



Winscombe Community Centre Hallmaster Online Booking and Invoicing tool

**Quick Start Up Guide - 4 Years On
Version No 4
15 Feb 2023**

Introduction



The purpose of this document is to provide a simple quick start-up guide to making and managing bookings on our new on-line booking tool which is called Hallmaster.

This is a commercial tool which the WCA has a licence for which works using the normal web browsing tools.

During the booking process you will receive emails from hallmaster. Please note that sometimes these emails go to SPAM. Please check your SPAM and tick the 'not SPAN' button. You may have to do this a few times before the email provider, (eg outlook.com) stops doing this! This is completely out of ours and Hallmaster's control

If you have any questions or comments please get in contact via email (assist@winscombeca.org.uk)

Mike Turner (WCA Trustee)

How to Start



There are 3 ways to make a booking:

1. Through the WCA website

winscombeca.org.uk

[Click Here for help with this](#)

2. Through an invite from the WCA Hallmaster Admin team

[Click Here for help with this](#)

3. Through the login page of Hallmaster (if you have an account already)

<https://v2.hallmaster.co.uk/Account/Login>

- Note with the 1st and 2nd options you don't need to have an account set up
- [Click here](#) if you just want to see the Invoicing section

Making a booking from WCA website



<http://www.winscombeca.org.uk>

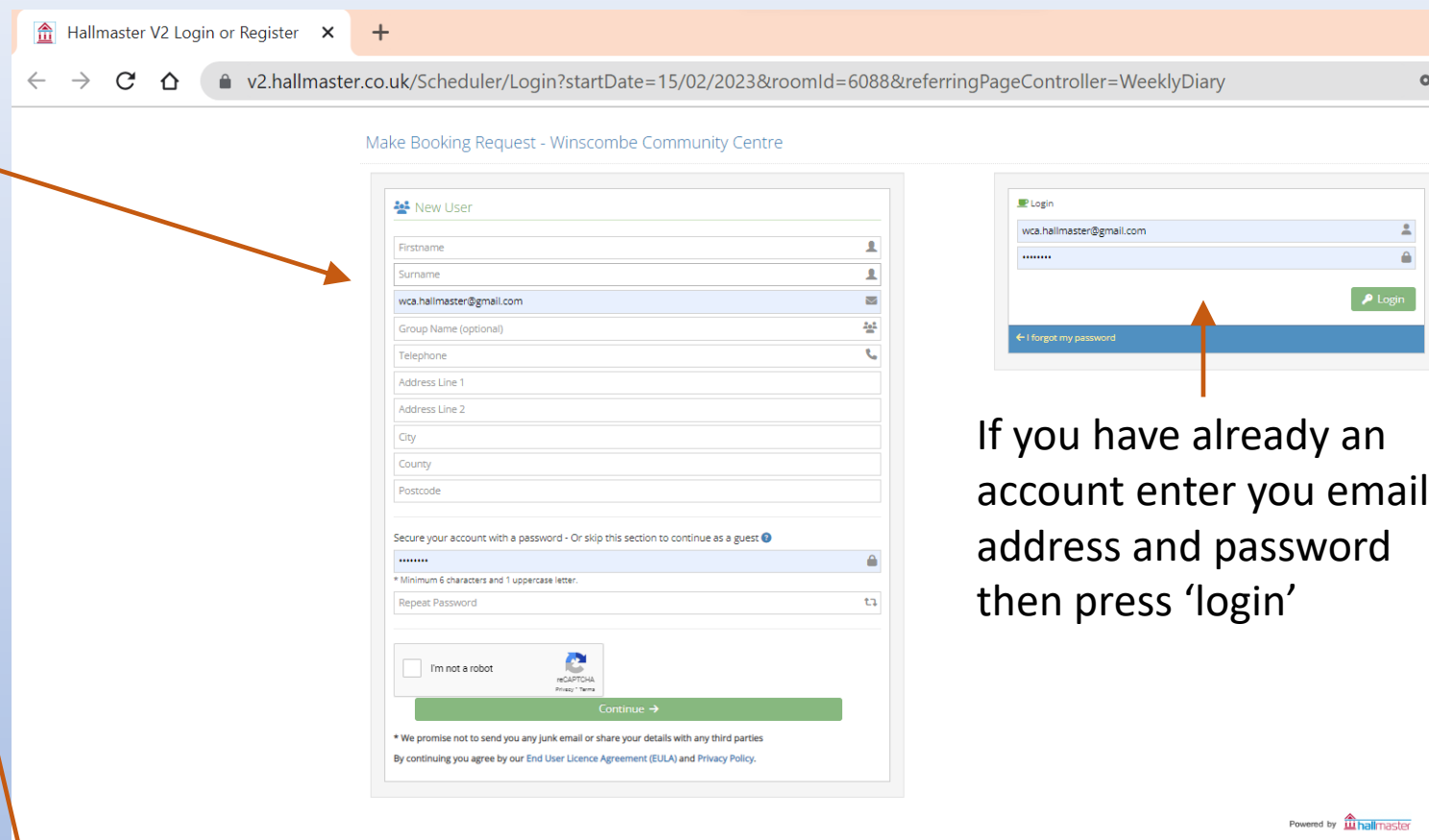
- Go to the WCA room booking website using the link above
- Click on the view room availability
- Use the diary to select the day you want to book
- Make sure you are looking at the right room
- Click on the '+' to request a booking

The screenshot shows the WCA room booking website. The top part displays the 'Rooms' page for the Winscombe Community Centre, including a photo of the building and a description. Below this is the 'Winscombe Community Centre Weekly Diary' for August 2019. The diary is a grid with rows for different rooms and columns for days of the week. The rooms listed are Haydon Hall, Amesbury Room, Mawson Room, and Kitchen. The diary shows various events booked in each room, such as 'Winscombe Community Singers' in Haydon Hall on Tuesday, 'Parish Council' in Amesbury Room on Monday, and 'Thursday Market' in Mawson Room on Thursday. A '+' sign in the top right corner of each cell indicates that a booking can be requested for that room on that day.

	Monday 05/08/2019	Tuesday 06/08/2019	Wednesday 07/08/2019	Thursday 08/08/2019	Friday 09/08/2019	Saturday 10/08/2019	Sunday 11/08/2019
Haydon Hall		Winscombe Community Singers (19:15 - 21:15)	Ladies Table Tennis (10:30 - 12:30) Infirnie Heart Yoga (19:45 - 21:00)	Thursday market (10:30 - 12:00) Bridge Club (Thursday) (13:30 - 16:00) Weight watchers (17:30 - 19:30)	Bridge (Friday) (18:30 - 22:30)		Private Event (10:00 - 13:00)
Amesbury Room	Parish Council (22:00 - 22:15)	JUST8 (09:30 - 10:30) JUST8 Weight loss & Management (18:00 - 19:00)			Quilting (Friday) (09:30 - 14:00)		Private Event (10:00 - 13:00)
Mawson Room				Thursday Market Meeting Space (07:30 - 12:00)			
Kitchen				Thursday Market Coffee (07:30 - 12:00)	Bridge (Friday) (18:30 - 22:30)		Private Event (10:00 - 13:00)

Login or creating an account

- If you are a new user please fill in the form including a password then press the 'continue'
- You will then be taken to the booking form
- At the top of the page there is a reminder to verify your email address.
- Look at your email inbox (or possibly Spam folder). It comes from 'noreply@hallmaster.co.uk'
- Click on the link in the email to verify email address



If you have already an account enter you email address and password then press 'login'

Make Booking Request - Winscombe Community Centre

Thanks for registering. Please verify your email address by clicking the link we just sent to you in an email to 'mikemandy.1985@outlook.com'. If you can't see this email, please check your spam/junk folders in case the message has ended up there.

