

BookingSG

BookingSG 2.0 Admin Portal User Guide (Facilities)

Updated on 30 Sept 2026



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Category	Topic
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Admin Portal Overview



Admin Portal Quick Walkthrough

The screenshot shows the BookingSG Admin Portal interface. The left sidebar contains navigation links: Dashboard, Reports, Bookings, Resources, Availability, Notifications, Admins, Booking alerts, and Settings. The main content area displays a greeting 'Hi, Cyrus Teo' and 'Super Admin' status, followed by the text 'This is your admin workspace for Meeting Rooms (Punggol Digital...)'.

Callouts provide detailed information about the key sections:

- Reports:** Get insights on your use case's booking history, including utilisation of resource slots (**Covered in Reports section**)
- Bookings:** Manage current bookings that have been made for your use case, including creating bookings on behalf of others (**Covered in Bookings section**)
- Resources:** Manage the resources / facilities available in your organisation for users to book, including setting the attributes of the resource (e.g. capacity), and setting up complex resources such as a combined resource (**Covered in Resources section**)
- Availability:** Manage the availabilities of each resource for booking. A resource will only be made available for booking once an availability has been scheduled for it. (**Covered in Availability section**)

The top right of the interface shows the selected use case: 'Meeting Rooms (Punggol Digital...)'.

This is your current selected use case.

Depending on the different cases your organization has with BookingSG and your admin access, you will be able to toggle between different use cases

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Admin Portal Quick Walkthrough

The screenshot displays the BookingSG Admin Portal interface. The top navigation bar includes the BookingSG logo and a dropdown menu for 'Meeting Rooms (Punggol Digital...)' with a user profile icon 'C'. The left sidebar contains a list of menu items: Dashboard, Reports, Bookings, Resources, Availability, Notifications, Admins, Booking alerts, and Settings. The main content area shows a welcome message 'Hi, Cyrus Teo' with the role 'Super Admin' and a statement 'This is your admin workspace for Meeting Rooms (Punggol Digital...)'.

Four callout boxes provide detailed instructions for specific sections:

- Notifications:** Set up the notifications which your users will get for various events triggered (e.g. rescheduled bookings) (Covered in [Notifications section](#))
- Admins:** Manage the permissions and access of all admins for your use case (Covered in [Permissions section](#))
- Booking alerts:** Set up the alerts which you will get based on various events triggered (Covered in [Alerts section](#))
- Settings:** Control other settings in your bookings use case, including co-branding with organisation logo (Covered in [Settings section](#))

The footer of the page includes a 'Privacy Statement' link and the copyright notice '© 2026 BookingSG, Government of Singapore'.

Resources



Concept of resource

How to define different resources and organize it for bookings



A resource is a single bookable unit by users



For example, a resource might be a single meeting room in the office. Users will be able to book this discrete unit of resource for their use.

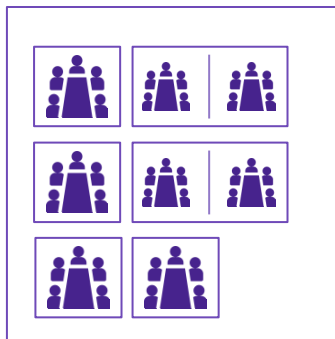
A resource can also consist of a combination of resources. Such resources are termed “Combined resource”. Users will be able to book a combined resource or its constituent resources individually.



An example of a combined resource is large meeting room that can be partitioned into smaller rooms. Each smaller room can be booked in isolation, but a user is also able to book the entire large meeting room for use in a single slot too. However, doing so means the **constituent rooms are no longer available** in that same slot.

A resource is not bookable until it is in a resource group

Meeting rooms



A resource group is a collection of resources (which can consist of combined resources also).

Bookings for resources can be made **only after** you have created a resource group comprising of said resources. These resources must have availabilities as well. A resource can be in multiple resource groups.

Examples of resource groups:

- Group of **meeting rooms**, which consists of normal and large rooms.
- Group of rooms **to be booked by specific users**.

Manage resources



Managing resources

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BookingSG

Meeting Rooms (Punggol Digital... C

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Resources

View or manage all resource listings in your use case.

Create a single resource
Create combined resources

Manage groups

+ Create resource
List a meeting room, facility, equipment, or other resource for users to book.

+ Create combined resource
Combine 2 or more existing resources to create a new bookable resource.

Search resources

Showing 1 to 3 of 3 results

Resource name	Resource groups	Last updated	Actions
Big Room (Meeting Rooms 083X) Combined	Meeting Rooms	12 Jan 2026 10:21am	Manage Delete
Meeting Room 0831	Meeting Rooms	10 Jan 2026 4:12pm	Manage Delete
Meeting Room 0830	Meeting Rooms	10 Jan 2026 3:30pm	Manage Delete

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All resources created will be displayed here. Admins can manage them, including editing, deleting and searching.

Combined resources are tagged

Resources can be deleted **only if** there are no upcoming bookings made for the resource

Creating single resources



Creating a new resource

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Meeting Rooms (Punggol Digital... C

- Dashboard
- Reports
- Bookings
- Resources**
- Availability
- Notifications
- Admins
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- Settings

Resources

View or manage all resource listings in your use case.

[Manage groups](#)

[+ Create resource](#)
List a meeting room, facility, equipment, or other resource for users to book.

[Create combined resource](#)
Combine 2 or more existing resources to create a new bookable resource.

Search resources

Showing 1 to 3 of 3 results

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Meeting Room 0831	Meeting Rooms	10 Jan 2026 4:12pm	Manage Delete
Meeting Room 0830	Meeting Rooms	10 Jan 2026 3:30pm	Manage Delete

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Creating a new resource

The screenshot shows the 'Create resource' form in the BookingSG interface. The form is titled 'Create resource' and includes a sidebar with navigation links: Dashboard, Reports, Bookings, Resources, Availability, Notifications, Admins, Booking alerts, and Settings. The form itself has a 'Basic information' section with the following fields:

- Name of resource:** A text input field. An annotation points to it: 'Provide a name to the single resource'.
- Resource groups:** A dropdown menu with 'Select' as the current option. An annotation points to it: 'You must add a resource to a resource group before it becomes bookable. You can create a resource group before creating a resource, so that you may add it here.'
- Room capacity (if applicable):** A text input field. An annotation points to it: 'If your resource is a facility with a personnel capacity (e.g. a meeting room, you may specify the room capacity)'.
- Photos (optional):** A section for uploading photos. It includes a note: 'Upload up to 4 photos. For best results, choose photos with a 4:3 aspect ratio and a minimum resolution of 800 x 600px.' Below this is a box with the text: 'Maximum size per file: 2 MB. Supported file types: .JPG, .JPEG or .PNG.' There is an 'Upload files or drop them here' button. An annotation points to this section: 'You may upload photos and additional descriptions of your resource for users to understand more about the resource'.
- Description (optional):** A text area for a description. An annotation points to it: 'You may upload photos and additional descriptions of your resource for users to understand more about the resource'.

The form also includes a '1,000 characters left' indicator at the bottom right of the description field.

Creating a new resource

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Meeting Rooms (Punggol Digital... C

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Features and attributes

Descriptor tags (if applicable)
Select options that best describe this resource, based on standardized tags created by your Super Admin. These will be used as filters for users when they are trying to search for a resource to book.

Projector in room

Select

Custom attributes (optional)
Add custom attributes for this resource, such as address or nearest carpark. These will be shown on the booking page.

+ Add attribute

Cancel

Create resource

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Adding features and attributes to resources will help users find resources with these accompanying assets / attributes later when booking.

Users will be able to filter for these features and attributes when making resource bookings later.

Descriptor tags can be added as filters to your bookings. They need to first be created in the *Settings* tab

Only super admins are able to create these filters (Covered in Settings section)

Creating combined resources



Creating a new combined resource

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Resources

View or manage all resource listings in your use case.

Manage groups

+

Create resource

List a meeting room, facility, equipment, or other resource for users to book.

→

⌄

Create combined resource

Combine 2 or more existing resources to create a new bookable resource.

→

Search resources

Showing 1 to 3 of 3 results

Resource name	Resource groups	Last updated ↓	Actions
Big Room (Meeting Rooms 083X) Combined	Meeting Rooms	12 Jan 2026 10:21am	Manage
Meeting Room 0831	Meeting Rooms	10 Jan 2026 4:12pm	Manage
Meeting Room 0830	Meeting Rooms	10 Jan 2026 3:30pm	Manage

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Creating a new combined resource

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BookingSG Meeting Rooms (Punggol Digital... ▾)

Create combined resource

Combine 2 or more existing resources to create a new bookable resource. For example, 2 rooms that can be combined into a larger space.

