

BookingSG

User Guide for:

- Organisation Admin (OA)
- Service Admin (SA)
- Service Provider (SP)





BookingSG Guide

Jump to section

[BookingSG Overview](#)

[Guide for Organisation Admin \(OA\)](#)

[Guide for Service Admin \(SA\)](#)

[Guide for Service Provider \(SP\)](#)



BookingSG Overview

Standard Configs, Definitions, Terminologies and Abbreviations

Key Definitions of Structural Set-up

ENTITY

ORGANISATION

Overall entity which manages the standard configurations of all Service(s) and Service Provider(s) within the Organisation's structure.

SERVICE

Each Service can have its own configuration(s) to group relevant Service Providers, management or operational user groups.

SERVICE PROVIDER

The resource with its own calendar, providing the service, venue or space with its own available slots for end users to make the booking.

USER ROLES

Organisation Admins

Highest level of admin rights and able to see information across all service(s), including all calendars and availabilities (slots).

Service Admins

View and manage availabilities and bookings on Service level. Configure Service settings assigned to the SA. Able to view calendars for Service Providers under the Service.

Service Provider

Users accepting and taking on bookings. Can be a human or non-human* resource which will be individually assigned a calendar for availability indication.

*Such as rooms or tickets. These can be managed by a Service Admin or Service Provider Admin (SPA).

Terminologies & Abbreviations

Common terms

Terms	Abbreviations
BookingSG	BSG
Admin portal	Admin portal
Organisation Admin	OA
Service Admin	SA
Service Provider	SP
Service Provider Admin	SPA
External agency/agencies	Agency/Agencies
Applicant's portal	Applicant portal
End User (e.g Applicant/Citizen/User/Attendees/ Participants)	User
Staging Environment (Environment used for testing/demo)	STG
Production Environment (Live Environment that is already online)	PROD

Roles available on BookingSG

Role	User Access	
Administrators	Agency / Organisation Admin	Mandatory
	Service Admin	Mandatory
	Service Provider Admin	Optional user access to manage non-human resources
	Service Provider	Mandatory, but optional login access creation for non-human resources
End User	Applicants	
	Anonymous	

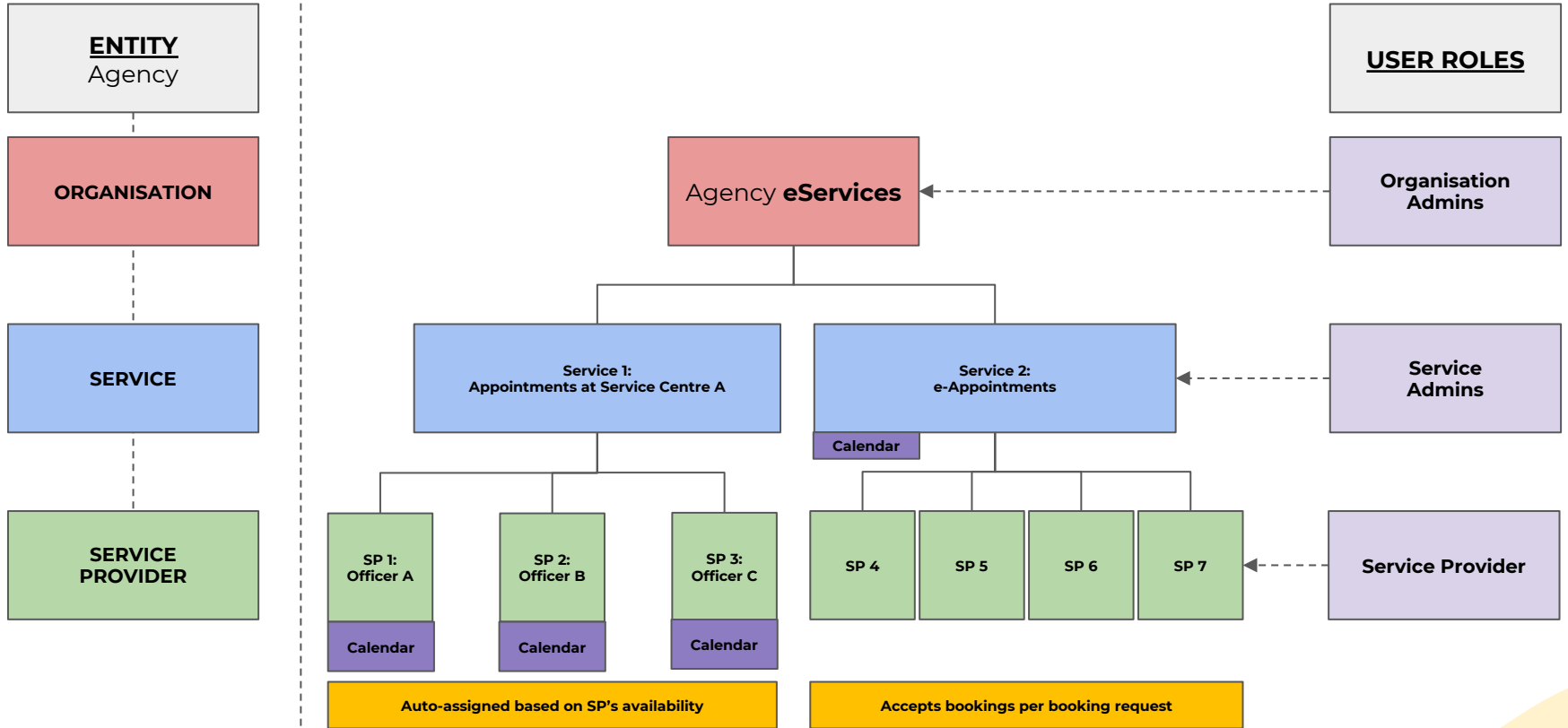
- An organisation can have multiple services
- A service can have multiple service providers
- An applicant can make bookings logged in with Singpass or without being logged in with SingPass and therefore known as an anonymous user
- An anonymous user does not need a SingPass login, but requires an NRIC

Admin Access Controls

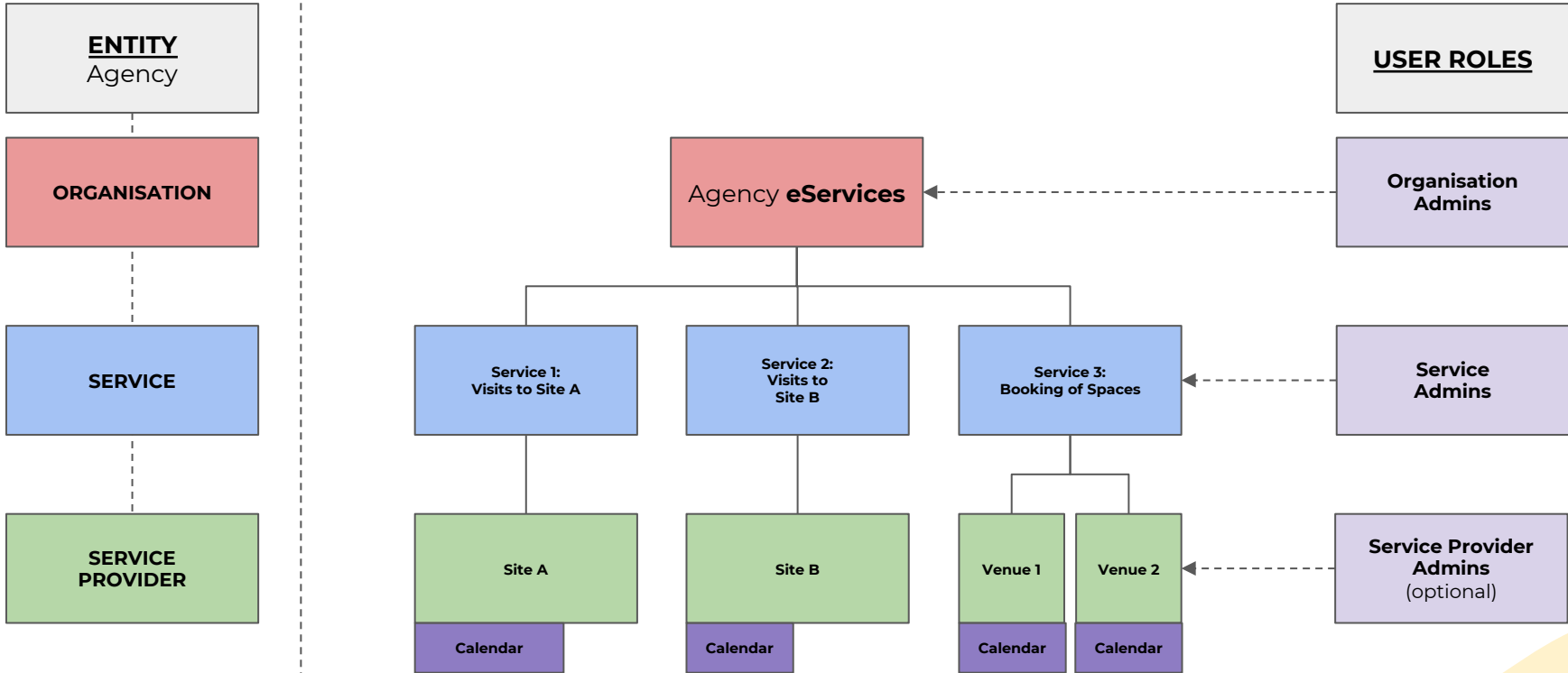
Overview

	Organisation Admin	Service Admin	Service Provider	Service Provider Admin
Add and manage service(s)	Done via support ticket			
Configure global rules for notifications and notification templates				
Configure booking rules for Service(s); timeframe for booking, slot assignment				
Add and manage service provider(s); eg. officers, facilities, or inventory				
View calendar/availability under other (unassigned) Service(s)				
Manage booking requests; Create, accept or reject				
Set availability (or capacity for resources)				

