

# CUSTOMER HUB USER GUIDE

**KINETIC SOFTWARE**

**STFX UNIVERSITY – ANCILLARY SERVICES DEPARTMENT**

**LAST UPDATED: FEBRUARY 26, 2025**



**ANCILLARY SERVICES**

STFX UNIVERSITY · PO BOX 5000 · ANTIGONISH, NOVA SCOTIA CANADA B2G 2W5 · T. 902.867.2204 · F. 902.867.3350 · STFX.CA

# Internal Booking Guidelines

## General Guidelines

- Please note your room booking is **not confirmed until you receive confirmation** from a member of the Conferences & Events team.
- Bookings through Customer Hub are intended as room-only usage for internal University attendees and purposes. If your event has any of the following, you must contact the Conferences & Events team by emailing **conference@stfx.ca**\*:
  - External guest speakers or attendees
  - Event support requirements including, but not limited to, catering, operations, tech support, transport, etc.

**\*The conference inbox is only monitored during standard business hours, Monday-Friday from 8:30am-4:00pm excluding University closures and holidays.**

- Requests for additional supports including those mentioned above require a minimum of 3 business days' notice. Last-minute requests or changes will be accommodated when possible but cannot be guaranteed.
- Sodexo has catering exclusivity to the StFX campus. External catering services are not permitted in spaces booked through Customer Hub.
- All bookings with chargeable services require a billing account number at the time of booking to be approved.
- All rooms should be left in the same configuration in which they were found. Inappropriate use of rooms or their technology is not permitted. Rooms that are found to be damaged or in need of additional cleaning and operational support to restore the room's condition will result in charges to be billed to the booking's main contact.

## Customer Hub Constraints

- Customer Hub is designated for independent, one-time, bookings. If your event requires more than 1 space, or is re-occurring (for example a weekly meeting running each Monday for the semester), please request by email to **conference@stfx.ca**



### Booking Parameters

- All requests must be submitted with a minimum of 1 working days' notice, and a maximum of 90 days from the date of the booking.
- Classroom bookings: duration minimum of 1 hour and maximum of 5 hours.
- Day Meeting: duration minimum of 1 hour and maximum of 8 hours.
- The date of the booking must be a standard weekday, Monday-Friday.
- The inventory of classrooms and meeting rooms that are designated as having no cost for internal usage is determined on an annual basis by the Registrar's Office. The 2024-2025 inventory list is attached on the next page\*.

**\*For the first ~2 weeks of each academic semester, the Registrar's Office has priority to all academic spaces on campus for the balancing of the class timetable.** Tentative requests may be made during this time; however, they could be re-located with minimal notice during this period.

### Room Access

- Once a booking has been confirmed by the Conference Team, it will be reflected within the KX software platforms on campus. From here, the Safety & Security team will program the room to be opened fifteen minutes prior to the booking start time.
- If you arrive to your booking and the space is **locked**, please contact Security for assistance by calling them at 902-867-4444. Using the booking reference number (provided in the confirmation email and listed on your personalized Customer Hub dashboard), Security will be able to locate the booking in the system and provide access.



# No-Room-Fee Inventory 2024-2025

Building	Room Number	Capacity
Annex	AX113	15
Annex	AX124	35
Annex	AX23A	22
Amelia Saputo Centre	ASCHL 210	45
J. Bruce Brown	JBB236	60
J. Bruce Brown	JBB237	125
J. Bruce Brown	JBB305	25
J. Bruce Brown	JBB337	40
Coady	CO110	60
Coady	CO120	60
Coady	CO150	50
Coady	CO242	30
Coady	CO265	30
Gilmora	GM001	100
Immaculata	IM113	18
Immaculata	IM114	180
Immaculata	IM201	30
Immaculata	IM202	40
Keating Centre	KC1018	66
Keating Centre	KC1018A	70
Mount Saint Bernard	MSBC117	54
Mount Saint Bernard	MSBM147	80
Mount Saint Bernard	MSBS225	180
Mulroney Hall	MULH2030	80
Mulroney Hall	MULH2032	80
Mulroney Hall	MULH2034	80
Mulroney Hall	MULH2070	300
Mulroney Hall	MULH3022	40
Mulroney Hall	MULH3024	40
Mulroney Hall	MULH3026	40
Mulroney Hall	MULH3030	60
Mulroney Hall	MULH3034	60
Mulroney Hall	MULH4022	40
Mulroney Hall	MULH4030	60
Mulroney Hall	MULH4032	60
Mulroney Hall	MULH4034	60
Nasso Family Science Centre	NFSC1072	105
Nasso Family Science Centre	NFSC1096	15
Nasso Family Science Centre	NFSC3046	30
Nicholson Tower	NT412	10
Nicholson Tower	NT512	10
Nicholson Tower	NT612	10
Nicholson Tower	NT712	10
Schwartz School of Business	SCHW110	298
Schwartz School of Business	SCHW152	66