Basic information

Name of combined resource

Select resources to combine

1 selected ▾

Select at least 2 resources to combine

Resource group

Meeting Rooms ▾

Room capacity (if applicable)

Photos (optional)

Notes: To add this to multiple resource groups, you'll need to create a separate combined resource for each group.

Creating a combined resource is similar to creating a single resource, except that there needs to be single resources already created so that it can be added.

At least 2 or more resources need to be selected to form a new combined resource

Managing resource groups



Managing resource groups

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BookingSG

Meeting Rooms / Budget / Digital

Manage resource groups

Manage groups

Resources

View or manage all resource listings in your use case.

[+ Create resource](#)
List a meeting room, facility, equipment, or other resource for users to book.

[Create combined resource](#)
Combine 2 or more existing resources to create a new bookable resource.

Search resources

Showing 1 to 3 of 3 results

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Managing resource groups

BookingSG Meeting Rooms (Punggol Digital... C

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Resources > Resource groups

Create a new resource group

Resource groups

Resource groups organise resources, control who can book them, and define booking policies and notifications. Resources must be in at least 1 group before it can be booked.

+ Create resource group

Search resource groups

View all created resource groups here

Showing 1 of 1 results

Resource group	Public access period	Last updated ↓	Actions
Meeting Rooms Meeting Rooms	10 Jan 2026 – No end date	10 Jan 2026 4:12pm	Manage Copy booking link Create booking Delete

< 1 > 10

Edit or manage created resource groups, including deleting resource groups

Resource groups can be deleted **only if** there are no upcoming bookings made for resources which are part of the resource group

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Creating resource groups



Creating a new resource group

BookingSGMeeting Rooms (Punggol Digital... C

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[Resources](#) > [Resource groups](#) > [Create resource group](#)

Create resource group

Organise your resources and set assign access to specific users.

Group details

Name of resource group

Create a name that encompasses all constituent resources

Display name (optional)
As shown on booking page, under resource group.

Description (optional)

1,000 characters left

Add individual resources (optional)

Select

All all constituent resources. You can choose to add this after the resource group is created later.

Creating a new resource group

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UX Facilities ★ Premium ▼

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Core configurations

User login type

Singpass

! Singpass login will be required to make bookings. NRIC or FIN V

Do bookings require admin approval?

✓ Yes

✗ No

Allow users to see who made bookings?

✓ Yes

✗ No

Allow users to make recurring bookings?

✓ Yes

✗ No

Booking window and limits

User login type

Singpass

✓ Singpass

Single sign-on (SSO)

Email OTP

SMS OTP

Configure how you would like users to login when making a booking.

However, note that this cannot be changed later once the resource group is created.

If Yes is selected, an admin would need to approve each booking made for the services added in the group before it is confirmed

If Yes is selected, admin and users will be able to see who made existing bookings in the resource and time selection table when creating a new booking.

If Yes is selected, admins and users can create recurring bookings for resources within the resource group.

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Creating a new resource group

Booking window and limits

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

Start

End ☒ 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

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 booking duration

minutes

Max number of bookings per person:

☒ No restrictions

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

This specifies the longest continuous booking of a resource that a user can make even if there are available slots.

If left empty, a user can book a resource indefinitely if there are availabilities

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

- Upcoming bookings
- Day
- Week
- Month
- Year

Creating a new resource group

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UX Use Case **Premium** ▼ **T**

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.

Creating a new resource group

BookingSG

Meeting Rooms (Punggol Digital...)

C

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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 public access period

Cancellations

Allow cancellation of bookings?

✓ Yes

✗ No

Cancellations are allowed:

At least

days before scheduled booking

✓ No restrictions

✓ Only allow cancellations during public access period

Configure rescheduling policies for bookings, including the number of times and how many days in advance.

Configure the cancellation policies for bookings, including how many days in advance

Configuring resource groups



Configure your allowed users

For Email OTP and WOG AD verification method

The screenshot shows the BookingSG interface for configuring allowed users. The breadcrumb trail is 'Resources > Resource groups > Meeting Rooms (No approval needed)'. The page title is 'Meeting Rooms (No approval needed)' with a 'Resource group' tag. A URL is displayed: 'https://www.stg.appointments.bookingsg.io/public/usecase/Py3lAY/resource-groups/40Az2zAO'. Navigation tabs include 'Group info', 'Allowed users' (highlighted with a red box), 'Resources in group', and 'Form questions'. A callout box points to the 'Allowed users' tab, stating: 'You can configure the users who are allowed to book via this "Allowed users" tab.' The 'Allow list' section contains a 'User login type' dropdown set to 'Email OTP' with a note: 'You cannot change this once the resource group is created.' Below this, a message states: 'Email OTP login will be required to make bookings. Email address will be used as the identifier.' The 'Who should be allowed to book?' section has two radio button options: 'All email users' (with subtext 'Anyone with an email can book this resource group.') and 'Specific email addresses or email domains' (selected, with subtext 'You can manually add email addresses, email domains, or bulk upload a list of users.'). A callout box points to the 'Specific email addresses or email domains' option, stating: 'For email OTP and WOG AD login types, you can restrict certain email addresses or email domains to login to access the booking page'. At the bottom are 'Save and continue' and 'Cancel' buttons.

BookingSG

Meeting Rooms (Punggol Digital...)

Resources > Resource groups > Meeting Rooms (No approval needed)

Meeting Rooms (No approval needed) Resource group

https://www.stg.appointments.bookingsg.io/public/usecase/Py3lAY/resource-groups/40Az2zAO

Group info Allowed users Resources in group Form questions

Allow list

User login type
You cannot change this once the resource group is created.
Email OTP

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

Who should be allowed to book?

☐ All email users
Anyone with an email can book this resource group.

☒ Specific email addresses or email domains
You can manually add email addresses, email domains, or bulk upload a list of users.

Save and continue Cancel

You can configure the users who are allowed to book via this "Allowed users" tab.

For email OTP and WOG AD login types, you can restrict certain email addresses or email domains to login to access the booking page

Configure your allowed users

For Email OTP and WOG AD verification method

The screenshot shows the BookingSG interface for configuring allowed users. The left sidebar contains navigation links: Dashboard, Reports, Bookings, Resources, Availability, Notifications, Admins, Booking alerts, and Settings. The main content area is titled 'Allow list' with an 'Edit' button. It includes sections for 'User login type' (Email OTP), 'Who is allowed to book?' (Specific email addresses or email domains), and a '+ Add users to allow list' button. Below this is a search bar and a table showing 0 results. A modal window is open, titled 'Add email domain', with fields for 'Add email domain' and 'Add email address', and 'Cancel' and 'Save' buttons.

BookingSG Meeting Rooms (Punggol Digital... C

Allow list Edit

User login type
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

Search

Showing 0 results out of 0 allowed to book Meeting Rooms (No approval needed)

Value ↑	Type	Actions
 No users in allow list Add a user to your allow list to set who will have access to this resource group.		

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

Configure your allowed users

For Singpass verification method

Resources > Resource groups > [Test] Resource Group

[Test] Resource Group Resource group

<https://www.stg.appointments.bookingsg.io/public/usecase/BokeB8yr/resource-groups/XjyYV0Aa>

Group info **Allowed users** Resources in group Notifications Form questions Attendance

Allow list

User login type
You cannot change this once the resource group is created.

Singpass

Who should be allowed to book?

☐ All Singpass users
Anyone with a Singpass can book this resource group.

☒ **Selected Singpass users**
You can manually add NRIC or FIN, or bulk upload a list of users.

Save and continue **Cancel**

For Singpass login type, you can restrict certain NRIC or FIN to login to access the booking page

Configure your allowed users

For Singpass verification method

The screenshot displays the BookingSG web application interface. On the left is a sidebar with navigation links: Dashboard, Reports, Bookings, Resources, Availability, Notifications, Admins, Booking alerts, and Settings. The main content area shows the configuration for a '[Test] Resource Group'. The breadcrumb trail is 'Resources > Resource groups > [Test] Resource Group'. Below the group name is a URL: 'https://www.stg.appointments.bookingsg.io/public/ucase/8okeB8yr/resource-groups/XiyYVOAa'. There are tabs for 'Group info', 'Allowed users' (which is selected), 'Resources in group', 'Notifications', 'Form questions', and 'Attendance'. The 'Allowed users' tab contains an 'Allow list' section with an 'Edit' button. Under 'User login type', 'Singpass' is selected. A message states: 'Singpass login will be required to make bookings. NRIC or FIN will be used as the identifier.' Under 'Who is allowed to book?', 'Selected Singpass users' is chosen. At the bottom of this section is a button '+ Add users to allow list', which is highlighted with a red box. An arrow points from this button to a modal dialog. The modal dialog is titled 'Add NRIC and/or FIN' and contains the instruction 'List each NRIC or FIN on a new line.' followed by a text input area. At the bottom of the modal are 'Cancel' and 'Save' buttons.

