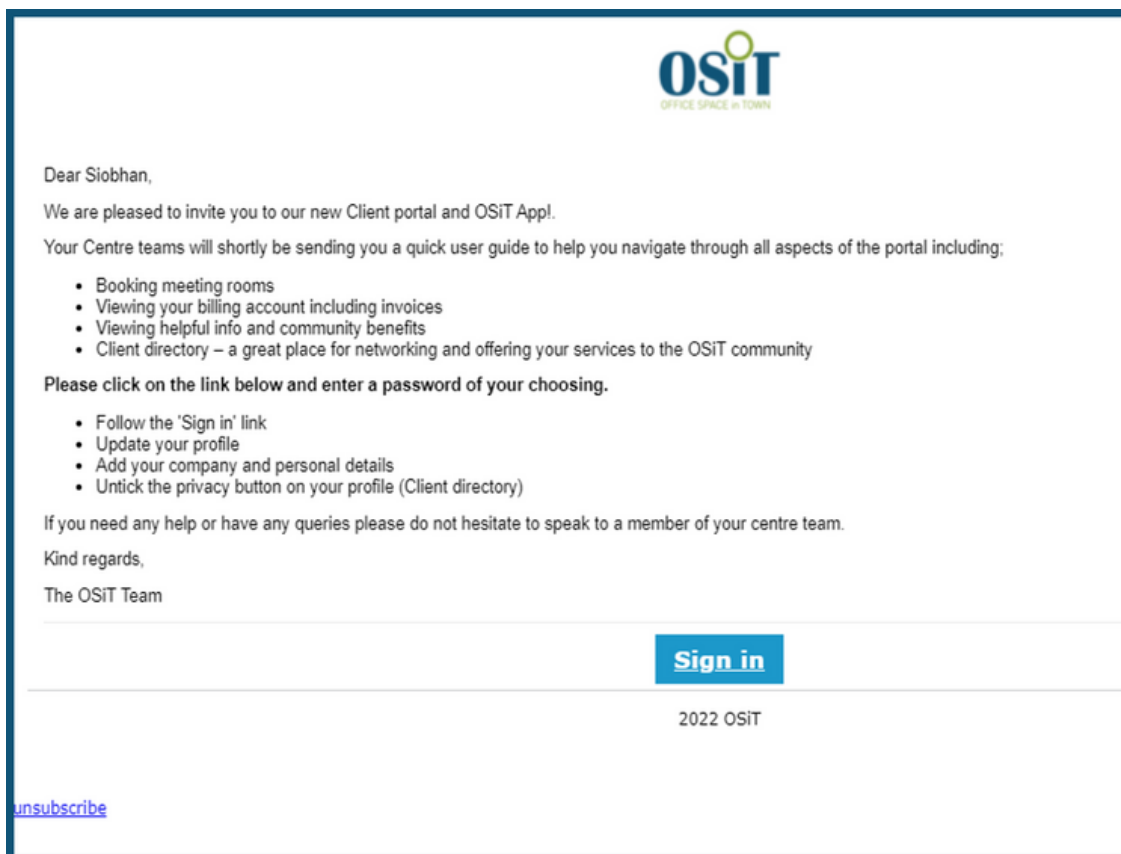# New Client Portal - How to log in

We have sent you an invite to our new Client Portal, please find a guide to help you log in. If you have not logged in within 12 hours of receiving the invite, please let us know so we can resend the invite for you. The follow guide will help you navigate the following topics:

• Logging in & setting your password
• Add, edit, view & cancel your meeting room bookings
• Add, edit, view & close a ticket