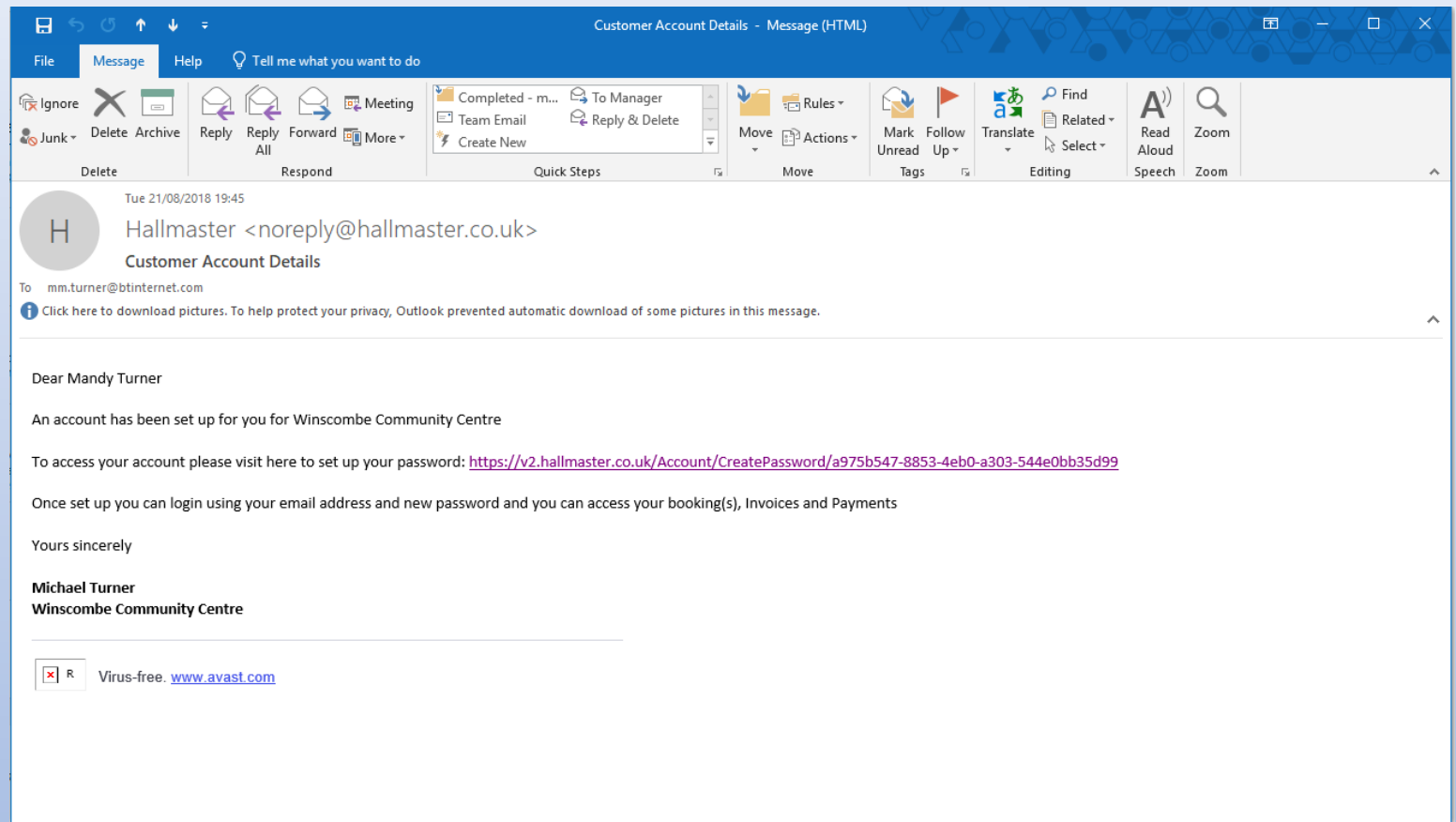
[Ok, I have done this](#)

Your Invite Email



- Please contact the Booking Secretary or Hallmaster Admin team so they can help
- The first thing that happens is you receive an email from: noreply@hallmaster.co.uk
- Click on the link which will take you to the initial login page in your web browsing software or App
- Note the software works on all the platforms (eg PC tablet & phone)

Remember to check SPAM Folder




Login on and Setting your Password

- Use your email address for your user name
- Enter a password
- Re-enter the password
- Press Save

Room Hire - WINSCOMB x Hallmaster V2 Create Pas x

Secure | <https://v2.hallmaster.co.uk/Account/CreatePassword/a975b547-8853-4eb0-a303-544e0bb35d99>

Apps Movescount.com - Pe You've been signed o vodafone STIEBEL ELTRON Regl Hallmaster V2 Log in Other bookmarks

 hallmaster

Create Password

mm.turner@btinternet.com

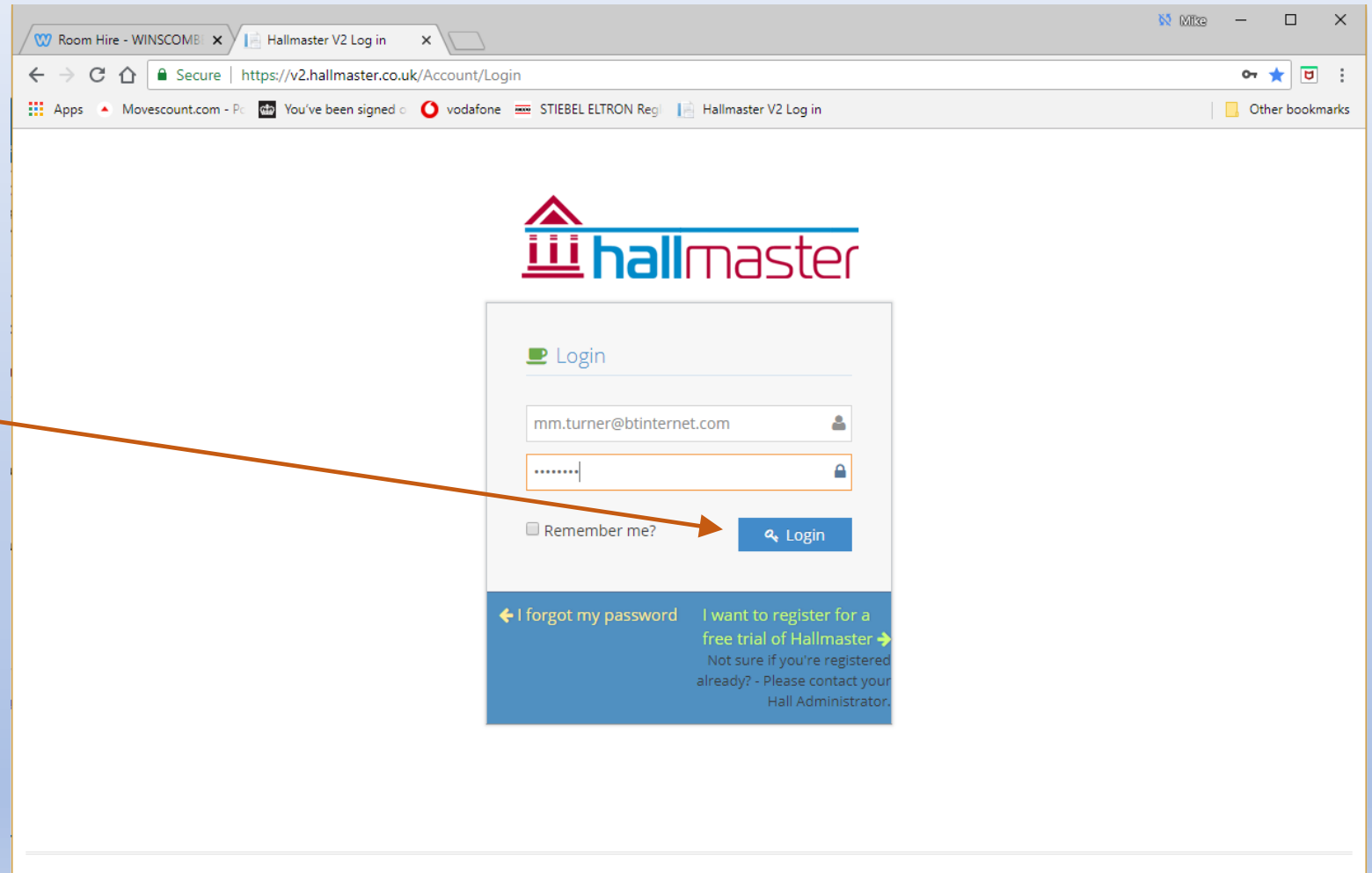
.....

.....

Save

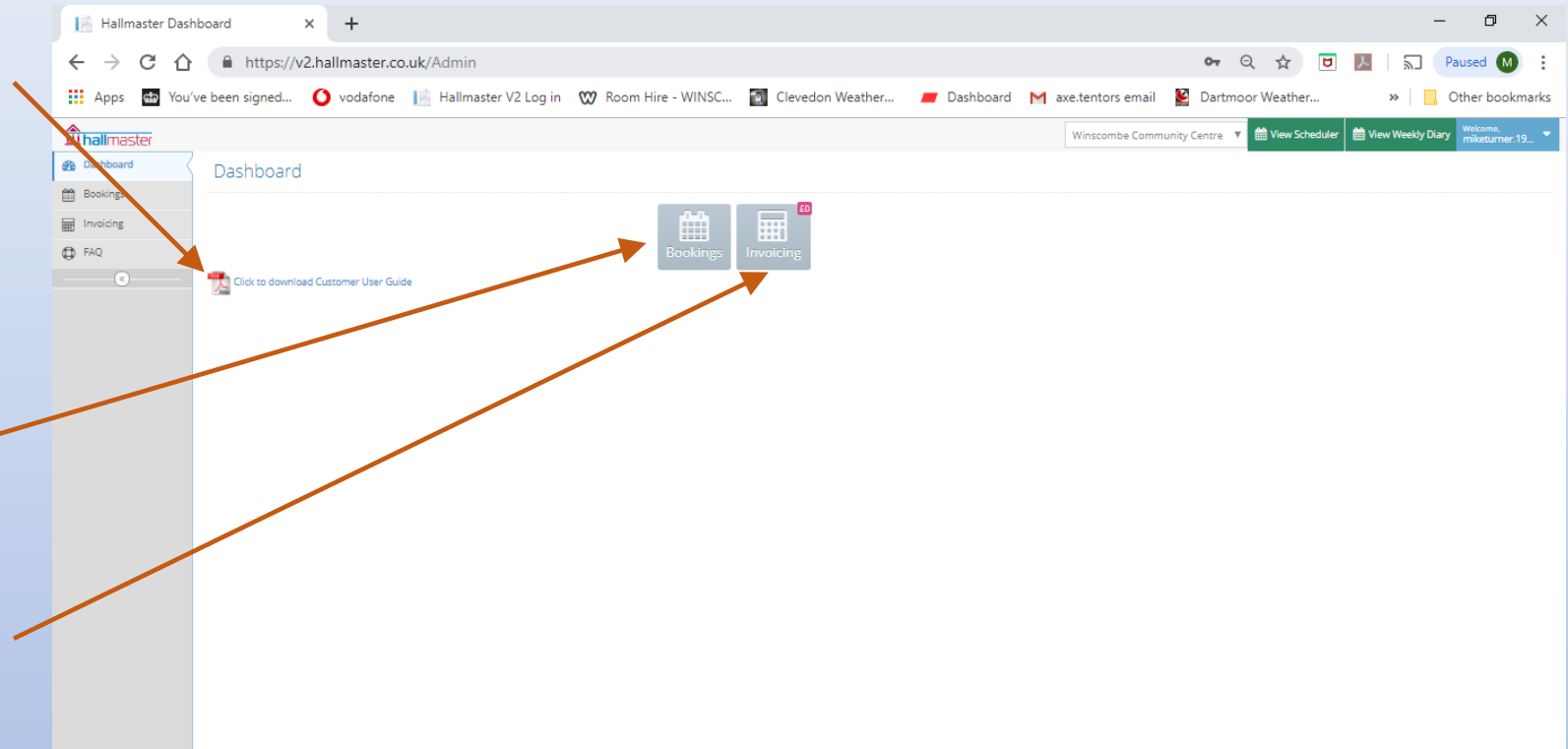
Your First Login

- After setting the password you are sent to the Hallmaster login page
- Enter your email address (user name)
- Enter your password you have just created
- Press the login button