Configure what users must provide when making a booking

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[Test] Resource Group Resource group

<https://www.stg.appointments.bookingsg.io/public/usecase/8okeB8yr/resource-groups/XjyYVOAa>

Group info

Allowed users

Resources in group

Notifications

Form questions

Attendance

Create booking

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 ▾

Publish

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"

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Configure what users must provide when making a booking

The screenshot shows the BookingSG configuration page for a resource group. The left sidebar contains navigation links: Reports, Bookings, Resources, Availability, Notifications, Admins, Booking alerts, and Settings. The main content area is titled "[Test] Resource Group" and includes a URL. Below the title are tabs for Group info, Allowed users, Resources in group, Notifications, Form questions (selected), and Attendance. A "Create booking" button is in the top right. The "Form questions" tab shows a description of the booking form and a list of sections: Contact details, Standard section, Repeatable section, and Booking co-owners section. A dashed box highlights these sections, and a callout box explains that three section types can be added. The "Add section" button is at the bottom left, and the "Publish" button is at the bottom right.

[Test] Resource Group Resource group

<https://www.stg.appointments.bookingsg.io/public/usecase/8okeB8yr/resource-groups/XjyYVOAa>

Group info Allowed users Resources in group Notifications **Form questions** 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)

Configure what users must provide when making a booking

The screenshot displays the BookingSG configuration interface. On the left is a sidebar with navigation links: Dashboard, Reports, Bookings, Resources, Availability, Notifications, Admins, Booking alerts, and Settings. The main content area has a header stating: "This booking form is used to collect information when someone makes a booking. You can customise it by adding additional sections and form fields." Below this is a section titled "Contact details" with a lock icon and the text "Section cannot be edited". The section contains four form fields: "Name (as in NRIC or passport)", "NRIC number or FIN" (with a sub-note "Ensure that this is correct as the user will log in with Singpass"), "Mobile number" (with a "+65" dropdown), and "Email address". Below the "Contact details" section is an "Untitled custom section" which is currently empty. At the bottom of the form are two buttons: "Add form field" and "Delete section". A purple callout box points to the "Add form field" button, displaying a list of available field types: Text, Number, NRIC or FIN, Phone number, Dropdown, Radio buttons, Checkboxes, Date, and Attachment. To the right of the callout box is a text box explaining the function of the "Standard" section.

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

Untitled custom section

Add form field

Delete section

Standard

- 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.

Add section

Publish

Configure what users must provide when making a booking

Dashboard

Reports

Bookings

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Admins

Booking alerts

Settings

Mobile number

+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.

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.

Configure what users must provide when making a booking

Dashboard

Reports

Bookings

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Availability

Notifications

Admins

Booking alerts

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 log in 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.

Availabilities



Concept of availability

How to assign availability to resources



Availability is the period which a resource is bookable



Jan - Feb



Mar - Apr

Availabilities define the date and time which a resource is bookable by users, including the duration of each bookable timeslot.

A resource can have multiple availabilities assigned, making the resource bookable within the various time periods. However, the periods of two availabilities **cannot overlap** each other.



(A)



Jan - Feb



Mar - Apr

(B)



Mar - Apr



May - Jun

An availability of a combined resource cannot be defined by admins. Instead, a combined resource will only be available if there are available slots for **all** its constituent resources **at the same time**. Booking a combined resource will then make all constituent resources unavailable during that time.

The duration of each bookable timeslot for a combined resource will be the longest slot duration out of all its constituent resources.

Manage availabilities



Managing availabilities

BookingSGMeeting Rooms (Punggol Digital... C

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Availability

Decide when you want to accept bookings for each resource.

+

Create availability schedule

→

Set up regular hours so bookable slots can be created for your resource.

Search resource or date

Showing 1 to 4 of 4 results

Effective date range	Available days	Resource	Actions
10 Jan 2026 – 24 Jan 2026 Active	Mon, Tue, Wed, Thu, Fri	Meeting Room 0830	Manage ...
10 Jan 2026 – 31 Jan 2026 Active	Mon, Wed, Fri	Meeting Room 0831	Manage ...
8 Feb 2026 – 13 Feb 2026	Mon, Tue, Wed, Thu, Fri, Sun	Meeting Room 0830	Manage ...
8 Feb 2026 – 13 Feb 2026	Mon, Tue, Wed, Thu, Fri, Sun	Meeting Room 0831	Manage ...

Create an availability for a resource (not applicable for combined resources)

If the present date falls within an availability's effective date range, it becomes *Active*

All availabilities created will be displayed here. Admins can manage them, including editing, deleting and searching.

Multiple availabilities can be created for the same resource, only if the period does not overlap

Creating availabilities



Creating a new availability

BookingSGMeeting Rooms (Punggol Digital... ▼C

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Availability > Create availability schedule

Create availability schedule

Set up regular hours so bookable slots can be created for your resource.

Schedule setup

Resource

Select

Search

Meeting Room 0830

Meeting Room 0831

▼

Effective date range

When will your resource be available?

From → To

Slot duration

If 30 mins, users can book in slots of 30 mins up to the maximum booking duration.

minutes

Select the resource which you want to create an availability for

Provide the effective period that this resource will be available for.

How long is each bookable slot?

Creating a new availability

BookingSG

Meeting Rooms (Punggol Digital...)

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Availability

Add the hours this resource will be available for booking. Bookable slots will be created for these hours based on the slot duration.

16 Feb 2026, Mon

Available hours

8:00am → 1:00pm

Copy to...

Copy to and replace:

Select

Tuesday

Wednesday

Thursday

Friday

Not available

For a given week in the effective date range, specify the available hours which the resource can be booked.

The duration **must be divisible** by the length of your slot duration

To clone the available hours to other days of the week, use the *Copy to* function and select which other day of the week will have the same available hours

Creating a new availability

BookingSGMeeting Rooms (Punggol Digital... C

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Exceptions

Add dates between **16 Feb 2026** and **20 Feb 2026** (inclusive) where the available times are different. You'll be able to customise the availability for these dates. Any public holidays will automatically be added here as exceptions.

17 Feb 2026, Tue

Public holiday: Chinese New Year

Remove date

Time range

Not available

+

18 Feb 2026, Wed

Public holiday: Chinese New Year

Remove date

Time range

Not available

+

Add date exception

Cancel

Create

Any exceptions to the effective date range are configured here.

By default all public holidays in Singapore will be added to the exception list. These will be marked out by a *Public Holiday* tag. However, these can be removed if desired.

Add any other exceptions

Bookings



Manage bookings



Managing bookings

BookingSG

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Bookings

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

+

Create single booking

→

Make a booking on behalf of someone else. You'll need their personal and contact details.

🔍

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

Resource groups ▾

Resources ▾

Date of booking ▾

Status ▾

Showing 1 to 5 of 5 results

Date	Time	Resource and group	Booking owner	Status	Actions
16 Feb 2026 Monday	5:30pm to 5:45pm	Meeting Room 0832 Meeting rooms in PDD		Pending approval	✓ Approve ...
14 Jan 2026 Wednesday	10:00am to 11:00am	Big Room (Meeting Rooms 083X) Combined Meeting Rooms		Cancelled	👁 View ...
14 Jan 2026 Wednesday	1:00pm to 2:00pm	Big Room (Meeting Rooms 083X) Combined Meeting Rooms	Cyrus CYRUSTEO001@GMAIL.COM	Cancelled	👁 View ...
14 Jan 2026 Wednesday	1:00pm to 3:00pm	Meeting Room 0831 Meeting Rooms	Cyrus CYRUS.TEOCKGOVTECH@GMAIL.COM	Confirmed	👁 View ...
16 Feb 2026 Monday	12:15pm to 2:00pm	Meeting Room 0832 Meeting rooms in PDD	Cyrus S9720132C	Confirmed	👁 View ...

Admins can book a resource on behalf of a user. Bookings that are made by admins with permissions will not require additional approval. Admins also can bypass a number of booking policies or restrictions which a user would normally face

All bookings made by users and admins will be displayed here.

Admins can manage them, including approving, editing booking details, rescheduling and searching bookings.