Step 1 - open the email invite and click on Sign in

Step 2 - select a password of your own choosing
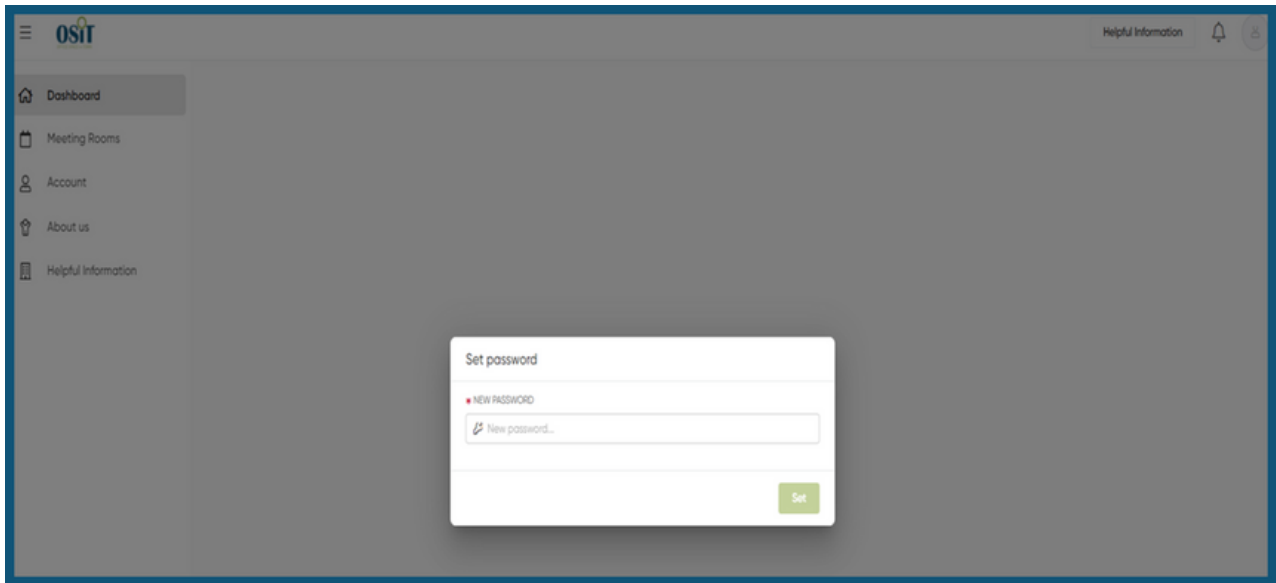
Step 3 - read and tick the Portal terms of use, you can now update your