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How Do I Log In?

Getting Started

1. In a web browser (Firefox, Internet Explorer, Safari, Chrome), go to the UITS AV Checkout at https://avcheckout.kennesaw.edu.
2. Read and accept the Terms and Conditions.
3. On the login screen, enter your KSU NetID and password, then press the Enter/Return key.

4. Once logged in, you will be directed to the “Set Times” tab. If you are not directed to the “Set Times” tab, refer to If Multiple Checkout Centers Display or If I Have Existing Reservations.

If Multiple Checkout Centers Display

1. The checkout centers you have access to will display below “Please Select a Location”.
2. Click the checkout center where you would like to make a reservation.
3. If you are not directed to the “Set Times” tab, refer to If I Have Existing Reservations.

If I Have Existing Reservations

1. Multiple options will display below “Please select a reservation to edit”.
2. Click “Create a new reservation” to create a new reservation.
   a. You will be directed to the “Set Times” tab.
   b. Refer to How Do I Create a New Reservation – Getting Started.
3. Click “Reservation CK-######” to view an existing reservation.
How Do I Create a New Reservation?

Getting Started

- Brief instructions on how to make a reservation are under “New Reservation” on the “Set Times” tab.
- Follow the three steps as indicated:
  1. Set start and end times.
  2. Add resources and/or media titles.
  3. Submit reservation and receive CK number.

Step 1 - Set Start and End Times

1. If necessary, click the “Set Times” tab.
2. Under the “Reservation Information” section on the left, type the dates/times in the text boxes, or use the calendar icons.

NOTE: Any problems with the reservation will display in a red box under “Reservation Information”. Refer to Troubleshooting Reservation Problems for more information.

Step 2 - Add Resources and/or Media Titles

1. There are three ways to search for resources to add:
   1. Search by Resource Type.
   3. Advanced Resource Search for Resource Type.

   1. **How do I search for a resource by resource type?**
      
      a. Select the “Add Resources” tab.
b. Under the “Resource Type List” section, click a resource type or type all or part of the resource type name in the text box. Press the Enter/Return key.

c. Under the “Resource Type: [Resource Type], the availability of resources for that resource type will display.

d. Click the “Reserve one of this type” button (if available) to add any available resource of that resource type, or click the “Add” link that displays next to a specific resource to add it to your reservation.

NOTE: Any problems with the reservation will display in a red box under “Reservation Information”. Refer to Troubleshooting Reservation Problems for more information.

2. How do I search for a resource using Advanced Resource Search?

   a. Select the “Add Resources” tab.

   b. Under the “Resource Type List” section, click the “Advanced Resource Search” link.
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c. Under the “Search for Resources” section, type your search criteria in the “Resource Type” or the “Resource ID” fields. Leave the text boxes empty to search for all resources.
d. Click on the top “Search” button.

e. The search results will display on the right under the “Resource List” section.
f. Click the “Add” link that displays next to a specific resource to add it to your reservation.

NOTE: Any problems with the reservation will display in a red box under “Reservation Information”. Refer to Troubleshooting Reservation Problems for more information.

3. How do I search for a resource type using Advanced Resource Search?
   a. Select the “Add Resources” tab.
   b. Under the “Resource Type List” section, click the “Advanced Resource Search” link.

c. Under the “Search for Resources” section, type your search criteria in the “Resource Type” field. Leave the text box empty to search for all resource types.
d. Click on the bottom “Search” button.
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4. How do I add media titles?
   a. Select the “Add Media Titles” tab.
   b. Under the “Search for Media Titles” section, enter one or more search criteria in any of the text boxes, or leave them empty to search for all media titles.
   c. Click the “Search” button.
   d. The search results will display on the right under the “Media List” section.
   e. Click the title to view its details, or click the “Add” link next to a specific title to add that title to your reservation.

NOTE: Any problems with the reservation will display in a red box under “Reservation Information”. Refer to Troubleshooting Reservation Problems for more information.
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Step 3 – Confirm the Reservation and Receive a CK Number

1. Under the “Set Times”, “Add Resources”, or “Add Media Titles” tabs, review the reservation information.

2. The “Confirm” button will be visible if no reservation problems exist.

   NOTE: Any problems with the reservation will display in a red box under “Reservation Information”. Refer to Troubleshooting Reservation Problems for more information.

3. Click the “Confirm” button to submit your reservation.

4. Once you click the “Confirm” button:
   a. “Reservation CK-###### confirmed” will display under the “Reservation CK-###### Information” section on the left.
   b. The resources/media titles reserved will display under the “Reservation Contents” section.
   c. The duration of the reservation will be under the “Reservation CK-###### Timeline” section.

   NOTE: If the checkout center requires that reservations be approved before they are confirmed, this will be explained above the “Confirm” button.