Bookings made by users that require admin approval can be approved/rejected here

Bookings which require approval can be **configured in Resource groups**

Clicking on View allows admin to see booking details and edit if necessary

Managing a booking that is pending approval

BookingSG Meeting Rooms (Punggol Digital... C

Meeting Room 0832

Booking ID: 2e7e606b-3cf7-408c-99c6-4fc978d1afb8

Mr SG Father with only normal children Pending approval

Thursday, 19 February 2026
4:15pm - 4:30pm

Details

Contact details

Name (as in NRIC or passport)
Mr SG Father with only normal children

NRIC number or FIN
S4952126Z

Mobile number
+65 98336913

Email address
cyrus_teo@tech.gov.sg

Approve or reject a booking

Reschedule a booking

View the details of the booking and the user. Editing of some user's details are also allowed for admins

Managing a booking that is confirmed

BookingSG Meeting Rooms (Punggol Digital... C

Bookings > 9759475c-1bda-4e79-9fe3-fl2a5fb2c3a2

Meeting Room 0831

Booking ID: 9759475c-1bda-4e79-9fe3-fl2a5fb2c3a2

Cyrus Confirmed

Wednesday, 14 January 2026
1:00pm - 3:00pm

[Reschedule](#) [Cancel booking](#)

Details

Contact details

[Edit](#)

Name
Cyrus

Email address
CYRUS.TEOCKGOVTECH@GMAIL.COM

Mobile number
+65 98336913

Bookings can be rescheduled or cancelled
See section on **rescheduling / cancelling bookings** as an admin

Rescheduling bookings



Rescheduling bookings which are pending or confirmed

BookingSGMeeting Rooms (Punggol Digital... C

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Bookings > b2dc3aa3-0a38-4ffc-a9c1-5c82e0af49d2 > Reschedule

Reschedule booking

Change the date and time of this booking.

b2dc3aa3-0a38-4ffc-a9c1-5c82e0af49d2 Confirmed

Cyrus
Meeting Room 0832
Monday, 16 February 2026
12:15pm – 2:00pm
S9720132C
Rescheduled 0 times by booking owner

Meeting rooms in PDD

Meeting Room 0832

Feb 2026 < >

After clicking on *Reschedule*, admins will see this page to allow them to change the time of the booking

Rescheduling bookings which are pending or confirmed

BookingSGMeeting Rooms (Punggol Digital... ▾C

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Feb ▾ 2026 ▾

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

8am

9am

10am

11am

12pm

1pm

2pm

3pm

4pm

5pm

6pm

7pm

8pm

9pm

Booking time

5:30pm → 5:45pm ×

You're changing their booking to

Thursday 19 February 2026, 5:30pm to 5:45pm

Cancel

Reschedule

Choose another timeslot which is available

Transfer bookings



Transfer bookings which are pending or confirmed

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Bookings

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

+

Create single booking

→

Make a booking on behalf of someone else. You'll need their personal and contact details.

Search by resource, owner name, exact Booking ID, or exact owner details (NRIC/FIN, mobile number, or email).

Resource groups ▾Resources ▾Date of booking ▾Status ▾

Showing 1 to 10 of 52 results

Date	Time	Resource and group	Booking owner	Status	Actions
30 Sep 2026 Wednesday	8:00am to 8:30am	0801 Achieve PDD Rooms	Timothy WB LOH (GOVTECH) TIMOTHY_WB_LOH@TECH.GOV.SG	Confirmed	View ...
18 Sep 2026 Friday	12:00pm to 12:30pm	0813 Innovate PDD Rooms	Timothy WB LOH (GOVTECH) TIMOTHY_WB_LOH@TECH.GOV.SG	Confirmed	Mark attendance Reschedule → Transfer booking Edit booking details Cancel booking
18 Sep 2026 Friday	12:00pm to 2:00pm	Test Test group	Mr SG Father with only normal children S5994154B	Confirmed	
11 Sep 2026 Friday	5:00pm to 5:30pm	0801 Achieve PDD Rooms	Timothy WB LOH (GOVTECH) TIMOTHY_WB_LOH@TECH.GOV.SG	Confirmed	View ...

Click 3-dots menu for a booking then select **Transfer booking**.

Transfer bookings which are pending or confirmed

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Bookings > 6f3f13a1-7bd9-4903-acdf-ddc2041658b3 > Transfer

Transfer Booking

Change the owner of this booking.

⚠️ Please note that existing co-owners (if any) and booking details will transfer to the new owner. Please amend if required before transfer.

6f3f13a1-7bd9-4903-acdf-ddc2041658b3 Confirmed

Current booking owner
Timothy WB LOH (GOVTECH)
TIMOTHY_WB_LOH@TECH.GOV.SG

Resource
0801Achieve

Booking
Wednesday, 30 September 2026
8:00am - 8:30am

New booking owner

Enter the details of the person you're transferring this booking to.

Name

WOG AD email address

Mobile number (optional)
+65 Enter contact number

1 Both the original and new booking owner will be notified by email or SMS once the booking is transferred.

After clicking on "Transfer booking" on the bookings table, admins will see this page.

Note: Existing co-owners (if any) and booking details will be transferred to the new owner. Make any required changes before transferring the booking.

Enter the details of the person you're transferring the booking to.

Once you've entered the required details, select **"Transfer booking"** to complete the transfer.

Cancelling bookings



Cancel bookings which are pending or confirmed

BookingSGMeeting Rooms (Punggol Digital... C

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

+

Create single booking

→

Make a booking on behalf of someone else. You'll need their personal and contact details.

Q

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

Resource groups

Resources

Date of booking

Status

Showing 1 to 8 of 8 results

Date	Time	Resource and group	Booking owner	Status	Actions
19 Feb 2026 Thursday	12:00pm to 12:15pm	Meeting Room 0832 Meeting rooms in PDD	Mr SG Father with only normal children S9654132E	Pending approval	✓ Approve ...
19 Feb 2026 Thursday	4:15pm to 4:30pm	Meeting Room 0832 Meeting rooms in PDD	Mr SG Father with only normal children S4952126Z	Pending approval	✓ Approve ... ↻ Reschedule
14 Jan 2026 Wednesday	10:00am to 11:00am	Big Room (Meeting Rooms 083X) Combined Meeting Rooms	Cyrus CYRUS.TEOCKGOVTECH@GMAIL.COM	Cancelled	✎ Edit booking details ✎ Cancel booking
14 Jan 2026 Wednesday	1:00pm to 3:00pm	Meeting Room 0831 Meeting Rooms	Cyrus CYRUS.TEOCKGOVTECH@GMAIL.COM	Confirmed	👁 View ...
14 Jan 2026 Wednesday	1:00pm to 3:00pm	Big Room (Meeting Rooms 083X) Combined Meeting Rooms	Cyrus CYRUS.TEOCKGOVTECH@GMAIL.COM	Cancelled	👁 View

Cancellation of bookings can be done on the *Bookings* tab landing page

Cancel bookings which are pending or confirmed

The image shows a 'Cancel booking?' dialog box with a close button (X) in the top right corner. The dialog contains the following information:

Booking owner
Cyrus
CYRUS.TEOCKGOVTECH@GMAIL.COM

Appointment
Meeting Room 0831
14 Jan 2026, Wednesday, 1:00pm – 3:00pm

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.

The meeting room will be under maintenance

158 characters left

At the bottom are two buttons: 'Back' and 'Cancel booking'.

A callout box with a purple border and arrow points to the text input field, containing the text: 'Provide a reason for cancellation before confirming'.

Create recurring bookings



Enable recurring bookings

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Core configurations

User login type

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 users to see who made bookings?

✓ Yes

✗ No

Allow users to make recurring bookings?

✓ Yes

✗ No

Enable this setting in the resource group's core configuration to allow users to create recurring bookings.

Booking window and limits

Create recurring bookings

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

8am

9am

10am

11am

12pm

1pm

2pm

3pm

4pm

5pm

6pm

7pm

8pm

9pm

Booking time

6:30pm → 7:00pm ×

Booking recurrence

Do not repeat ^

✓ Do not repeat

Set a recurring pattern

Back

Continue

You're making a booking for 10 July 2026, 6:30pm to 7:00pm

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.

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Create recurring bookings

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8am9am10am11am12pm1pm2pm3pm4pm5pm6pm7pm8pm9pm

<>

Booking time

6:30pm → 7:00pm ×

Booking recurrence

Set a recurring pattern ▾

Start date

10 July 2026, Friday

Repeat

Every day ▾

Ends

15 / 07 / 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**.

You're making a booking for

6:30pm to 7:00pm, every day, until 15 Jul 2026.

Back

Continue

Continue with completing the booking.