First Page / Dashboard

- If you want to have a read of the customer user guide click on the icon
- If you want to look at past current or create future bookings click on the booking tab or button
- If you want to look at your past and current invoices click on the invoice tab or button (note the amount currently owed)

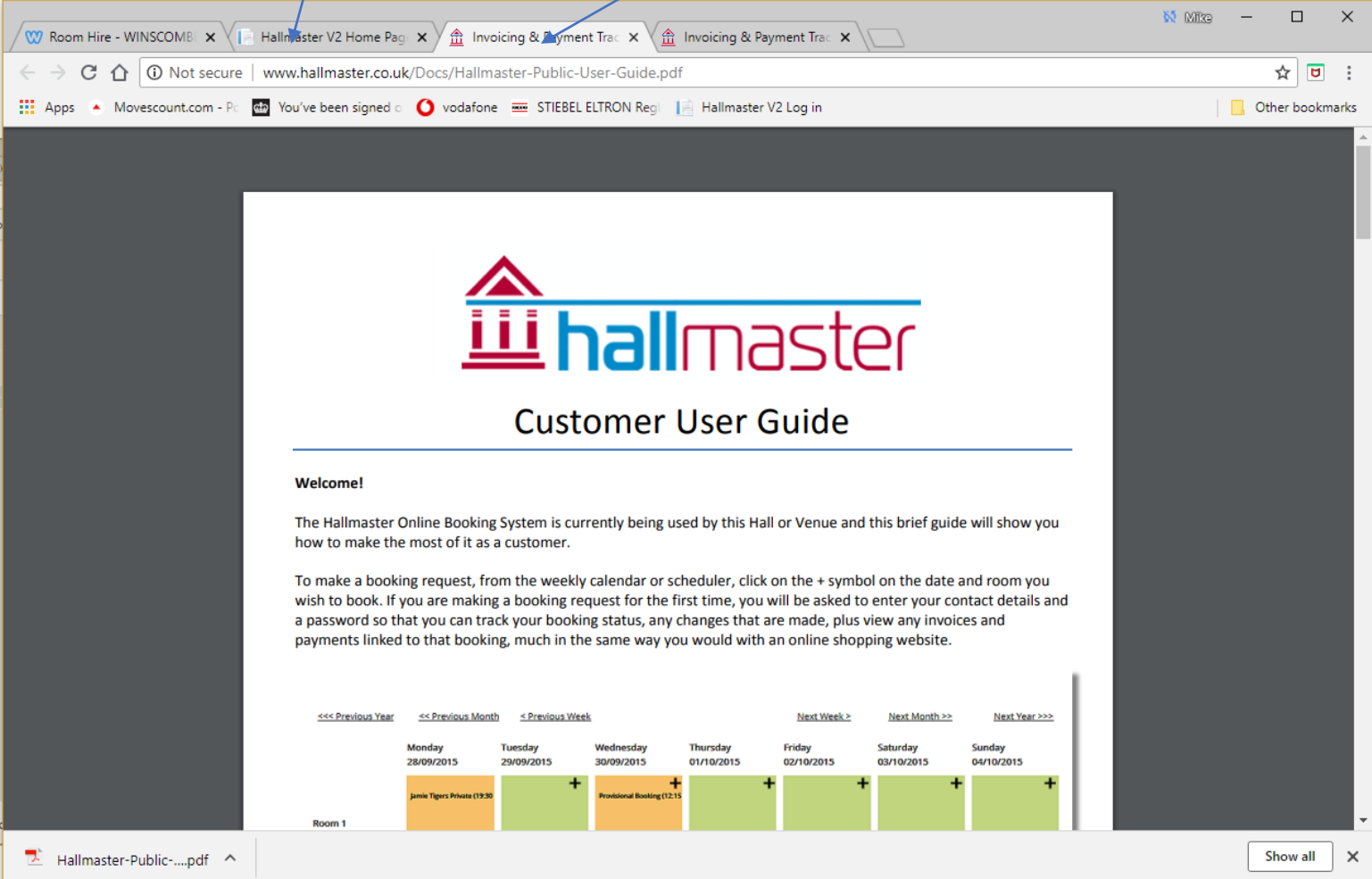


The User Guide

- After clicking the user guide icon the customer user guide will open in an 'explorer' tab
- Click on the Hallmaster tab to return to the front page

Hallmaster tab


New explorer tab



Room Hire - WINSCOMB x Hallmaster V2 Home Page x Invoicing & Payment Trac x Invoicing & Payment Trac x

Not secure | www.hallmaster.co.uk/Docs/Hallmaster-Public-User-Guide.pdf

Apps Movescount.com - Po You've been signed o vodafone STIEBEL ELTRON Reg Hallmaster V2 Log in Other bookmarks



Customer User Guide

Welcome!

The Hallmaster Online Booking System is currently being used by this Hall or Venue and this brief guide will show you how to make the most of it as a customer.

To make a booking request, from the weekly calendar or scheduler, click on the + symbol on the date and room you wish to book. If you are making a booking request for the first time, you will be asked to enter your contact details and a password so that you can track your booking status, any changes that are made, plus view any invoices and payments linked to that booking, much in the same way you would with an online shopping website.

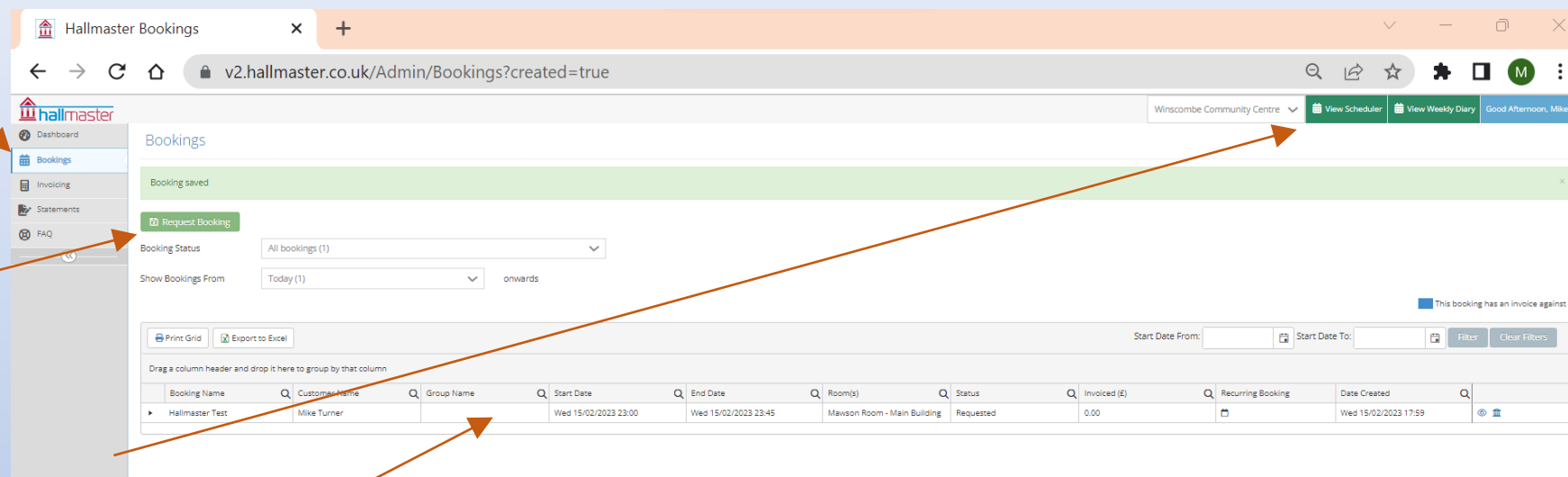
<<< Previous Year << Previous Month < Previous Week Next Week > Next Month >> Next Year >>>

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
28/09/2015	29/09/2015	30/09/2015	01/10/2015	02/10/2015	03/10/2015	04/10/2015
Room 1 Janie Tigers Private (19:30)	+	Provisional Booking (12:15)	+	+	+	+