   The reservation is NOT confirmed until it appears on the Log In screen or “View Other Reservations” tab. Refer to How do I View Existing Reservations for further information.
How Do I View Existing Reservations?

When You Are Logging In

1. Existing reservations will be listed under “Please select a reservation to edit” on the Log In screen.
2. Click the “Reservation CK-########” to view an existing reservation.

   NOTE: If your checkout center requires that reservations be approved before they can be confirmed, the reservations will not display here until they have been approved.

3. The reservation will display on the “Set Times” tab.

When You Are Already Logged In

1. Choose the “View Other Reservations” tab.
2. Select the reservation you want to view.

   NOTE: If your checkout center requires that reservations be approved before they can be confirmed, the reservations will not display here until they have been approved.
3. The reservation will display on the “Set Times” tab.
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How Do I Edit Existing Reservations?

1. Refer to **How do I View Existing Reservations** to view your reservation.

2. To change the start and end times, type the dates/times in the text boxes or use the calendar icons. The “Reservation CK-####### Timeline” section displays the availability of reserved resources.

3. To delete/cancel a reserved resource, click the “Remove” link that displays next to the resource. Refer to **How do I Delete/Cancel an Existing Reservation** for further information.

4. To add a resource, click the “Add Resources” tab and search for the resource. Refer to **How Do I Create a New Reservation – Set Start and End Times** for further information.

5. Click the “Confirm” button to save your changes.

   NOTE: If the checkout center requires that the reservation be approved before it is confirmed, **you cannot** edit a reservation once it has been confirmed. You can only delete/cancel the reservation or create a new reservation that will also require approval. Refer to **How Do I Create a New Reservation** or **How Do I Delete/Cancel an Existing Reservation** for further information.
How Do I Delete/Cancel an Existing Reservation?

1. Refer to How do I View Existing Reservations to view your reservation.

2. Under the “Reservation CK-###### Information” section, click the “Delete” button.

3. Under the “Reservation CK-###### Information” section, “Reservation canceled” will display.
Troubleshooting Reservation Problems

The following is a list of common reservation problems (RP) and their corresponding solutions (S):

RP: “[checkout center] is closed at scheduled pickup/return time.”
S: Change the start/end date or time to a date/time the checkout center is open.

RP: “Minimum reservation length is [number] minutes.”
S: Increase the length of the reservation by adjusting the start and/or end times.

RP: “Resources of type [Resource Type] are limited to a Qty. of [quantity].”
S: Sometimes there is a limit to the number of resources from the same resource type. Remove one or more of the resources from the problematic resource type until the number of resources is at or below the limit.

RP: “[Item] must be reserved at least [number] minutes in advance.”
S: The reservation must be made further in advance. Set the start time later or contact your Checkout Center.

RP: “[Item] must be returned at least [number] minutes before closing time.” or “Reservation ends less than [number] minutes before checkout center [checkout center] closes.”
S: The Checkout Center needs time to process the return of your resources before it closes. Set the end time earlier so that you do not return your resources late and acquire any fines.

RP: “Patron has late checkout(s) at [Checkout Center].” or “Patron has outstanding fine(s).”
S: If you have late resources that have not been returned, unpaid fines, and/or a hold on your account, you must return the late resources, pay the unpaid fines, and/or remove the hold on your account before you can create a new reservation. Contact your Checkout Center.
Glossary

The following is a list of WebCheckout terms and their definitions.

**Checkout Center** - The physical location from which resources are checked out and to which they’re returned. It could be a Library, Media Center, etc.

**Fee** - A monetary charge to use a certain resource. Compare with **fine**.

**Fine** - A monetary charge as a result of resource returned late or damaged during use. Compare with **fee**.

**Hold** - If you owe a fine because you were returned a resource late, your school may put a hold on your account to prevent you from creating any more reservations until the fine is paid. You need to pay the fine to release the hold.

**Pickup Time** - The “start time”, or date and time you set to pickup the selected resources from the Checkout Center.

**Reservation** - An appointment made with set times to pickup and return resources you have selected.

**Resource** - A general term for all types of equipment and supplies reserved from a Checkout Center using WebCheckout. For example, resources may be cameras, projectors, laptops, film, and media disks.

**Resource ID** - A unique identifier that distinguishes a resource in the WebCheckout database. It’s sometimes useful if you want to search using an advanced search. For example, projector resources could be called “PROJ01”, “Panasonic Projector 002”, or “Portable Project 004”.

**Resource Type** - A general group or class of resources. For example, “Cameras” could be a Resource Type which contains three subtypes: “Arriflex” “Bolex” and “Super8”.

**Return Time** - The “end time”, or date and time you set to return the resources to the Checkout Center.