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Create recurring bookings

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

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Showing 1 to 10 of 13 results

Date	Time	Resource and group	Booking owner	Status	Actions
10 Jul 2026	6:30pm to 7:00pm	Apollo 0810 [Test] Resource Group	Timothy S2080455B	Confirmed	View ...
This is a recurring booking					
11 Jul 2026 Saturday	6:30pm to 7:00pm	Apollo 0810 [Test] Resource Group		Confirmed	View ...
12 Jul 2026 Sunday	6:30pm to 7:00pm	Apollo 0810 [Test] Resource Group	Timothy S2080455B	Confirmed	View ...
13 Jul 2026 Monday	6:30pm to 7:00pm	Apollo 0810 [Test] Resource Group	Timothy S2080455B	Confirmed	View ...
14 Jul 2026 Tuesday	6:30pm to 7:00pm	Apollo 0810 [Test] Resource Group	Timothy S2080455B	Confirmed	View ...
15 Jul 2026 Wednesday	6:30pm to 7:00pm	Apollo 0810 [Test] Resource Group	Timothy S2080455B	Confirmed	View ...
4 Jun 2026 Thursday	4:30pm to 5:00pm	Apollo 0810 [Test] Resource Group	Timothy S2080455B	Confirmed	View ...

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

Reschedule recurring bookings



Reschedule recurring bookings

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Resource groups ▼

Resources ▼

Date of booking ▼

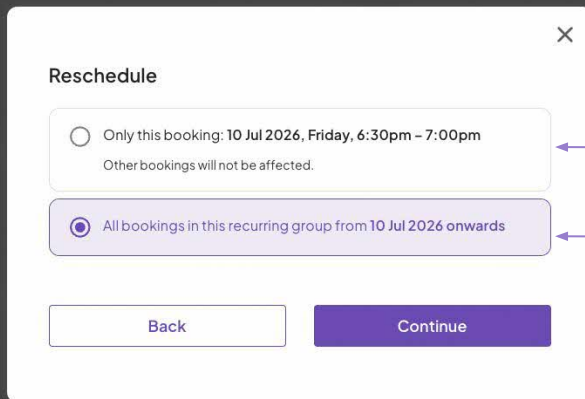
Status ▼

Showing 1 to 10 of 13 results

Date	Time	Resource and group	Booking owner	Status	Actions
10 Jul 2026 ⁴⁵ Friday	6:30pm to 7:00pm	Apollo 0810 [Test] Resource Group	Timothy	Confirmed	View ⋮
11 Jul 2026 ⁴⁵ Saturday	6:30pm to 7:00pm	Apollo 0810 [Test] Resource Group		Confirmed	Reschedule Edit booking details Cancel booking
12 Jul 2026 ⁴⁵ Sunday	6:30pm to 7:00pm	Apollo 0810 [Test] Resource Group	Timothy S2080455B	Confirmed	View ⋮
13 Jul 2026 ⁴⁵ Monday	6:30pm to 7:00pm	Apollo 0810 [Test] Resource Group	Timothy S2080455B	Confirmed	View ⋮
14 Jul 2026 ⁴⁵ Tuesday	6:30pm to 7:00pm	Apollo 0810 [Test] Resource Group	Timothy S2080455B	Confirmed	View ⋮
15 Jul 2026 ⁴⁵ Wednesday	6:30pm to 7:00pm	Apollo 0810 [Test] Resource Group	Timothy S2080455B	Confirmed	View ⋮
4 Jun 2026	4:30pm	Apollo 0810	Timothy		

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

Reschedule recurring bookings



Reschedule

☐ Only this booking: 10 Jul 2026, Friday, 6:30pm – 7:00pm
Other bookings will not be affected.

☒ All bookings in this recurring group from 10 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

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Bookings > 02f8f9a5-d498-4ce5-9b6f-c72bd1982b2c > Reschedule

Reschedule booking

Change the date and time of this booking.

02f8f9a5-d498-4ce5-9b6f-c72bd1982b2c

Confirmed

Timothy

Apollo 0810

🕒 6:30pm – 7:00pm

📅 10 Jul 2026, Friday

11 Jul 2026, Saturday

12 Jul 2026, Sunday

13 Jul 2026, Monday

14 Jul 2026, Tuesday

15 Jul 2026, Wednesday

👤 S2080455B

🔄 Rescheduled 0 times by booking owner

Apollo 0810

Apollo 0810 is one half of the combined resource Archer Combined Room.

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

Reschedule recurring bookings

Navigation Sidebar:

- Reports
- Bookings
- Resources
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- Admins
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- Settings

Calendar View: Jul 2026. The date **10** (Friday) is selected and highlighted with a green dashed box. An arrow points from this date to the time slot selection grid.

Time Slot Selection: Friday 10 July @ 30 mins. Each slot is 30 mins long. You can select up to 1 slot to book a 30 min session. The time slot **7:00pm** is selected and highlighted with a green dashed box. An arrow points from this slot to the confirmation banner.

Confirmation Banner: You're changing the recurring booking to 7:00pm to 7:30pm, every day, until 15 Jul 2026.

Buttons: Cancel, Reschedule.

Annotations:

- Select the new date and time to reschedule.
- Click on **Reschedule** once done

Cancel recurring bookings



Cancel recurring bookings

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Date of booking ▼

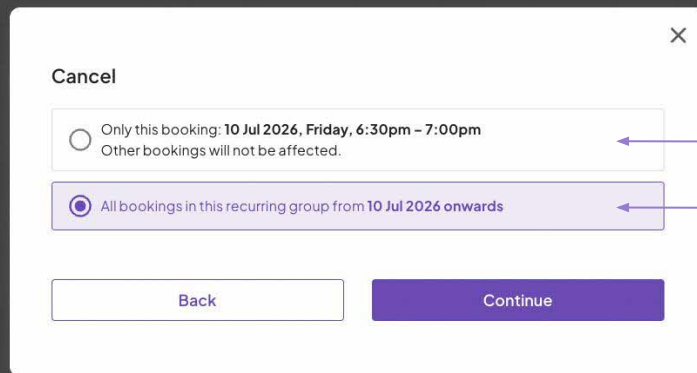
Status ▼

Showing 1 to 10 of 13 results

Date	Time	Resource and group	Booking owner	Status	Actions
10 Jul 2026 5 Friday	6:30pm to 7:00pm	Apollo 0810 [Test] Resource Group	Timothy S2080455B	Confirmed	View ⋮
11 Jul 2026 5 Saturday	6:30pm to 7:00pm	Apollo 0810 [Test] Resource Group	Timothy S2080455B	Confirmed	Reschedule Edit booking details Cancel booking View ⋮
12 Jul 2026 5 Sunday	6:30pm to 7:00pm	Apollo 0810 [Test] Resource Group	Timothy S2080455B	Confirmed	View ⋮
13 Jul 2026 5 Monday	6:30pm to 7:00pm	Apollo 0810 [Test] Resource Group	Timothy S2080455B	Confirmed	View ⋮
14 Jul 2026 5 Tuesday	6:30pm to 7:00pm	Apollo 0810 [Test] Resource Group	Timothy S2080455B	Confirmed	View ⋮
15 Jul 2026 5 Wednesday	6:30pm to 7:00pm	Apollo 0810 [Test] Resource Group	Timothy S2080455B	Confirmed	View ⋮
4 Jun 2026	4:30pm	Apollo 0810	Timothy		

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

Cancel recurring bookings



A modal dialog box titled "Cancel" with a close button (X) in the top right corner. It contains two radio button options. The first option is "Only this booking: 10 Jul 2026, Friday, 6:30pm – 7:00pm" with the subtext "Other bookings will not be affected." and is currently unselected. The second option is "All bookings in this recurring group from 10 Jul 2026 onwards" and is currently selected. At the bottom of the modal are two buttons: "Back" and "Continue".

Cancel

☐ Only this booking: 10 Jul 2026, Friday, 6:30pm – 7:00pm
Other bookings will not be affected.

☒ All bookings in this recurring group from 10 Jul 2026 onwards

Back 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:

10 Jul 2026, Friday, 6:30pm - 7:00pm
11 Jul 2026, Saturday, 6:30pm - 7:00pm
12 Jul 2026, Sunday, 6:30pm - 7:00pm
13 Jul 2026, Monday, 6:30pm - 7:00pm
14 Jul 2026, Tuesday, 6:30pm - 7:00pm
15 Jul 2026, Wednesday, 6:30pm - 7:00pm

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.

User notifications

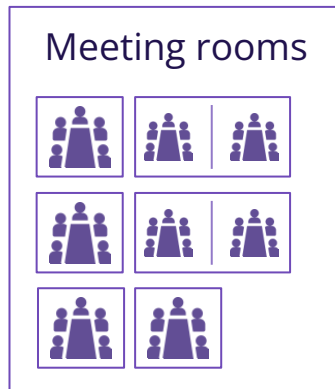


Concept of notification scheme

Applying notification schemes to resource groups



A notification scheme sets a specific event which triggers a specific notification type to users



Booking confirmed Booking cancelled Booking reminder

Notification schemes are applied at the resource group level, so the same event triggered on any of its constituent resources or combined resources will apply.

