



# IMS Booking system

## User guide

## About this program

The program is used to manage bookings, collating all the required paperwork and data to allow council to manage clashes and approve bookings.

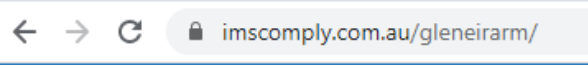
### Table of Contents


About this program .....	2
Logging on .....	3
Update your contact details.....	4
Casual bookings .....	4
Completing an application for casual use .....	5
Once your application is submitted .....	7

## Logging on


This program is cloud based and can be accessed from any computer or device with internet connection. You will need to set up an account with your unique username and password.

**Tip:** Save [www.imscomply.com.au](http://www.imscomply.com.au) in your email system as “not junk” to ensure you receive these notifications.

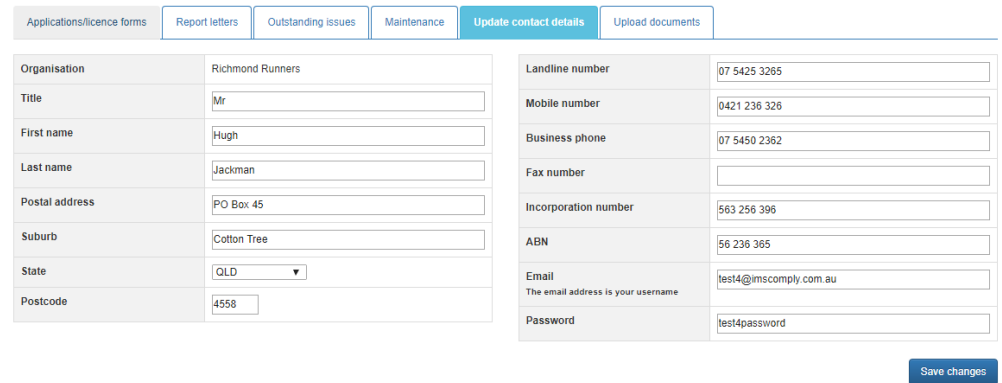
<p><b>Step 1</b></p> <p>Cut and paste the program URL supplied into your preferred internet browser.</p>	
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<p><b>Step 2</b></p> <p>Select <b>Create account</b>. Fill out required information and select Register.</p>	
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<p><b>Step 3</b></p> <p>An email will be sent to your email address. Click on the link per email to validate and activate your account.</p>	<p>Activation is required to access your casual bookings account.</p> <p>The activation code will expire in 24 hours.</p> <p>To activate your Glen Eira City Council - Reserves Manager casual bookings account, click on the link below or copy and paste the link into your browser.</p> <p><a href="https://www.imscomply.com.au/gleneirarm/activate.php?q=UH77U7Bg1580858580">https://www.imscomply.com.au/gleneirarm/activate.php?q=UH77U7Bg1580858580</a></p> <p>Once activated, go to <a href="https://www.imscomply.com.au/gleneirarm/">https://www.imscomply.com.au/gleneirarm/</a> and login within the details below.</p>
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<p><b>Step 4</b></p> <p>Your email will become your username, select a password and <b>sign in</b>.</p>	
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## Update your contact details

About	How to
<p><b>Update contact details</b></p> <p>You can keep your key contact's details up to date in this area including:</p> <ul style="list-style-type: none"> <li>– Contact details</li> <li>– Password and email</li> </ul>	<p>Always ensure there is a valid email address entered, so email alerts can be received and attended to. If you change your email address, your username will change to reflect this.</p>  <p>Click on <b>save changes</b> if any edits are made.</p>

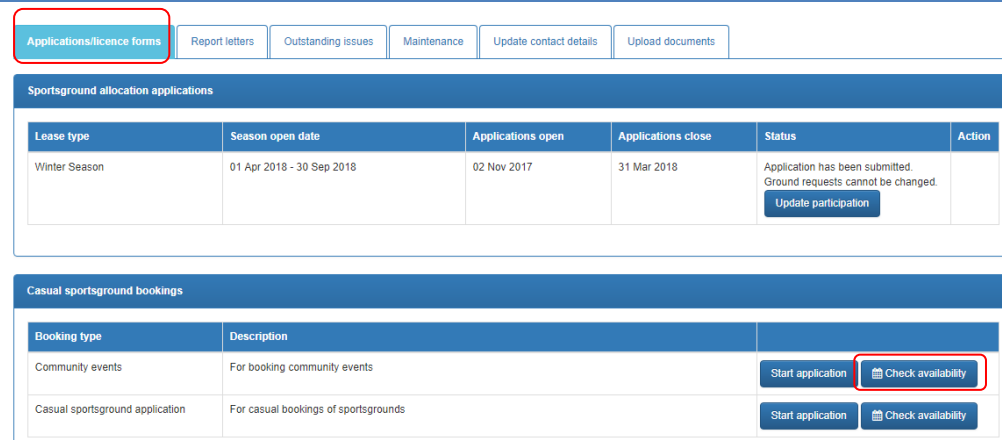
## Casual bookings

### Check availability

Before starting your application check the bookings calendar tab to ensure the venue/sports facility is available for use. Select the date and asset you require to see whether it is available to book.

