

BookingSG

BookingSG 2.0 Admin Portal User Guide (Appointments)

Updated on 30 Sept 2026



Jump to a topic

Category	Topic
Admin	Types of admin access Add an admin Assign permissions to admins Delete admin
Service	Set up services View all of my services Configure who is able to make booking Configure what information to be collected in my booking form Clone an existing service Delete a service
Service Groups	Group related services together (service group) Create a subgroup within a service group View all service groups Configure a service group setting Delete a service group
Availability	Create bookable slots (availability) for my service View all availability schedules of my services Configure my availability schedule Delete an availability schedule

Category	Topic
Booking	Create a booking on user's behalf View all bookings of my services Reschedule booking Cancel booking Approve/Reject booking
Recurring bookings	Create recurring bookings Reschedule recurring bookings Cancel recurring bookings
Reports	Generate a report to track all booking statuses Generate a report to check booking activity Generate a report on slot utilisation
Alert subscription	Subscribe to email alerts on booking activities for my services Remove an alert subscription
Notifications	Create a notification to be sent to users Configure a notification scheme Delete a notification scheme
Attendance	Turn on attendance taking Marking of attendance Unmark attendance for a booking

Types of Admin Access



Admins and permissions

Type	Functions
Super admin	• Can create new admins and superadmins. • Can give permission to admins (see Manage Admin Access). • Can create and manage all services, service groups, availabilities and bookings, including approving bookings, within a use case • Can have access across use cases (i.e. can be assigned to more than 1 BU)
Admin	Can be given permission by super admins to: • View/Manage service settings • View/Manage service groups settings • View/Manage availabilities • View/Manage and Approve bookings for assigned services and service groups

*Screen labels (e.g. Super Admin, Admin – Manage/View) indicate the level of access assigned by the Super Admin. Super Admins have the highest level of access and can perform all actions.

Admin Access - Service Permissions

		Service Settings		Availability Settings		Bookings	
Actions	Super Admin	Admin (View)	Admin (Manage)	Admin (View)	Admin (Manage)	Admin (View)	Admin (Manage)
View Service Settings	✓	✓	✓	✗	✗	✗	✗
Manage Service Settings <i>Update service info, booking form</i>	✓	✗	✓	✗	✗	✗	✗
Create/Delete Service	✓	✗	✗	✗	✗	✗	✗
View Availability Schedules	✓	✗	✗	✓	✓	✗	✗
Manage Availability Schedules <i>Update schedule setup and time slots</i>	✓	✗	✗	✗	✓	✗	✗
Create/Delete Availability Schedules	✓	✗	✗	✗	✓	✗	✗
View Bookings	✓	✗	✗	✗	✗	✓	✓
Manage Bookings <i>Reschedule</i>	✓	✗	✗	✗	✗	✗	✓
Create/Cancel/Approve Bookings	✓	✗	✗	✗	✗	✗	✓

Admin Access - Service Group Permissions

Actions	Super Admin	Service Group Settings		Bookings	
		Admin (View)	Admin (Manage)	Admin (View)	Admin (Manage)
View Service Group Settings	✓	✓	✓	✗	✗
Manage Service Group Settings <i>Update group info, form questions</i>	✓	✗	✓	✗	✗
Create/Delete Service Group	✓	✗	✗	✗	✗
View Bookings	✓	✗	✗	✓	✓
Manage Bookings	✓	✗	✗	✗	✓
Create/Cancel/Approve Bookings	✓	✗	✗	✗	✓

Note: Availability schedules can only be edited on the Service level

Services

For complex use cases like booking from a group of services or to book a common timeslot between services, consider using [Service Groups](#)



Setup Services



Create Service

A Singapore Government Agency Website. Beware of government impersonation scams. [How to identify](#)

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Services
Manage services that users can book an appointment for.

Create service
Make anything bookable, including appointments, facilities, and event tickets.

Create services from XLSX file
Bulk create services. You can also use the same availability schedule for them.

Create service group
For complex scheduling needs, such as to assign different services to each booking.

Services | Service groups

Search service name

Showing 1 to 6 of 6 results

Service name	Description	Actions
Open house (Paya)	Open house (Paya)	Copy booking link ...
Open house (Tuas)	Open house (Tuas)	Copy booking link ...

This page is under the 'Services' tab

You can toggle the view between 'Services' and 'Service groups'

Click on 'Create services from XLSX file' for bulk service creation

Click on 'Create service' for individual service creation

Click on the three dots for the following actions

Create Service - Basic Info

A Singapore Government Agency Website. Beware of government impersonation scams. [How to identify](#)

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Ariel Test Appointments ★ Premium

A



Dashboard



Reports



Bookings



Services



Availability



Notifications



Admins



Booking
alerts



Settings

Services > Create service

Create service

The first step to complete to accept appointment bookings.

Basic information

Name of service

Purpose of appointment or name of person they'll meet with.

Provide the name of the service with its purpose

Description (optional)

Additional information that the public should know about the service.

An in-person appointment for applicants to consult officers on their personal tax matters.

[Optional] Provide additional information regarding the service

Location (optional)

[Optional] Provide a location for the service

Create Service – Basic Info

Bookings

Services

Availability

Notifications

Admins

Booking alerts

Settings

Upload files
or drop them here

Filter labels (optional)
These will be used as filters for users when they are trying to search for a service.

Select

Search

Select all

☐ Region

☐ N

☐ S

☐ E

☐ W

[Optional] Filters can be configured in the Settings page.

Create Service - Core Configuration (1/3)

Core configurations

Booking interface

☒ **BookingSG**
The easy, no-code way to start accepting bookings. The public will make bookings through a BookingSG page.

☐ **Custom integration**
Integrate BookingSG capabilities into your website or application. The public will make bookings through an interface that you build.

User verification method
You cannot change this once the service is created.

Singpass

- ✓ Singpass
- Single sign-on (SSO)
- Email OTP
- SMS OTP
- WOGAD

For custom integration, contact BookingSG team for more information.

Note: For SMS OTP option, additional charges apply.

Create Service - Core Configuration (2/3)

Dashboard

Reports

Bookings

Services

Availability

Notifications

Admins

Booking alerts

Settings

Core Configuration

You cannot change this once the service is created.

Singpass

i Singpass login will be required to make bookings. NRIC or FIN will be used as the identifier.

Do bookings require admin approval?

✓ Yes **X No**

Allow booking of multiple consecutive slots?

✓ Yes **X No**

Allow booking of multiple vacancies in each slot?

✓ Yes **X No**

Show number of remaining vacancies for each slot?

If a slot originally has 5 vacancies and 3 have been booked, users will see that 2 vacancies are left.

✓ Yes **X No**

Allow users to make recurring bookings?

✓ Yes **X No**

Enable to require admin approval for bookings.

Enable to allow booking of consecutive slots

Note: Enabling this option disables and hides the "Allow booking of multiple vacancies" toggle.

Create Service - Core Configuration (3/3)

Dashboard

Reports

Bookings

Services

Availability

Notifications

Admins

Booking alerts

Settings

Over time, the service configuration will be updated.

You cannot change this once the service is created.

Singpass

i Singpass login will be required to make bookings. NRIC or FIN will be used as the identifier.

Do bookings require admin approval?

☒ Yes ☐ No

Allow booking of multiple consecutive slots?

☒ Yes ☐ No

Allow booking of multiple vacancies in each slot?

☒ Yes ☐ No

Show number of remaining vacancies for each slot?

If a slot originally has 5 vacancies and 3 have been booked, users will see that 2 vacancies are left.

☒ Yes ☐ No

Allow users to make recurring bookings?

☒ Yes ☐ No

Enable to allow booking of multiple vacancies per slot.

Enable to display remaining vacancies for each slot.

Enable to allow user to make recurring booking.

Create Service - Booking Window

The screenshot shows the 'Booking window and limits' section of the 'Create Service' interface. The left sidebar contains navigation links: Dashboard, Reports, Bookings, Services, Availability, Notifications, Admins, Booking alerts, and Settings. The main content area is divided into several sections, each with a red border and an annotation box to its right.

Booking window and limits

Booking URL active period
The booking page will be inaccessible to users outside of this date range.

Start: 06 / 08 / 2026 12:00am
End: DD / MM / YYYY ☒ No end date

Bookings notice

At least: [] days in advance ☐ No restrictions

Bookings availability

At most: [] days into the future ☐ No restrictions

Release new booking date at: 12:00am daily

Allow walk-ins?
Enable this to let users book sessions that have already started. If Attendance is also enabled, users can scan a QR code to instantly book and check in to an active service.

☒ Yes ☐ No

Max number of bookings per person

1 upcoming bookings ☐ No restrictions

Booking details

Annotations:

- Configure the period that you want to allow bookings to be made.
E.g. If your public access period starts from 1 Jan 2026 onwards, any user accessing the booking link before this date will not see this resource group and its constituent resources to make bookings
- E.g. If you allow bookings to be made 2 days in advance and 30 days into the future, and the present date is 1 Jan 2026:
Users accessing the booking link will only be able to see availabilities from 3 Jan 2026 till 31 Jan 2026
- E.g. If you allow bookings to be made at most 30 days in the future and the release time is 12:00 AM, bookings for 31 Jan become available at 12:00 AM on 1 Jan.
- Configure if you allow users to book available resource slots that have already begun
- You can set the maximum number of bookings a person can make per:
 - Upcoming bookings
 - Day
 - Week
 - Month
 - Year

Create Service - Booking details

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Dashboard

Reports

Bookings

Services

Availability

Notifications

Booking details

Allow users to edit their booking details?

☒ Yes

☐ No

Allow users to edit their booking details?

At least days before scheduled booking ⓘ

☒ No restrictions

☒ Only allow editing of booking details during booking URL active period ⓘ

You can choose to allow users to edit the details of their bookings.

Create Service - Rescheduling

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Dashboard

Reports

Bookings

Services

Availability

Notifications

Admins

Rescheduling

Allow rescheduling of bookings?

☒ Yes

☐ No

Rescheduling is allowed:

Up to

times

☒ No restrictions

At least

days before scheduled booking ⓘ

☒ No restrictions

☒ Only allow rescheduling during booking URL active period ⓘ

You can choose to allow rescheduling for the created service

Create Service - Cancellations

Cancellations

Allow cancellation of bookings?

☒ Yes ☐ No

Cancellations are allowed:

At least days before scheduled booking ⓘ

☒ No restrictions

☒ Only allow cancellations during booking URL active period ⓘ

Customise cancellation page?

Inform bookers of any important details before they cancel.