A notification scheme defines **a single event** that will trigger **a specific notification type** to the user.

As such, multiple different notification schemes can be applied to a resource group to cover various events and notification types.

Creating a notification scheme



Creating a notification scheme

BookingSG Meeting Rooms (Punggol Digital... C

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.

Search resource groups or event triggers

Showing 1 of 1 results

Resource group ↑	Event trigger	Notifications	Actions
Meeting Rooms (No approval needed)	Booking confirmed	Email, SMS	Manage ...

< 1 > 10 / page

Create a new notification scheme here

View all created notification schemes here, including managing them to edit or delete them.

Creating a notification scheme

The screenshot shows the 'Create notification scheme' page in the BookingSG system. The page is divided into three main sections: 'Scheme setup', 'Event trigger', and 'Notification templates'. The 'Scheme setup' section includes a 'Resource group' dropdown menu. The 'Event trigger' section includes a 'When should notifications be sent?' dropdown menu. The 'Notification templates' section includes a 'Notifications to send' dropdown menu. Annotations with arrows point to these three sections, providing instructions on how to configure the notification scheme.

BookingSG Meeting Rooms (Punggol Digital... C

Notification schemes > Create notification scheme

Create notification scheme

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

Scheme setup

Resource group

Meeting Rooms (No approval needed)

Search

- Meeting Rooms (No approval needed)
- Meeting Rooms (Admin approval required)

Choose the resource group that this notif scheme will apply to

Event trigger

When should notifications be sent?

Booking request rejected

Select the event which will trigger the notification

Only for the event "Booking reminder", admins will be able to set a specific time before the booking to trigger a reminder to users. (See section on [setting booking reminder](#))

Notification templates

Notifications to send

Email

For your convenience, we've provided a basic message for you. You can change it if you want.

Choose whether the notification should be sent via email and/or sms

Setting personalisation tags

BookingSGMeeting Rooms (Punggol Digital... C

Dashboard

Reports

Bookings

Resources

Availability

Notifications

Admins

Booking alerts

Settings

Email template

Personalisation tags for email

Insert tags into the subject or message. When sent, tags will be replaced with information relevant to the recipient.

Add to calendar button

Insert

Subject

Booking request rejected: {ResourceName}

35 characters left

Message

Normal Text

B *I* U **A** **A** **@** **:** **;** **-** **≡** **≡** **≡** **≡**

Hello,
Your booking request was rejected. You may wish to {MakeNewBookingLink}

Rejected booking request

Resource
{ResourceName}

Resource description
{ResourceDescription}

Date
{DateOfBooking}

Time
{BookingStartTime} to {BookingEndTime}

Booking ID
{BookingId}

Reason for rejection
{RejectionReason}

{ViewBookingDetailsButton}

In your notifications, you can include *personalisation tags*, which will populate details of the booking in the message which are useful to the user.

These tags will be inserted in your template below

Setting a specific time-triggered booking reminder

Scheme setup

Resource group
Meeting Rooms (No approval needed) ▼

Event trigger
When should notifications be sent?
Booking reminder ▼

Send notification

2	days ▼	before booking	⌵
1	hours ▼	before booking	⌵
15	minutes ▼	before booking	⌵
1	days ▲	before booking	⌵ +

Notification

▼ days
hours
minutes

Notifications t

Send up to 5 reminders for one resource group by clicking on the "+" button.

You can specify the reminder down to days/hours/minutes before the booking start time

Admin alerts



Manage your alerts as an admin



Managing booking alerts

BookingSG

Meeting Rooms (Punggol Digital... C

Dashboard

Reports

Bookings

Resources

Availability

Notifications

Admins

Booking alerts

Settings

Booking alerts

Manage email alerts and stay informed about booking updates.

Resources

Resource groups

Add booking alerts

Receive email alerts when a booking is created, rescheduled, updated or cancelled.

Resource

All selected

Subscribe

Add booking alerts

Receive email alerts when a booking is created, rescheduled, updated or cancelled.

Resource

All selected

Search

Clear all

☒ Meeting Room 0832

Showing 1 to 2 of 2 results

Resource	Actions
Meeting Room 0830	Unsubscribe
Meeting Room 0831	Unsubscribe

Alerts can be subscribed to specific resources or to the resource group as a whole

Alerts works on a subscription basis, and will be alerted to the admin account which is subscribed to it.

Any alerts already subscribed to will not appear in the dropdown.

By default, admin alerts for a service will be subscribed to for the admin who created the service

You can also choose to unsubscribe to alerts if you wish

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Reports



Download a new report



Downloading a new report

The screenshot shows the BookingSG interface. On the left is a sidebar with navigation links: Dashboard, Reports (highlighted with a red box), Bookings, Resources, Availability, Notifications, Admins, Booking alerts, and Settings. The main content area is titled 'Reports' and includes the instruction: 'Download a CSV report based on the selected type. Please select resource(s) and a date range to continue.' Below this is a 'Select report type' dropdown menu with 'Select' chosen. A 'Download report' button is visible. A purple box highlights the dropdown menu, which is expanded to show three options: 'Booking', 'Booking activity', and 'Slot utilisation'. An arrow points from this box to a text box on the right.

BookingSG Meeting Rooms (Punggol Digital... C

Reports

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

Select report type

Select

Download report

Select report type

Select

- Booking
- Booking activity
- Slot utilisation

These three report types can be downloaded as **CSV files**

1. Booking report shows you all the bookings made for specified resources within a specified time period and for specified statuses.
2. Booking activity shows you all actions triggered on specified bookings within a specified time period. (e.g. create booking, cancel booking, confirm booking etc.)
3. Slot utilisation shows you the vacancy status for every possible slot duration for a specified resource across a specified time period. (e.g. for resource A at slot duration B, how many confirmed bookings were made, how many available capacities unused etc.)

Example of a booking report

BookingSGMeeting Rooms (Punggol Digital...)

Dashboard

Reports

Bookings

Resources

Availability

Notifications

Admins

Booking alerts

Settings

Reports

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

Select report type
Booking

Resources
2 selected

Booking date range
Select the date for actual bookings:
01 / 01 / 2026 → 15 / 01 / 2026

Booking creation date range
Select the date for when bookings were created:
01 / 01 / 2026 → 15 / 01 / 2026

Booking Status
☒ Confirmed ☒ Cancelled ☐ Rejected ☐ Pending

Clear all

Download report

Booking Reports as of 15 Jan 2026 09:26AM

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
1	Booking Reports as of 15 Jan 2026 09:26AM																										
2	Appointment Date Range: 01 Jan 2026 - 15 Jan 2026																										
3	Booking Creation Date Range: 01 Jan 2026 - 15 Jan 2026																										
4	Status: Confirmed, Cancelled																										
5	Booking ID Resource Location	Booking at:	Attendance	Created at	Last update	Created by	Booking at	Booking on	Last resche	Last resche	Cancelled	Cancelled	Cancelled	Rejection d	Rejection b	Rejection	Admin not	Name	Identifier	Mobile non	Email addn	Number of	Other book	Check out	time		
6	ApvK2D0E Meeting Room 0830	Cancelled	No	10 Jan 202	12 Jan 202	Cyrus Teo	14 Jan 202	14 Jan 2026	02:00PM	12 Jan 202	Cyrus Teo	wanna delete this booking	Making a b	Cyrus	CYRUSTEO	+65 98336	CYRUSTEO	0									
7	oVQ9p0d0 Meeting Room 0831	Cancelled	No	10 Jan 202	12 Jan 202	Cyrus Teo	14 Jan 202	14 Jan 2026	02:00PM	12 Jan 202	Cyrus Teo	wanna delete this booking	Making a b	Cyrus	CYRUSTEO	+65 98336	CYRUSTEO	0									
8	oVQ9p0d0 Meeting Room 0831	Cancelled	No	13 Jan 202	14 Jan 202	Cyrus Teo	14 Jan 202	14 Jan 2026	02:00PM	14 Jan 202	Cyrus Teo	The meeting room will be under maintenance	Cyrus	CYRUS.TEC	+65 98336	CYRUS.TEC	0										
9	gYUmbZpE Meeting Room 0830	Cancelled	No	12 Jan 202	13 Jan 202	Cyrus Teo	14 Jan 202	14 Jan 2026	11:00AM	13 Jan 202	Cyrus Teo	test reason	Cyrus	CYRUS.TEC	+65 98336	CYRUS.TEC	0										
10	OkQk3pLN Meeting Room 0831	Cancelled	No	12 Jan 202	13 Jan 202	Cyrus Teo	14 Jan 202	14 Jan 2026	11:00AM	13 Jan 202	Cyrus Teo	test reason	Cyrus	CYRUS.TEC	+65 98336	CYRUS.TEC	0										
11																											
12																											
13																											
14																											
15																											
16																											
17																											
18																											
19																											

Other settings



View use case information



View use case information

BookingSG

Meeting Rooms (Punggol Digital... C

Use case settings

↻ <https://www.stg.appointments.bookingsg.io/public/usecase/Py3lAY/resource-groups>

Use case info Filter categories

Use case information

Tier
Premium

Name of use case
Meeting Rooms (Punggol Digital District Blk 82)

Description
Book meeting rooms in Block 82 Punggol Digital District across levels 8, 9 and 10

Start date
10 Jan 2026

Expiry date
None

Public user's bookings dashboard
A direct way for users to access all their bookings under this usecase

↻ <https://www.stg.appointments.bookingsg.io/public/my-bookings/usecase/Py3lAY>

Settings

Obtain your use case's booking link here.