Schwartz School of Business	SCHW156	105
Schwartz School of Business	SCHW190	34
Schwartz School of Business	SCHW205	91
Schwartz School of Business	SCHW215	91
Schwartz School of Business	SCHW252	60
Schwartz School of Business	SCHW256	72
Schwartz School of Business	SCHW289	37
Schwartz School of Business	SCHW290	37
Bloomfield	Council Chambers 427	40
Coady	CO341	12
Morrison Hall	Morrison 102	15
Mulroney Hall	MULH 3044	8
Mulroney Hall	MULH 3077	8
Mulroney Hall	MULH 4023	18
Mulroney Hall	MULH 4025	4
Nicholson Tower	NT821	22
Schwartz School of Business	SCHW281	12
Schwartz School of Business	SCHW285	13

- Aside from periods of academic priority (approx. the first 2 weeks of each new semester) all room bookings are accepted on a first come, first served basis.
- Availability of rooms on this list are subject to change based on operational requirements at the discretion of the Registrar's Office and Senior Administration.
- In cases where discrepancies exist between the list and Customer Hub, please consider Customer Hub as the most accurate and up-to-date source.

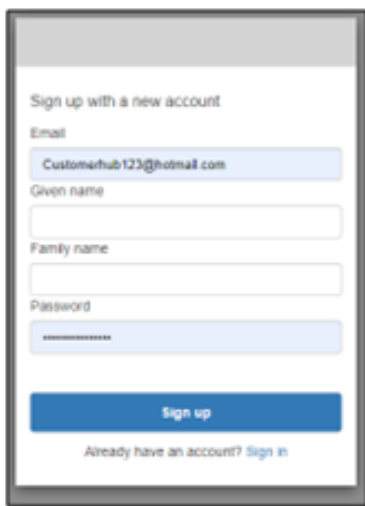


# Login and Account Information

URL for accessing Customer Hub: <https://stfx.customerhub.io/hub/>

## Logging in to Customer Hub

- **First time:** follow the link in the invitation email and select 'need an account- sign up' and then complete the required fields to create a profile.
  - **Username:** please use the email address that the invitation was sent to (your StFX email address) as the username.
  - **Password:** the created password must meet the following criteria
    - at least 1 lower case letter
    - at least 1 upper case letter
    - at least 1 number
    - at least 1 special character
    - minimum 13 characters long
    - not contain any spaces



Sign up with a new account

Email  
Customerhub123@hotmail.com

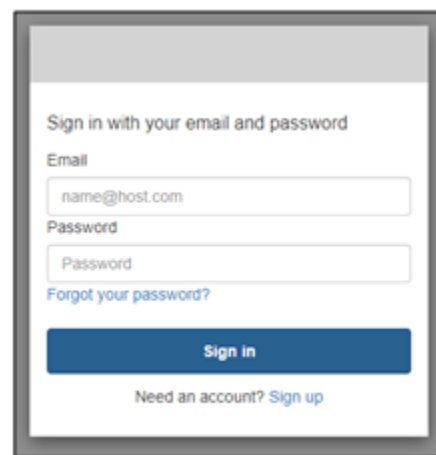
Given name

Family name

Password

Sign up

Already have an account? [Sign in](#)



Sign in with your email and password

Email  
name@host.com

Password  
Password

[Forgot your password?](#)

Sign in

Need an account? [Sign up](#)



# Customer Hub: Dashboard Overview

The screenshot shows the Customer Hub dashboard with the following callouts:

- Shows all your previous enquiries**: Points to the 'Enquiries' link in the top navigation bar.
- Shows all your previous events**: Points to the 'Events' link in the top navigation bar.
- This is where your personal details are stored and where you can edit your marketing preferences**: Points to the user profile icon 'Lisa Mills' in the top right corner.
- Your 4 most recent enquiries show here – ordered by most recently edited – once converted to an event / booking they no longer show here**: Points to the 'Recent Enquiries' section.
- Your 4 most recent events show here – ordered by most recently edited**: Points to the 'Recent Events' section.
- You can book an event from either of these options**: Points to the 'New Enquiry' and 'Book Online' buttons at the bottom.

