, increasing the intervals (“+” button) will display fewer days on the timeline.
5. A description and image (if available) of the selected resource also appears on the screen. Underneath the legend, you will see the resource ID(s) available for the resource you selected. The resource ID is the unique ID associated with the resource at a specific CETL location. Review the timeline to see if the resource is available for the date and time you chose.

Add Resources to the Reservation

There are two methods to add a resource to your reservation: 1) choose any available resource at the desired location or 2) choose a specific resource ID.

Choose any available resource at the desired location
For most resources, each CETL location will have at least 2 of the same items in inventory. Instead of using the timeline to determine if the resource is available, you can allow the system to identify which resource(s) is available and assign one to you automatically.

1. After you click the actual resource in the Browse Resources section, click the Reserve One of This Type button to quickly select a resource available at the chosen location.
2. If you need to reserve 2 or more of the selected resource, simply click the button the applicable number of times. Note: Most CETL locations have a checkout limit of 2 of the same items.
Choose a specific resource

1. Review the timeline to identify which resources are available for checkout during your selected time period.
2. Select the “+” sign next to ONE of the resource IDs.
3. If you want to reserve more than 1 of the same item, click the “+” sign for EACH resource ID.

Completing the Reservation

1. Click the cart icon at the top-right of the screen to review your reservation and ensure that all of the desired resources have been added to the reservation.
a. If you need to remove an item, click the “x” button on the Selected Resources screen to remove it.

b. If you want to edit the checkout quantity for a selected item, use the drop-down menu to modify the quantity. NOTE: For most items, CETL locations limit the number of resources available for checkout. You will receive an error if you exceed the maximum quantity.

2. If no errors are present, the **Confirm** button will appear near the bottom right. (See “Resolving Reservation Errors” for more information).

3. Click **Confirm** to complete the reservation.

4. A confirmation window appears to confirm your reservation was completed successfully. On the screen, your reservation information appears in the “Future Reservations” section.
Resolving Reservation Errors

After you have added resources to your reservation, the **Confirm** button becomes visible. If the **Confirm** button is not visible, there are problems with your reservation that must be resolved. The reservation error indicator will be displayed near the bottom-right of the screen next to the **Cancel** button.

1. Click the Reservation error indicator to view the errors.

2. Click the expand/collapse button or to see a detailed explanation of the error.

3. Make the necessary revisions to your reservation:
   a. If your error is related to a date, time, or resource not being available:
      - Return to the **Start** and **End** fields and make the necessary corrections.
   b. If the errors are not related to a date or time:
      - Click the cart icon at the top-right of the screen to make the necessary revisions. The most common error would be the **Resource type limit** error which indicates that you have exceeded the number of items available for checkout for a given item or customer.
      - Use the drop-down arrow to edit the quantity OR click the “x” to remove the resource from your reservation.

4. As you make the changes, the error list will automatically update. The error will be removed from the list—confirming that the error has been resolved.
5. The **Confirm** button will appear near the bottom right when no errors are present. Click **Confirm** to complete the reservation.

![Confirm button](image)

6. A confirmation window appears to confirm your reservation was completed successfully, and a reservation confirmation message will be sent to your GSU email address. Reservations’ section.

![Confirmation message](image)

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**Edit an Existing Reservation**

If you want to make a change to a reservation after it has been confirmed, you can easily edit it.

1. From the Patron Portal home page, select the reservation in the **Future Reservations** section. The selected reservation will be highlighted in green.

![Future Reservations](image)
2. Click **Edit Reservation** near the bottom-left of the window.

3. Click the cart icon near the top right of the screen.
   - To **delete** an item, click the “x” button to delete it from the reservation.
   - To **modify** the quantity, use the drop-down menu to change the number of items you want to reserve.

4. To add more items to the reservation, use the **Browse Resources** section to locate the desired resource(s).
5. Resolve any errors, if applicable.
6. Click **Confirm** to save your changes.
7. A window appears confirming that the changes have been saved.

Cancel a Reservation

If you no longer need to reserve any items from your reservation, you can cancel the entire reservation.

1. From the Patron Portal home page, select the reservation in the Future Reservations section. The selected reservation will be highlighted in green.

2. Click Cancel Reservation near the bottom-left of the window.
3. In the window, click **Yes** to confirm the cancellation.

![Yes to confirm cancellation](image)

4. A window appears confirming that the reservation has been cancelled.

![Reservation cancelled](image)

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**CETL Locations**

<table>
<thead>
<tr>
<th>Campus</th>
<th>Address</th>
<th>CETL Office/Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Alpharetta</strong></td>
<td>3705 Brookside Parkway</td>
<td>2170-A</td>
</tr>
<tr>
<td></td>
<td>Alpharetta, GA 30022</td>
<td>Phone: 678-240-6219</td>
</tr>
<tr>
<td><strong>Atlanta</strong></td>
<td>103 Decatur Street</td>
<td>Library South, Room 100</td>
</tr>
<tr>
<td></td>
<td>Atlanta, GA 30306</td>
<td>Phone: 404-413-4700</td>
</tr>
<tr>
<td><strong>Clarkston</strong></td>
<td>555 N. Indian Creek Drive</td>
<td>CH-2162</td>
</tr>
<tr>
<td></td>
<td>Clarkston, Georgia 30021</td>
<td>Phone: 678-891-3469</td>
</tr>
<tr>
<td><strong>Decatur</strong></td>
<td>3251 Panthersville Road</td>
<td>SC-1148</td>
</tr>
<tr>
<td></td>
<td>Decatur, Georgia 30034</td>
<td>Phone: 678-891-2409</td>
</tr>
<tr>
<td><strong>Dunwoody</strong></td>
<td>2101 Womack Road</td>
<td>NE-2903</td>
</tr>
<tr>
<td></td>
<td>Dunwoody, Georgia 30338</td>
<td>Phone: 770-274-5221</td>
</tr>
<tr>
<td><strong>Newton</strong></td>
<td>239 Cedar Lane</td>
<td>1N-3120</td>
</tr>
<tr>
<td></td>
<td>Covington, GA 30014</td>
<td>Phone: 770-278-1394</td>
</tr>
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