



What is EZBook.com?

EZBook is a remarkable new resource reservation service. It replaces “pen & paper” reservations and scheduling with a web-based system, which gives access from anywhere. You make your reservations over the Internet.

EZBook can be structured to provide various levels of access:

- view only
- reservation by everyone who is given rights to do so
- supervisor controlled reservation

Any organization that has shared resources such as meeting rooms, which are available for use by staff and/or clients will benefit from using EZBook to reserve these resources. This simplifies reservation and avoids duplication reservation. Professionals, such as doctors, lawyers and therapists can also profitably use EZBook to schedule their specialized resources.

**Who can
benefit from
having an
EZBook
Website?**

Features

EZBook displays **week-at-a-time** or **day-at-a-time** views for scheduling each resource. This allows



you to scan for openings in schedules and to check existing reservations.

The **QUICKBOOK** function offers simple reserving with one click of the mouse. **ADVANCED BOOKING MODE** provides for recurring reservations and more complex selections.

EZBook can be configured to your organization's exact requirements. You can :

- create an unlimited number of user accounts
- allow users to register themselves (*this avoids unnecessary human dependencies and phone-tag*)
- provide for any type of resource
- limit operating hours for any resource
- limit viewing or scheduling rights to individual users or user groups
- allocate system management responsibilities

EZBook 's search functionality allows you to:

- find available times for high-demand resources
- find available times common to a group of resources
- locate existing reservations
- easily find resources that meet your requirements

EZBook's on-line instructions, Help and Support functions provide all the assistance needed to set up and operate this excellent service. The best way to evaluate **EZBook** is to subscribe to the free trial.



Privacy and Security

EZBook is committed to keeping your information private and secure. We use leading edge technologies to protect the confidentiality of your data. There are three levels of user identification for reservations to ensure this privacy:

- Organization ID
- Personal ID
- Password

All scheduling, changes and other transactions are recorded and archived. Details of payment and passwords are fully encrypted as required by PCI standards.

Technical

EZBook is hosted on the Internet to give you worldwide accessibility. No downloading or installation of any application is required.

Requirements:

- Internet connection
- Multi-browser compatible
- 800x600+ monitor resolution
- 256 color display

EZBook.com

RESOURCE RESERVATION MADE EASY

Share and manage your resources today!

Join the thousands of members who manage their resources with us for **over 10 years!**



[See Plans and pricing](#)

Who uses EZBook

- Doctor Offices/ Dentists
- Law Firms
- Clubs/Sports Clubs
- Computer Labs
- Vacation Homes/Shared Housing
- Office Parking Spaces
- Churches/Places of Worship
- Employee Assignments
- Libraries
- Small Business
- Schools/Colleges
- Vehicle Fleets
- Services Companies

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Client Login

Welcome back, logi

Organization

Logon name

Password



Pricing

EZBook is able to provide this outstanding reservation service including support, security and backups at a very low-cost. *The rates will vary depending on whether your company decides to pay monthly or annually in advance.*

For more information on pricing please contact us directly via email at sales@ezbook.com

We provide a 24 hrs x 365 day “state-of-the-art” service hosted in the USA.

Technical Support – EZBook.com

This is a list of external support addresses to direct your EZBook.com queries to.

Contact	e-mail	Type of Query
Sales Department	sales@ezbook.com	Sales, pricing and partner options.
Administration	admin@ezbook.com	Queries relating to billing, invoices, payment etc.
Support Team	support@ezbook.com	Queries regarding features, new versions, technical questions, problem reporting and system capabilities.

Administrator's Support

As soon as your EZBook company site has been set up, your own internal help desk details are posted under the "Administrators" heading in the Support section of the Help files.



What follows is a list of some commonly asked questions...

Should you not find the answer to your question here, please feel free to contact us.

Q & A

Q: How private is my reservation information?

A: EZBook is committed to ensuring the privacy and security of all your data. The security measures include:

- Three levels of user identification (ORGANIZATION ID, USER ID and PASSWORD) for access
- Restriction of management functions to designated administrators
- Logging and backups of all transactions
- Encryption of passwords and financial data as required by PCI regulations.

Q: Does EZBook keep history?

A: Scheduling history for the most recent 30 days is available on-line. (Detailed reservation history is archived for a year and can be accessed by special arrangement with EZBook support).

Q: Are there limitations on the number of users and resources for one subscription?

A: For one EZBook subscription (*as approved by EZBook Sales and if your contract so specifies*) you are welcome to use EZBook for as many users as you need and for up to 10 resources. However, rates are approved and negotiated depending on whether your company is an end-user or a vendor for the service.

Q: How difficult is it to set up a resource and make a reservation?

A: Setting up resources, which is the job of the "Administrator", is very simple for anyone who is familiar with the basic computer functions incorporated in common Windows applications. Once the system is set up by the Administrator, the day-to-day usage is very simple for anyone who can click a mouse.

Q: Can EZBook be hosted on an Intranet?

A: Although EZBook is designed for use from intranets with Internet connections, the system cannot be hosted on an intranet at present unless agreed and customized for that purpose. Hosting on the Internet gives access from anywhere, facilitates easy upgrading and allows the service to be provided at low cost to the user.

Q: Can EZBook be used for reserving locations for seminars, conferences and weddings?

A: EZBook is ideal for reserving locations for seminars, conferences and weddings. Organizations such as churches and clubs can also conveniently schedule the use of their resources with EZBook.



Case Study

Computer Training College

Bert, the manager of a computer training college has problems scheduling the use of their training facilities and specialist equipment.

Resources

Two lecture halls and five computer training laboratories are available. There is also a room for meetings and other events. Each room has a variety of equipment and a logbook where the instructors are supposed make their reservations in advance. *They often forget!*

Chaos

The 'pen and paper' reservation system works fine most of the time, but cannot accommodate an instructor phoning in to check the availability of rooms and equipment, or the need to extend or reschedule class times when courses are changed or cancelled. There are usually problems when these situations occur. There have been many occasions when the rooms were reserved, but unused, and times when as many as three groups arrived to use one laboratory. The resources are shared between three training departments for which there are eight instructors.

Solution!

The training manager sees an advertisement for **EZBook** and investigates the web site. He then follows the simple steps for setting up his own site.

Setup

Setting up the site is easy. Bert first enters the name for his own **EZBook** site, which will be used as the firm's web address (their URL).

As "Administrator" he has full access to all the admin functions. He then uses the simple dialog box to enter the names, short logon names and passwords for each of the eight instructors and the three receptionists who all need to make reservations.

Configuration

Bert decides that the default resource types (provided initially in **EZBook**) don't apply to this situation and sets up three of his own. He uses the "Resources" screen to enter details of each of the lecture halls, laboratories and the meeting room, giving each a specific name and description. He

also enters the times and days when the lecture halls and laboratories will be unavailable (e.g. weekdays - before 8.00 am and after 5.00 pm; weekends at all times); and the meeting room is to be unavailable between midnight and 10.00 am.



Returning to his User List, he creates User Groups, which he names "Literacy", "Applications" and "Technical", allocating instructors and receptionists to these groups. This setup process is accomplished in approximately 30 minutes.

Advise Users

Using **EZBook**, Bert then e-mails the web address of the site and their logon names and passwords to the instructors and receptionists.

Happy Conclusion

The instructors take a day to become familiar with the new reservation system. They quickly see the advantages and are soon convinced that the system is excellent.