Hallmaster-Public-....pdf Show all x

Start to make a booking

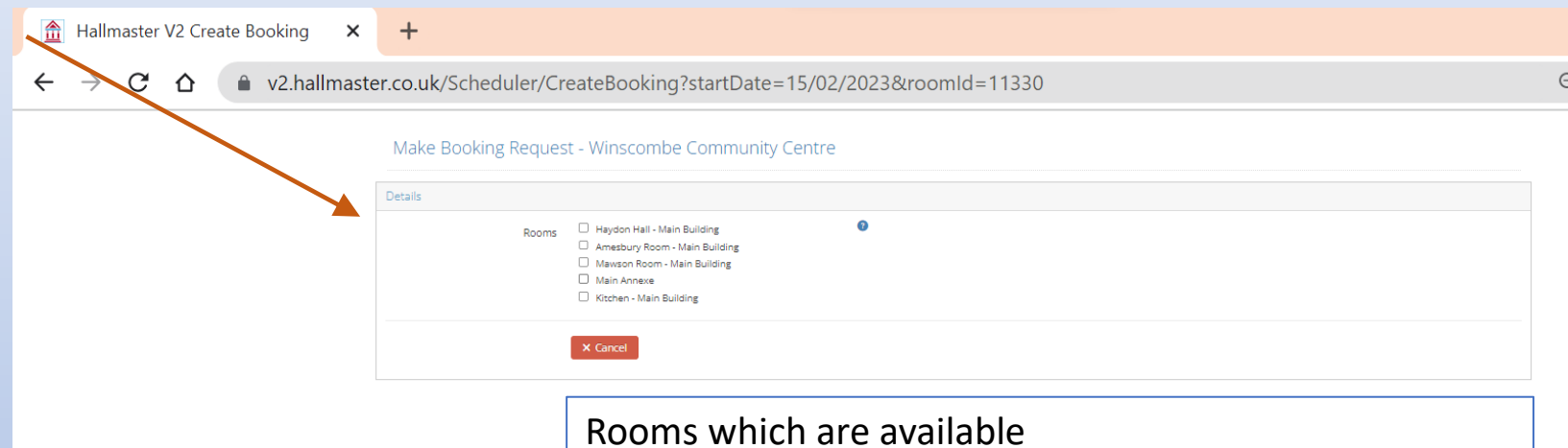
- Press the Booking tab
- A new page will open up
- This page will show all your bookings (see later)
- Press the Create New Booking button
- Alternatively you can click on the view bookings button to get to the diary page (opens in a new window)
[See Page 16](#)
- Current bookings can be view here using the drop down selections at top of page



Hall Selection

- Select which hall you want to book (see list)
 - Multiple halls can be booked at the same time.
 - Please ensure you book the kitchen if you intend to use it as a paying user
 - Note some of the facilities can't be booked currently.
- After selecting the hall(s) you want, more info will open up
- Note if you want to know the current cost of hall booking, including kitchen use, please refer to the WCA website

<http://www.winscombeca.org.uk/room-hire.html>



Rooms which are available

- Haydon Hall
- Mawson Room
- Amesbury Room
- Kitchen
- Annex
- Note it is possible to book the Carpark or Field for an event. Please contact the Booking secretary for further information

Adding More Information

- Give the event a name
- Enter the date and start and finish time
 - If you try and book when there is already a booking it won't let you
 - You can add a recurring meeting by ticking the box ([See Page 12 for info](#))
- Enter the activity from the drop down menu (see list)
- Add use of kitchen as required
- A description can be added

Make Booking Request - Winscombe Community Centre

Details

Rooms Haydon Hall - Main Building
 Amesbury Room - Main Building
 Mawson Room - Main Building
 Main Annexe
 Kitchen - Main Building

Event Name

Start Date / Time Wed 15/02/2023 17:30

End Date / Time Wed 15/02/2023 17:45

Recurring Booking

Recurring Daily

Additional dates 0

Recurring Dates Start Date End Date

Activity Catering

Available Activities

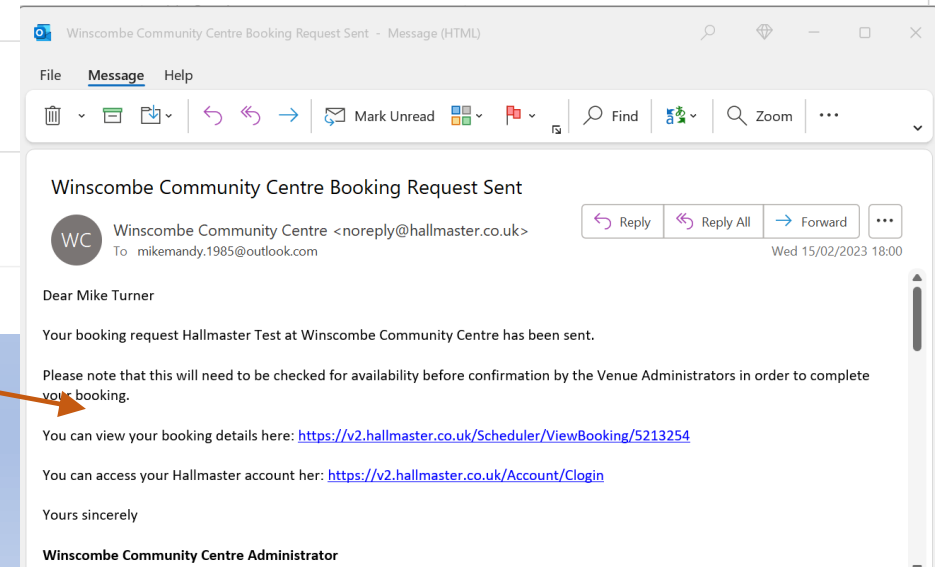
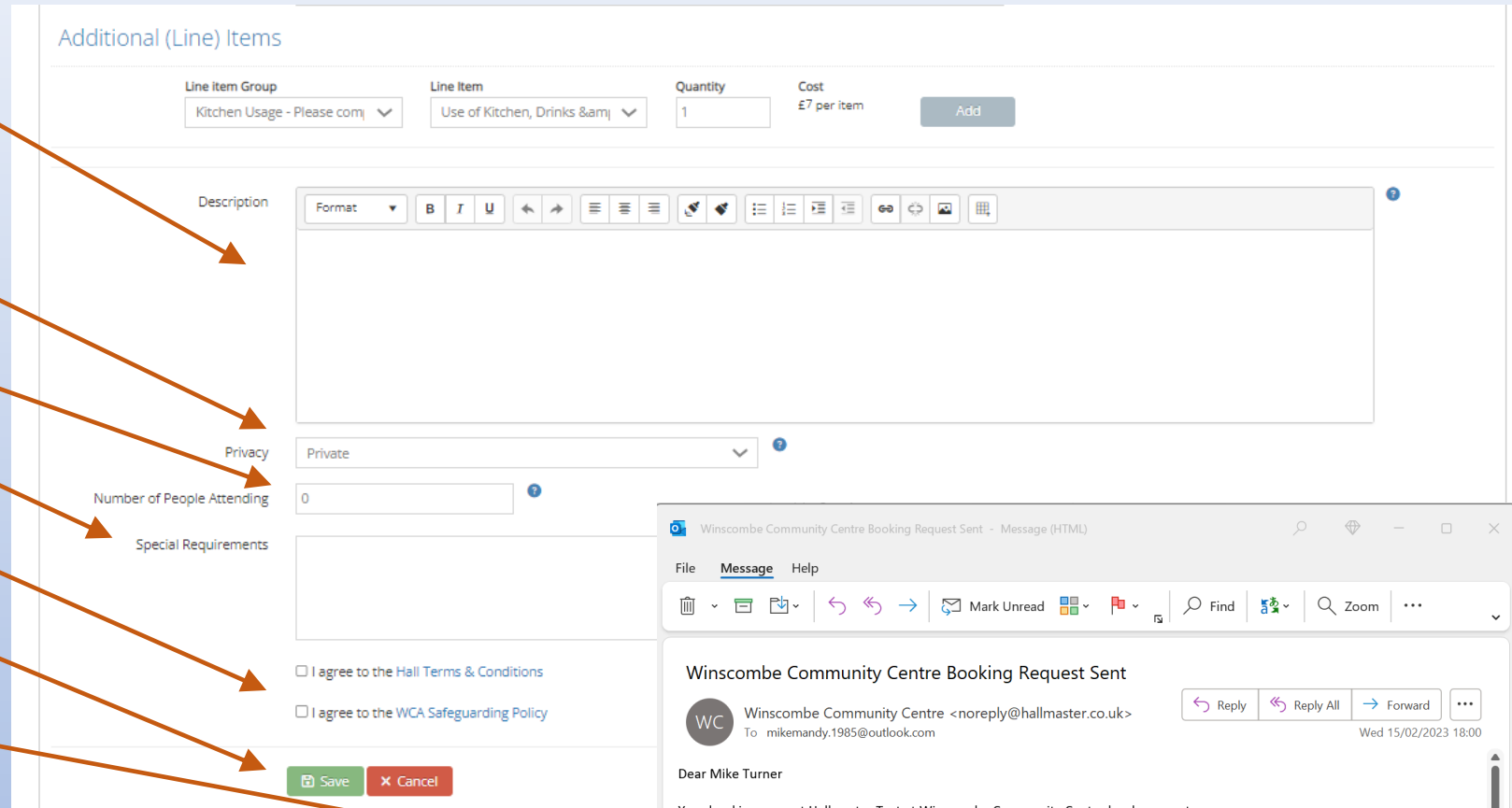
- Catering
- Fitness and Wellbeing
- Hobby Group
- Individual Booking
- Learning
- Meeting
- Fund Raising
- Other