### Completing an application for casual use

Ensure you have selected the correct form that corresponds with the type of booking you wish to make.

About	How to
<p><b>Start casual booking application</b></p> <p>Start your application from the <b>Applications/License form</b> tab.</p>	

First click on **check availability** to see if the ground/venues you are after are booked for the date and time you need them.

Once you have confirmed the grounds are free, click on the **back key** to return to start your application.

### Contact details

These will populate from your contact details tab.

Check your contact details are correct.

### About

#### Booking information

Select the asset you wish to book and give the council some details about your event to allow them to assess your requirements and allocate venues, assets or sportsgrounds.

### How to

Choose a reserve/ venue and provide details on your needs.

#### Repeat bookings

One or multiple bookings can be made. **Tip:** For recurring bookings with a holiday break in the middle it is

Choose the date and start and finish times for the booking. If this is a recurring booking, tick the checkbox and choose a repeat pattern and number of times or end time of the repeating occurrence.

best to make 2 separate recurring bookings, for before and after the break.

**Booking number: 1**

Date of booking: 19 Dec 2017

Times required: From: [Select time] To: [Select time]

Tick box if a recurring event:

Repeat pattern: select repeat pattern

Repeat quantity: select repeat quantity OR Repeat until: [ ]

[Add another booking](#)

To add another booking with different times, click on *Add another booking*.

**Public Liability Certificate**

You will be required to upload this document.

Click on upload to add document to the application and enter an expiry date. You will not be asked to attached your PLI to any further casual bookings until this date has passed.

**Public Liability Certificate**

Please attach a current Public Liability Insurance Policy Certificate to the value of at least \$10 million that covers the activities that will be undertaken during the proposed booking.

The current PLI certificate expires on 12 Jul 2018. No document upload is required until after this expiry date.

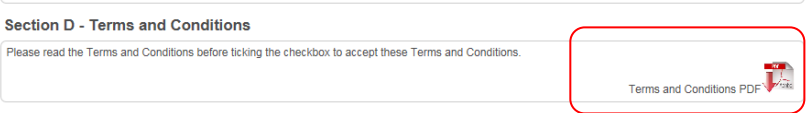
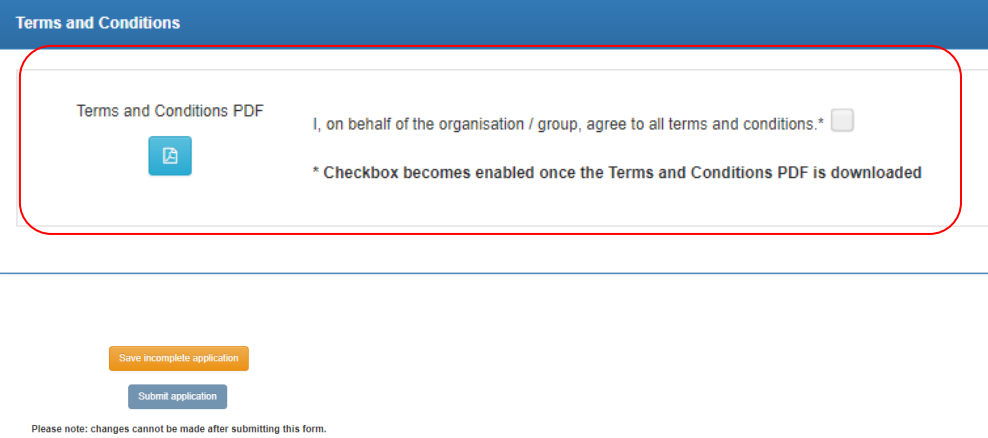
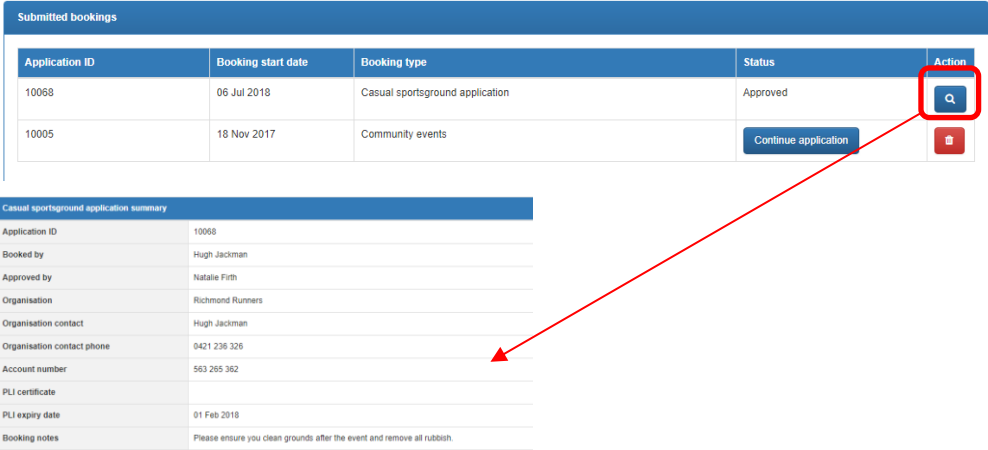
**Upload supporting documentation**