profile and can start using the portal
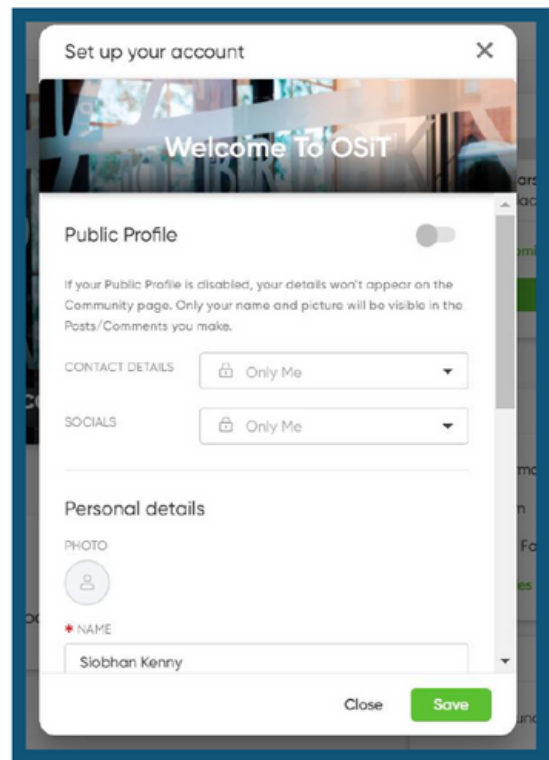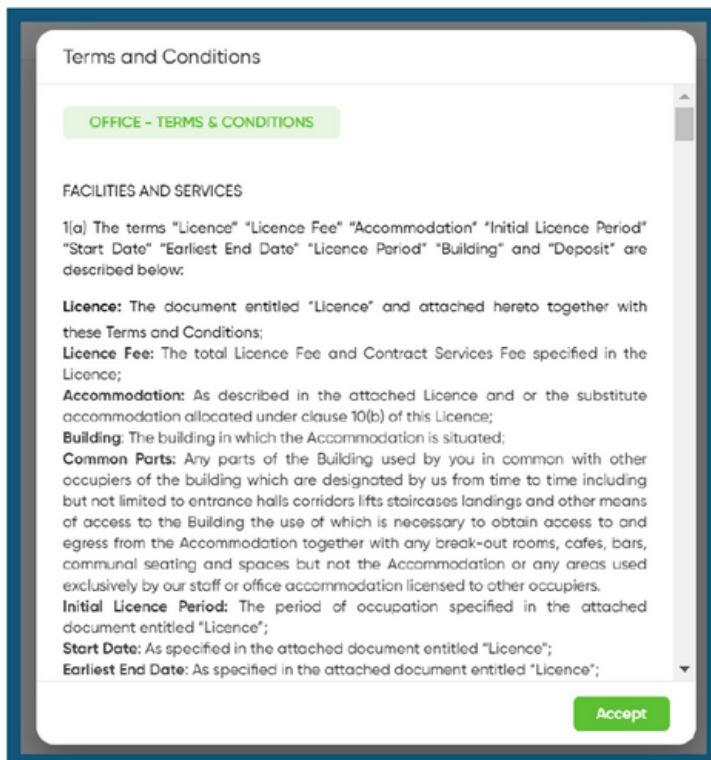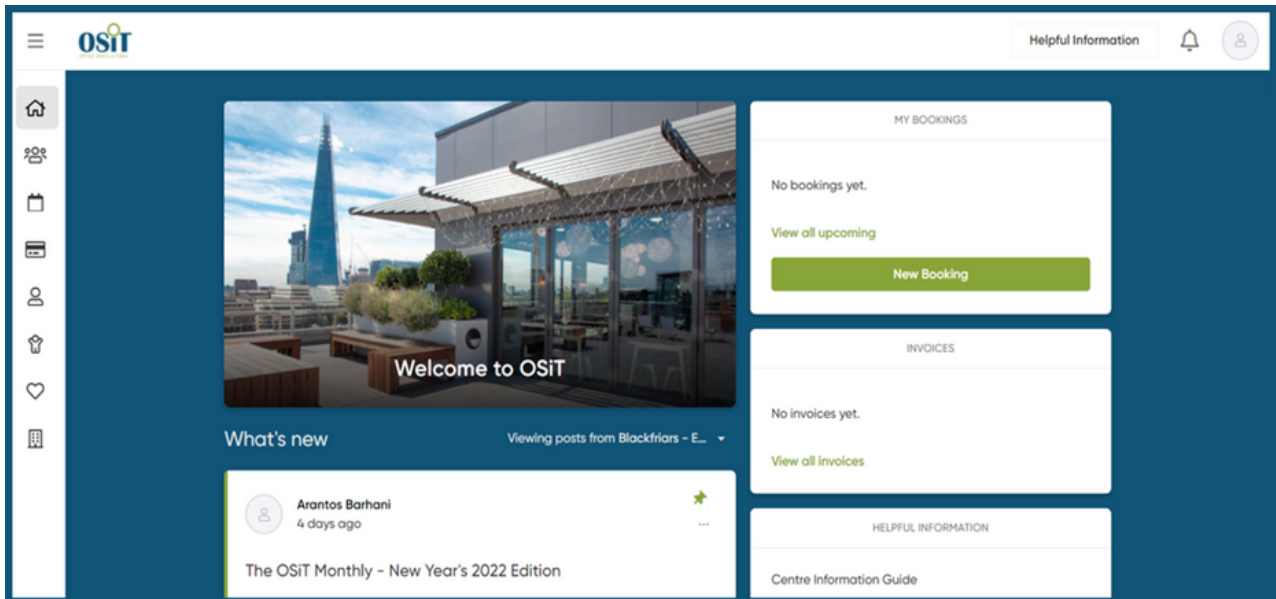
Step 4 - you will now have full access to the portal

