

UCAS

Service Provider Guide

Visitor booking



Visitor booking

The following slides outline the bookings process for visitors and are designed to help you understand the information and steps a teacher, student, or parent will follow.

A few key points to note:

- Every visitor must have their own individual ticket. Once registered, their personal ticket is emailed directly to them. Tickets can be shown on a mobile device (via mobile wallet or screenshot) or printed.
- We will provide a QR code for visitors to scan on their mobile phones to register for a ticket if they have not done so beforehand.
- As a backup option, we will also supply paper registration forms for any on-site registrations. However, our preference is to use the digital process, as it is both safer and more efficient.
- In the lead-up to the event, we run a programme to contact schools and encourage students to register in advance. This helps minimise on-site registrations and reduce queueing.

Visitor group booking process

1. Visitor goes to ucas.com to select the event and clicks the **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 group booking** confirming the timeslot they would like to attend, and the number of tickets needed.
4. Group leader receives booking confirmation email containing next steps, booking reference and personal ticket.
5. The group leader (adviser) logs in to ENet to manage the group booking ([Group booking guide](#)) and uploads a list of students and staff. Once the list is submitted, the system automatically sends each individual an invitation email with a personalised link to complete their booking as part of the group.
6. Group members (students and advisers) join the booking either via their personal invitation link or by visiting the event page on ucas.com, clicking 'Book now', and selecting 'Join group booking' using the booking reference. All students must also have a UCAS Hub account to register for an event.
7. Group member receives confirmation email with their personal ticket.

Visitor group booking process

1. Individual visitor (student, parent or adviser) goes to ucas.com to select the event and clicks the **book now** button. All students must register/ sign in to their UCAS Hub account.
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. 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 communication regarding exhibitor and visitor bookings will be managed by the UCAS Events Team. Please direct any enquiries to:

- 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 organiser or email events@ucas.ac.uk.

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