Sample BSG structure for appointments



Sample BSG structure for public visits or resources



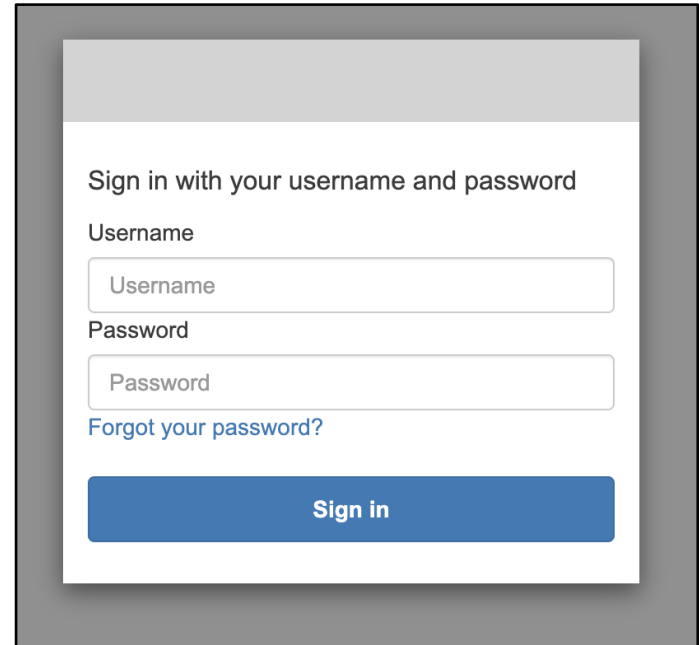
Guide for Organisation Admin (OA)



Getting Started

Login to Admin Portal

- To gain access to the Admin Portal as an Organisation Admin (OA) – please submit a request to support@booking.gov.sg to attain your account credentials.
- You'll be provided the credentials to **login and reset your password for the first time within 48 hours**. A delay to do so will result in the account creation invitation being invalidated (this is for security reasons).
- After you have reset your password, on first login – you will land on the *Services* page.

A screenshot of the Admin Portal login interface. The form is titled "Sign in with your username and password". It contains two input fields: "Username" and "Password". Below the password field is a link that says "Forgot your password?". At the bottom of the form is a blue button labeled "Sign in". The entire form is enclosed in a grey border.

Sign in with your username and password

Username

Password

[Forgot your password?](#)

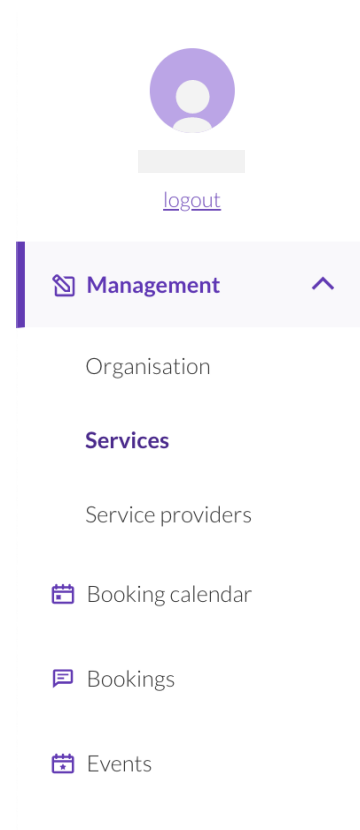
Sign in

Getting Started

Navigating the Admin Portal

Upon your first login, you will be navigated to the *Services* page.

- On the left side of the page, you'll see the following tabs: **Management (Organisation, Services, Service providers), Booking calendar, Bookings and Events.**
- **Organisation:** Clicking on this tab will lead you to the *Organisation* page whereby as an OA, you'll be able to create Service Provider labels that can be used by all SPs under the organisation.
- **Services:** Clicking on this tab will lead you to the *Services* page whereby as an OA, you'll be able to see all the available Services available for your organisation.
- **Service providers:** Clicking on this tab will lead you to the *Service providers* page whereby as an OA, you'll be able to see all the available Service providers for your organisation.
- **Booking calendar:** Clicking on this tab will lead you to the *Booking calendar* page whereby as an OA, you'll be able to see the calendars of all available services.
- **Bookings:** Clicking on this tab will lead you to the *Bookings* page whereby as an OA, you'll be able to see all the bookings made for the various services.

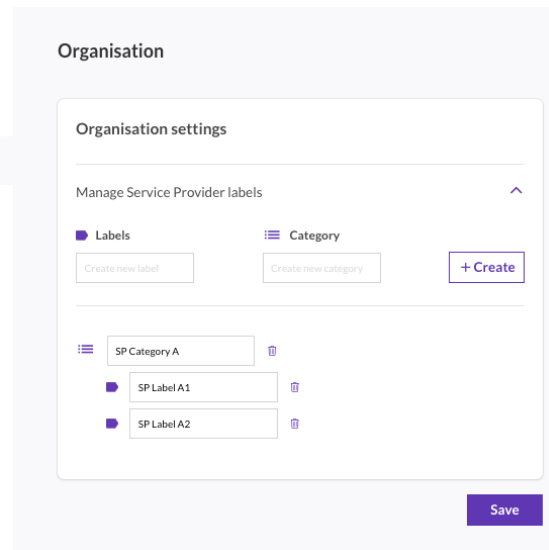
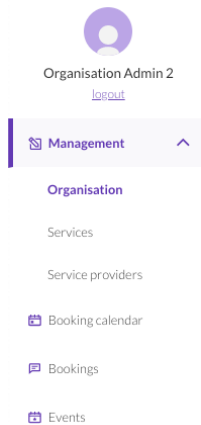


Management | Organisation

Overview

OVERVIEW Organisation

- OA is **able** to **VIEW** all *Service Provider labels created for the organisation*
- OA is **able** to **UPDATE** existing *Service Provider labels*
- OA is **able** to **CREATE** new *Service Provider labels*
- OA is **able** to **DELETE** *Service Provider labels*

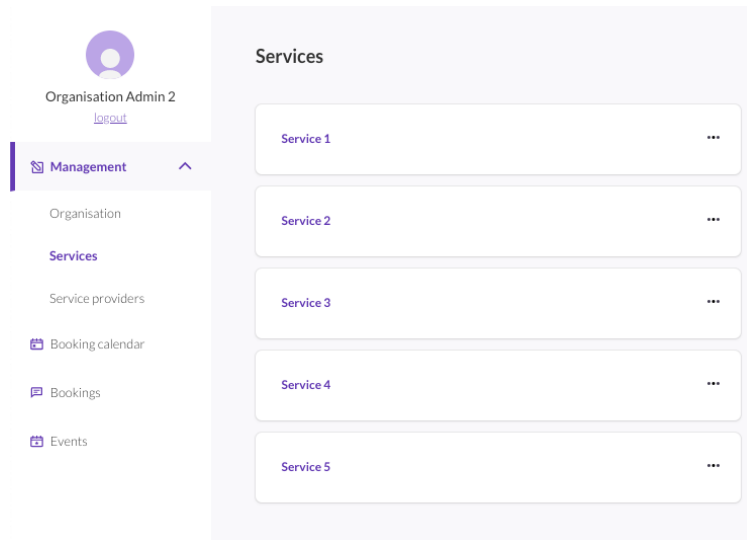


Management | Services

Overview

- OA is **able** to **VIEW** Services
- OA is **able** to **UPDATE** Services
- OA is **not able** to **CREATE** new Services*
(function is still in development)
- OA is **not able** to **DELETE** Services*
(function is still in development)

*Note: To delete any Service/create new Services when already in PROD, please submit a request to support@booking.gov.sg



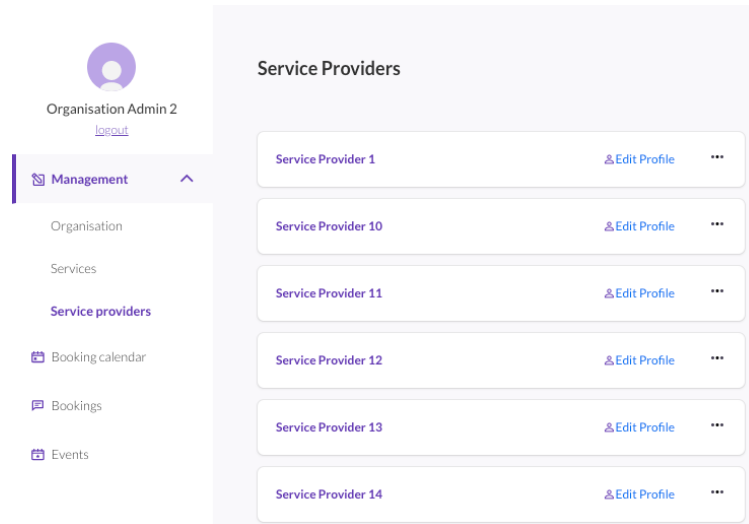
Management | Service Providers

Overview

OVERVIEW Service Providers

- OA is **able** to **VIEW** all *Service Providers*
- OA is **able** to **UPDATE** *Service Providers*
- OA is **not able** to **CREATE** new *Service Providers** within the portal (*function is still in development*)
- OA is **not able** to **DELETE** *Service Providers** (*function is still in development*)

*Note: To create new or delete any existing Service Providers when already in PROD, please submit a request to support@booking.gov.sg



Booking Calendar

Overview

OVERVIEW Booking calendar

- OA is **able** to **VIEW** all bookings in the calendar
- OA is **able** to **UPDATE** any bookings in the calendar
- OA is **able** to **CREATE** new bookings in the calendar
- OA is **able** to **DELETE** any bookings that has not past the booking date/timeslot in the calendar

Bookings Calendar

Service: Service 1 | Service providers: Please select | [Apply filters](#)

Month | Day

TODAY < January 2023 >

Mon	Tue	Wed	Thu	Fri	Sat	Sun
26	27	28	29	30	31	01
02 3 available	03	04 16 available	05 Fully booked	06 16 available	07	08
09 4 available	10	11 16 available	12	13 16 available	14	15
16 4 available	17 3 available	18 16 available	19	20 16 available	21	22
23 4 available	24 3 available	25 19 available	26	27 16 available	28	29
30 4 available	31	01	02	03	04	05