Additional (Line) Items

Line Item Group	Line Item	Quantity	Cost	Add To:
Kitchen Usage - Please com	Use of Kitchen, Drinks &am	1	£7 per item	<input type="button" value="Parent Only"/> <input type="button" value="Whole Series"/>

Adding More Information - contd

- A description can be added
- You can select, if you want the booking to be shown as private (ie no one can see who and what is booked, other than the administrators). Normally we would prefer 'Public- contact details hidden' to be selected
- The number of participants need to be added (we appreciate this is likely to be a guesstimate)
- Special requirement can be left blank or the number of tables required for example
- T&C and safeguarding boxes to be ticked (The hyperlink goes to the policies)
- **Press save**
- You should now receive an email from noreply@hallmaster.co.uk
- If there is something missing it will show up in red



Recurring Bookings - Part 1

- Add the start and finish date and time of the first booking
- Tick the recurring booking box
- Select what type of recurring and which days
Eg daily, weekly, monthly etc

Make Booking Request - Winscombe Community Centre

Details

Rooms

- Haydon Hall - Main Building
- Amesbury Room - Main Building
- Mawson Room - Main Building
- Main Annexe
- Kitchen - Main Building

Event Name

Start Date / Time

Wed 15/02/2023 21:00

End Date / Time

Wed 15/02/2023 22:00

Recurring Booking

Recurring

Weekly

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Additional dates

3

Reset Date and Time for All Child Bookings

Recurring Dates

Start Date	End Date
Wed 22/02/2023 21:00	Wed 22/02/2023 22:00
Wed 01/03/2023 21:00	Wed 01/03/2023 22:00
Wed 08/03/2023 21:00	Wed 08/03/2023 22:00

Check availability

Recurring Bookings - Part 2

- After the type of recurring add the number of repeats.
 - Note: Regular users can book up to a year in advance
 - Eg for 1 year of monthly bookings enter 12
 - Eg for 1 year of weekly enter 52
- Check the dates which now appear and remove the one you don't want (eg school holidays or bank holiday) - use the 'dustbin' to remove dates
- Continue filling in form as from 'adding more information' ([See Page 10](#))

Make Booking Request - Winscombe Community Centre

Details

Rooms Haydon Hall - Main Building Amesbury Room - Main Building Mawson Room - Main Building Main Annexe Kitchen - Main Building

Event Name

Start Date / Time Wed 15/02/2023 21:00

End Date / Time Wed 15/02/2023 22:00

Recurring Booking

Recurring Weekly

Monday Wednesday Friday Sunday Tuesday Thursday Saturday

Additional dates 2

Recurring Dates

Start Date	End Date
Wed 22/02/2023 21:00	Wed 22/02/2023 22:00
Wed 08/03/2023 21:00	Wed 08/03/2023 22:00

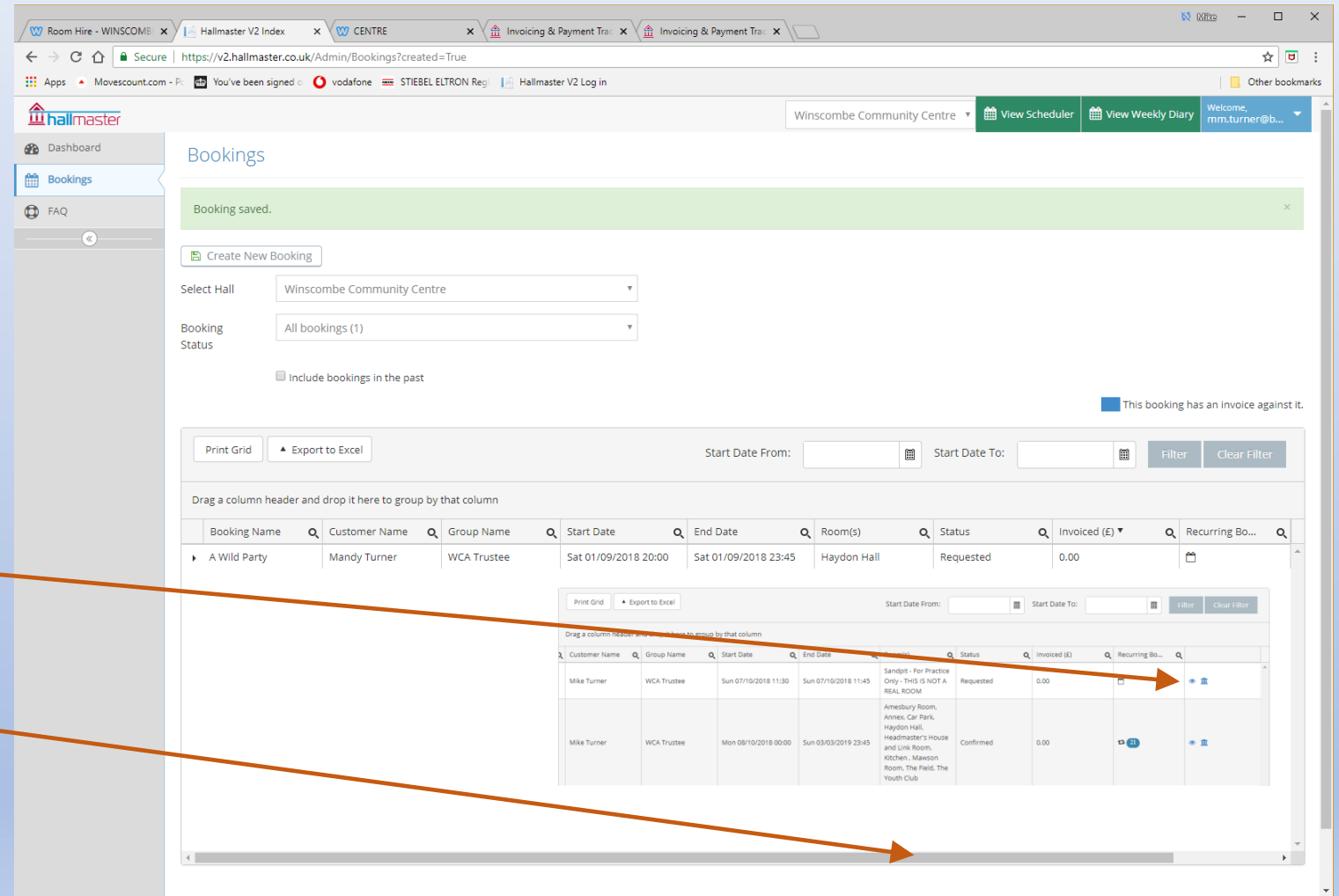
Activity Catering

Additional (Line) Items

Line Item Group	Line Item	Quantity	Cost	Add To:
Kitchen Usage - Please com	Use of Kitchen, Drinks &amj	1	£7 per item	Parent Only Whole Series