☒ Yes ☐ No

Cancel

Create service

You can choose to allow cancellations for the service and include a customised cancellation page

Click on 'Create service' to complete

View/Manage Service Settings



View Service Settings

As a Super Admin, you will see all the services in the use case

As an Admin, you will see the services that are assigned to you

Services

View or manage all services you have access to.

Services Service groups

Search service name

Showing 1 of 1 results

Service name ↑	Description	Actions
Open house (Paya)	Open house (Paya)	Copy booking link View service settings Subscribe to alerts

< 1 > 10 / page

This page is under the 'Services' tab

You can toggle the view between 'Services' and 'Service groups'

Click on the three dots for the following actions. Click on 'View service settings'

Booking (View) permission required

View Service Settings

You are able to copy the booking link

Click on the three dots for the following actions

The screenshot shows the 'Open house (Paya)' service settings page. The left sidebar contains navigation links: Reports, Bookings, Services (selected), Availability, and Notifications. The main content area has a title 'Open house (Paya)' and a URL: <https://www.stg.appointments.bookingsg.io/public/usecase/PbkNmZpB/services/Zkl3Y7pb>. Below the URL are tabs: Service info (selected), Allow list, Availability, Form questions, Notification schemes, and Attendance. The 'Service info' tab is expanded, showing 'Basic information' with fields for Name of service (Open house (Paya)), Description (Open house (Paya)), and Location (optional) (Tuas). On the right, a menu with three dots is open, showing options: View bookings, View availability schedules, and Subscribe to alerts. Two orange boxes indicate that 'Availability (View) permission required' and 'Booking (View) permission required' are needed for these actions.

Open house (Paya)

<https://www.stg.appointments.bookingsg.io/public/usecase/PbkNmZpB/services/Zkl3Y7pb>

Service info Allow list Availability Form questions Notification schemes Attendance

Basic information

Name of service
Open house (Paya)

Description
Open house (Paya)

Location (optional)
Tuas

View bookings

View availability schedules

Subscribe to alerts

Availability (View) permission required

Booking (View) permission required

You can toggle the view for 'Service Info', 'Allow list', 'Availability', 'Form Questions', 'Notification schemes' and 'Attendance'

Manage Service Settings

Services

View or manage all services you have access to.

Services Service groups

Search service name

Showing 1 to 7 of 7 results

Service name ↑	Description	Actions
Officer 1	Description Example	Copy booking link ...
Officer 2	Description Example	Manage service settings
Officer 3	Description Example	Create booking
		Subscribe to alerts

Click on the three dots for the following actions. Click on "Manage service settings"

Booking (Manage) permission required

Booking (View) permission required

Manage Service Settings

Click on the three dots
for the following actions

Services > Officer1

Officer1

<https://www.stg.appointments.bookingsg.io/public/usecase/mVpRZpPJ/services/vpxzZryr>

Service info

Booking form

Attendance

Availability

Notification schemes

Create booking

View bookings

View availability schedules

Subscribe to alerts

Basic information

Edit

Name of service

Officer1

Description

Description Example

You can edit the necessary
information in each section

Booking (Manage)
permission required

You can create booking
for the service

Manage Service Settings - Configure Allow List

For Email OTP and WOG AD verification method

Services > Open house (Paya)

Open house (Paya)

https://www.stg.appointments.bookingsg.io/public/usecase/PbkNmZpB/services/ZkI3Y7pb

Service info **Allow list** Availability Form questions Notification schemes Attendance

Allow list

[Edit](#)

User verification method

Email OTP

Email OTP login will be required to make bookings. Email address will be used as the identifier.

Who is allowed to book?

Specific email addresses or email domains

[+ Add users to allow list](#)

You can also configure an allow list to permit specific email addresses or domains.

☐ Allow all GovTech officers
This list will be updated every day.

Add email domain
For example, tech.gov.sg. List each email domain on a new line.

Add email address
List each email address on a new line.

[Cancel](#) [Save](#)

Manage Service Settings - Configure Allow List

For Singpass verification method

The screenshot shows the 'Allow list' configuration page for the Singpass verification method. The page has a sidebar on the left with navigation links: Reports, Bookings, Services, Availability, Notifications, Admins, Booking alerts, and Settings. The main content area has tabs for Service info, Allow list (selected), Availability, Form questions, Notification schemes, and Attendance. The 'Allow list' section includes an 'Edit' button and a 'User verification method' dropdown set to 'Singpass'. A message states: 'Singpass login will be required to make bookings. NRIC or FIN will be used as the identifier.' Below this, the 'Who is allowed to book?' section shows 'Selected Singpass users'. A dashed green box highlights the '+ Add users to allow list' button. A callout box with arrows pointing to the 'Selected Singpass users' and the '+ Add users to allow list' button contains the text: 'You can also configure an allow list to permit specific NRIC and/or FIN.' To the right, a modal window titled 'Add NRIC and/or FIN' is open, showing a text input field and 'Cancel' and 'Save' buttons. The modal text says: 'List each NRIC or FIN on a new line.'

Service info **Allow list** Availability Form questions Notification schemes Attendance

Allow list Edit

User verification method
Singpass

i Singpass login will be required to make bookings. NRIC or FIN will be used as the identifier.

Who is allowed to book?
Selected Singpass users

+ Add users to allow list

You can also configure an allow list to permit specific NRIC and/or FIN.

Add NRIC and/or FIN
List each NRIC or FIN on a new line.

Cancel Save

Manage Service Settings - Booking form

Service info Allow list Availability **Form questions** Notification schemes Attendance

This booking form is used to collect information when someone makes a booking.
You can customise it by adding additional sections and form fields.

Contact details 🔒 Section cannot be edited

Name (as in NRIC or passport)

NRIC number or FIN
Ensure that this is correct as the user will log in with Singpass

Mobile number
+65 ▾

Email address

Add section ▾

By default, all users have to fill in their contact details when making a booking.

The primary contact details are not editable. However, admins can request for additional information to be provided by users by clicking on “Add section”

Manage Service Settings - Booking form

Service info Allow list Availability **Form questions** Notification schemes Attendance

This booking form is used to collect information when someone makes a booking.
You can customise it by adding additional sections and form fields.

Contact details Section cannot be edited

Name (as in NRIC or passport)

NRIC number or FIN
Ensure that this is correct as the user will log in with Singpass

Standard section

Repeatable section
Users can manually duplicate this section up to a limit

Booking co-owners section
Users can add co-owners in this section. This section can only be added once.

Add section ▼

Publish

Three section types can be added to the booking form. (See the next three pages for details)

Manage Service Settings - Booking form

Standard section

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Dashboard
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Contact details

Section cannot be edited

Name (as in NRIC or passport)

NRIC number or FIN
Ensure that this is correct as the user will log in with Singpass.

Mobile number
+65 ▼

Email address

Untitled custom section

Add form field ▼

Delete section

Add section ▼

Publish

- Text
- Number
- NRIC or FIN
- Phone number
- Dropdown
- Radio buttons
- Checkboxes
- Date
- Attachment

The **Standard section** lets you add form fields to collect booking information from bookers.

Manage Service Settings - Booking form

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Citizen Collective UX Premium

Dashboard
Reports
Bookings
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Booking alerts
Settings

+65

Email address

Untitled custom section

Repeatable section
Users will see an "Add another" button to duplicate the set of fields in this section.

Maximum repeats
1 times

Section description (optional)
Enter instructions that will be shown above the repeated section.

300 characters left

Add form field ▼ Delete section

Add section ▼ Publish

- Text
- Number
- NRIC or FIN
- Phone number
- Dropdown
- Radio buttons
- Checkboxes
- Date
- Attachment

The **Repeatable section** works like the Standard section, but lets bookers add the same set of fields multiple times. This is useful when collecting information on behalf of multiple people.

Manage Service Settings - Booking form

The screenshot shows a web interface for managing service settings. On the left is a vertical sidebar with icons and labels: 'Notifications', 'Admins', 'Booking users', and 'Settings'. The main content area is divided into two sections. The top section, 'Contact details', has a yellow warning banner that says 'Section cannot be edited'. It contains four input fields: 'Name (as in NRIC or passport)', 'NRIC number or FIN' (with a sub-note 'Ensure that this is correct as the user will login with Singpass'), 'Mobile number' (with a dropdown showing '+65'), and 'Email address'. The bottom section, 'Booking co-owners', has a header with a plus icon. It contains a dropdown menu labeled 'Max number of co-owners per booking' with the subtitle 'Aside from the primary booker', currently set to '1'. Below this is a section titled 'What users will see' with two numbered points: '1. Users will see an "Add co-owner" button during booking.' and '2. Each added co-owner will require the same information as the contact details section.' At the bottom of this section is a red button labeled 'Delete section'.

Notifications

Admins

Booking users

Settings

Contact details

Section cannot be edited

Name (as in NRIC or passport)

NRIC number or FIN
Ensure that this is correct as the user will login with Singpass

Mobile number
+65

Email address

Booking co-owners

Max number of co-owners per booking
Aside from the primary booker

1

What users will see

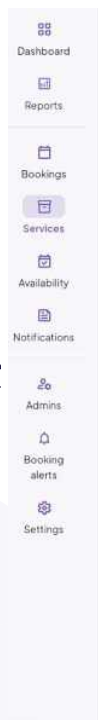
1. Users will see an "Add co-owner" button during booking.
2. Each added co-owner will require the same information as the contact details section.

Delete section

The **Booking Co-owners section** lets admins set the co-owner limit per booking (up to a maximum of 10)

Note: Each co-owner will the require the same information as the contact details section.

Create Service - Clone a Service



Services

Manage services that users can book an appointment for.

Create service

Make anything bookable, including appointments, facilities, and event tickets.



Create services from XLSX file

Bulk create services. You can also use the same availability schedule for them.



Create service

For complex schedules to each

Services Service groups

Search service name

Showing 1 to 2 of 2 results

Service name ↑	Description	Actions
Open house (Paya)	Open house (Paya)	Copy booking link
Open house (Tuas)	Open house (Tuas)	Manage service settings Create booking Subscribe to alerts Clone Delete

You can also duplicate an existing service, including its booking form and notification settings.

Clone service

Duplicates its booking form and notification schemes. You can also choose to duplicate availability.

Name

Open house (Paya)

Duplicate availability?

Past schedules will not be duplicated.

✓ Yes

✗ No

Cancel

Create clone

Delete a Created Service

Dashboard

Reports

Bookings

Services

Availability

Notifications

Admins

Booking alerts

Settings

Services

Manage services that users can book an appointment for.

Create service
Make anything bookable, including appointments, facilities, and event tickets.

Create services from XLSX file
Bulk create services. You can also use the same availability schedule for them.