Bookings

Overview

- OA is **able** to **VIEW** all bookings
- OA is **able** to **UPDATE** any bookings
- OA is **able** to **CREATE** new bookings
- OA is **able** to **DELETE** any bookings

Bookings

Service: NRIC or FIN: Booking ID:

Event: Service provider: Contact number:

[Show more](#)

View status: Pending approval Pending acceptance Accepted Cancelled Rejected

Showing 31-40 of 43 results

Booking information

CREATION DATE	BOOKING ID	NRIC OR FIN	CONTACT NUMBER	EMAIL ADDRESS
23 Sep 2022	JAMISyP	S****567D		

Slot information

SERVICE	SERVICE PROVIDER	DATE	TIME
Service 1	Service Provider 1	23 Sep 2022	3pm to 4pm



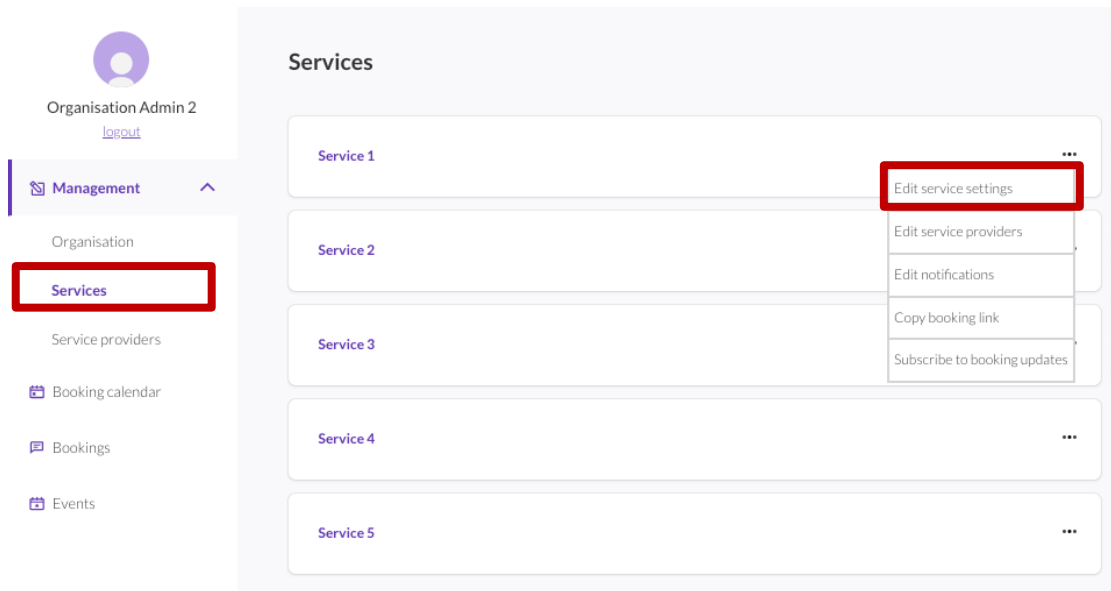
How-To Guides **for OA**

Step-by-step based on Scenarios

Service | Update Details

How to update details of a Service

1. Go to the *Services* tab.
2. Find the particular service that you want to update details.
3. Click on the *more options* button for that service and select *Edit service settings* from the dropdown.



Service | Update Details

How to update details of a Service

4. Update the details accordingly.
5. Click on Save to update changes.

Note:

Fields for Service name and Service description will be displayed to Citizens when they are making a booking on the Citizens booking calendar page.

Update Service

Service name

Service description

Maximum 500 characters

 Hide NRIC field in citizen form Auto assign service provider

Booking limitations

Set a limitation for number of bookings allowed per NRIC or mobile number

 No limitations Only one booking per date

Multiple bookings cannot be made for the same date

 Only one upcoming booking

New bookings cannot be made until the upcoming booking has passed

Video conference settings 

Email domain settings 

Manage service labels 

Booking timeframe settings 

Cancel

Save

Service Provider | Update Details

How to update details of a Service Provider

HOW-TO Setting up
Service Provider Details 1 | 2

1. Go to the *Service Provider* tab.
2. Find the particular service provider (SP) that you want to update details for
3. Click on *Edit Profile*.

The screenshot displays the 'Service Providers' management interface. On the left, a sidebar menu is visible under the 'Management' section, with 'Service providers' highlighted by a red box. The main content area, titled 'Service Providers', lists five service providers: 'Service Provider 1', 'Service Provider 10', 'Service Provider 11', 'Service Provider 12', and 'Service Provider 13'. Each entry includes an 'Edit Profile' link, which is highlighted by a red box in the first row.

Service Provider	Actions
Service Provider 1	Edit Profile ...
Service Provider 10	Edit Profile ...
Service Provider 11	Edit Profile ...
Service Provider 12	Edit Profile ...
Service Provider 13	Edit Profile ...

Service Provider | Update Details

How to update details of a Service Provider

4. Update the relevant details accordingly.
5. Click on Save to update changes.

Note:

Email address entered here will receive email notifications on the assignment of bookings and any changes being made to the bookings (e.g approved/cancelled).

Service Providers

Service provider details
Add details about the service provider like their name, email and a description

Name*
Service Provider 1B

Alias name
This is the name displayed to the citizen

Email

Phone number

Service provider description
Maximum 500 characters
Enter a short caption about the service provider

Service provider expiry date
--/------

Service provider labels
Manage and assign labels and categories to the service provider

SP Category A
Add Label

Back Save

Managing Schedules

For Service Providers under a particular Service

Note:

Before updating a schedule – ensure that requests for the creation of a Service and Service providers have been submitted to the BSG team.

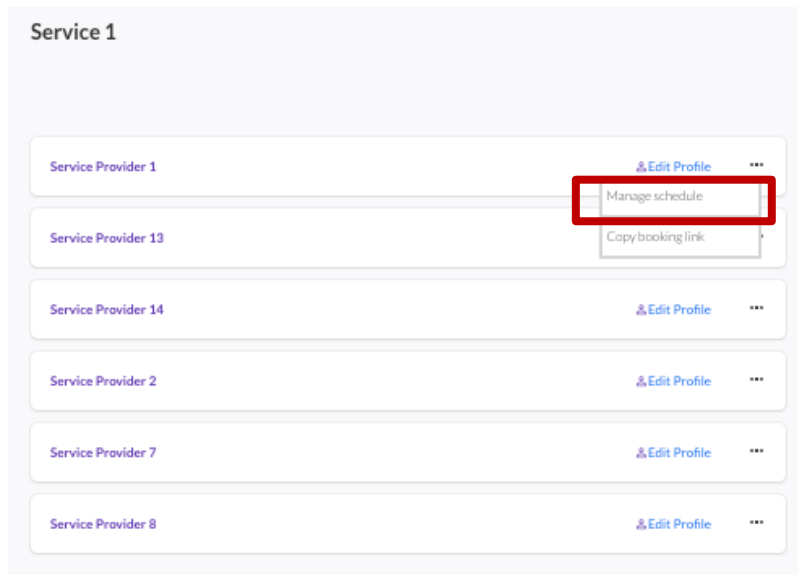
1. Go to the *Services* tab
2. Under more options for the particular Service, select *Edit service providers* from the dropdown.

The screenshot displays a user interface for managing services. On the left, a sidebar shows the user profile 'Organisation Admin 2' with a 'logout' link, and a navigation menu with 'Management' (selected), 'Organisation', 'Services' (highlighted with a red box), 'Service providers', 'Booking calendar', 'Bookings', and 'Events'. The main area is titled 'Services' and contains a list of five services. A dropdown menu is open for 'Service 1', showing options: 'Edit service settings', 'Edit service providers' (highlighted with a red box), 'Edit notifications', 'Copy booking link', and 'Subscribe to booking updates'.

Managing Schedules

For Service Providers under a particular Service

3. Click on *Edit Profile* for the SP you want to manage schedule for, and select *Manage schedule*.
4. You will be navigated to the specific SP's calendar page.



Managing Schedules

For Service Providers under a particular Service

- To reset schedule, click on *Reset Schedule* and you'd be navigated to the page to reset.
- Settings you can configure:
 - Service Duration** that sets how long each timeslot is for
 - Preferred bookable hours** by day and working duration
 - Booking allowance/capacity** within bookable duration
 - Unavailable hours** that SP will not take any bookings
 - Service date range** as an optional setting to limit the recurrence, if not set, the service schedule will recur forever.