And That Is It

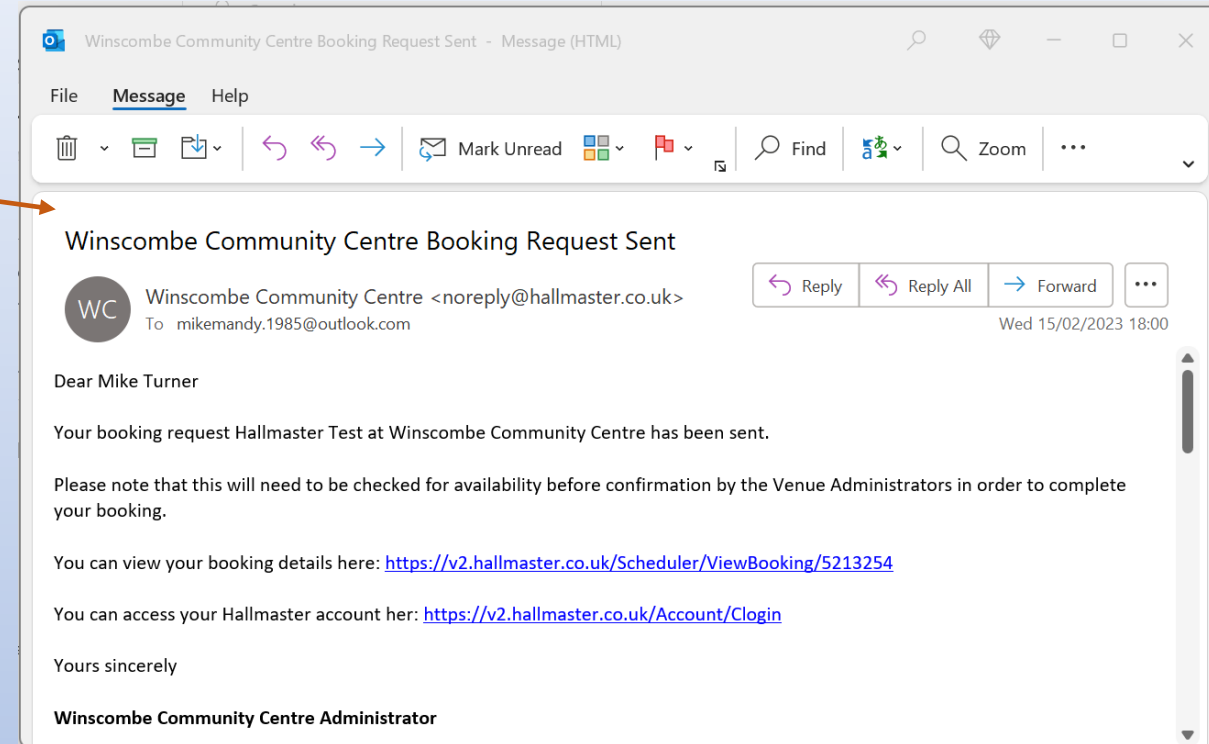
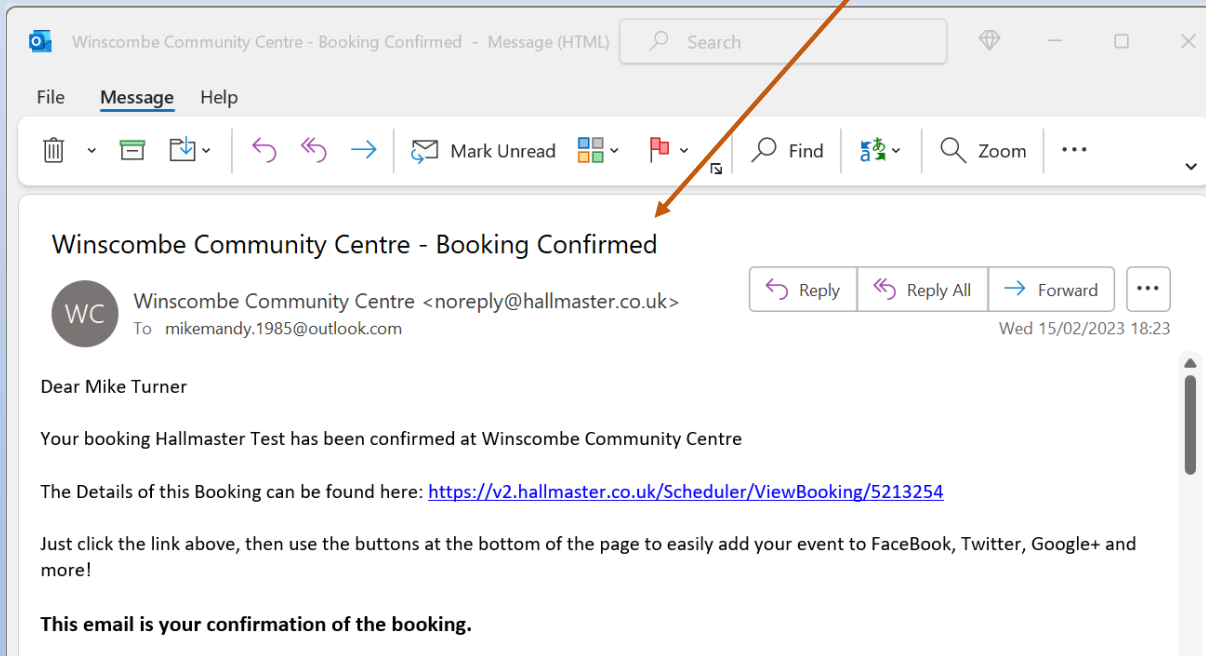
- Your requested booking will show in your own booking list
- Once the booking has been checked by the Booking secretary they will change the status to 'confirmed' and you will receive an email
- Over to the right (not shown) there are two icons which take you to a view of the booking and invoice - if one has been generated Use the slide bar to see this



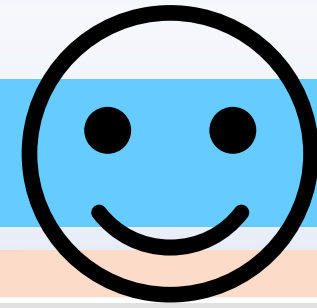
Booking Name	Customer Name	Group Name	Start Date	End Date	Room(s)	Status	Invoiced (£)	Recurring Bo...
A Wild Party	Mandy Turner	WCA Trustee	Sat 01/09/2018 20:00	Sat 01/09/2018 23:45	Haydon Hall	Requested	0.00	
	Mike Turner	WCA Trustee	Sun 07/10/2018 11:30	Sun 07/10/2018 11:45	Sandpit - For Practice Only - THIS IS NOT A REAL ROOM	Requested	0.00	
	Mike Turner	WCA Trustee	Mon 08/10/2018 00:00	Sun 03/03/2019 23:45	Amesbury Room, Annex, Car Park, Haydon Hall, Headmaster's House and Link Room, Kitchen, Mawson Room, The Field, The Youth Club	Confirmed	0.00	

Email confirmation

- This email should arrive in your inbox
- The next email you should get is a confirmation email



Viewing your new booking



- To view a booking click in either View Scheduler or View Weekly Diary
- You can click in the '+' sign to make a new booking
- [Go back to Page 8](#)

View Scheduler

View Weekly Diary



And finally

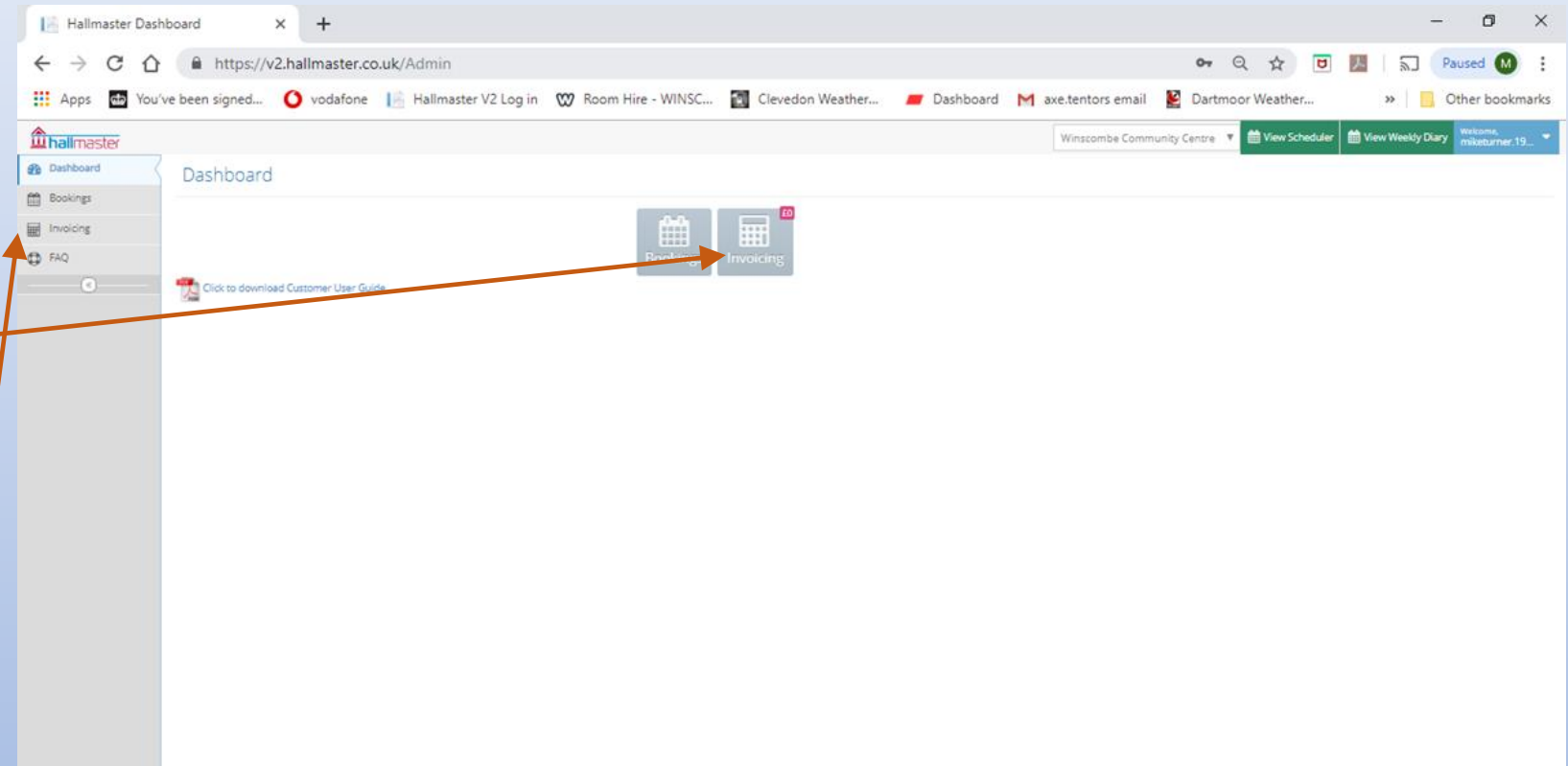
The Invoicing Bit

How to get to your Invoices



<https://v2.hallmaster.co.uk/Account/Login>

- Login as normal
- Invoices are normally generated during the last week or first week of the month by the Booking Secretary
- If you want to look at your past and current invoices click on the invoice button (note the amount currently owed)
- Or you can click on the invoice tab

