
Service Provider Guide

Visitor booking

Visitor booking

The following slides show the bookings process for visitors to help you understand what information and steps a teacher/student/parent will go through. A few things to note:

- It is crucial all visitors have their own ticket – once registered, their personal ticket is emailed to them. A ticket can be accepted on a mobile device or printed ticket.
- We will provide you with a QR code that visitors can scan to register on their mobile phone if they have not registered prior.
- We will also provide paper forms for any on-site registration at your event as a back up plan, but our preference is to use digital solution as it is a safer option.
- We have a calls to schools programme to encourage students to register before the event. This is to reduce on-site registrations.

Visitor group booking process

- 1 Visitor goes to ucas.com to select the event and clicks **book now** button.
- 2 Visitor (Group leader adviser) chooses:
 - **Create new group booking**
 - Join group booking
 - Individual registration
 - Manage group booking - (this is where advisers can amend their booking and manage group members)
- 3 Group leader (adviser) **creates a new a group booking** confirming the time slot they would like to attend, and the number of tickets required.
- 4 Group leader receives booking confirmation email containing next steps, booking reference and personal ticket.
- 5 Group leader (advisers) logs in to **manage group booking** and uploads a list of students and staff they would like to make a booking as part of their group (an invite email is sent with a personal link to all students and staff on the list).
- 6 Group member (students and advisers) join the booking using either the personal link from the invite email or go to the event on ucas.com and click **book now** and **join group booking**, they will need to enter the booking reference. All students are required to also have a UCAS Hub account in order to register for an event.
- 7 Group member receives a confirmation email with personal ticket.

Individual booking process

- 1 Individual visitor (student, parent or individual adviser) goes to ucas.com to select the event and clicks **book now** button. All students must register/sign into their UCAS Hub account.
- 2 Individual confirms the time slot they would like to attend.
- 3 Visitor chooses:
 - Create new group booking
 - Join group booking
 - Individual registration
 - Manage group booking
- 4 Individual confirms the time slot they would like to attend.
- 4 Individual receives booking confirmation email containing next steps, booking reference and personal ticket.

Communications

Administration and communications about exhibitor and visitor bookings will be done by the UCAS Events Team. Please pass any enquiries to the team at:

- events@ucas.ac.uk
- 01242 544 808

Instructions and sign in details for your service provider account (ENet) are sent to you. Further training will be available on request – please speak to your UCAS event organizer or email events@ucas.ac.uk.

You can also find information on the Service Provider Hub <https://www.ucas.com/ucas-service-providers-2022>