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Service Provider Guide

# Visitor booking

Updated 27 November 2023



# 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 for a ticket 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 a digital solution as it is a safer and efficient 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](https://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](https://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](https://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](mailto: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](mailto:events@ucas.ac.uk).

You can also find information on the Service Provider Hub <https://www.ucas.com/ucas-service-providers-2023>.