This is the link which you will share to your users for them to access all resource groups under this use case and proceed with booking

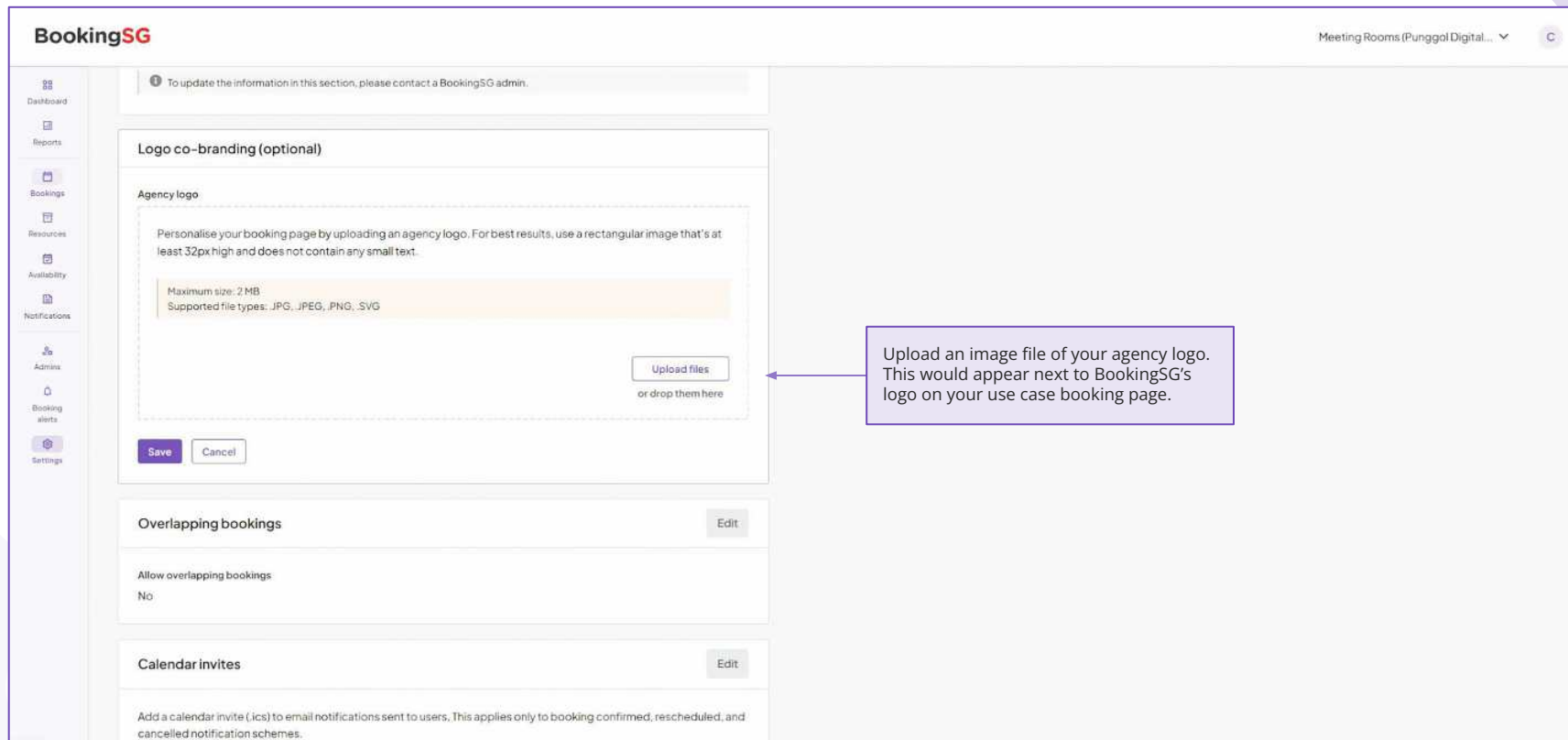
Settings

To update the information in this section, please contact a BookingSG admin.

Add agency logo for co-branding



Adding an agency logo for co-branding on booking page



The screenshot displays the BookingSG admin dashboard. On the left is a sidebar with navigation links: Dashboard, Reports, Bookings, Resources, Availability, Notifications, Admins, Booking alerts, and Settings. The main content area has a top notification: "To update the information in this section, please contact a BookingSG admin." Below this is the "Logo co-branding (optional)" section. It contains an "Agency logo" subsection with instructions: "Personalise your booking page by uploading an agency logo. For best results, use a rectangular image that's at least 32px high and does not contain any small text." Below the instructions, a yellow box specifies "Maximum size: 2 MB" and "Supported file types: .JPG, .JPEG, .PNG, .SVG". An "Upload files" button is present, with the text "or drop them here" below it. A callout box with an arrow points to this button, containing the text: "Upload an image file of your agency logo. This would appear next to BookingSG's logo on your use case booking page." Below the logo section are two other settings: "Overlapping bookings" (with an "Edit" button and a toggle set to "No") and "Calendar invites" (with an "Edit" button and a description: "Add a calendar invite (.ics) to email notifications sent to users. This applies only to booking confirmed, rescheduled, and cancelled notification schemes."). The top right of the interface shows "Meeting Rooms (Punggol Digital...)" and a user profile icon.

Option to add a calendar invite file



Adding a calendar invite file

The screenshot displays the BookingSG admin dashboard. On the left is a sidebar with navigation links: Dashboard, Reports, Bookings, Resources, Availability, Notifications, Admins, Booking alerts, and Settings. The main content area is titled 'Meeting Rooms (Punggol Digital...)' and contains three settings cards. The first card is for uploading an agency logo, with instructions on size and format, a 'Maximum size: 2 MB' and 'Supported file types: .JPG, .JPEG, .PNG, .SVG' box, an 'Upload files' button, and a 'Save' button. The second card is 'Overlapping bookings' with an 'Edit' button and a toggle for 'Allow overlapping bookings' set to 'No'. The third card is 'Calendar invites', which is highlighted by a purple arrow from an external text box. This card has an 'Edit' button and contains two sections: 'Add a calendar invite (.ics) to email notifications sent to users. This applies only to booking confirmed, rescheduled, and cancelled notification schemes.' and 'Include calendar invites (.ics) in email notifications' set to 'Yes'.

Personalise your booking page by uploading an agency logo. For best results, use a rectangular image that's at least 32px high and does not contain any small text.

Maximum size: 2 MB
Supported file types: .JPG, .JPEG, .PNG, .SVG

Upload files
or drop them here

Save Cancel

Overlapping bookings Edit

Allow overlapping bookings
No

Calendar invites Edit

Add a calendar invite (.ics) to email notifications sent to users. This applies only to booking confirmed, rescheduled, and cancelled notification schemes.

Include calendar invites (.ics) in email notifications
Yes

Edit this option to allow or disallow users to a calendar invite (.ics) on their calendar apps

Creating new filters



Creating new filters

BookingSG

Meeting Rooms (Punggol Digital...)

Use case settings

https://www.stg.appointments.bookingsg.io/public/usecase/Py3lAY/resource-groups

Use case info **Filter categories**

Filter categories

Create meaningful filters that can be applied to your resources. These filters will help users look for resources.

Projector in room

Name of filter category

Projector in room

33 characters left

Filter labels

Each label should not exceed 50 characters.