On the left hand side, you will see the main menu where you can navigate through the portal to make a meeting room booking, see upcoming events, update your contact details or view the perks available to you as a member.

To make a meeting room booking

Click on bookings to view the meeting room calendar, click on the start time within the room you require.
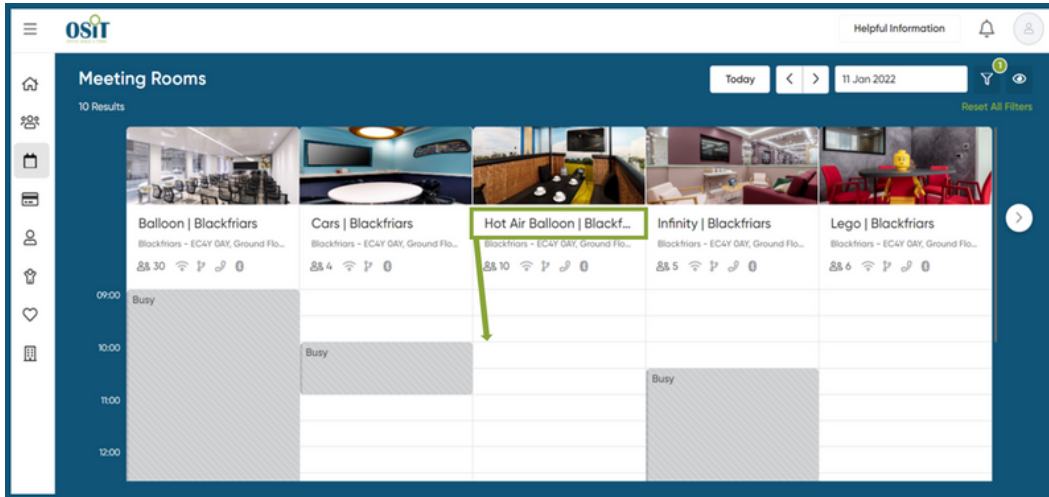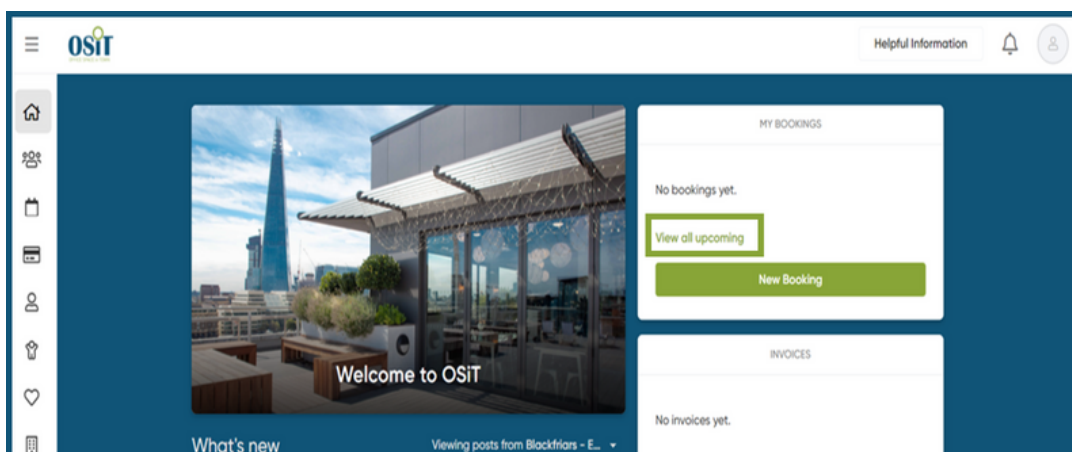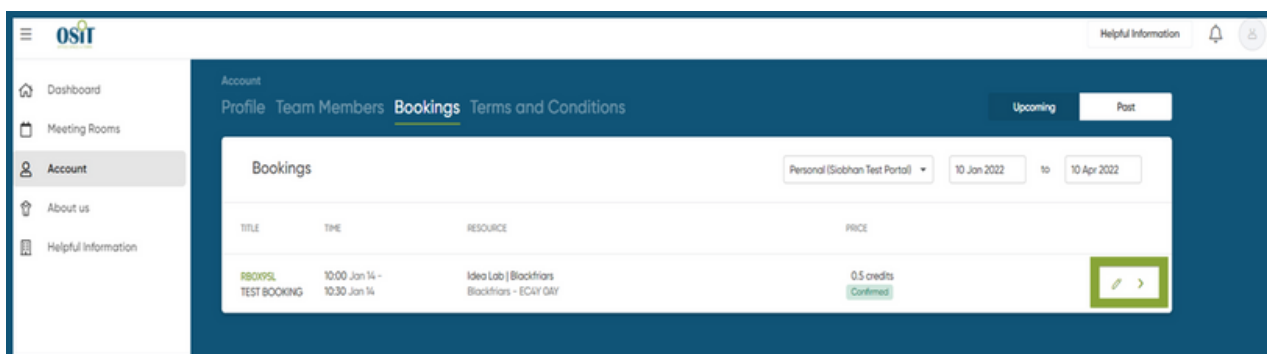