Services

Service groups

Search service name

Showing 1 to 2 of 2 results

Service name ↑	Description
Open house (Paya)	Open house (Paya)
Open house (Tuas)	Open house (Tuas)

Manage service settings

Create booking

Subscribe to alerts

Clone

Delete

Copy booking link

...

Delete service?

Once deleted, this service will be permanently unavailable for booking and removed from all associated service groups. To temporarily pause new bookings, adjust the booking URL active period instead.

[Cancel](#)[Delete](#)

Service Groups



Setup Service Groups



Create Service Group

A Singapore Government Agency Website. Beware of government impersonation scams. [How to identify](#)

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1. Go to 'Services' tab

2. Click on the toggle 'Service groups'

3. Click on 'Create service group'

4. Click on the three dots for the following actions

Services
Manage services that users can book an appointment for.

Create service
Make anything bookable, including appointments, facilities, and event tickets.

Create services from XLSX file
Bulk create services. You can also use the same availability schedule for them.

Create service group
For complex scheduling needs, such as to assign different services to each booking.

Services **Service groups**

Search service group name

Showing 1 of 1 results

Group name ↑	Description	Actions
Service Group 1	—	Copy booking link ⋮

Create Service Group - Basic Info

Services > Create service

Create service

The first step to complete to accept appointment bookings.

Basic information

Name of service
Purpose of appointment or name of person they'll meet with.

Description (optional)
Additional information that the public should know about the service.

1,000 characters left

Location (optional)

Provide the name of the service with its purpose

[Optional] Provide additional information regarding the service

[Optional] Provide a location for the service

Create Service Group - Availability Type

The screenshot shows a web application interface for creating a service group. On the left is a sidebar with navigation links: Dashboard, Reports, Bookings, Services (highlighted), Availability, Notifications, Admins, Booking alerts, and Settings. The main content area is divided into two sections. The top section, 'Availability type for service group', contains three radio button options: 'List of services' (with description: 'Display multiple services and allow users to choose which service to book.'), 'Smart allocation' (with description: 'When a user picks a slot, the system automatically assigns an available service or subgroup to fulfill the booking.'), and 'Combined services' (with description: 'Allow users to book all services together in the same time slot with a single booking.'). The bottom section, 'Services and subgroups', contains a label 'Add services to group' above a dropdown menu currently showing 'Select', and a link '+ Add subgroup'. Annotations with arrows point to the three radio buttons from a box stating 'Select the availability type for the service group'. Another box states 'You can add multiple services in the service group' pointing to the dropdown menu. A third box states 'You can add subgroups for existing services' pointing to the '+ Add subgroup' link.

Availability type for service group

- ☐ List of services
Display multiple services and allow users to choose which service to book.
- ☐ Smart allocation
When a user picks a slot, the system automatically assigns an available service or subgroup to fulfill the booking.
- ☐ Combined services
Allow users to book all services together in the same time slot with a single booking.

Select the availability type for the service group

Services and subgroups

Add services to group

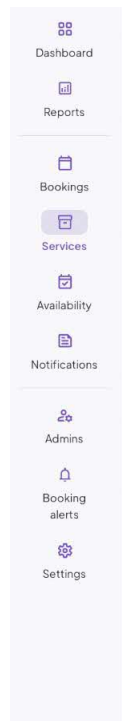
Select

[+ Add subgroup](#)

You can add multiple services in the service group

You can add subgroups for existing services

Create Service Group - Subgroup



+ Add subgroup

Click on 'Add subgroup'

Subgroups

Name of the subgroup

Availability type for subgroup

☐ Pooled

As long as 1 service in the subgroup is available, the slot will be bookable.

☐ Common

ALL services in the subgroup must be available for the slot to be bookable.

Add services to subgroup

Select



Done

Cancel

Provide the name and availability type.

Add the services to be included in the subgroup from the dropdown.

Create Service Group - Core Configuration (1/2)

Core configurations

Booking interface

☒ **BookingSG**
The easy, no-code way to start accepting bookings. The public will make bookings through a BookingSG page.

☐ **Custom integration**
Integrate BookingSG capabilities into your website or application. The public will make bookings through an interface that you build.

User verification method
You cannot change this once the service group is created.

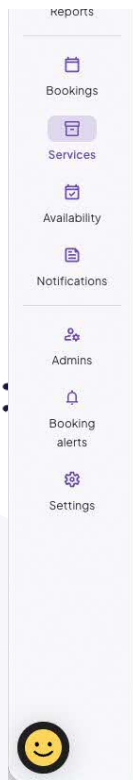
Singpass

✓ Singpass
Single sign-on (SSO)
Email OTP
SMS OTP
WOGAD

For custom integration, contact BookingSG team for more information.

Note: For SMS OTP option, additional charges apply.

Create Service Group - Core Configuration (2/2)



Booking interface

☒ BookingSG

The easy, no-code way to start accepting bookings. The public will make bookings through a BookingSG page.

☐ Custom integration

Integrate BookingSG capabilities into your website or application. The public will make bookings through an interface that you build.

User verification method

You cannot change this once the service group is created.

Singpass

i Singpass login will be required to make bookings. NRIC or FIN will be used as the identifier.

Do bookings require admin approval?

✓ Yes

✗ No

Enable to require admin approval for bookings

Show number of remaining vacancies for each slot?

If a slot originally has 5 vacancies and 3 have been booked, users will see that 2 vacancies are left.

✓ Yes

✗ No

Enable to display remaining vacancies for each slot.

Create Service Group - Booking window

Dashboard

Reports

Bookings

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Settings

Booking window and limits

Booking URL active period

The booking page will be inaccessible to users outside of this date range.

Start

06 / 08 / 2026

12:00am

End

DD / MM / YYYY

☒ No end date

Bookings notice

At least
days in advance ⓘ

☐ No restrictions

Bookings availability

At most
days into the future ⓘ

☐ No restrictions

Release new booking date at

12:00am

daily ⓘ

Allow walk-ins?

Enable this to let users book sessions that have already started. If Attendance is also enabled, users can scan a QR code to instantly book and check in to an active service.

☒ Yes
☐ No

Max number of bookings per person

1

upcoming bookings ▼

☐ No restrictions

Booking details

Configure the period that you want to allow bookings to be made.

E.g. If your public access period starts from 1 Jan 2026 onwards, any user accessing the booking link before this date will not see this resource group and its constituent resources to make bookings

E.g. If you allow bookings to be made 2 days in advance and 30 days into the future, and the present date is 1 Jan 2026:

Users accessing the booking link will only be able to see availabilities from 3 Jan 2026 till 31 Jan 2026

E.g. If you allow bookings to be made at most 30 days in the future and the release time is 12:00 AM, bookings for 31 Jan become available at 12:00 AM on 1 Jan.

Configure if you allow users to book available resource slots that have already begun

You can set the maximum number of bookings a person can make per:

- Upcoming bookings
- Day
- Week
- Month
- Year

Create Service Group - Booking details

Dashboard

Reports

Bookings

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Booking details

Allow users to edit their booking details?

☒ Yes

☐ No

Allow users to edit their booking details?

At least days before scheduled booking ⓘ

☒ Only allow editing of booking details during booking URL active period ⓘ

☒ No restrictions

You can choose to allow users to edit the details of their service group bookings.

CancelCreate service group

Create Service Group - Rescheduling & cancellation

Rescheduling

Allow rescheduling of bookings?

☒ Yes ☐ No

Rescheduling is allowed:

Up to times ☒ No restrictions

At least days before scheduled booking ☒ No restrictions

☒ Only allow rescheduling during booking URL active period

Cancellations

Allow cancellation of bookings?

☒ Yes ☐ No

Cancellations are allowed:

At least days before scheduled booking ☒ No restrictions

☒ Only allow cancellations during booking URL active period

Cancel

Create service group

You can choose to allow rescheduling for the service group

You can choose to allow cancellations for the service group

Click on 'Create service group' to complete

View/Manage Service Group Settings



View Service Group

This page is under the 'Services' tab

The screenshot shows a web application interface for managing service groups. On the left is a sidebar with navigation links: Dashboard, Reports, Bookings, Services (highlighted with a purple box and an arrow pointing to the main content), Availability, Notifications, and Booking alerts. The main content area is titled 'Services' and includes a subtitle 'View or manage all services you have access to.' Below this are two tabs: 'Services' and 'Service groups' (the latter is selected and underlined with a purple line, with an arrow pointing to it from a callout box). A search bar labeled 'Search service group name' is present. Below the search bar, it says 'Showing 1 of 1 results'. A table displays the results with columns 'Group name', 'Description', and 'Actions'. The table has one row for 'Service Group 1'. The 'Actions' column for this row contains three buttons: 'Copy booking link', 'View service group' (highlighted with a purple box and an arrow from a callout), and 'Subscribe to alerts'. At the bottom, there is a pagination control showing '< 1 >' and '10/page'.

Services

View or manage all services you have access to.

Services Service groups

Search service group name

Showing 1 of 1 results

Group name ↑	Description	Actions
Service Group 1	—	Copy booking link View service group Subscribe to alerts

< 1 > 10/page

Click on the toggle 'Service groups'

Click on the three dots for the following actions. Click on 'View service settings'

View Service Group

You are able to copy the booking link

Click on the three dots for the following actions

View bookings
Subscribe to alerts

Services > Service Group 1

Service Group 1

Service Group

<https://www.stg.appointments.bookingsg.io/public/usecase/PbkNmZpB/service-groups/BYy9VgA4/individual-services>

Group info

Allow list

Form questions

Notification schemes

Basic information and availability setup

Name of service group

Service Group 1

Display name

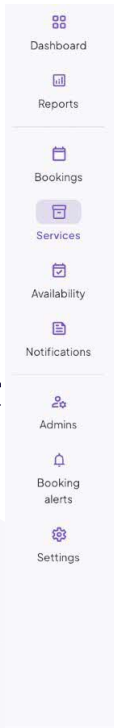
-

Description

-

You can toggle the view for 'Group Info', 'Form Questions', 'Attendance' and 'Notification schemes'

Manage Service Group



Services

Manage services that users can book an appointment for.

Create service

Make anything bookable, including appointments, facilities, and event tickets.



Create services from XLSX file

Bulk create services. You can also use the same availability schedule for them.



Create service group

For complex scheduling needs, such as to assign different services to each booking.