Contains projector

Does not contain projector

Delete filter category

Add filter category

Save Cancel

Add a new filter

See existing filters created here

Filters need to have a name, and the different filter labels that users can use to filter for specific resources

Permissions



Types of admins



Admins and their various permissions

Super Admin	Functions
Super Admin	• Can create and manage all resources, combined resources, resource groups, availabilities, notifications and bookings in a use case • Can create new admins and super admins • Can manage permissions for admins who have been added • Can have access across various use cases (i.e. can be assigned to more than one BU)
Admin	Can be given permission by super admins to: • View/manage resource settings • View/manage availability settings • View/manage/approve bookings for assigned resources

Creating admin account



Create admin account

 Dashboard

 Reports

 Bookings

 Resources

 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 resources. →

Showing 1 to 3 of 3 results

Name and email ↑	Contact number	Role	Login method	Actions
Cyrus Teo (cyrus_teo@tech.gov.sg)	+6598336913	Super Admin	Email and SMS	
Cyrus Teo (cyrus_teo@gt.tech.gov.sg)	+6598336913	Super Admin	Email and SMS	...
Cyrus Teo 001 (cyrusteo001@gmail.com)	+6598336913	Admin	Email and SMS	Manage accessDelete

< 1 > 10 / page ▾

Create new super admins or admins who can co-manage your use case

Create admin account - Select a role

The screenshot shows a web application interface for creating an admin account. On the left is a sidebar with navigation links: Dashboard, Reports, Bookings, Services, Availability, Notifications, Admins, Booking alerts, and Settings. The main content area is titled 'Admins > Create admin account' and 'Create admin account'. Below the title is a subtitle: 'This lets them access this admin portal and manage bookings for your use case.' There are two dropdown menus: 'Role' and 'Login method'. The 'Role' dropdown has a red box around it with an arrow pointing to a callout box. The 'Login method' dropdown also has a red box around it with an arrow pointing to another callout box. At the bottom are 'Cancel' and 'Create' buttons.

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

Create

Step 1: Select a role to assign: **Admin** or **Super Admin**.
[Refer here](#) to learn more about the differences between these roles.

Step 2: Select a login method: **WOG AD** or **Email and OTP**
This is the login method the new Admin or Super Admin will use.

Create admin account - WOG AD login method

The screenshot shows the 'Create admin account' page in a web application. The left sidebar contains navigation links: Dashboard, Reports, Bookings, Services, Availability, Notifications, Admins, Booking alerts, and Settings. The main content area has a breadcrumb 'Admins > Create admin account' and a title 'Create admin account'. Below the title is a description: 'This lets them access this admin portal and manage bookings for your use case.' The form includes a 'Role' dropdown set to 'Super Admin'. The 'Login method' section is highlighted with a red box and contains a dropdown set to 'WOG AD' and an informational message: 'WOG AD will be required to log in. The WOG email will be used as the identifier.' The 'WOG email address' section is also highlighted with a red box and contains a text input field with the placeholder 'The email must end with .gov.sg'. At the bottom are 'Cancel' and 'Create' buttons. Annotations with arrows point to the 'WOG AD' dropdown, the 'WOG email address' input, and the 'Create' button.

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.

WOG AD

WOG AD 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

Click "Create" when done.

WOGAD Login method is selected

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

Create admin account - Email and OTP login method

The screenshot shows a web interface for creating an admin account. On the left is a sidebar with navigation links: Dashboard, Reports, Bookings, Services, Availability, Notifications, Admins, Booking alerts, and Settings. The main content area is titled 'Admins > Create admin account' and 'Create admin account'. Below the title is a description: 'This lets them access this admin portal and manage bookings for your use case.' The form includes a 'Role' dropdown set to 'Super Admin'. The 'Login method' dropdown is set to 'Email and OTP', with a note stating 'You cannot change this once the admin account is created.' and an information icon indicating 'An OTP will be required to log in. The email address listed will be used as the identifier.' The 'OTP method' section has two radio buttons: 'Email' and 'SMS'. Below these are fields for 'Name' and 'Email address' (with a note: 'This must be unique as they'll use it to log in.'). At the bottom are 'Cancel' and 'Create' buttons. Annotations with arrows point to the 'Email and OTP' login method, the 'Email' OTP method, and the 'Create' button.

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.

Email and OTP

Info An OTP will be required to log in. The email address listed will be used as the identifier.

OTP method
Select how the one-time passcode (OTP) will be sent.

☐ Email

☐ SMS

Name

Email address
This must be unique as they'll use it to log in.

Cancel

Create

"Email and OTP" Login method is selected

Select the method of which the one-time passcode (OTP) will be sent. **Email or SMS.**
Fill up the rest of the fields accordingly.

Click "Create" when done.

Managing admin access



Managing admins

 Dashboard

 Reports

 Bookings

 Resources

 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 resources. 

Showing 1 to 3 of 3 results

Name and email ↑	Contact number	Role	Login method	Actions
Cyrus Teo (cyrus_teo@tech.gov.sg)	+6598336913	Super Admin	Email and SMS	
Cyrus Teo (cyrus_teo@gt.tech.gov.sg)	+6598336913	Super Admin	Email and SMS	
Cyrus Teo 001 (cyrusteo001@gmail.com)	+6598336913	Admin	Email and SMS	  

 **1**  10 / page 

View list of added admins here

Admins and their various permissions

The screenshot shows a web application interface for managing administrators. On the left is a sidebar with navigation links: Dashboard, Reports, Bookings, Resources, Availability, Notifications, Admins (highlighted), Booking alerts, and Settings. The main content area is titled 'Admins' with a subtitle 'Manage admins who can access your use case, and the permissions they have.' Below this is a 'Create admin account' button with a sub-note: 'You can give them full access as a Super Admin, or limit their permissions to selected resources.' A search bar is present with the placeholder 'Search admin name, email address, contact number'. Below the search bar, it says 'Showing 1 to 3 of 3 results'. A table lists three administrators. The first two are 'Cyrus Teo' with the role 'Super Admin' and login method 'Email and SMS'. The third is 'Cyrus Teo 001' with the role 'Normal Admin' and login method 'Email and SMS'. The table has columns for Name and email, Contact number, Role, Login method, and Actions. The Actions column for the third admin shows a 'Manage access' button and a 'Delete' button. Annotations include a box pointing to the first two rows stating 'The first super admin added to a use case cannot be deleted. Subsequent super admins added can be deleted', and another box pointing to the 'Manage access' button stating 'You can manage a normal admin's permissions here'.

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 resources.

Search admin name, email address, contact number

Showing 1 to 3 of 3 results

Name and email ↑	Contact number	Role	Login method	Actions
Cyrus Teo (cyrus_teo@tech.gov.sg)	+6598336913	Super Admin	Email and SMS	
Cyrus Teo (cyrus_teo@gt.tech.gov.sg)	+6598336913	Super Admin	Email and SMS	
Cyrus Teo 001 (cyrusteo001@gmail.com)	+6598336913	Normal Admin	Email and SMS	Manage access Delete

< 1 > 10 / page

The first super admin added to a use case cannot be deleted. Subsequent super admins added can be deleted

You can manage a normal admin's permissions here

Managing admin permissions on resource groups

×

Manage access

Cyrus Teo 001 (cyrusteo001@gmail.com)

Resource permissions

Resource group permissions

You can manage permissions at both resource and resource group level.

Note that for resource groups, you can assign admins to view / manage **resource groups settings or bookings only** because availabilities are only applied at the resource level

Custom permissions for resource groups

Permissions for these resource groups are individually assigned to the admin.

Select resource groups to add custom permissions

Select

Add

Resource group		All	Resource group settings		Availability settings		Bookings		
			View	Manage	View	Manage	View	Manage	Approve
Meeting Room 9th Floor		☒	☒	☐	☐	☐	☐	☐	☐
Meeting Rooms (Admin approval required)		☒	☐	☐	☐	☐	☒	☒	☐
Meeting Rooms (8th Floor) No approval needed)		☒	☒	☒	☐	☐	☐	☐	☐

Cancel changes

Save changes

Managing admin permissions on resources

Manage access

Cyrus Teo 001 (cyrusteo001@gmail.com)

Resource permissions

Resource group permissions

Whereas for resources, you can assign admins to view/manage **resource group settings or availability settings only** because booking policies are applied at the resource group level only

Custom permissions for resources

Permissions for these resources are individually assigned to the admin.

Select resources to add custom permissions

Select

Add

Resource		All	Resource settings		Availability settings		Bookings		
			View	Manage	View	Manage	View	Manage	Approve
Meeting Room 0830		☒	☒	☒	☒	☒	-	-	-
Meeting Room 0831		☐	☐	☐	☒	☒	-	-	-
Meeting Room 0832		☐	☒	☒	☐	☐	-	-	-

Cancel changes

Save changes