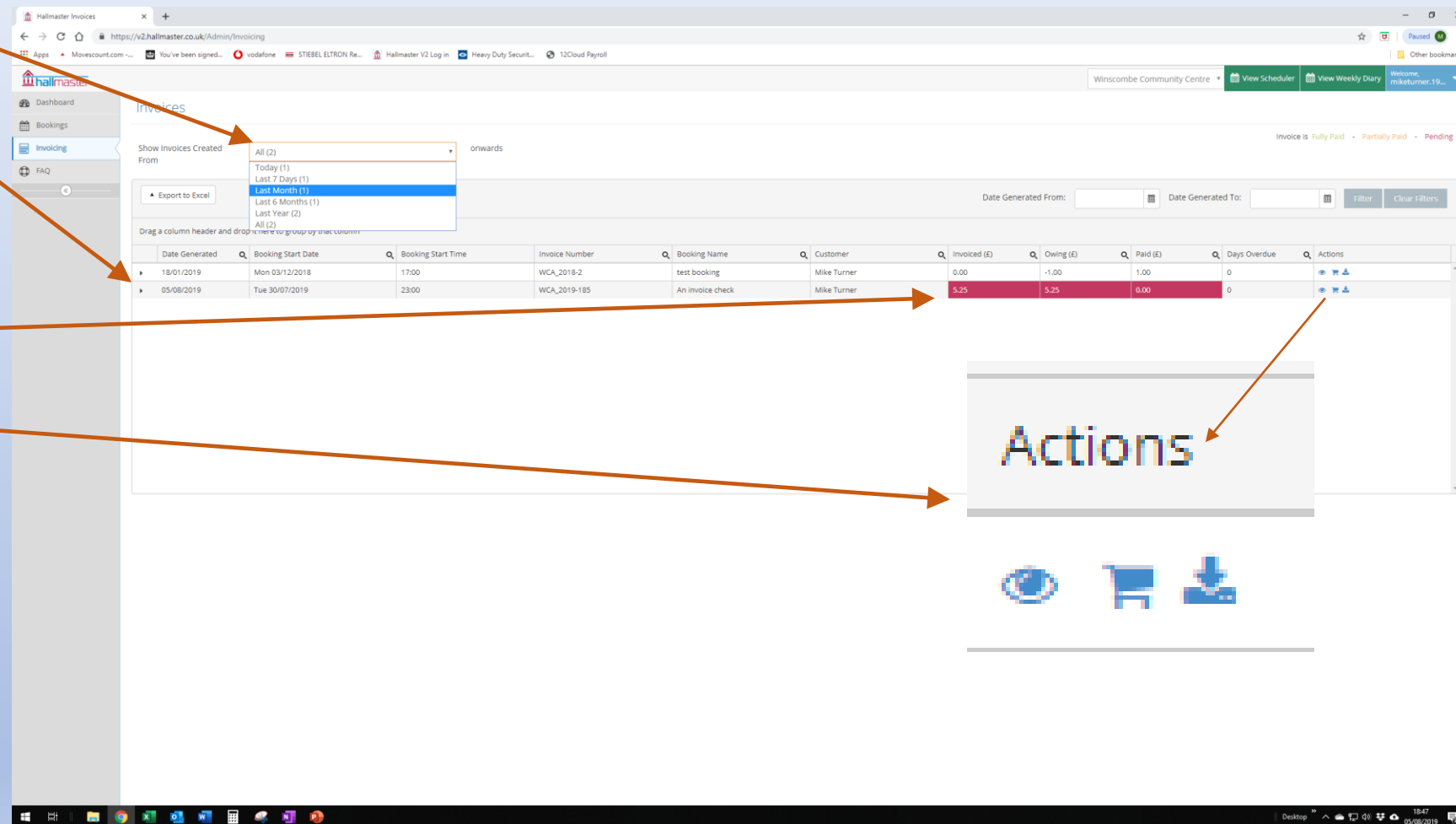


How to look at your Invoices

- Use the drop down menu to see invoices from different lengths of time
- Your list of invoices can be seen in the list
- If green invoice is full paid
- If amber invoice is partial paid
- If red it needs paying
- BY using the action buttons you can view invoice / payment or down load invoice

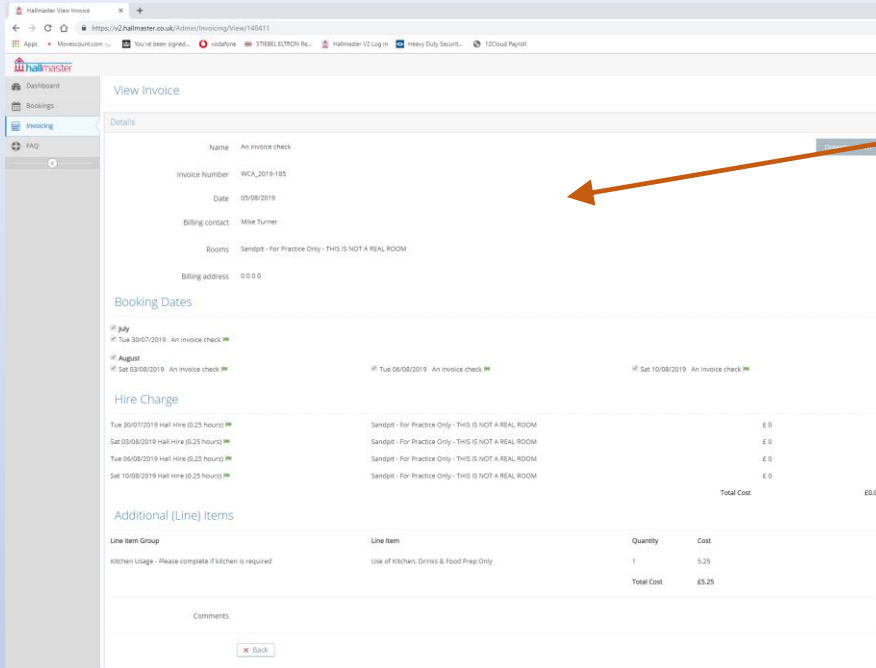
Please note updating invoice system is a manual task so it can take a while for the system to update and the 'red' to go 'green'

By paying by 'Paypal' this occurs automatically



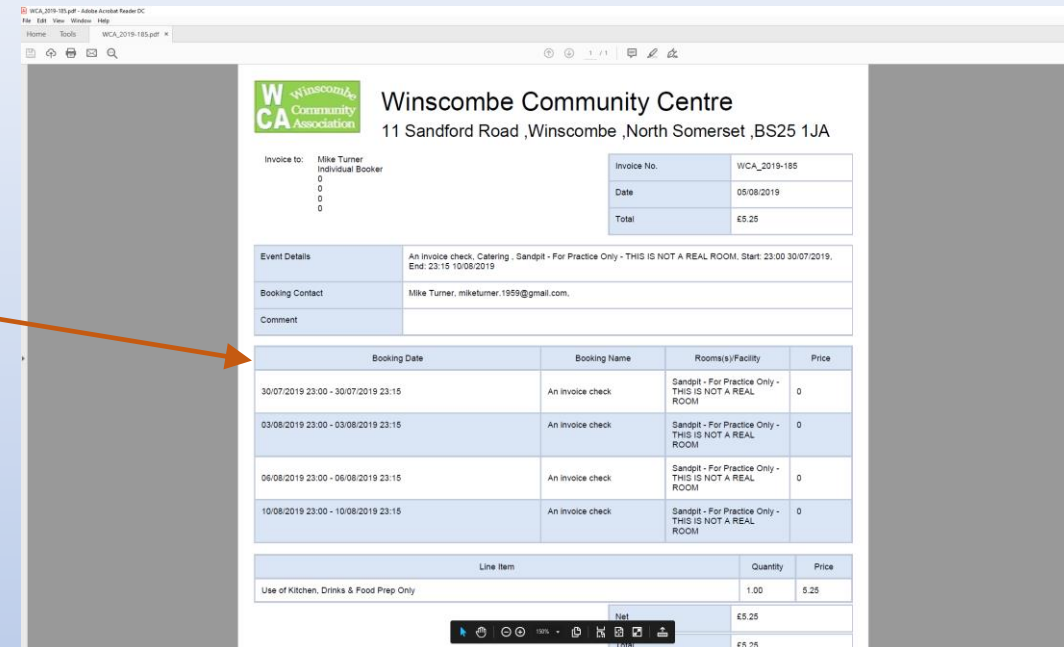
Date Generated	Booking Start Date	Booking Start Time	Invoice Number	Booking Name	Customer	Invoiced (£)	Owing (£)	Paid (£)	Days Overdue	Actions
18/01/2019	Mon 03/12/2018	17:00	WCA_2018-2	test booking	Mike Turner	0.00	-1.00	1.00	0	[View] [Payment] [Download]
05/08/2019	Tue 30/07/2019	23:00	WCA_2019-185	An Invoice check	Mike Turner	5.25	5.25	0.00	0	[View] [Payment] [Download]

What can you see

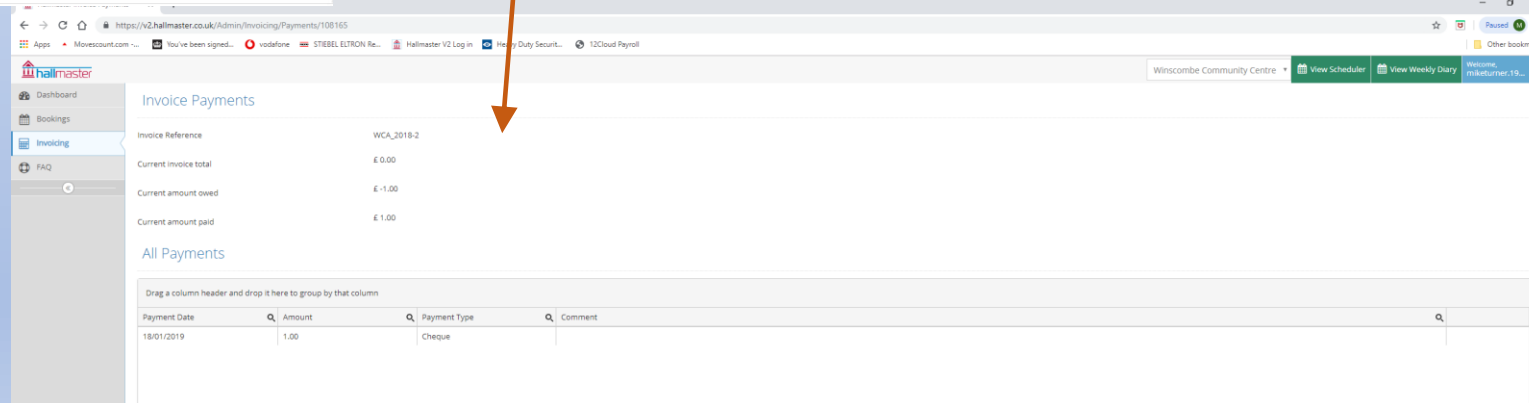


The screenshot shows the 'View Invoice' page in the Hallmaster system. It displays details for invoice WCA_2019-185, dated 05/08/2019, billed to Mike Turner. The invoice includes a table for 'Hire Charge' with four entries for hall hire on 30/07/2019, 03/08/2019, 06/08/2019, and 10/08/2019, each for 0.25 hours. An 'Additional (Line) Items' section shows a charge for 'Use of Kitchen, Drinks & Food Prep Only' for £5.25. The total cost is £0.00. A 'Comments' section is at the bottom.