Edit weekly schedule for Service Provider 1

[Reset Schedule](#)

Weekly Schedule

Week Day

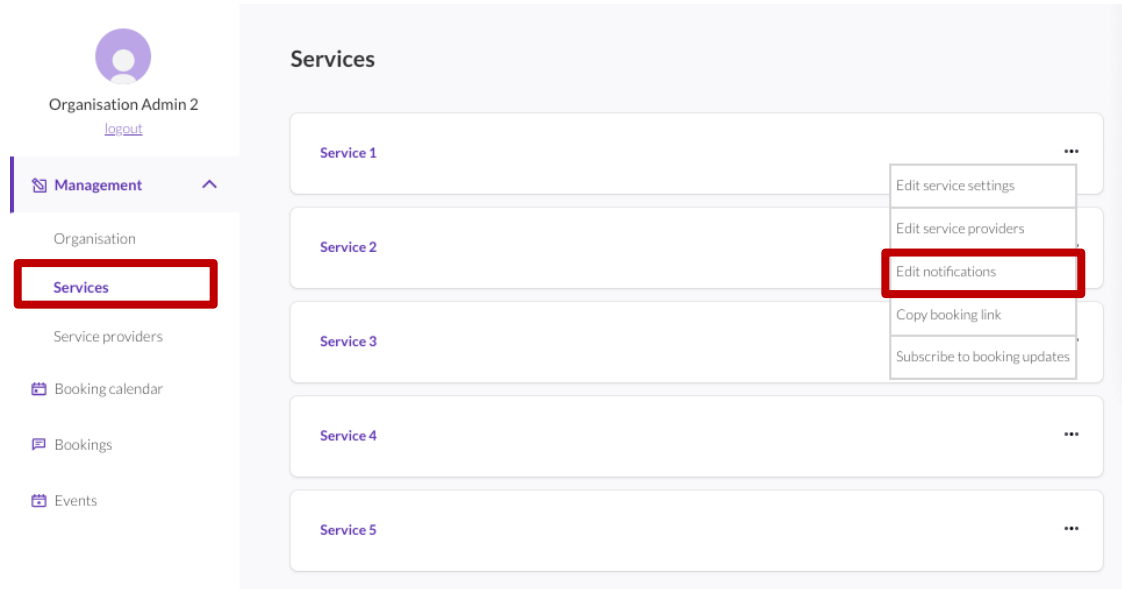
	Mon	Tue	Wed	Thu	Fri	Sat	Sun
12am							
1am							
2am							
3am							
4am							
5am							
6am							
7am							
8am							
9am			9:00am-10:00am 0		9:00am-10:00am 0		
10am			A:2 10:00am-11:00am 0		A:2 10:00am-11:00am 0		
11am			A:2 11:00am-12:00pm 0		A:2 11:00am-12:00pm 0		
12pm			A:2 12:00pm-1:00pm 0		A:2 12:00pm-1:00pm 0		

Setting up Email Notifications

Set and edit email notification templates

HOW-TO Setting up
Email Notifications 1 | 2

1. Go to the *Services* tab.
2. Find the particular service that you want to edit notifications settings for.
3. Click on the *more options* button for that service and select *Edit notifications* from the dropdown.



Setting up Email Notifications

Set and edit email notification templates

4. Select the template you'd like to customise from the dropdown list.
5. Insert any applicable variables from the listing available. Click on *Find out more* for more information on how to set up your email templates.
6. Make the necessary changes and Click *Update template* to save your changes

Service 1 - Edit Notifications

Choose from the different templates to select the notification template you'd like to edit. Enter the message to be displayed and then update your template.

Select template
New booking by Citizen - Send to Citizen

Insert variable
These are inputs that are variable and specific to a booking. [Find out more](#)
Please select Insert

B *I* U ~~S~~ `Code` `Code` Normal 14 Font

Your booking request has been received.
Booking for: {serviceName}.
Below is a confirmation of your booking details.
Booking status: {status}
Date: {date}
Time: {startAndEndTime}
{videoConferenceUrl}
{location}
{manageBookingLink}

You are editing: New booking by Citizen - Send to Citizen

Update template

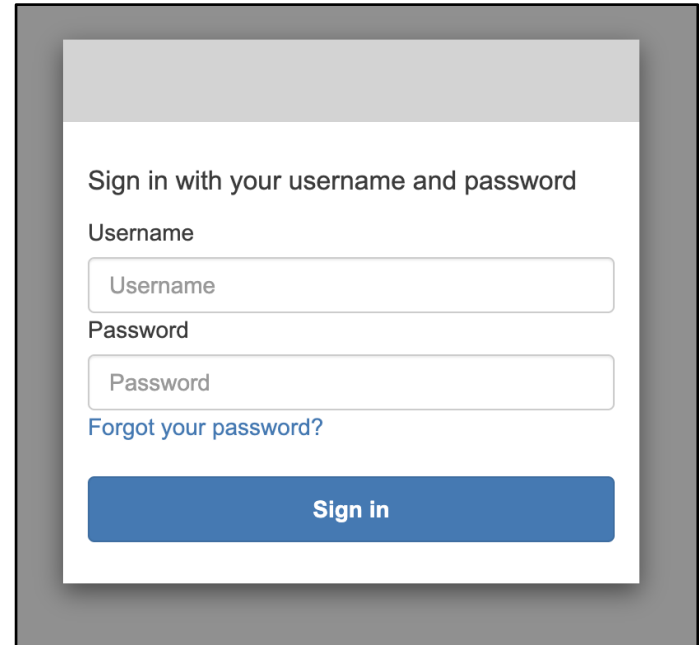
Guide for Service Admin (SA)



Getting Started

Login to Admin Portal

- Service Admin (SA) may login to Admin Portal using the credentials that have been created and accessed via the unique URL link that has been provided.
- **Login and reset your password for the first time within 48 hours.** A delay to do so will result in the account creation invitation being invalidated (this is for security reasons).
- After you have reset your password, on first login – you will land on the *Services* page.

A screenshot of the Admin Portal login interface. The form is centered on a white background with a grey border. At the top, it says "Sign in with your username and password". Below this are two input fields: "Username" and "Password". Under the password field is a blue link that says "Forgot your password?". At the bottom of the form is a large blue button with the text "Sign in" in white.

Sign in with your username and password

Username

Password

[Forgot your password?](#)

Sign in

Getting Started

Navigating the Admin Portal

Upon your first login, you will be navigated to the *Services* page.

- On the left side of the page, you'll see the following tabs: **Management (Services, Service providers), Booking calendar, Bookings and Events.**
- **Services:** Clicking on this tab will lead you to the *Services* page whereby as an SA, you'll be able to see all the available Services assigned to you.
- **Service providers:** Clicking on this tab will lead you to the Service providers page whereby as an SA, you'll be able to see the SPs assigned to your Service.
- **Booking calendar:** Clicking on this tab will lead you to the Booking calendar page whereby as an SA, you'll be able to see the calendars of the SPs under your Service(s).
- **Bookings:** Clicking on this tab will lead you to the Bookings page whereby as an SA, you'll be able to see all the bookings made under your assigned Service(s).



Service Admin 2

[logout](#)

 Management 

Services

Service providers

 Booking calendar

 Bookings

 Events

Management | Services

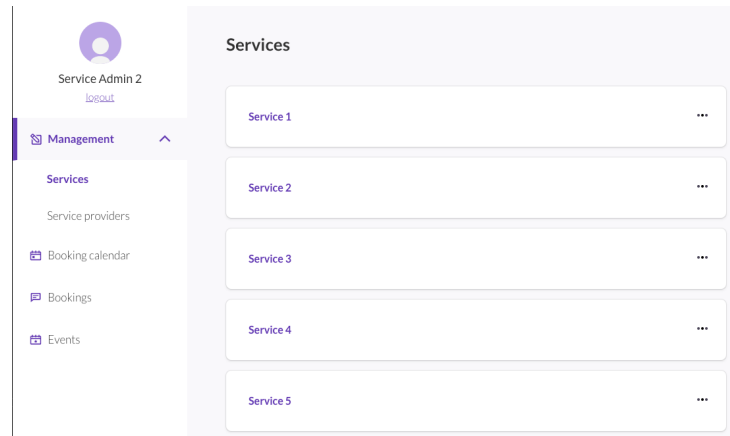
Overview

OVERVIEW Services

- SA is **able** to **VIEW** Services
- SA is **able** to **UPDATE** Services
- SA is **not able** to **CREATE** new Services*
(function is still in development)
- SA is **not able** to **DELETE** Services*
(function is still in development)

Note:

* Request from an OA for creation of new Service(s) or deletion of existing Service(s).



Management | Service Providers

Overview

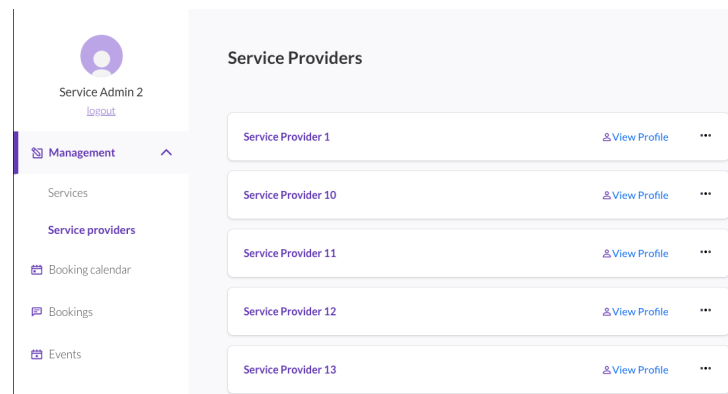
OVERVIEW Service Providers

- SA is **able** to **VIEW** *Service Providers* assigned under your Service(s)
- SA is **able** to **UPDATE** *Service Providers* assigned under your Service(s)
- SA is **not able** to **CREATE** new *Service Providers** within the portal (*function is still in development*)
- SA is **not able** to **DELETE** *Service Providers** (*function is still in development*)

Note:

* To create a new account for a SP that is a staff personnel, please submit request to support@booking.gov.sg

** To delete any SP after creation, please submit a request to support@booking.gov.sg



Bookings

Overview

- SA is **able** to **VIEW** bookings
- SA is **able** to **UPDATE** bookings
- SA is **able** to **CREATE** new bookings
- SA is **able** to **DELETE** bookings

Bookings

Service: NRIC or FIN: Booking ID:

Event: Service provider: Contact number:

[Show more](#)

View status: Pending approval Pending acceptance Accepted Cancelled Rejected

Showing 31-40 of 43 results

Booking information				
CREATION DATE	BOOKING ID	NRIC OR FIN	CONTACT NUMBER	EMAIL ADDRESS
23 Sep 2022	JAMISyP	S****567D		
Slot information				
SERVICE	SERVICE PROVIDER	DATE	TIME	
Service 1	Service Provider 1	23 Sep 2022	3pm to 4pm	



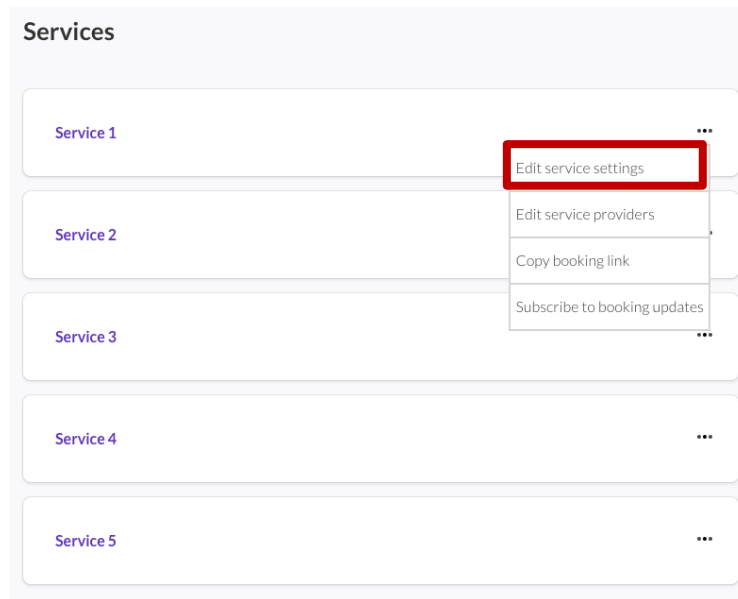
How-To Guides **for SA**

Step-by-step based on Scenarios

Service | Update Details

How to update details of a Service

1. Go to the *Services* tab.
2. Find the particular service that you want to update details.
3. Click on the *more options* button for that service and select *Edit service settings* from the dropdown.