Services **Service groups**

Search service group name

Showing 1 of 1 results

Group name ↑	Description	Actions
Service Group 1	—	Copy booking link Manage service group Create booking Subscribe to alerts Delete

< 1 > 10 / page

Click on the three dots for the following actions. Click on "Manage service group"

Permission: Booking (Manage) required

Manage Service Group

The screenshot shows the 'Manage Service Group' interface. On the left is a sidebar with navigation links: Dashboard, Reports, Bookings, Services (highlighted), Availability, Notifications, Admins, Booking alerts, and Settings. The main content area is titled 'Services > Service Group 1' and includes a 'Service Group' button. Below this is a URL and tabs for 'Group info', 'Allow list', 'Form questions', and 'Notifications'. The 'Group info' tab is active, showing a 'Basic information and availability setup' section with fields for 'Name of service group' (Service Group 1), 'Display name' (empty), and 'Description' (empty). Below these fields is a note: 'For each service group booking: Bookers can choose 1 service from a list'. An 'Edit' button is in the top right of this section. On the right side of the interface, there is a vertical menu with options: 'Create booking', 'View bookings', 'Subscribe to alerts', and 'Delete'. A three-dot menu icon is at the top of this menu.

Annotations:

- Click on the three dots for the following actions**: Points to the three-dot menu icon in the right-hand menu.
- Booking (Manage) permission required**: Points to the 'Group info' tab.
- You can create booking for the service**: Points to the 'Create booking' button in the right-hand menu.
- You can edit the necessary information in each section**: Points to the 'Edit' button in the 'Basic information and availability setup' section.
- Note: Availability can only be edited on the Service level**: A general note at the bottom right.

Delete a Service Group

Dashboard

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Bookings

Services

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Settings

Services

Manage services that users can book an appointment for.

Create service
Make anything bookable, including appointments, facilities, and event tickets. →

Create services from XLSX file
Bulk create services. You can also use the same availability schedule for them. →

Services

Service groups

Search service group name

Showing 1 of 1 results

Group name ↑	Description
Service Group 1	—

Manage service group

Create booking

Subscribe to alerts

Delete

Copy booking link

...

Delete service group?

Once deleted, this service group will not be available for booking permanently. To pause new bookings temporarily, set an end date for its booking URL active period.

Cancel

Delete

Availability

i.e. Appointment time slots



Your Availability Schedules

This page is under the 'Availability' tab

As a Super Admin, you will see all the availabilities tagged to all the services in the use case

As an Admin, you will see the availabilities tagged to the services that are assigned to you

Availability schedules

Decide when you want to accept bookings for each service.



Create availability schedule

Set your available hours and slot capacity so appointment slots can be created.

Click on 'create availability schedule' to create a new availability

Search by service or date

Showing 1 to 2 of 2 results

Effective date range	Available days	Service	Actions
25 Mar 2026 - 30 Apr 2026 Active	Mon, Tue, Wed, Thu, Fri	Open house (Paya)	View ⋮
25 Mar 2026 - 30 Apr 2026 Active	Mon, Tue, Wed, Thu	Open house (Tuas)	Manage ⋮

Availability (Manage) permission required

[Copy booking link](#)

[Delete](#)

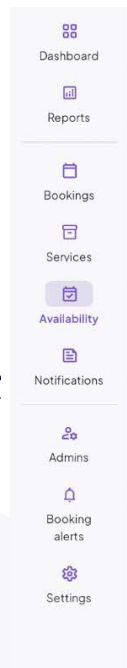
< 1 > 10 / page

Click on the three dots for the following actions

Setup Availability



Create Availability Schedules - Setup



[Availability schedules](#) > Create availability schedule

Create availability schedule

Set your available hours and slot capacity for a specific date range.

Schedule setup

Service

Open house (Paya)



Select the service to set up the schedule.

Effective date range

When will your service be available?

28 / 04 / 2026 → 31 / 05 / 2026

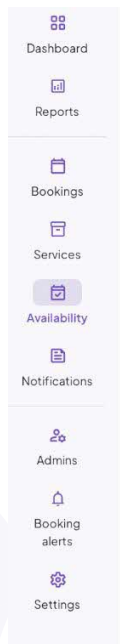
Set the period for this weekly recurring activity

Duration of each bookable slot

30 minutes

This will be the duration of the appointment

Create Availability Schedules - Availability



Availability

Add the times you're available to accept appointments, and the number of bookings you can accept. Appointment slots will be created for these times based on the duration of each slot.

Monday

Time range

9:00am → 12:00pm ×

Capacity

1



Copy to...

For recurring activity, admin can set the time range that repeats each week

Capacity is the no. of max bookings allowed for this timeslot

Tuesday

Time range

Not available



Leave the slot empty to indicate the day to be 'Not available'

Create Availability Schedules - Availability

Availability

Add the times you're available to accept appointments, and the number of bookings you can accept. Appointment slots will be created for these times based on the duration of each slot.

Monday

Time range: 9:00am → 12:00pm × Capacity: 1

Copy to...

Copy to and replace:

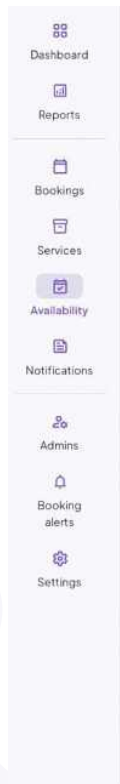
3 selected ✓ ×

Clear all

- ☐ Tuesday
- ☒ Wednesday
- ☒ Thursday
- ☒ Friday
- ☐ Saturday
- ☐ Sunday

Click on 'Copy to' to duplicate the time range and capacity to other days

Create Availability Schedules - Exception



Exceptions

Add dates between **28 Apr 2026** and **31 May 2026** (inclusive) where the available times or slot capacity are different. You'll be able to customise the availability for these dates. Any public holidays will automatically be added here as exceptions.

01 May 2026, Fri

Public holiday: Labour Day

Remove date

Time range

Not available



04 May 2026, Mon

Time range

10:00am

→ 11:00am



Capacity

1



27 May 2026, Wed

Public holiday: Hari Raya Haji

Remove date

Time range

Not available



Admins can set exceptions for specific dates within the selected period.

Note: Public holidays within the period are automatically added as exceptions by default.

For e.g., on 4 May 2026 10am - 11am, the agency is not open for appointments. These can then be set up under the **Exceptions** section.

View/Manage Availability



View Availability Schedules

This page is under the 'Availability schedules' tab

Dashboard
Reports
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Availability schedules

Decide when you want to accept bookings for each service.

Search by service or date

Showing 1 of 1 results

Effective date range	Available days	Service	Actions
25 Mar 2026 – 30 Apr 2026 Active	Mon, Tue, Wed, Thu, Fri	Open house (Paya)	View Copy booking link

< 1 > 10 / page

Press 'View' button to view schedule

Click on the three dots to copy booking link

View Availability Schedules

Dashboard

Reports

Bookings

Services

Availability

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Booking alerts

Availability schedules > Open house (Paya) > 25 Mar 2026 to 30 Apr 2026

25 Mar 2026 to 30 Apr 2026

Schedule setup

Service
Open house (Paya)

Effective date range
25 Mar 2026 to 30 Apr 2026

Duration of each bookable slot
60 minutes

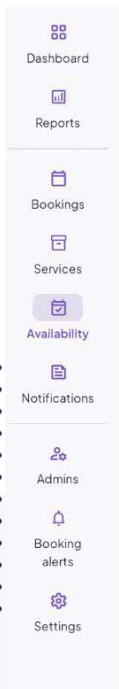
Max number of slots allowed per booking
1

Availability

Monday	
Time range	Capacity
9:00am - 12:00pm	100
1:00pm - 7:00pm	2

You can view schedule setup and availability

Manage Availability Schedules



Availability schedules

Decide when you want to accept bookings for each service.



Create availability schedule

Set your available hours and slot capacity so appointment slots can be created.



Open house

Showing 1 to 2 of 2 results

Effective date range	Available days	Service	Actions
25 Mar 2026 – 30 Apr 2026 Active	Mon, Tue, Wed, Thu, Fri	Open house (Paya)	Manage ⋮
25 Mar 2026 – 30 Apr 2026 Active	Mon, Tue, Wed, Thu	Open house (Tuas)	Manage ⋮

[Copy booking link](#)
[Delete](#)

Press 'Manage' button to manage schedule

Click on the three dots to for the following actions

Manage Availability Schedules

Availability schedules > Partner Agency 3 > 01 Sep 2025 to 30 Sep 2025

01 Sep 2025 to 30 Sep 2025

Delete

Schedule setup

Edit

Service

Partner Agency 3

Effective date range

01 Sep 2025 to 30 Sep 2025

Duration of each bookable slot

30 minutes

Max number of slots allowed per booking

1

Availability

Edit

You can delete the schedule

You can edit the schedule setup and availability

Delete an Availability Schedule

Dashboard

Reports

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Availability schedules

Decide when you want to accept bookings for each service.



Create availability schedule

Set your available hours and slot capacity so appointment slots can be created.





Search by service or date

Showing 1 to 2 of 2 results

Effective date range	Available days	Service	Actions
25 Mar 2026 – 30 Apr 2026 Active	Mon, Tue, Wed, Thu, Fri	Open house (Paya)	Manage 
25 Mar 2026 – 30 Apr 2026 Active	Mon, Tue, Wed, Thu	Open house (Tuas)	Copy booking link Delete

×

Delete availability schedule?

This will delete all appointment slots for Open house (Paya) from 25 Mar 2026 to 30 Apr 2026.

Cancel

Delete

Create/Reschedule/Cancel bookings



Create bookings on behalf

Admins can create a booking on behalf of an applicant

Bookings

View, reschedule, or cancel bookings for services you manage.



Create booking

You can make a booking on behalf of someone else by selecting an appointment slot and entering their unique identifier.



Create bookings from XLSX file

Bulk create bookings by uploading an XLSX file. Bookings will be automatically scheduled for you.

Select to make a booking for either Services or Service groups

Services Service groups

Search by service, exact NRIC/FIN, or exact booking ID

Admins can search/ filter the bookings

Services Booking date Status

Showing 1 to 8 of 8 results

Date	Time	Service	Booking owner	Status	Actions
30 Apr 2026 Today	11:00am to 12:00pm	Open house (Paya)	Ariel ARIELPEHSQ@GMAIL.COM	Confirmed	View

This page is under the 'Bookings' tab

All bookings of the use case (depending on Admin permission) will be shown here

Creating booking on behalf

Admins can create a booking on behalf of an applicant by clicking 'Create booking' (see previous slide)

Bookings > Create booking

Select appointment slot Booking details Review

Select appointment slot

View available slots for a service and make a booking.

Select service or group

Create booking for

☒ Service

☐ Service group

Select service

Partner Agency 3

Partner Agency 3

Description Example

Admin to select to book for Service or Service group

Admin to select the Service to create the booking for

Creating booking on behalf

Partner Agency 3

Description Example



Your slot will be reserved for 10 minutes after you continue to the next step. Complete the booking within this time to secure your slot.