If you were not able to add your supporting documentation at the time you submitted your application, this can be done from the **Upload documents** tab.

Applications/licence forms | Report letters | Outstanding issues | Maintenance | Update contact details | **Upload documents**

**Compliance documentation**

Document	Documentation	Additional details
Certificate of Public Liability insurance (a minimum cover of \$10 million is required)	 To replace document, delete the existing document first	Expiry date: 01 Feb 2018
Registration of Incorporation Certificate	<a href="#">Upload</a>	
Liquor Licence	<a href="#">Upload</a>	
Food Registration Certificate	<a href="#">Upload</a>	

About	How to																																					
<p><b>Terms and conditions</b></p> <p>Read terms and conditions.</p>	<p>Click on the T&amp;C PDF to read. This must be opened before the applicant can submit the application.</p> 																																					
<p><b>Submit application</b></p> <p>When all required fields have been entered and the <i>Terms and Conditions</i> opened and agreed to via the checkbox, the <i>Submit Application</i> icon will be available.</p>	<p>Tick the checkbox agreeing to the terms and conditions. <b>Submit application.</b></p> 																																					
<p><b>View approved applications</b></p> <p>You can view approved casual bookings once they have been processed.</p>	<p>From the <b>Applications/Licenses</b> tab, scroll down to <b>Submitted applications</b> find your approved booking or continue to complete an application. Click on the magnifying glass to view details.</p>  <table border="1" data-bbox="517 1227 1509 1391"> <thead> <tr> <th>Application ID</th> <th>Booking start date</th> <th>Booking type</th> <th>Status</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>10068</td> <td>06 Jul 2018</td> <td>Casual sportsground application</td> <td>Approved</td> <td></td> </tr> <tr> <td>10005</td> <td>18 Nov 2017</td> <td>Community events</td> <td></td> <td></td> </tr> </tbody> </table> <table border="1" data-bbox="517 1424 1050 1675"> <thead> <tr> <th colspan="2">Casual sportsground application summary</th> </tr> </thead> <tbody> <tr> <td>Application ID</td> <td>10068</td> </tr> <tr> <td>Booked by</td> <td>Hugh Jackman</td> </tr> <tr> <td>Approved by</td> <td>Natalie Firth</td> </tr> <tr> <td>Organisation</td> <td>Richmond Runners</td> </tr> <tr> <td>Organisation contact</td> <td>Hugh Jackman</td> </tr> <tr> <td>Organisation contact phone</td> <td>0421 236 326</td> </tr> <tr> <td>Account number</td> <td>563 265 362</td> </tr> <tr> <td>PLI certificate</td> <td></td> </tr> <tr> <td>PLI expiry date</td> <td>01 Feb 2018</td> </tr> <tr> <td>Booking notes</td> <td>Please ensure you clean grounds after the event and remove all rubbish.</td> </tr> </tbody> </table>	Application ID	Booking start date	Booking type	Status	Action	10068	06 Jul 2018	Casual sportsground application	Approved		10005	18 Nov 2017	Community events			Casual sportsground application summary		Application ID	10068	Booked by	Hugh Jackman	Approved by	Natalie Firth	Organisation	Richmond Runners	Organisation contact	Hugh Jackman	Organisation contact phone	0421 236 326	Account number	563 265 362	PLI certificate		PLI expiry date	01 Feb 2018	Booking notes	Please ensure you clean grounds after the event and remove all rubbish.
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### Once your application is submitted

Council will receive your application and either allocate you a booking, reset your application to make changes, or reject your booking. You will be notified by email and can view the status of your application in the **License/Applications** tab. An invoice will be sent for payment to secure the booking.

If you have any further queries, please contact the bookings officer on [recservices@gleneira.vic.gov.au](mailto:recservices@gleneira.vic.gov.au)