Service | Update Details

How to update details of a Service

4. Update the details accordingly.
5. Click on Save to update changes.

Note:

Fields for Service name and Service description will be displayed to Citizens when they are making a booking on the Citizens booking calendar page.

Update Service

Service name

Service description

Maximum 500 characters

This is the description for Service 1.

Hide NRIC field in citizen form

Auto assign service provider

Booking limitations

Set a limitation for number of bookings allowed per NRIC or mobile number

No limitations

Only one booking per date

Multiple bookings cannot be made for the same date

Only one upcoming booking

New bookings cannot be made until the upcoming booking has passed

Video conference settings



Email domain settings



Manage service labels



Booking timeframe settings



Cancel

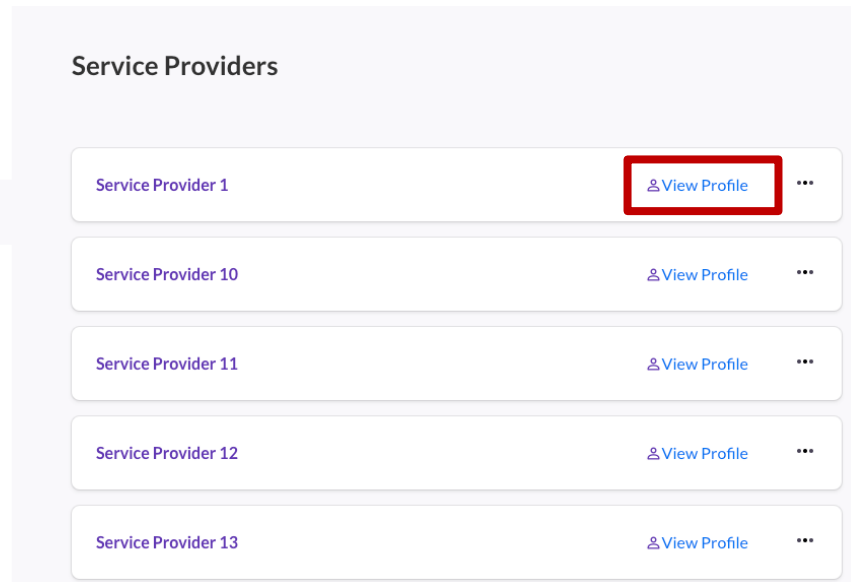
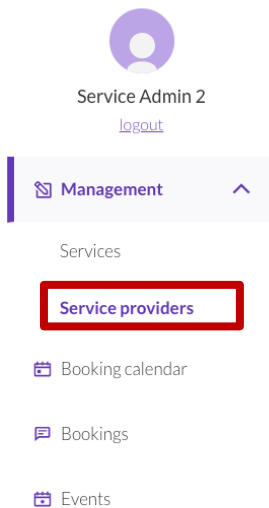
Save

Service Provider | Update Details

How to update details of a Service Provider

HOW-TO Setting up
Service Provider Details 1 | 2

1. Go to the *Service Provider* tab.
2. Find the particular service provider (SP) that you want to update details for
3. Click on *View Profile*.



Service Provider | Update Details

How to update details of a Service Provider

HOW-TO Setting up
Service Provider Details 2 | 2

4. Update the relevant details accordingly.
5. Click on Save to update changes.

Note:

Email address entered here will receive email notifications on the assignment of bookings and any changes being made to the bookings (e.g approved/cancelled).

Service Providers

Service provider details
Add details about the service provider like their name, email and a description

Name*
Service Provider 1B

Alias name
This is the name displayed to the citizen

Email

Phone number

Service provider description
Maximum 500 characters
Enter a short caption about the service provider

Service provider expiry date
--/------

Service provider labels
Manage and assign labels and categories to the service provider

SP Category A
Add Label

Back Save

Managing Schedules

For Service Providers under a particular Service

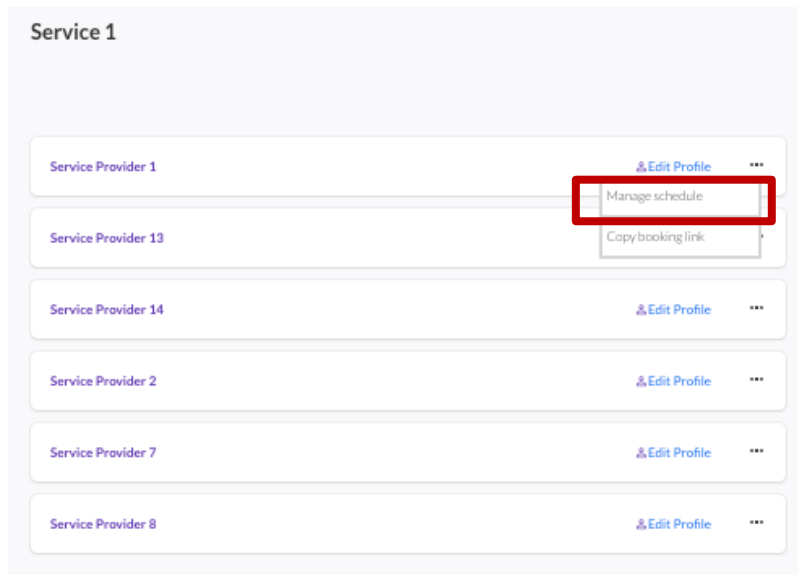
1. Go to the *Services* tab
2. Under more options for the particular Service, select *Edit service providers* from the dropdown.

The screenshot displays the Service Admin interface. On the left, a sidebar shows the user profile 'Service Admin 2' with a 'logout' link. Below the profile, a 'Management' dropdown menu is open, with the 'Services' option highlighted by a red box. The main content area, titled 'Services', lists four services: 'Service 1', 'Service 2', 'Service 3', and 'Service 4'. For 'Service 2', a dropdown menu is open, showing options: 'Edit service settings', 'Edit service providers' (highlighted with a red box), 'Copy booking link', and 'Subscribe to booking updates'. Each service entry has a three-dot menu icon to its right.

Managing Schedules

For Service Providers under a particular Service

3. Click on *Edit Profile* for the SP you want to manage schedule for, and select *Manage schedule*.
4. You will be navigated to the specific SP's calendar page.



Managing Schedules

For Service Providers under a particular Service

- To reset schedule, click on *Reset Schedule* and you'd be navigated to the page to reset.
- Settings you can configure:
 - Service Duration** that sets how long each timeslot is for
 - Preferred bookable hours** by day and working duration
 - Booking allowance/capacity** within bookable duration
 - Unavailable hours** that SP will not take any bookings
 - Service date range** as an optional setting to limit the recurrence, if not set, the service schedule will recur forever.

Reset Schedule

Edit weekly schedule for Service Provider 1

Weekly Schedule

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
12am							
1am							
2am							
3am							
4am							
5am							
6am							
7am							
8am							
9am			9:00am-10:00am 0		9:00am-10:00am 0		
10am			A:2 10:00am-11:00am 0		A:2 10:00am-11:00am 0		
11am			A:2 11:00am-12:00pm 0		A:2 11:00am-12:00pm 0		
12pm			A:2 12:00pm-1:00pm 0		A:2 12:00pm-1:00pm 0		

Managing Bookings

Making a booking for Applicant as a Service Admin

1. Go to the *Booking calendar* tab.
2. Select the right *Service* and *Service provider* you would like to book for using the dropdown list on the filter.
3. Click on *Apply filters* after you've made the selections.

The screenshot displays the 'Bookings Calendar' interface. On the left, a sidebar shows the user 'Service Admin 2' with a 'logout' link and a navigation menu with 'Management', 'Services', 'Service providers', 'Booking calendar' (highlighted with a red box), 'Bookings', and 'Events'. The main area features a 'Service' dropdown menu (highlighted with a red box) set to 'Service 1'. Below it are 'Month' and 'Day' view options. A 'Service providers' dropdown menu (highlighted with a red box) is open, showing a search bar and a list of providers: 'Service Provider 1', 'Service Provider 13', 'Service Provider 14', 'Service Provider 2', and 'Service Provider 7'. An 'Apply filters' button (highlighted with a red box) is located to the right of the dropdown. The calendar grid shows dates from 26 to 05. The date 05 is highlighted as 'TODAY' and marked as 'Fully booked'. Other dates show availability counts, such as '3 available' on 02 and '16 available' on 04.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
26	27	28	29	30	31	01
02 3 available	03	04 16 available	05 Fully booked	06 16 available	07	08
09 4 available	10	11 16 available	12	13 16 available	14	15
16 4 available	17 3 available	18 16 available	19	20 16 available	21	22
23 4 available	24 3 available	25 19 available	26	27 16 available	28	29
30 4 available	31	01	02	03	04	05

Managing Bookings

Making a booking for Applicant as a Service Admin

4. Select an available slot to *Create Booking*.
5. Or click, drag and highlight across the duration to create an **ad-hoc booking slot** with *Set a slot*.
6. Fill in the necessary details required for a booking and click on *Save*.