Sep ▾ 2025 ▾

<

>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

<

Wednesday 3 September 30 mins

>

9:00am

9:30am

10:00am

10:30am

Admin to select the date and time slot.
Click 'continue' to fill up the booking form.

Creating booking on behalf

Sample booking form

Bookings > Create booking

Select appointment slot **Booking details** Review

Booking details

Enter the booker's details and answer a few questions to complete the booking.

 Time left: 9 mins 21 secs

 Complete your booking within the time limit to secure your selected slot.

Partner Agency 3

 Wednesday, 3 September 2025
9:30am – 10:00am

Contact details

Name

Email address

Mobile number (optional)

+45  Enter contact number

At the end of the form, there will be a section 'For admin use' that the admin can key in details of the booking. For e.g.,

Jing jing called at 3pm on 5 June to request for us to make a booking on behalf as she has no internet access.

For admin use

Admin notes (optional)

Add any important details for yourself or other admins. This will not be shown to the person you're making a booking for.

1,000 characters left

Click on '**Continue**' to review and confirm the booking.

Continue

Rescheduling a booking

Go to **'Bookings'** page

Bookings

View, reschedule, or cancel bookings for services you manage.

[+ Create booking](#)
You can make a booking on behalf of someone else by selecting an appointment slot and entering their unique identifier. →

[📄 Create bookings from XLSX file](#)
Bulk create bookings by uploading an XLSX file. Bookings will be automatically scheduled for you. →

[Services](#) [Service groups](#)

🔍 Open house (Paya)

Search for the booking

[Services](#) [Booking date](#) [Status](#)

Showing 1 to 6 of 6 results

Date	Time	Service	Booking owner	Status	
30 Apr 2026 Thursday	11:00am to 12:00pm	Open house (Paya)	Ariel ARIELPEHSQ@GMAIL.COM	Confirmed	👤 Mark attendance 📅 Reschedule ✎ Edit booking details 🗑 Cancel booking 👁 View ⋮

Note: booking can only be rescheduled to the same officer. If need to re-assign to another officer, try transferring the booking before or after rescheduling the booking.

For the selected booking, click on the 3 dots beside 'View' and select **Reschedule booking**

Rescheduling a booking

Bookings > kgPWVazrWK > Reschedule

Reschedule booking

Change the date and time of this booking.

kgPWVazrWK

HENG SHI ZHENG

Norlin Binte Mohtar (SSO)

Tuesday, 22 July 2025
1:30pm - 2:00pm

Rescheduled 0 times by booking owner

Norlin Binte Mohtar (SSO)

This is a service that starts from 9am and end at 4pm.

Jul 2025

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Tuesday 22 July @ 30 mins

10:30am	11:00am	11:30am
12:00pm	12:30pm	1:00pm
1:30pm	2:30pm	3:00pm

Check details of the booking to be rescheduled

Select the new date and time of appointment

Tuesday 22 July @ 30 mins

10:30am	11:00am	11:30am
12:00pm	12:30pm	1:00pm
1:30pm	2:30pm	3:00pm

Their current booking is on Tuesday 22 July 2025, 1:30pm

The user will receive an email or SMS notification once you reschedule this booking.

Cancel

Reschedule

Click on Reschedule once done

Cancelling a booking

Go to '**Bookings**' page

Bookings

View, reschedule, or cancel bookings for services you manage.

[+ Create booking](#)
You can make a booking on behalf of someone else by selecting an appointment slot and entering their unique identifier. →

[📄 Create bookings from XLSX file](#)
Bulk create bookings by uploading an XLSX file. Bookings will be automatically scheduled for you. →

Services Service groups

🔍 Open house (Paya)

Search for the booking

For the selected booking, click on the 3 dots beside 'View' and select **Cancel booking**

Services ▼ Booking date ▼ Status ▼

Showing 1 to 6 of 6 results

Date	Time	Service	Booking owner	Status	
30 Apr 2026 Thursday	11:00am to 12:00pm	Open house (Paya)	Ariel ARIELPEHSQ@GMAIL.COM	Confirmed	⋮ View

- 👤 Mark attendance
- 📅 Reschedule
- ✎ Edit booking details
- 🗑 Cancel booking

Approve or Reject a Booking

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Bookings

View, reschedule, or cancel bookings for services you manage.

+

Create booking

You can make a booking on behalf of someone else by selecting an appointment slot and entering their unique identifier.

→

📄

Create bookings from XLSX file

Bulk create bookings by uploading an XLSX file. Bookings will be automatically scheduled for you.

→

Services

Service groups

🔍

Search by service, exact NRIC/FIN, or exact booking ID

Services ▾

Booking date ▾

Status ▾

Showing 1 to 10 of 10 results

Date	Time	Service	Booking owner	Status	Action
30 Apr 2026 Thursday	2:00pm to 3:00pm	Open house (Paya)	Kelly Peh ARIELPEHSQ@GMAIL.COM	Pending approval	✕ Reject 🔍 View booking details 🔄 Reschedule ✎ Edit booking details ✓ Approve ⋮

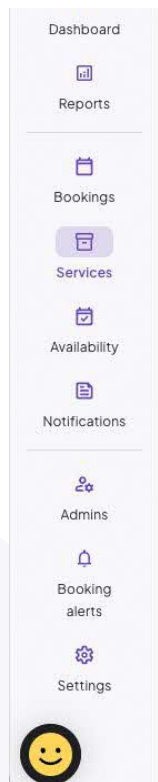
Copyrighted by GovTech GDS - DCUBE - Citizen Collective - BookingSG. Reproduction prohibited without explicit consent.

Recurring bookings

Create/Reschedule/Cancel



Enable recurring bookings



Do bookings require admin approval?

✓ Yes

✗ No

Allow booking of multiple consecutive slots?

✓ Yes

✗ No

Allow booking of multiple vacancies in each slot?

✓ Yes

✗ No

Show number of remaining vacancies for each slot?

If a slot originally has 5 vacancies and 3 have been booked, users will see that 2 vacancies are left.

✓ Yes

✗ No

Allow users to make recurring bookings?

✓ Yes

✗ No

Allow users to make recurring bookings by enabling the setting in the **core configuration** of each service.

Note: This feature is currently not available for service groups.

Creating recurring bookings on behalf of users

Dashboard

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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

<

Monday 13 July 60 mins

>

Each slot is **1 hour** long. You can select up to **1 slot** to book a **1 hour** session.

6:00am

7:00am

8:00am

9:00am

10:00am

Booking recurrence

Do not repeat

✓ Do not repeat

Set a recurring pattern

When making a booking on behalf of a user, you will see a Booking recurrence dropdown. Select **Set a recurring pattern** to create a recurring booking.

Creating recurring bookings on behalf of users

Dashboard

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Settings

Each slot is **1 hour** long. You can select up to **1 slot** to book a **1 hour** session.

6:00am

7:00am

8:00am

9:00am

10:00am

Booking recurrence

Set a recurring pattern

Start date

13 July 2026, Monday

Repeat

Every day

Ends

17 / 07 / 2026

You're making a booking for

7:00am to 8:00am, every day, until 17 Jul 2026.

Once **Set a recurring pattern** is selected, the following fields are displayed.

In the Repeat dropdown, you can choose one of the following recurrence options:

- **Every day**
- **Every week**
- **Every month**

Select an **end date**.

Continue with completing the booking.



Creating recurring bookings on behalf of users

BookingSG
POWERED BY GOVTECH

UX Use Case ★ Premium T

Services ▼ Booking date ▼ Status ▼

Showing 1 to 10 of 21 results

Date	Time	Service	Booking owner	Status	Actions
13 Jul 2026	7:00am	[Test service 1]	Timothy Loh S2080455B	Confirmed	View
14 Jul 2026 ↺ Tuesday	7:00am to 8:00am	[Test service 1]			
15 Jul 2026 ↺ Wednesday	7:00am to 8:00am	[Test service 1]	Timothy Loh S2080455B	Confirmed	View
16 Jul 2026 ↺ Thursday	7:00am to 8:00am	[Test service 1]	Timothy Loh S2080455B	Confirmed	View
17 Jul 2026 ↺ Friday	7:00am to 8:00am	[Test service 1]	Timothy Loh S2080455B	Confirmed	View

This is a recurring booking

Once recurring bookings are created, each booking in the series is identified by a  symbol.

Dashboard
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Booking alerts

Reschedule recurring bookings

BookingSG
POWERED BY GOVTECH

UX Use Case Premium T

Services ▼ Booking date ▼ Status ▼

Showing 1 to 10 of 21 results

Date	Time	Service	Booking owner		
13 Jul 2026 🇸🇬 Monday	7:00am to 8:00am	[Test service 1]	Timothy Loh S2080455B	Confirmed	👁 View ⋮
14 Jul 2026 🇸🇬 Tuesday	7:00am to 8:00am	[Test service 1]	Timothy Loh S2080455B	Confirmed	👁 View ⋮
15 Jul 2026 🇸🇬 Wednesday	7:00am to 8:00am	[Test service 1]	Timothy Loh S2080455B	Confirmed	👁 View ⋮
16 Jul 2026 🇸🇬 Thursday	7:00am to 8:00am	[Test service 1]	Timothy Loh S2080455B	Confirmed	👁 View ⋮
17 Jul 2026 🇸🇬 Friday	7:00am to 8:00am	[Test service 1]	Timothy Loh S2080455B	Confirmed	👁 View ⋮

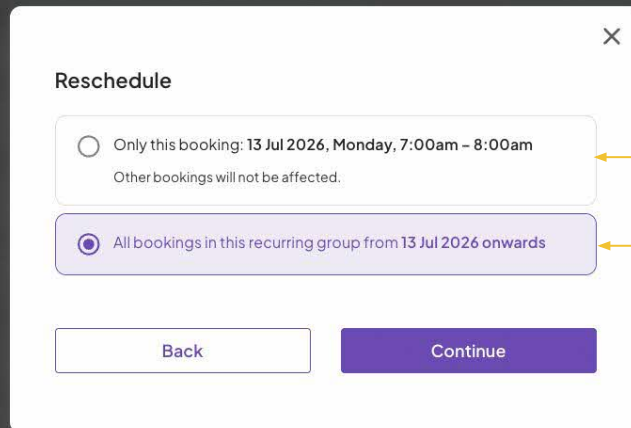
Click **3-dots** menu for a booking in a recurring series, then select **Reschedule**.

Reschedule

Edit booking details

Cancel booking

Reschedule recurring bookings



A modal dialog titled "Reschedule" with a close button (X) in the top right corner. It contains two radio button options. The first option is "Only this booking: 13 Jul 2026, Monday, 7:00am – 8:00am" with the subtext "Other bookings will not be affected." The second option is "All bookings in this recurring group from 13 Jul 2026 onwards", which is currently selected. At the bottom of the modal are two buttons: "Back" and "Continue".