- You Can View Invoice
- You can download a invoice pdf
- You can pay online via Paypal
- You can see payments



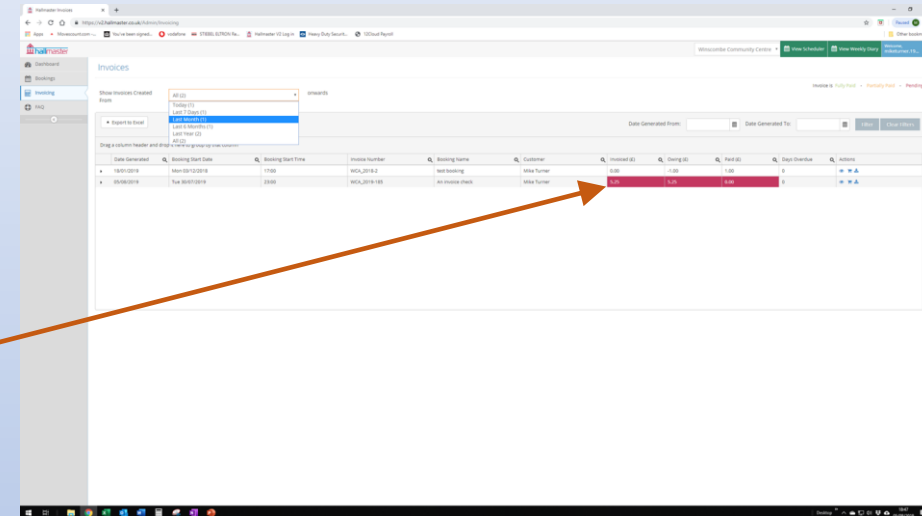
The screenshot shows the PDF version of the invoice for WCA_2019-185. It includes the Winscombe Community Centre logo and address (11 Sandford Road, Winscombe, North Somerset, BS25 1JA). The invoice is for Mike Turner, dated 05/08/2019, with a total of £5.25. It details an event on 05/08/2019 from 23:00 to 23:15. A table lists booking dates and prices for four dates in July and August 2019, all at a price of 0. A final table shows the 'Use of Kitchen, Drinks & Food Prep Only' for 1.00 units at a price of 5.25.



The screenshot shows the 'Invoice Payments' page for invoice WCA_2018-2. It displays a summary: Current invoice total £0.00, Current amount owed £-1.00, and Current amount paid £1.00. Below this is a table for 'All Payments' with one entry: a payment of 1.00 on 18/01/2019 via Cheque.

Things to note

- Invoices are normally generated during the last week or first week of the month by the booking secretary
- When they are created an invoice you should receive an email.
- Please check your SPAM/Trash/Junk Folder as emails are going into these folders and there is nothing we or Hallmaster can do about this - sorry
- Remember by the first week of the month you can check if you have an invoice to pay using the system
- You pay by PayPal - this automatically updates the payment system
- If your payment is red and you haven't paid please do so.
- If you think you have paid don't worry the system will catch up but check again in a months time then make contact with the treasurer
- Please remember we are a voluntary organisation and chasing outstanding invoices wasted volunteers time
- Please remember:
If possible please could you pay by BACS. The invoice number must be quoted as the reference. or send payment to the Treasurer. Please make cheques payable to Winscombe Community Association with the invoice number clearly written on the rear of the cheque.



And finally



Good Luck

Mike Turner

FAQ - 1



How do I initially access the system?

- You will receive an invite from a 'noreply@hallmaster.co.uk' email address, prior to which you will get an email from Mike Turner confirming this is about to occur so to reassure you that it's not a scam. The 'noreply' email will contain a link which will take you to the Hallmaster webpage asking you to set up your own personal password allowing you to access your own account. Once this has been carried out you can login to the website (<https://v2.hallmaster.co.uk/Account/Login>) using your email address and freshly set up password.

What help is available?

- We have created a simple WCA user guide which gives you a quick start in creating a password and bookings. Also once online there is a more detailed user guide produced by Hallmaster which can be used. In addition to this there is help on each of the pages you visit while making a booking. Please do not contact Hallmaster directly as they are unable to answer any questions about the WCA booking system

How can I see my and other hall bookings?

- By logging into your account you can see all the bookings you have made and the invoices which have been issued. There is also a calendar which shows you what is available if you want to make a booking. This calendar will also be shown on the WCA website.

Do I need to book if I have a regular slot?

- Regular users are asked to book recurring bookings a year ahead. This is to ensure that your slot is not inadvertently booked by someone else. Non-regular users can only use the system to book up to 6 months ahead, so providing the regular booking is maintained (say by updating the system each quarter to keep a full year of bookings), there should not be an issue. All bookings also need to be confirmed, normally by the booking secretary, which will provide a secondary check.
- Please note however that it is **your responsibility as a user to keep your booking updated**. You will receive email verification of bookings made and you can also look on the system to see a record of what is booked. It is easy to set up recurring bookings on the system, but please ensure you then cancel any dates that you don't want (eg holiday periods for termly classes etc).

Can I book multiple rooms?

- Yes, the system allows for bookings to be made for multiple rooms simultaneously, for example booking the Kitchen and Amesbury room.

FAQ - 2



What is the minimum rental time period and can I book part hours?

- The minimum rental period is 1 hour. However if you require set-up or clearing up please ensure you book a further 15 minutes at each end of the booking for this. Room bookings can be made in 15 minute intervals (eg 2 $\frac{1}{4}$ hrs or 3 $\frac{3}{4}$ hrs) and will be invoiced as such.

Does it change how I get invoiced and payment?

- Yes and no. The system is quite flexible but to simplify things the Trustees are wanting to introduce some standard processes.
- Invoicing will generally be done monthly in arrears (eg the start of the month for bookings of the previous month). One-off users are asked to pay before hall usage. Regular users are asked to pay within a month of the invoice being issued.
- You are asked to give one months' notice if you cancel a booking and the WCA reserve the right to charge for the booking if less notice is given.

Is the Hallmaster system GDPR compliant?

- Yes the Hallmaster system is fully compliant.

Is there a manual back-up?

- The booking secretary can be contacted in the normal way and they will make the booking on your behalf. However the WCA Trustees have agree that from Jan 2023 a £2 charge will be made for this service - to cover costs But, it really will make it easier if as many users as possible book directly online.

So what are the benefits using Hallmaster?

- There are many benefits for Hall users and the WCA, some of which are given below:
- A simple system which allows Hall users to be in control of their Hall bookings
- Clear visibility for users as to what invoices have been issued and what has been paid
- Significant reductions in booking administration (Bookings, booking enquiries, invoicing and auditing)
- Visibility of current and future hall(s) availability for everyone.
- Allows for more than one person to access the administration side of the system enabling bookings to be managed while one of the administrators maybe away (eg on holiday)
- A room booking can be made or cancelled while sitting on a beach anywhere in the world.

FAQ - 3



So what are the downsides?

- The WCA have had to take out a licence to use Hallmaster. However since we are currently managing 5 bookable facilities with 30+ users available for 52 weeks of the year and invoicing £27,000 a year we believe that this is now essential. Hopefully as hall availability will be visible, more bookings will be made which will cover the cost of the system
- It changes the onus of managing bookings and re-occurring bookings onto the user although this could be seen as a benefit as the users are in more control of their bookings
- The system requires the use of the internet.
- We've had to simplify our rental cost structure which has changed the cost to some of the users but even with the old system cost would have been rationalised

Who has access to online details of users?

- Only the WCA Hallmaster Administrators have access to details of the users (names, contact details, bookings and invoicing) however passwords cannot be seen. The system has been set up with 5 administrators: WCA Booking Secretary, WCA Hallmaster Administrator, WCA Treasurer, WCA Chairperson and WCA Secretary. This ensures that full cover can be given while others are on holiday and the system can be fully integrated with our own website.

What if I forget my password?

- Passwords can be reset at the login page

Will this FAQ documents be updated?

- Yes, if questions are asked about the system on similar subjects it is the intention that this document will be updated and a new version circulated and also placed on the WCA website. In addition to questions about the system occasionally the software will get new functionality. As this happens we will also add these to the list of FAQ.