The screenshot displays a booking interface with a calendar grid on the left and a booking form on the right. The calendar grid shows time slots from 9am to 8pm. The 12:00pm-1:00pm slot is highlighted, and a modal window is open over it. The modal window has a title '13 Jan 2023' and a close button 'X'. It contains two buttons: 'Create booking' (highlighted with a red box) and 'Set unavailabilities'. The booking form on the right has a title 'Required documents submitted?' and a dropdown menu 'Please select one option' with radio buttons for 'Yes', 'No', and 'None' (selected). Below this is 'Additional info' with a dropdown 'Select all that applies' and three checkboxes for 'Option 1', 'Option 2', and 'Option 3'. There is a 'Type of request' dropdown 'Please select' and a 'Remarks (if any)' text area. At the bottom, there is a 'Terms & Conditions' section with a checkbox 'By checking this box, I acknowledge that I have read and understood the terms and conditions.' and a 'Save' button (highlighted with a red box).

Managing Bookings

Search, Accept, Approve, Reject Bookings

1. Go to the *Bookings* tab.
2. Select the relevant search values from the filtering options and click on *Apply filter*.
3. You can choose to *Export bookings* after you've applied your filters, to download a .csv file based on the filtered results.

The screenshot displays the 'Bookings' management interface. On the left is a navigation sidebar with options: Management, Services, Service providers, Booking calendar, **Bookings** (selected), and Events. The main content area is titled 'Bookings' and contains a search filter section with the following fields:

- Service:** Please select (dropdown)
- NRIC or FIN:** NRIC or FIN (text input)
- Booking ID:** Booking ID (text input)
- Event:** Please select (dropdown)
- Service provider:** Search service provider (text input)
- Contact number:** +65XXXXXXXX (text input)

Below the filters is a 'View status' section with checkboxes for Pending approval, Pending acceptance, Accepted, Cancelled, and Rejected. An 'Apply filters' button is located at the bottom right of the filter section. Below the filters is an 'Export bookings' button. The main area shows a list of results, with the first entry highlighted:

Mr SG Father with only normal children (Accepted)

Booking information

CREATION DATE	BOOKING ID	NRIC OR FIN	CONTACT NUMBER	EMAIL ADDRESS
25 Oct 2022	DA7d3Dp4	S****439H	+65 8815 8701	gt.govandi@gmail.com

Slot information

SERVICE	SERVICE PROVIDER	DATE	TIME
Service 4	Service Provider 11	3 Nov 2022	1pm to 2pm

Showing 21–30 of 43 results

Managing Bookings

Search, Accept, Approve, Reject Bookings

- Bookings will be listed based on your search values and filters. Go to the specific booking to *View booking details* by clicking for more options with the dropdown list.
- To update any details for a particular booking, select *Edit Booking*.
- If your *Service* has a 2-step workflow, you can also *Approve* or *Reject a Pending Approval* booking request.

The screenshot displays a booking management interface. At the top left, there is a status indicator 'SS' and a 'Pending approval' tag. On the right side, there is a dropdown menu with three options: 'View booking details', 'Edit Booking', and an empty box. Below this, there are two tables of booking information. The first table, 'Booking information', has columns for Creation Date, Booking ID, NRIC or FIN, Contact Number, and Email Address. The second table, 'Slot information', has columns for Service, Service Provider, Date, and Time. At the bottom right, there are two buttons: 'Reject' and 'Approve', both highlighted with a red border.

Booking information				
CREATION DATE	BOOKING ID	NRIC OR FIN	CONTACT NUMBER	EMAIL ADDRESS
13 Oct 2022	Ly0g1zk0	S****567D	+65 9833 3457	test@gmail.com

Slot information			
SERVICE	SERVICE PROVIDER	DATE	TIME
Service 1	Service Provider 1	21 Oct 2022	9am to 10am

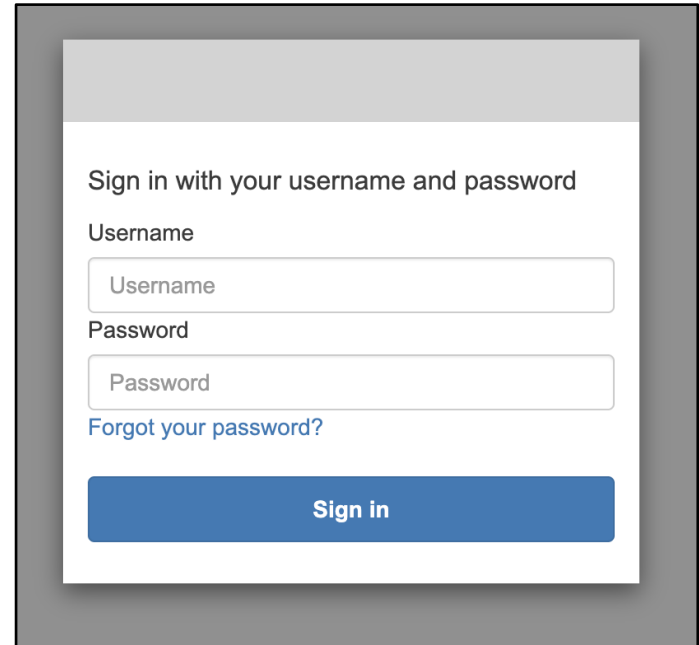
Guide for Service Provider (SP)



Getting Started

Login to Admin Portal

- Service Provider (SP) may login to Admin Portal using the credentials that have been created and accessed via the unique URL link that has been provided.
- **Login and reset your password for the first time within 48 hours.** A delay to do so will result in the account creation invitation being invalidated (this is for security reasons).
- After you have reset your password, on first login – you will land on the *Service Providers* page to set your schedule.



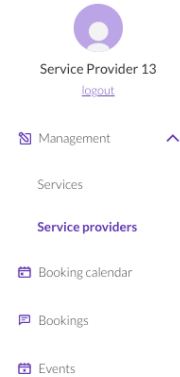
The image shows a login form for the Admin Portal. It is titled "Sign in with your username and password". Below the title, there are two input fields: "Username" and "Password". Below the "Password" field, there is a link that says "Forgot your password?". At the bottom of the form, there is a blue button labeled "Sign in".

Getting Started

Navigating the Admin Portal

Upon your first login, you will be navigated to the *Service providers* page.

- On the left side of the page, you'll see the following tabs: **Management (Services, Service providers), Booking calendar, Bookings and Events.**
- **Services:** Clicking on this tab will lead you to the *Services* page whereby as an SP, you'll be able to see the available Service(s) assigned to you.
- **Service providers:** Clicking on this tab will lead you to the *Service providers* page whereby as an SP, you will be able to view and update your profile.
- **Booking calendar:** Clicking on this tab will lead you to the *Booking calendar* page whereby as an SP, you'll be able to see your own calendar.
- **Bookings:** Clicking on this tab will lead you to the *Bookings* page whereby as an SP, you'll be able to see bookings assigned to you or pending your acceptance.



Set schedule

For citizens to start making bookings, set up your working schedule here. This will affect your bookable times.

Service Duration

Set up the minimum duration of your service slots. This can be edited later at any time.

Service Duration

Preferred bookable hours

Set up your preferred service opening and closing times here. This will affect bookable times.

Sunday to

How many bookings can be made on this slot?

bookings

Monday to

How many bookings can be made on this slot?

bookings

Management | Services

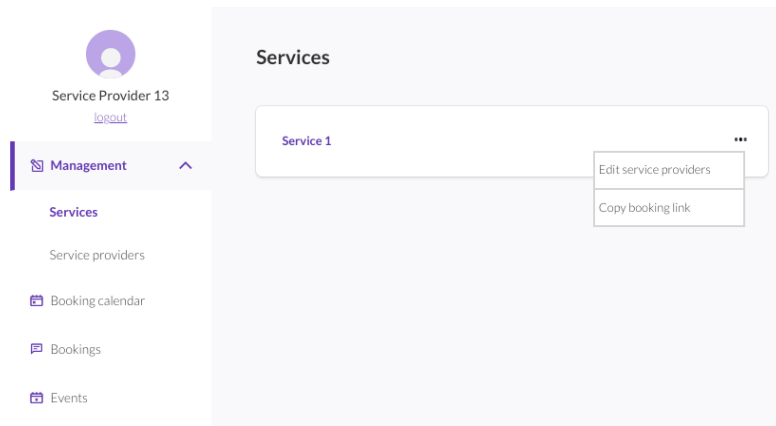
Overview

OVERVIEW Services

- SP is **able** to **VIEW** *Services*
- SP is **not able** to **UPDATE** *Services**
- SP is **not able** to **CREATE** new *Services**
- SP is **not able** to **DELETE** *Services**

Note:

* These functionalities are only available to Organisation Admin / Service Admin



Management | Service Providers

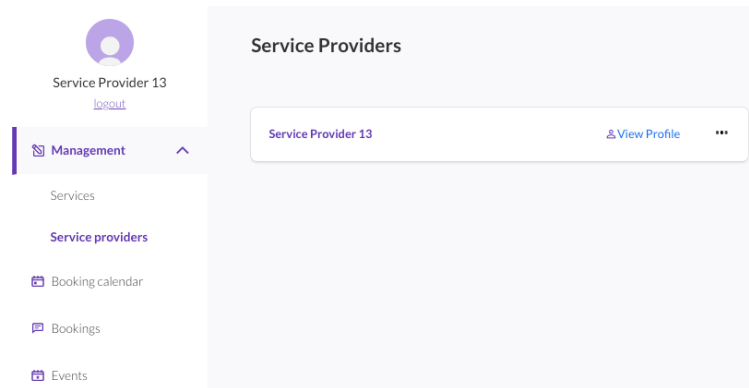
Overview

OVERVIEW Service Providers

- SP is **able** to **VIEW** your own profile as a *Service Provider*
- SP is **able** to **UPDATE** your own profile as a *Service Provider*
- SP is **not able** to **CREATE** new *Service Providers**
- SP is **not able** to **DELETE** *Service Providers**