Reschedule

☐ Only this booking: 13 Jul 2026, Monday, 7:00am – 8:00am
Other bookings will not be affected.

☒ All bookings in this recurring group from 13 Jul 2026 onwards

Back Continue

A **Reschedule** modal will be displayed

Click this option to reschedule only the selected booking.

Note: Rescheduling this booking removes it from the recurring series.

Click this option to **reschedule bookings in the recurring series** from the **selected booking date onward**.

Reschedule recurring bookings

The screenshot shows the 'Reschedule booking' interface. On the left is a sidebar with navigation links: Dashboard, Reports, Bookings, Services, Availability, Notifications, Admins, Booking alerts, and Settings. The main content area has a breadcrumb trail: Bookings > 8BQZBvZqQb > Reschedule. The title is 'Reschedule booking' with the subtitle 'Change the date and time of this booking.' Below this is a card for booking ID 8BQZBvZqQb, owner Timothy Loh, and service [Test service 1]. It shows a time slot of 7:00am - 8:00am and a list of dates from 13 Jul 2026 to 17 Jul 2026. A green 'Confirmed' badge is in the top right. A purple arrow points from a text box to the date list. At the bottom, it says 'Rescheduled 0 times by booking owner'. Below the card is a section for '[Test service 1]' with a note: 'New dates are subject to availability. Unavailable dates will keep their current schedule.'

Bookings > 8BQZBvZqQb > Reschedule

Reschedule booking

Change the date and time of this booking.

8BQZBvZqQb
Timothy Loh
[Test service 1]

🕒 7:00am - 8:00am

📅 13 Jul 2026, Monday
14 Jul 2026, Tuesday
15 Jul 2026, Wednesday
16 Jul 2026, Thursday
17 Jul 2026, Friday

👤 S20804558

🔄 Rescheduled 0 times by booking owner

[Test service 1]

📌 New dates are subject to availability. Unavailable dates will keep their current schedule.

When rescheduling bookings in a recurring series, you can **preview the dates** in the series.

Reschedule recurring bookings

The screenshot displays the BookingSG interface for managing recurring bookings. On the left is a sidebar with navigation links: Bookings, Services, Availability, Notifications, Admins, Booking alerts, and Settings. The main content area shows a calendar for July 2026. A callout box points to the date '14' on a Tuesday, with the instruction: 'Select the new date and time to reschedule.' Below the calendar, the current booking details are shown: 'Tuesday 14 July @ 60 mins'. A note states: 'Each slot is 1 hour long. You can select up to 1 slot to book a 1 hour session.' Time slots are listed in boxes: 6:00am, 7:00am, 8:00am, and 10:00am. A callout box points to the '8:00am' slot, with the instruction: 'Click on Reschedule once done'. At the bottom, a confirmation message reads: 'You're changing the recurring booking to 8:00am to 9:00am, every day, until 18 Jul 2026.' Below this message are two buttons: 'Cancel' and 'Reschedule'.

Bookings

Services

Availability

Notifications

Admins

Booking alerts

Settings

Jul 2026

Sun Mon Tue Wed Thu Fri Sat

5 6 7 8 9 10 11

12 13 14 15 16 17 18

19 20 21 22 23 24 25

26 27 28 29 30 31

Select the new date and time to reschedule.

Tuesday 14 July @ 60 mins

Each slot is 1 hour long. You can select up to 1 slot to book a 1 hour session.

6:00am 7:00am 8:00am 9:00am

10:00am

You're changing the recurring booking to 8:00am to 9:00am, every day, until 18 Jul 2026.

Cancel Reschedule

Click on **Reschedule** once done

Cancel recurring bookings

BookingSG
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Services ▼ Booking date ▼ Status ▼

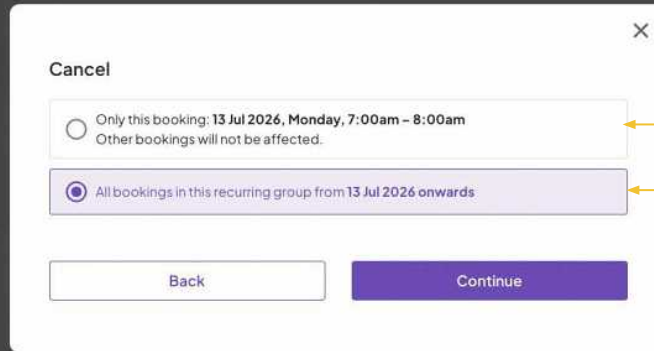
Showing 1 to 10 of 21 results

Date	Time	Service	Booking owner		
13 Jul 2026 📅 Monday	7:00am to 8:00am	[Test service 1]	Timothy Loh S2080455B	Confirmed	👁 View ⋮
14 Jul 2026 📅 Tuesday	7:00am to 8:00am	[Test service 1]	Timothy Loh S2080455B	Confirmed	👁 View ⋮
15 Jul 2026 📅 Wednesday	7:00am to 8:00am	[Test service 1]	Timothy Loh S2080455B	Confirmed	👁 View ⋮
16 Jul 2026 📅 Thursday	7:00am to 8:00am	[Test service 1]	Timothy Loh S2080455B	Confirmed	👁 View ⋮
17 Jul 2026 📅 Friday	7:00am to 8:00am	[Test service 1]	Timothy Loh S2080455B	Confirmed	👁 View ⋮

Click **3-dots** menu for a booking in a recurring series, then select **Cancel booking**.

Reschedule
Edit booking details
Cancel booking
View

Cancel recurring bookings



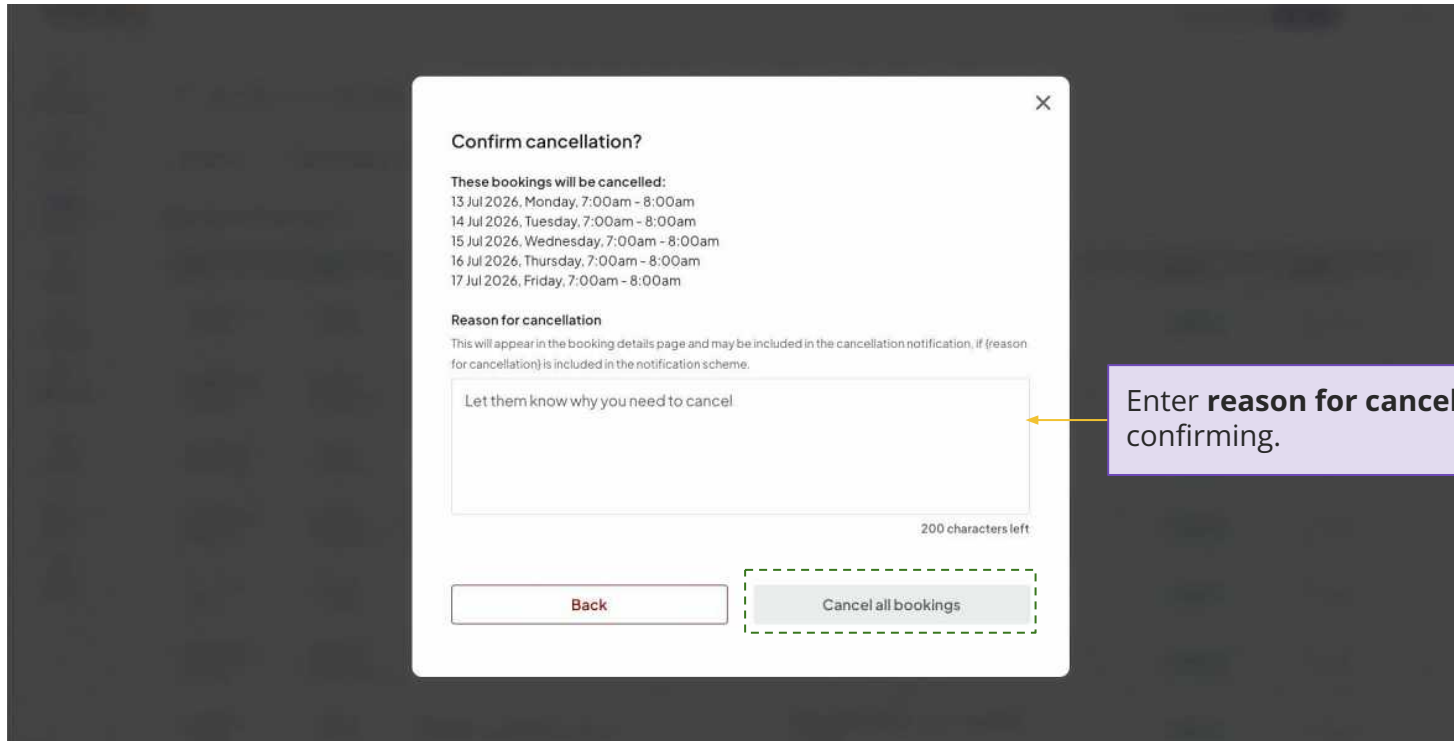
A screenshot of a 'Cancel' modal dialog. The modal has a title 'Cancel' and a close button (X) in the top right corner. It contains two radio button options. The first option is 'Only this booking: 13 Jul 2026, Monday, 7:00am – 8:00am' with the subtext 'Other bookings will not be affected.' and is currently unselected. The second option is 'All bookings in this recurring group from 13 Jul 2026 onwards' and is selected. At the bottom of the modal are two buttons: 'Back' and 'Continue'.

A **Cancel** modal will be displayed

Click this option to **cancel only the selected booking**.

Click this option to **cancel bookings in the recurring series** from the **selected booking date onward**.

Cancel recurring bookings



Confirm cancellation?

These bookings will be cancelled:
13 Jul 2026, Monday, 7:00am - 8:00am
14 Jul 2026, Tuesday, 7:00am - 8:00am
15 Jul 2026, Wednesday, 7:00am - 8:00am
16 Jul 2026, Thursday, 7:00am - 8:00am
17 Jul 2026, Friday, 7:00am - 8:00am

Reason for cancellation
This will appear in the booking details page and may be included in the cancellation notification, if {reason for cancellation} is included in the notification scheme.

Let them know why you need to cancel

200 characters left

Back **Cancel all bookings**

Enter **reason for cancellation** before confirming.