A new window will open
- You can enter a title of your meeting this helps to easily identify between bookings
- Set the end time or edit the start time
- When finished click book
- Once your booking is confirmed you will receive a booking confirmation email
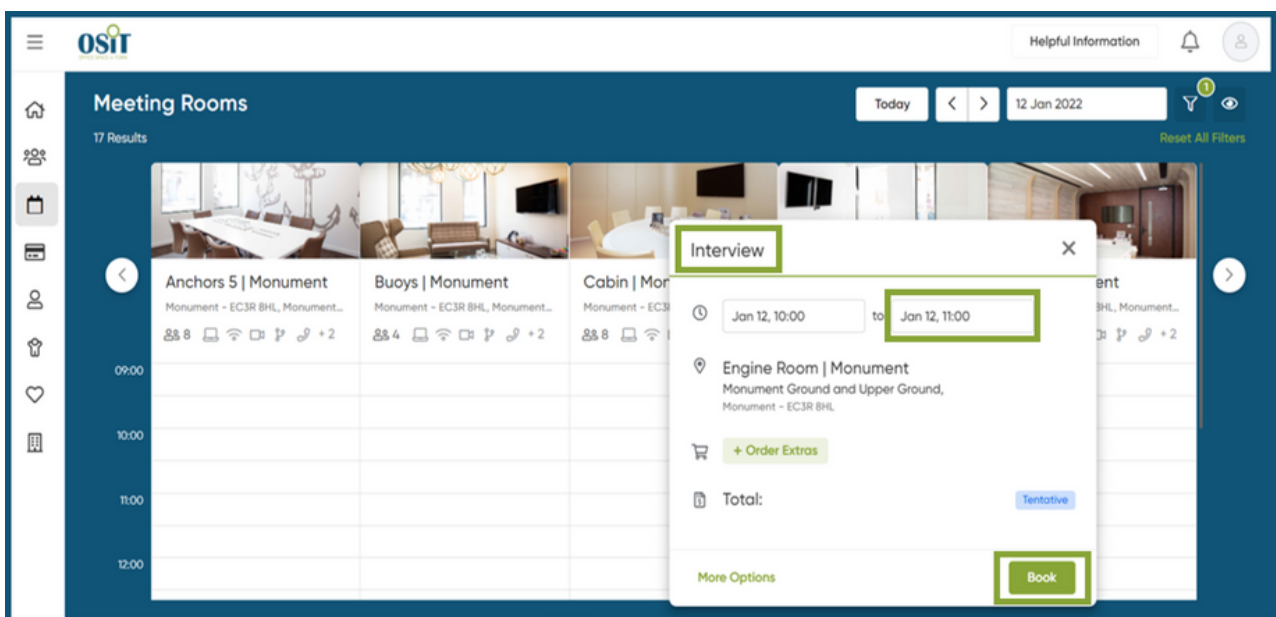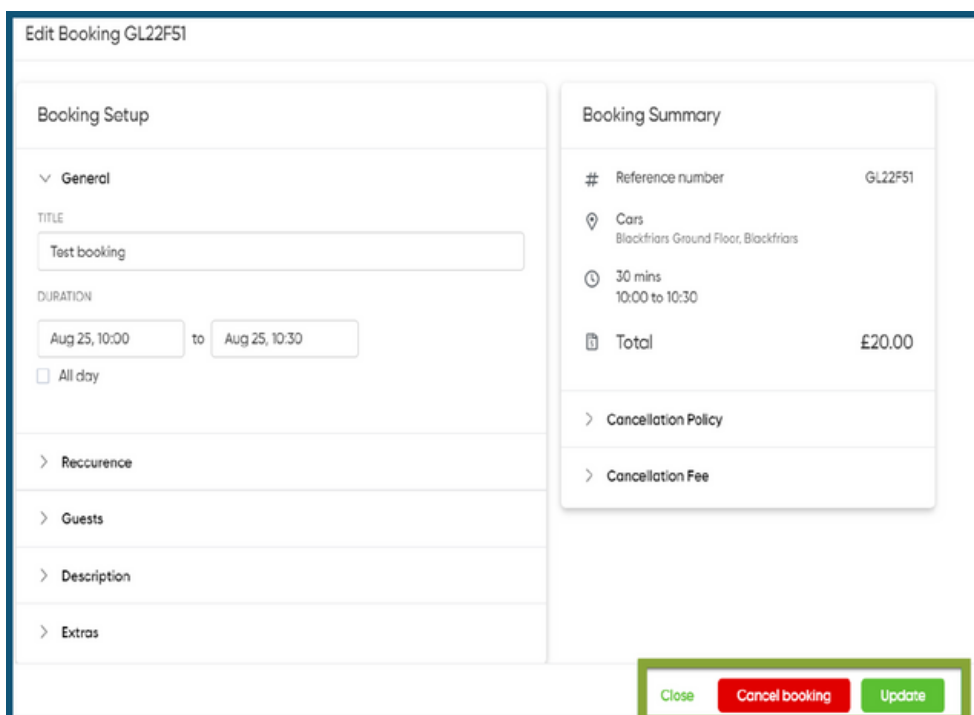
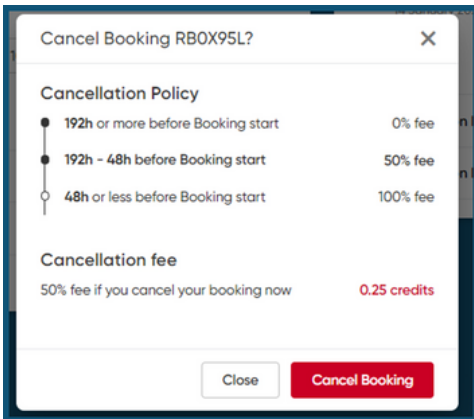To view your booking - click on 'View all bookings'.