Note:

* These functionalities are only available to Organisation Admin / Service Admin



Bookings

Overview

- SP is **able** to **VIEW** bookings
- SP is **able** to **UPDATE** bookings
- SP is **able** to **CREATE** new bookings
- SP is **able** to **DELETE** bookings

Bookings

Service: NRIC or FIN: Booking ID:

Event: Service provider: Contact number:

[Show more](#)

View status: Pending approval Pending acceptance Accepted Cancelled Rejected

Showing 31-40 of 43 results

Booking information

CREATION DATE	BOOKING ID	NRIC OR FIN	CONTACT NUMBER	EMAIL ADDRESS
23 Sep 2022	JAMIS0yP	S****567D		

Slot information

SERVICE	SERVICE PROVIDER	DATE	TIME
Service 1	Service Provider 1	23 Sep 2022	3pm to 4pm



How-To Guides **for SP**

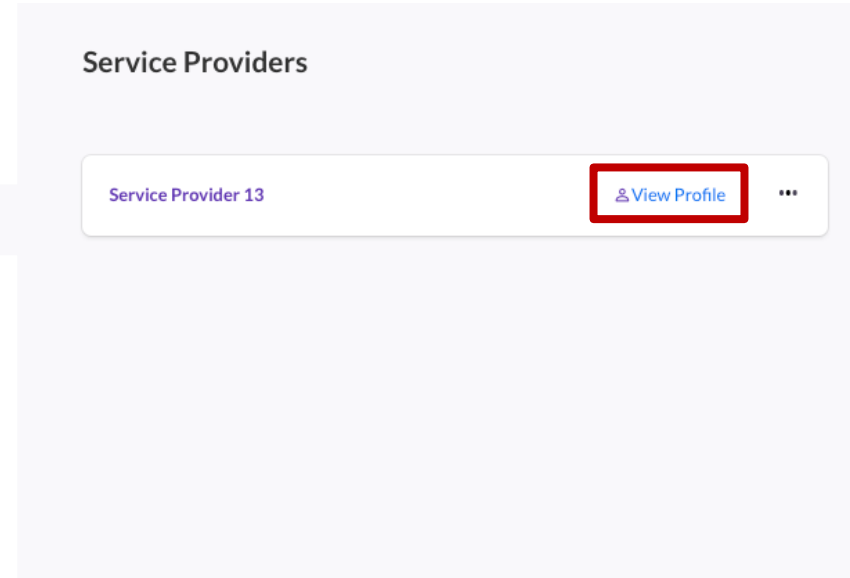
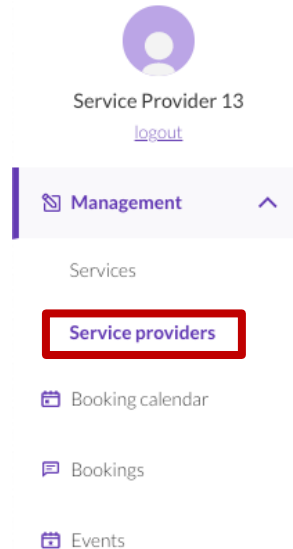
Step-by-step based on Scenarios

Update Profile Details

How to update your details as a Service Provider

HOW-TO Setting up
Service Provider Details 1 | 2

1. Go to the *Service Provider* tab.
2. Find the particular service provider (SP) that you want to update details for
3. Click on *View Profile*.



Update Profile Details

How to update your details as a Service Provider

4. Update the relevant details accordingly.
5. Click on Save to update changes.

Note:

Email address entered here will receive email notifications on the assignment of bookings and any changes being made to the bookings (e.g approved/cancelled).

Service Providers

Service provider details
Add details about the service provider like their name, email and a description

Name*
Service Provider 1B

Alias name
This is the name displayed to the citizen

Email

Phone number

Service provider description
Maximum 500 characters
Enter a short caption about the service provider

Service provider expiry date
--/--/----

Service provider labels
Manage and assign labels and categories to the service provider

SP Category A
Add Label

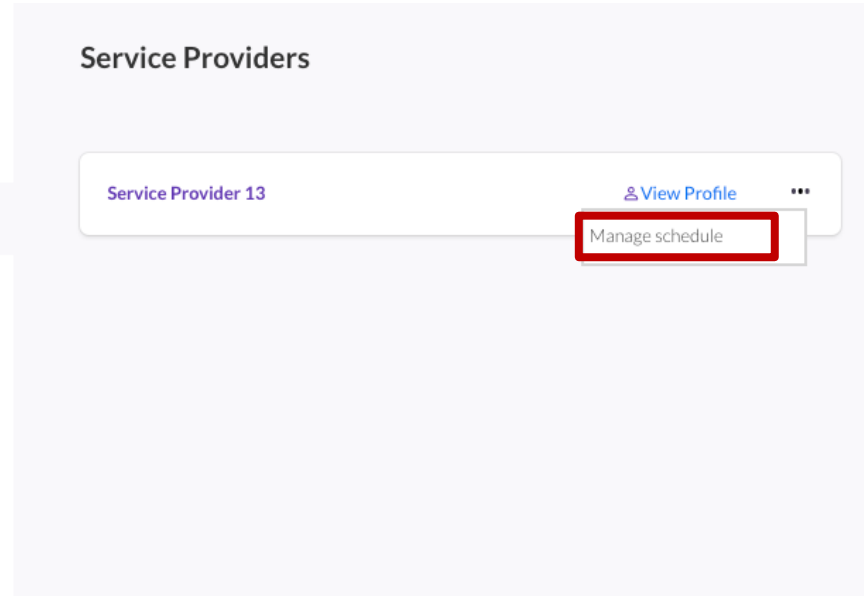
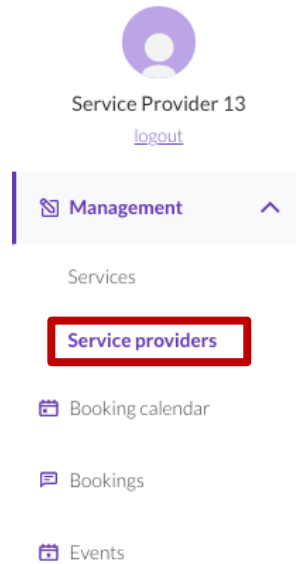
Back Save

Managing Schedules

Setting your availabilities as a Service Provider

HOW-TO Setting up
Manage Schedule 1 | 2

1. Go to the *Service providers* tab
2. Beside *View Profile*, click on more options and select *Manage Schedule* from the dropdown list.
3. You will be navigated to your calendar page. If you have not set your schedule upon your first login, you will return to *Set schedule* page.



Managing Schedules

Setting your availabilities as a Service Provider

HOW-TO Setting up
Manage Schedule 2 | 2

- To reset schedule, click on *Reset Schedule* and you'd be navigated to the page to reset.
- Settings you can configure:
 - Service Duration** that sets how long each timeslot is for
 - Preferred bookable hours** by day and working duration
 - Booking allowance/capacity** within bookable duration
 - Unavailable hours** that you will not be able to take any bookings
 - Service date range** as an optional setting to limit the recurrence, if not set, the service schedule will recur forever.

Edit weekly schedule for Service Provider 13

Reset Schedule

Weekly Schedule

Week Day

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
12am							
1am							
2am							
3am							
4am							
5am							
6am							
7am							
8am							
9am	9:00am-10:00am ⌵ 1	9:00am-10:00am ⌵ 1	9:00am-10:00am ⌵ 1	9:00am-10:00am ⌵ 1	9:00am-10:00am ⌵ 1		
10am	10:00am-11:00am ⌵ 1	10:00am-11:00am ⌵ 1	10:00am-11:00am ⌵ 1	10:00am-11:00am ⌵ 1	10:00am-11:00am ⌵ 1		
11am	11:00am-12:00pm ⌵ 1	11:00am-12:00pm ⌵ 1	11:00am-12:00pm ⌵ 1	11:00am-12:00pm ⌵ 1	11:00am-12:00pm ⌵ 1		
12pm							
1pm	1:00pm-2:00pm ⌵ 1	1:00pm-2:00pm ⌵ 1	1:00pm-2:00pm ⌵ 1	1:00pm-2:00pm ⌵ 1			
2pm	2:00pm-3:00pm	2:00pm-3:00pm	2:00pm-3:00pm	2:00pm-3:00pm			

Managing Bookings

HOW-TO Managing Bookings
Make a booking 1 | 2

Making a booking for Applicant as a Service Provider

1. Go to the *Booking calendar* tab.
2. Select from available slots from the monthly calendar view.
3. You will be navigated to the day-view to select the timeslot.

The screenshot displays the 'Bookings Calendar' interface. On the left, a sidebar shows navigation options: 'Management', 'Services', 'Service providers', 'Booking calendar' (highlighted with a red box), 'Bookings', and 'Events'. The main area shows the 'Bookings Calendar' with filters for 'Service' (Service 1) and 'Service providers' (Please select). Below the filters, there are tabs for 'Month' and 'Day'. The calendar view shows 'January 2023' with a 'TODAY' button. The calendar grid shows dates from 26 to 01. A red box highlights the dates from 02 to 11, indicating the selected booking period. Each date in this range shows '7 available' slots.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
26	27	28	29	30	31	01
02 7 available	03 7 available	04 7 available	05 7 available	06 7 available	07	08
09 7 available	10 7 available	11 11	12 7 available	13 7 available	14	15
16 7 available	17 7 available	18 7 available	19 7 available	20 7 available	21	22
23 7 available	24 7 available	25 7 available	26 7 available	27 7 available	28	29
30 7 available	31 7 available	01	02	03	04	05

Managing Bookings

Making a booking for Applicant as a Service Provider

4. Select an available slot to *Create Booking*.
5. Or click, drag and highlight across the duration to create an **ad-hoc booking slot** with *Set a slot*.
6. Fill in the necessary details required for a booking and click on *Save*.