Reports



Generate reports - Booking

The screenshot shows the 'Reports' section of the BookingSG interface. On the left is a sidebar with navigation links: Dashboard, Reports, Bookings, Services, Availability, Notifications, Admins, Booking alerts, and Settings. The 'Reports' section is active. The main content area is titled 'Reports' and includes instructions: 'Download a CSV report based on the selected type. Please select service(s) and a date range to continue.' Below this are several filters: 'Select report type' (a dropdown menu with 'Booking' selected), 'Service' (a dropdown menu with 'Select' selected), 'Booking date range' (a date range selector with 'From' and 'To' fields), 'Booking creation date range' (another date range selector), and 'Booking Status' (checkboxes for 'Confirmed', 'Cancelled', 'Rejected', and 'Pending approval'). At the bottom is a 'Download report' button. Annotations with arrows point to these elements: 'This page is under the 'Reports' tab' points to the Reports link in the sidebar; 'Select the report type' points to the 'Booking' dropdown; 'Select the service to generate the report for' points to the 'Select' dropdown; 'Admins can search/ filter the bookings by date, status' points to the date range and status filters; 'Click on Download report to complete' points to the 'Download report' button; and 'Booking reports capture attendance status, including check-in and check-out time for each booking.' points to a table showing booking details.

Reports

Download a CSV report based on the selected type. Please select service(s) and a date range to continue.

Select report type
Booking

Service
Select

Booking date range
Select the date for actual bookings
From → To

Booking creation date range
Select the date for when bookings were created
From → To

Booking Status
☐ Confirmed ☐ Cancelled ☐ Rejected ☐ Pending approval

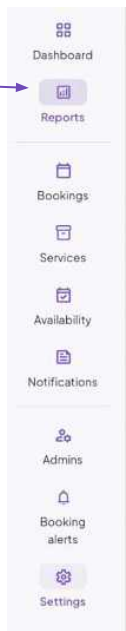
Download report

Click on Download report to complete

Booking reports capture attendance status, including check-in and check-out time for each booking.

Attendance	Attendance time	Check out time	Walk in	Admin notes
Yes	29 Apr 2026 03:10PM	29 Apr 2026 03:11PM	No	
Yes	27 Apr 2026 11:42PM	27 Apr 2026 11:46PM	No	

Generate reports - Slot Utilisation



Reports

Download a CSV report based on the selected type. Please select service(s) and a date range to continue.

Select report type

Slot utilisation

Service

Open house (Paya)

Slot date range

Select the date range for when slots were scheduled

01 / 04 / 2026

→ 30 / 04 / 2026

Download report

Select the report type

Select the service to generate the report for

Select the slot date range

This page is under the 'Reports' tab

Others



Manage Admin Access



Super admin creating a new super admin/ admin

Admins

Manage admins who can access your use case, and the permissions they have.

[Create admin account](#)
You can give them full access as a Super Admin, or limit their permissions to selected services.

Click here to create a new admin account

Search admin name, email address, contact number

Showing 1 to 3 of 3 results

Name and email ↑	Contact number	Role	Login method	Actions
Ariel Peh (ariel.peh@gt.tech.gov.sg)	+6596828341	Super Admin	Email and SMS	

This page is under the 'Admins' tab

Super admin creating a new super admin/ admin

Admins > Create admin account

Create admin account

This lets them access this admin portal and manage bookings for your use case.

Role

Select

Login method

You cannot change this once the admin account is created.

Select

Cancel

Role can be super admin or admin

Login method can be <WOG AD> or <Email and OTP>.

Admins with [gov.sg](#) emails can be given <WOG AD> log in.
Admins with [non-gov.sg](#) emails can use <Email and OTP>.

Super admin creating a new super admin/ admin

Admins > Create admin account

Create admin account

This lets them access this admin portal and manage bookings for your use case.

Role
Super Admin

Login method
You cannot change this once the admin account is created.
WOGAD

WOGAD will be required to log in. The WOG email will be used as the identifier.

WOG email address
The email must end with .gov.sg

Cancel

Create

WOGAD Login method is selected

Enter the **WOG email address** of the intended Admin or Super Admin.

Click **"Create"** when done.

Super admin creating a new super admin/ admin

The screenshot shows the 'Create admin account' form in a web application. The form is titled 'Create admin account' and includes a sidebar with navigation links: Dashboard, Reports, Bookings, Services, Availability, Notifications, Admins, Booking alerts, and Settings. The form fields are as follows:

- Role:** A dropdown menu with 'Super Admin' selected.
- Login method:** A dropdown menu with 'Email and OTP' selected. A red box highlights this section, and a callout box points to it with the text: "Email and OTP" Login method is selected.
- OTP method:** Two radio buttons labeled 'Email' and 'SMS'. A red box highlights this section, and a callout box points to it with the text: Select the method of which the one-time passcode (OTP) will be sent. **Email or SMS.** Fill up the rest of the field accordingly.
- Name:** A text input field.
- Email address:** A text input field with a note: 'This must be unique as they'll use it to log in.'
- Buttons:** 'Cancel' and 'Create' buttons at the bottom. A red box highlights the 'Create' button, and a callout box points to it with the text: Click "Create" when done.

Additional text on the form includes: 'Admins > Create admin account', 'Create admin account', 'This lets them access this admin portal and manage bookings for your use case.', 'You cannot change this once the admin account is created.', and 'An OTP will be required to log in. The email address listed will be used as the identifier.'

Super admin granting permission to new admin

[Create admin account](#)

You can give them full access as a Super Admin, or limit their permissions to selected services.



Search admin name, email address, contact number

Showing 1 to 6 of 6 results

Name and email ↑	Contact number	Role	Login method	Actions
Angeline (angeline.johanatwork@gmail.com)				...
Ang Hee (anghee.xi@gmail.com)	+6598580012	Super Admin	Email and SMS	
Hee ANG (GOVTECH) (ang_hee@tech.gov.sg)	—	Admin	WOG AD	Manage access ...
Hu Hongren (hongren.hu@cognizant.com)	+6592743590	Super Admin	Email and SMS	...
Vikas Sangwan (vikas.sangwan@gt.tech.gov.sg)	+6583633694	Super Admin	Email and SMS	...

Click here to grant permissions to new admin
(or to edit any permission for existing admins)



Super admin granting permission to new admin

✕ Manage access

Ariel Peh (arielp001@suss.edu.sg)

Service permissions

Service group permissions

Custom permissions for services

Permissions for these services are individually assigned to the admin.

Select services to add custom permissions

Select

Add

Dropdown includes all the Services in the use case

Service	All	Service settings		Availability settings		Bookings		
		View	Manage	View	Manage	View	Manage	Approve
Open house (Tuas)	☒	☒	☒	☒	☒	☒	☒	☒
Open house (Paya)	☒	☒	☒	☒	☒	☒	☒	☒

Superadmins can check the boxes where relevant

Cancel changes

Once completed, admins can click 'Save changes' and a success will be shown.

Save changes

Super admin deleting an admin

 Dashboard

 Reports

 Bookings

 Services

 Availability

 Notifications

 Admins

 Booking alerts

 Settings

Admins

Manage admins who can access your use case, and the permissions they have.

Create admin account
You can give them full access as a Super Admin, or limit their permissions to selected services. →

Search admin name, email address, contact number

Showing 1 to 2 of 2 results

Name and email ↑	Contact number	Role	Login method	Actions
Ariel Peh (ariel.peh@gt.tech.gov.sg)	+6596828341	Super Admin	Email and SMS	
Christy (christybooking123@gmail.com)	+6596828341	Admin	Email and SMS	Manage access Delete

< 1 > 10 / page

Booking Alerts



Subscribe to email alerts for booking updates

The screenshot shows a web application interface for managing booking alerts. On the left is a vertical sidebar with navigation links: Dashboard, Reports, Bookings, Services, Availability, Notifications, Admins, Booking alerts (highlighted), and Settings. The main content area is titled "Booking alerts" with a subtitle "Manage email alerts and stay informed about booking updates." Below this are two tabs: "Services" (active) and "Service groups".

Three callout boxes provide instructions:

- Top callout:** "You can subscribe to alerts for Services and/or Service Groups." An arrow points from this box to the "Services" tab.
- Middle callout:** "Admins can select the service(s) they would like to subscribe to and click 'Subscribe' to receive email alerts when bookings are created, rescheduled, updated, or cancelled." An arrow points from this box to the "Add booking alerts" section.
- Bottom callout:** "Admins can also unsubscribe from selected services via the Unsubscribe button." An arrow points from this box to the "Unsubscribe" button in the results table.

The "Add booking alerts" section contains a form with a "Service" dropdown menu (showing "Select") and a "Subscribe" button. Below this, it says "Showing 1 of 1 results".

The results table has one entry:

Service
Open house (Paya)

At the bottom of the table is an "Unsubscribe" button. The footer shows pagination: "< 1 > 10 / page".

Notifications



Create notifications

Notification schemes

Manage the email and SMS notifications that are automatically sent to users.

[+ Create notification scheme](#)
Set up notifications to be sent automatically based on specific triggers.

[Click here to create notification scheme for the various services](#)

Services Service groups

Search services or event triggers

Showing 0 of 0 results

Service ↑	Event trigger	Notifications	Actions
-----------	---------------	---------------	---------

[This page is under the 'Notification schemes' tab](#)

Create notifications

Dashboard

Reports

Bookings

Services

Availability

Notifications

Admins

Booking alerts

Settings

Notification schemes > Create notification scheme

Create notification scheme

Set up notifications to be sent automatically based on specific triggers.

Scheme setup

Set up notifications for

☒ Service

☐ Service group

Service

Select

Event trigger

When should notifications be sent?

Select

Cancel

Create

Select the Service for notification. Notification schemes will be cloned if service is cloned.

Different email templates can be triggered at different actions.

Booking pending approval

Booking request rejected

Booking confirmed

Booking rescheduled

Booking cancelled by user

Booking cancelled by admin

Booking reminder

Booking updated

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Create notifications

The screenshot shows the 'Notification templates' form. On the left is a sidebar with navigation links: Dashboard, Reports, Bookings, Services, Availability, Notifications (highlighted), Admins, Booking alerts, and Settings. The main form has the following sections:

- Notifications to send:** A dropdown menu is open, showing options: Email (selected with a checkmark), SMS, and Email and SMS. An annotation box with an arrow pointing to this dropdown says: "Can select email, SMS or both".
- Personalisation tags for email:** A text area with a placeholder "Insert tags into the subject or message. When sent, tags will be replaced with information relevant to the recipient." Below it is a "Select" dropdown and an "Insert" button.
- Subject:** A text field containing "Booking confirmed: {ServiceName}". An annotation box with two arrows pointing to this field and the "Message" section below it says: "Admin can choose subject and also customise template".
- Message:** A rich text editor with a toolbar (Normal Text, Bold, Italic, Underline, Link, Unlink, Bulleted List, Numbered List, Indent, Outdent). The message content is: "Hello, Your booking is confirmed. Service {ServiceName} Date {DateOfBooking} Time {BookingStartTime} to {BookingEndTime}".