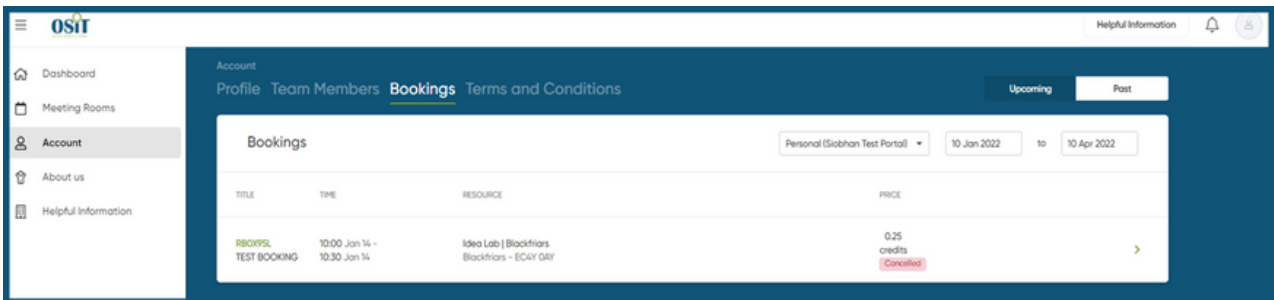To edit, change or cancel your booking, click on the Edit button.

Make any changes and click update or select cancel your booking.

If you have cancelled your booking you will asked to confirm your cancellation by clicking Cancel Booking. You will receive an email notification and your booking will show as cancelled.

You can still view your cancelled bookings.

Once you have signed into the portal online, you can download the App from the App Store. Search by either 'OSiT' or 'Office Space in Town'