The screenshot displays a booking interface. On the left, a calendar grid shows time slots from 9am to 8pm. Each slot is labeled with a time range (e.g., 9:00am-10:00am) and a status '0/2'. A modal window is open over the 12:00pm-1:00pm slot, titled '13 Jan 2023'. It contains a 'Create booking' button (highlighted with a red box) and a 'Set unavailabilities' button. On the right, a booking form is visible, titled 'Required documents submitted?'. It includes a radio button selection for 'Yes', 'No', or 'None' (selected), an 'Additional info' section with three options, a 'Type of request' dropdown menu, a 'Remarks (if any)' text area, and a 'Terms & Conditions' section with a checkbox for acknowledgment. A 'Save' button (highlighted with a red box) is located at the bottom right of the form.

Managing Bookings

Search, View, Update, Accept or Reject Bookings

1. Go to the *Bookings* tab.
2. Select the relevant search values from the filtering options and click on *Apply filter*.
3. You can choose to *Export bookings* after you've applied your filters, to download a .csv file based on the filtered results.

Bookings

Service NRIC or FIN Booking ID

Please select

Event Service provider Contact number ⓘ

Please select

[Show more](#)

View status: Pending approval Pending acceptance Accepted Cancelled Rejected

Showing 21-30 of 43 results

Mr SG Father with only normal children ...

Accepted

Booking information

CREATION DATE	BOOKING ID	NRIC OR FIN	CONTACT NUMBER	EMAIL ADDRESS
25 Oct 2022	DA7d3Dp4	S****439H	+65 8815 8701	gt.govandi@gmail.com

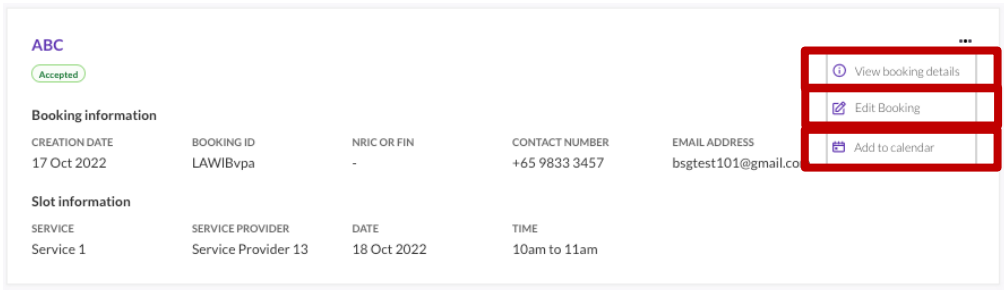
Slot information

SERVICE	SERVICE PROVIDER	DATE	TIME
Service 4	Service Provider 11	3 Nov 2022	1pm to 2pm

Managing Bookings

Search, View, Update, Accept or Reject Bookings

4. Go to the specific booking to *View booking details* by clicking for more options with the dropdown list.
5. To update any details for a particular booking, select *Edit Booking*.
6. You can also select *Add to calendar* to download the .ics file to add this booking reminder to your own calendars outside of BookingSG.



ABC
Accepted

Booking information

CREATION DATE	BOOKING ID	NRIC OR FIN	CONTACT NUMBER	EMAIL ADDRESS
17 Oct 2022	LAWIBvpa	-	+65 9833 3457	bsgtest101@gmail.co

Slot information

SERVICE	SERVICE PROVIDER	DATE	TIME
Service 1	Service Provider 13	18 Oct 2022	10am to 11am

- View booking details
- Edit Booking
- Add to calendar

Note:

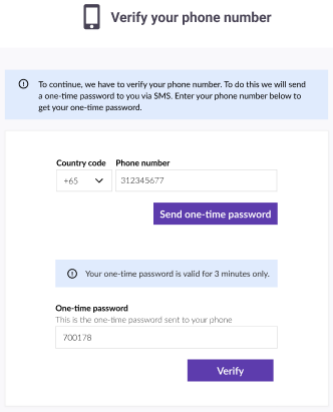
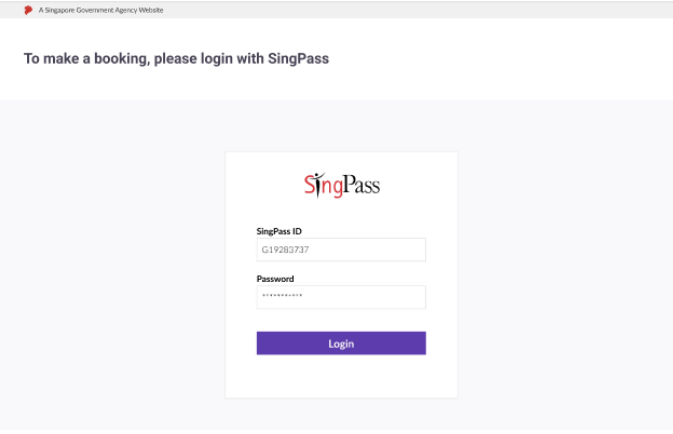
If your *Service* has a 2-step workflow, you will only be able to view bookings that has been approved by a SA.

Appendix

Authentication method

Applicant's authentication

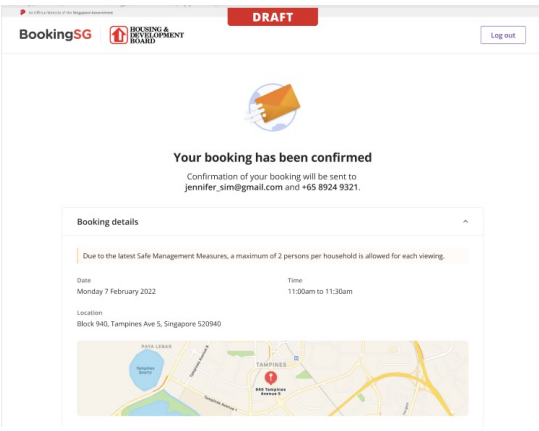
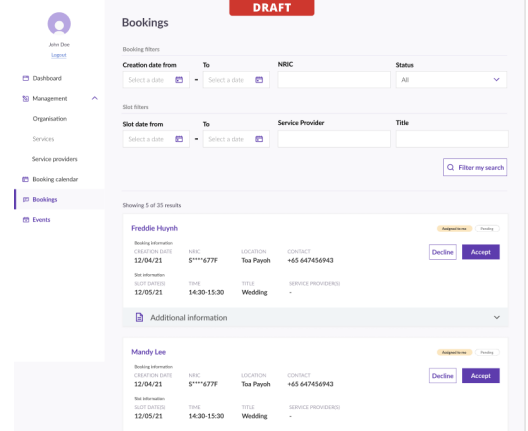
Options for setup

Mobile OTP	Singpass
 <p>The screenshot shows a mobile OTP verification interface. At the top, it says "Verify your phone number" with a phone icon. Below that, a message states: "To continue, we have to verify your phone number. To do this we will send a one-time password to you via SMS. Enter your phone number below to get your one-time password." There are two input fields: "Country code" with a dropdown menu showing "+65" and "Phone number" with the value "312345677". A purple button labeled "Send one-time password" is below the phone number field. A second message says: "Your one-time password is valid for 3 minutes only." Below that, there is a "One-time password" section with the text "This is the one-time password sent to your phone" and an input field containing "700178". A purple "Verify" button is at the bottom.</p>	 <p>The screenshot shows a Singpass login screen. At the top, it says "A Singapore Government Agency Website". Below that, the text reads "To make a booking, please login with SingPass". The SingPass logo is centered. Below the logo, there are two input fields: "SingPass ID" with the value "G19283737" and "Password" with a masked input. A purple "Login" button is at the bottom.</p>
Costs absorbed by BSC monthly transaction rates	Additional costs involved charged through BSC.

Booking Approval Process

Booking Acceptance and Slot Approvals

Can be configured on a Service level.

Auto-Approval	2-step workflow
 <p>The screenshot shows the BookingSG user interface. At the top, there is a 'DRAFT' status indicator and a 'Log out' button. The main heading reads 'Your booking has been confirmed'. Below this, a message states: 'Confirmation of your booking will be sent to jennifer_sim@gmail.com and +65 8924 9321.' A 'Booking details' section is visible, containing a warning: 'Due to the latest Safe Management Measures, a maximum of 2 persons per household is allowed for each viewing.' The details include: Date: Monday 7 February 2022, Time: 11:00am to 11:30am, and Location: Block 940, Tampines Ave 5, Singapore 520940. A map of the location is shown at the bottom.</p>	 <p>The screenshot shows the BookingSG Admin interface. At the top, there is a 'DRAFT' status indicator. The main heading is 'Bookings'. Below this, there are filters for 'Creation date from', 'To', 'NRIC', and 'Status'. There are also filters for 'Slot date from', 'To', 'Service Provider', and 'Title'. A 'Filter my search' button is present. The main content area shows a list of bookings. The first booking is for 'Freddie Huiyuh' on 12/04/21 from 5:00 to 6:00 PM at 'Toa Payoh' for a 'Wedding'. The second booking is for 'Mandy Lee' on 12/04/21 from 14:30 to 15:30 at 'Toa Payoh' for a 'Wedding'. Each booking has 'Decline' and 'Accept' buttons.</p>
<p>As long as resource is available, booking is auto approved and confirmation email will be sent to Applicant.</p>	<p>An Admin's (OA/SA) review/assignment or Service Provider Admin's acceptance is required before Applicant's booking is accepted.</p>

--- End of Guide ---

BookingSG

Disclaimer:

Information, details, screens, configuration is correct as of Jan 2023 and is subject to change.