Delete a Notification Scheme

- Dashboard
- Reports
- Bookings
- Services
- Availability
- Notifications
- Admins
- Booking alerts
- Settings

Notification schemes

Manage the email and SMS notifications that are automatically sent to users.



Create notification scheme

Set up notifications to be sent automatically based on specific triggers.



Services

Service groups



Search services or event triggers

Showing 1 to 2 of 2 results

Service ↑	Event trigger	Notifications	Actions
Open house (Paya)	Booking confirmed	Email	Manage ...
Open house (Paya)	Booking rescheduled	Email	Manage Delete ...

Delete notification scheme?

Once deleted, users who have booking for Open house (Paya) will not receive any booking confirmed notification.

Cancel

Delete

Attendance taking (Manual)



Turn on attendance

1. To turn on 'Attendance', go to 'Services', select the Service you would like to turn on attendance configuration. Select 'Manage service settings' to reach this page.

2. Click on the **"Attendance"** tab

Attendance tracking is not enabled

Enable attendance tracking to mark attendance and include this data in reports.

[Enable attendance tracking](#)

3. Click to enable attendance tracking

When attendance is enabled

Track attendance

[View bookings](#)
Mark attendance for each booking via Bookings page →

You may download attendance data in Reports.

[Disable attendance tracking](#)

Three ways to track attendance

Hide all

1. Mark attendance via the Bookings page

Mark bookings as attended in the Bookings table or booking details page.

2. Scan attendees' QR codes (Coming soon)

3. Allow attendees to self check-in and check-out

Display this service's QR code at your venue for attendees to scan with their own device.



Two Ways to Take Attendance

1. Mark Attendance Via the Bookings Page

Bookings
View, reschedule, or cancel bookings for services you manage.

Create booking
You can make a booking on behalf of someone else by selecting an appointment slot and entering their unique identifier.

Create bookings from XLSX file
Bulk create bookings by uploading an XLSX file. Bookings will be automatically scheduled for you.

Services Service groups

Open house (Paya)

Services Booking date Status

Showing 1 to 5 of 5 results

Date	Time	Service	Booking owner	Status	Actions
27 Apr 2026 Monday	5:00pm to 6:00pm	Open house (Paya)	Shi Qi ARIELPEHSQ@GMAIL.COM	Confirmed	Mark attendance

Once attendance is marked, status will be 'Attended'.

Date	Time	Service	Booking owner	Status	Actions
27 Apr 2026 Monday	5:00pm to 6:00pm	Open house (Paya)	ARIEL PEH@GT.TECH.GOV.SG	Attended	Check out View booking details Clear attendance Reschedule Edit booking details
1 Apr 2026 Wednesday	9:00am to 10:00am	Open house (Paya)	ARIEL PEH@GT.TECH.GOV.SG	Rejected	
31 Mar 2026 Tuesday	9:00am to 10:00am	Open house (Paya)	ariel ARIEL.PEH@GT.TECH.GOV.SG	Rejected	

To unmark the attendance, click on 'Clear attendance'.

Once checked in, a booking can also be manually checked out.

Two Ways to Take Attendance

2. Allow Attendees to Self Check-in & Check-out

Attendees can scan the service QR code to self check-in and check-out - This option can be configured in **Manage Service Settings** under **Attendances**

3. Allow attendees to self check-in and check-out

Display this service's QR code at your venue for attendees to scan with their own device.



[Download](#) [Copy link](#)

Self check-in settings

When can attendees check in?

☒ All day on booking date

☐ Custom time frame

Do attendees need to be near the venue to check in?

☒ No

☐ Yes

Require PIN approval for check-in?

Authorised personnel must enter this PIN to approve attendees check-ins.

☐ No

☒ Yes

Set a 4-digit PIN (Check-in)

Share this pin with authorised personnel handling check-in:

1234

1. Attendees check in within the configured time window

2. Check in remotely or near the venue (based on settings)

3. Be required to enter a PIN if approval is enabled

Two Ways to Take Attendance

2. Allow Attendees to Self Check-in & Check-out

Attendees can scan the service QR code to self check-in and check-out - This option can be configured in **Manage Service Settings** under **Attendance**

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Pin approval

Ask the person-in-charge to enter the PIN to approve the check-in.

Enter PIN

1 2 3 4

Booking ID: d6PR626pPJ

Shi Qi
ARIELPEHSQ@GMAIL.COM

Check in

3. Allow attendees to self check-in and check-out

Display this service's QR code at your venue for attendees to scan with their own device.



Download

Copy link

Attendees can also check in via booking link

Self check-in settings

When can attendees check in?

☒ All day on booking date

☐ Custom time frame

Do attendees need to be near the venue to check in?

☒ No

☐ Yes

Require PIN approval for check-in?

Authorised personnel must enter this PIN to approve attendees check-ins.

☐ No

☒ Yes

Set a 4-digit PIN (Check-in)

Share this pin with authorised personnel handling check-in:

1234

1. Attendees check in within the configured time window

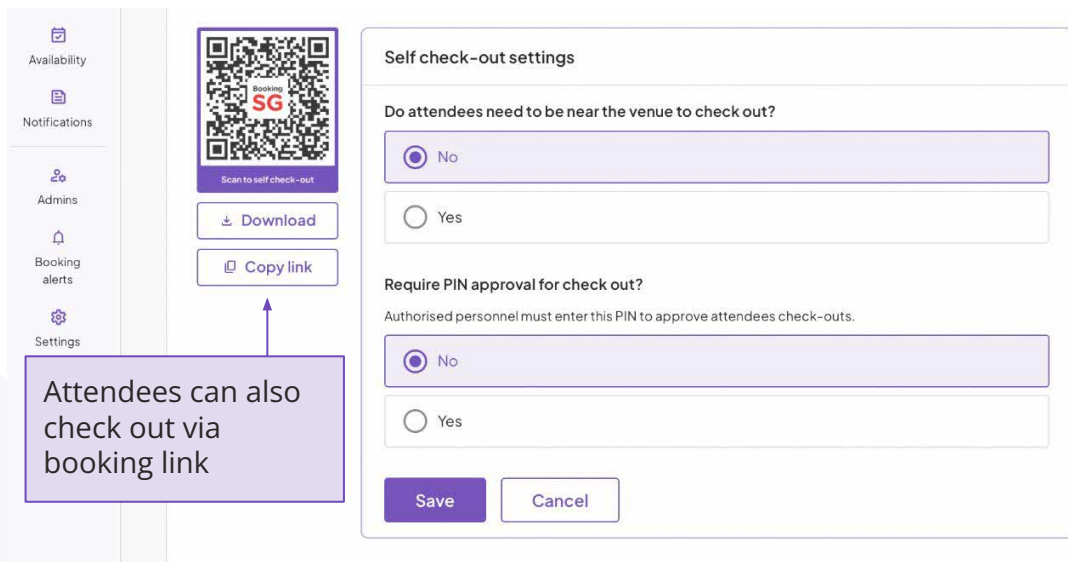
2. Check in remotely or near the venue (based on settings)

3. Be required to enter a PIN if approval is enabled

Two Ways to Take Attendance

2. Allow Attendees to Self Check-in & Check-out

Self check-out settings can also be configured -
Attendees will need to scan the QR code to self check-out



The screenshot displays the BookingSG Admin interface. On the left is a sidebar with navigation links: Availability, Notifications, Admins, Booking alerts, and Settings. The main content area is titled 'Self check-out settings'. It contains two sections: 'Do attendees need to be near the venue to check out?' and 'Require PIN approval for check out?'. Each section has radio buttons for 'No' (selected) and 'Yes'. Below the second section is a text box for 'Authorised personnel must enter this PIN to approve attendees check-outs.' and 'Save'/'Cancel' buttons. To the left of the settings is a QR code with the text 'Scan to self check-out' and 'Booking SG' logo. Below the QR code are 'Download' and 'Copy link' buttons. A purple callout box with an arrow points to the 'Copy link' button, containing the text: 'Attendees can also check out via booking link'.

Availability

Notifications

Admins

Booking alerts

Settings

Scan to self check-out

Download

Copy link

Attendees can also check out via booking link

Self check-out settings

Do attendees need to be near the venue to check out?

☒ No

☐ Yes

Require PIN approval for check out?

☒ No

☐ Yes

Authorised personnel must enter this PIN to approve attendees check-outs.

Save Cancel

1. Attendees can check out remotely or near the venue (based on settings)

2. Be required to enter a PIN if approval is enabled

Thank you!



View bookings - How to spot a recurring booking

BookingSG
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UX Use Case ★ Premium T

Dashboard

Reports

Bookings

Services

Availability

Notifications

Admins

Booking alerts

Services ▾

Booking date ▾

Status ▾

Showing 1 to 10 of 21 results

Date	Time	Service	Booking owner	Status	Actions
13 Jul 2026	7:00am	[Test service 1]	Timothy Loh S2080455B	Confirmed	View ...
This is a recurring booking					
14 Jul 2026 📅 Tuesday	7:00am to 8:00am	[Test service 1]	Timothy Loh S2080455B	Confirmed	View ...
15 Jul 2026 📅 Wednesday	7:00am to 8:00am	[Test service 1]	Timothy Loh S2080455B	Confirmed	View ...
16 Jul 2026 📅 Thursday	7:00am to 8:00am	[Test service 1]	Timothy Loh S2080455B	Confirmed	View ...
17 Jul 2026 📅 Friday	7:00am to 8:00am	[Test service 1]	Timothy Loh S2080455B	Confirmed	View ...

View bookings - How to spot a recurring booking

BookingSG
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Dashboard

Reports

Bookings

Services

Availability

Notifications

Admins

Booking alerts

Services ▼

Booking date ▼

Status ▼

Showing 1 to 10 of 21 results

Date	Time	Service	Booking owner	Status	Actions
13 Jul 2026 ₹ Monday	7:00am to 8:00am	[Test service 1]	Timothy Loh S2080455B	Confirmed	View ...
14 Jul 2026 ₹ Tuesday	7:00am to 8:00am	[Test service 1]	Timothy Loh S2080455B	Confirmed	Reschedule Edit booking details Cancel booking View ...
15 Jul 2026 ₹ Wednesday	7:00am to 8:00am	[Test service 1]	Timothy Loh S2080455B	Confirmed	View ...
16 Jul 2026 ₹ Thursday	7:00am to 8:00am	[Test service 1]	Timothy Loh S2080455B	Confirmed	View ...
17 Jul 2026 ₹ Friday	7:00am to 8:00am	[Test service 1]	Timothy Loh S2080455B	Confirmed	View ...