The dashboard content includes:

- Recent Enquiries**: A table with 4 rows showing enquiry details.
 

Enquiry Reference	Status
26032	Open
26010	Open
26009	Open
25959	Turned down
- Recent Events**: A table with 4 rows showing event details.
 

Event Reference	Status
4304	Provisional
43403	Turned Down
43402	Provisional
43400	Confirmed

Once you log in to Customer Hub, the homepage serves as a personal dashboard to easily track and manage your upcoming bookings.

- **“Inquiries”** is a feature that is not recommended for use within StFX’s application of Customer Hub. Inquiries can be used to browse availability but **does not reserve a space**.
- **“Events”** refers to all booking requests submitted through Customer Hub, both classroom and day meeting usages. When an event booking request is submitted, the **space is tentatively held** in the KX booking system while awaiting review & approval.



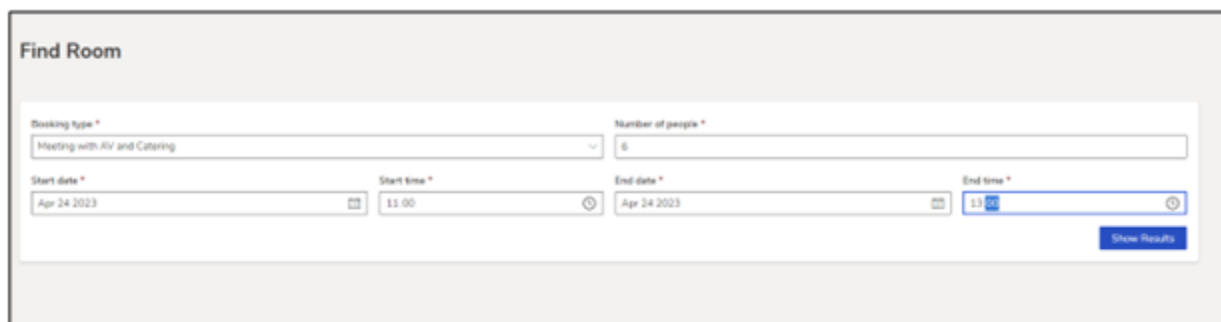
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# Creating a Booking

Once you have logged into Customer Hub and are on the home dashboard, you can browse availability and create a booking.

1. At the top of the screen, select 'Book Online'



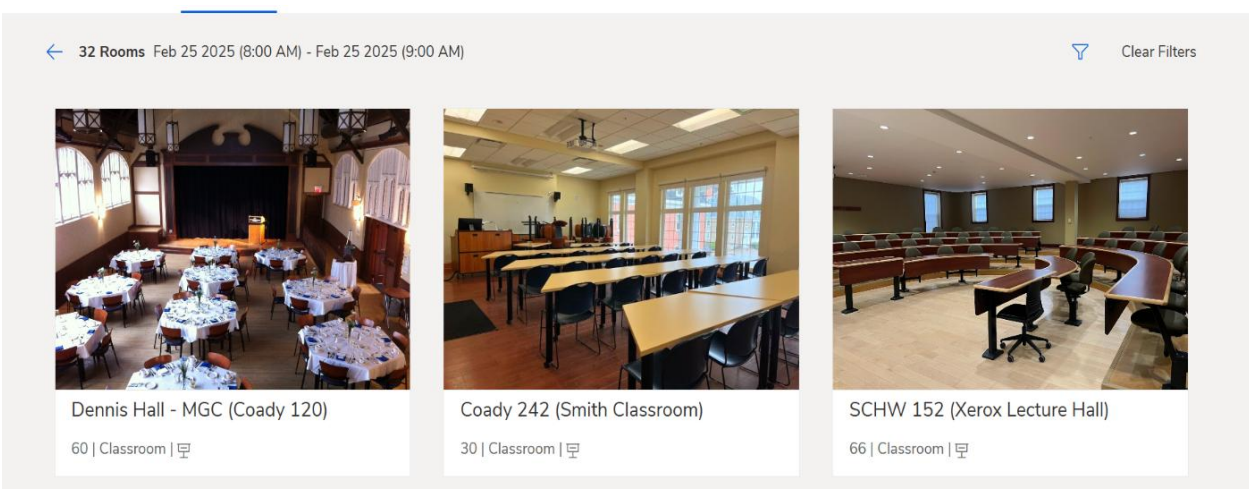
The 'Find Room' form includes the following fields:

- Booking type \***: A dropdown menu with 'Meeting with AV and Catering' selected.
- Number of people \***: A text input field containing the number '6'.
- Start date \***: A date picker showing 'Apr 24 2023'.
- Start time \***: A time picker showing '11:00'.
- End date \***: A date picker showing 'Apr 24 2023'.
- End time \***: A time picker showing '11:00'.
- Show Results**: A blue button at the bottom right of the form.

- Fill in all required fields with the parameters of your booking, including the booking type, date, time, and estimated number of attendees.
- You will be presented with a warning message if your date/time selections do not fit within the booking restrictions. If this occurs, please amend your criteria or send a booking request to [conference@stfx.ca](mailto:conference@stfx.ca)

2. Browse Available Rooms

- Once you enter valid criteria and select '**View Results**', you will be shown all rooms that are available for the entered date, time, & capacity.



The results page shows 32 rooms for the date range Feb 25 2025 (8:00 AM) - Feb 25 2025 (9:00 AM). A 'Clear Filters' button is in the top right. Three room cards are displayed:

- Dennis Hall - MGC (Coady 120)**: 60 | Classroom | ￼
- Coady 242 (Smith Classroom)**: 30 | Classroom | ￼
- SCHW 152 (Xerox Lecture Hall)**: 66 | Classroom | ￼

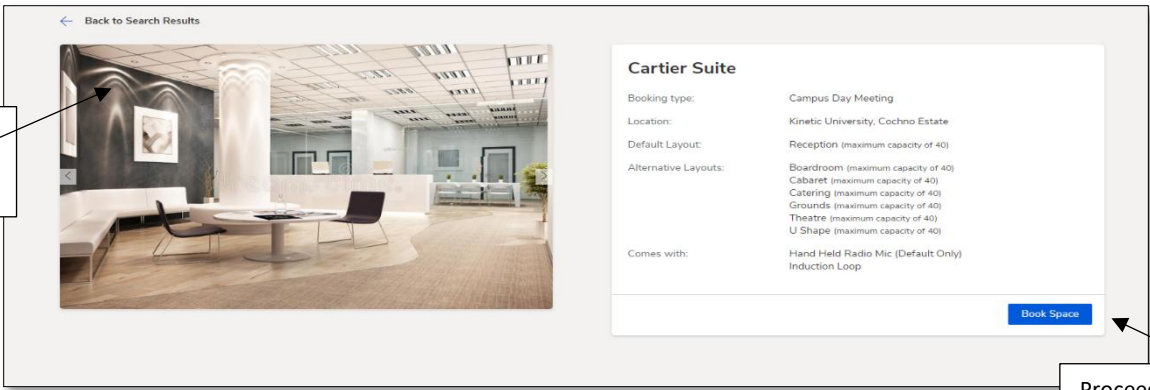


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- Beneath each photo, you will see summary information including the room name, capacity, and if the room is equipped with default technology.
- For further details on the space, click on the room photo. **\*IMPORTANT:** the room will be set up based on what is listed as the **Default Layout**. Alternative layouts can be accommodated by emailing the Conference team. **Operational charges will apply.**



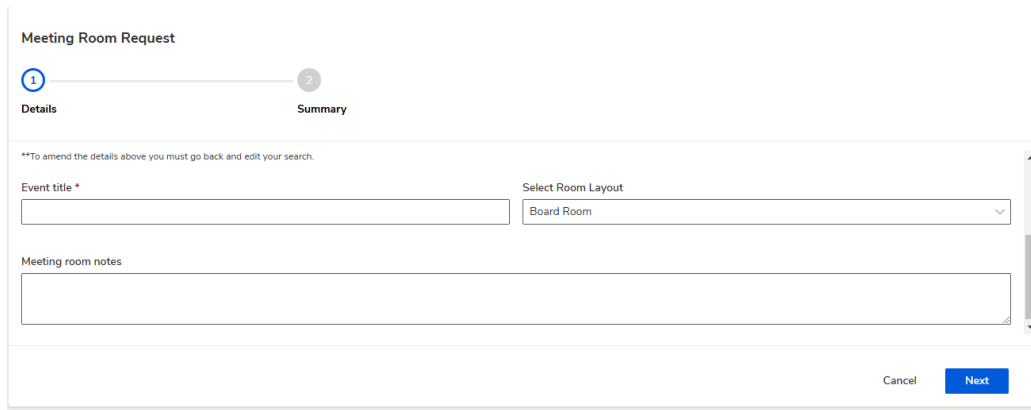
The screenshot shows a booking interface for the 'Cartier Suite'. On the left is a large photo of the room. To its right is a summary box containing the following information:

- Booking type:** Campus Day Meeting
- Location:** Kinetic University, Cochno Estate
- Default Layout:** Reception (maximum capacity of 40)
- Alternative Layouts:** Boardroom (maximum capacity of 40), Cabaret (maximum capacity of 40), Catering (maximum capacity of 40), Grounds (maximum capacity of 40), Theatre (maximum capacity of 40), U Shape (maximum capacity of 40)
- Comes with:** Hand Held Radio Mic (Default Only), Induction Loop

At the bottom right of the summary box is a blue button labeled 'Book Space'. Annotations include an arrow pointing from a text box 'Navigate back to the Rooms list' to a 'Back to Search Results' link at the top left, and another arrow pointing from a text box 'Proceed with booking space' to the 'Book Space' button.

- Once you are satisfied with the room that you have selected, continue your request by clicking on the blue **'Book Space'** button in the bottom right.

3. Enter the Event Title, and any relevant notes you would like to communicate to the Conference team regarding the booking.



The screenshot shows a 'Meeting Room Request' form with two steps: 'Details' (active) and 'Summary'. The form includes the following fields:

- Event title \***: A text input field.
- Select Room Layout**: A dropdown menu currently showing 'Board Room'.
- Meeting room notes**: A large text area for additional information.

At the bottom right of the form are 'Cancel' and 'Next' buttons. A note at the top of the form states: '\*\*To amend the details above you must go back and edit your search.'

4. The final step shows a summary of the booking request. Please review the information to make sure it is accurate, and then you can click on the blue **Finish** button to tentatively book the room and complete the request.



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Meeting Room Request

1 Details 2 Summary

**Request Summary**

**Booking Details** [Edit](#)

Dates: Feb 28 2025 (8:00 AM) > Feb 28 2025 (9:00 AM)

Booking Type: Partial or Full Day Meeting

Number of People: 5

\*\*\*To amend the details above you must go back and edit your search.

**Event Title**

Test booking

**Meeting Room Notes**

**Meeting Room**

Room: Mulroney Hall 3044

Location: St. Francis Xavier, Mulroney Institute

Selected Layout: Board Room

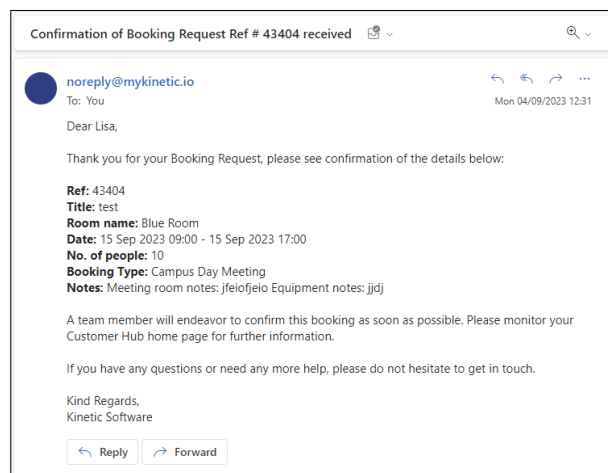
Comes with: Smart TV

Cancel Back **Finish**

If you need to amend the details of the booking, you can click on the 'edit' icon

- Once the request is completed, you will be taken back to the homepage and will receive a **Confirmation of Booking Request** email.

\*At this point, **the room is tentatively held in the system but is NOT confirmed**. A member of the Conference & Events team will review the booking and reach out by email to either confirm or request additional information if needed.



### Note from the Ancillary Services Team:

*We are excited to offer Customer Hub to our internal campus colleagues, and hope that this platform will make it more efficient for booking No-Room-Fee meetings, training, and academic sessions. As we navigate this change together, we encourage all Customer Hub users to reach out to our team without hesitation for any questions or assistance.*



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