

Study Seat app Q&A

Using the app

From when can I reserve a study seat?

You can reserve a study seat when the Library opens.

How long can I occupy a reserved study seat?

For 2 hours.

Can I take a break during an ongoing seat reservation?

Yes, you can step away from your study seat for up to 15 minutes.

To maintain seat occupancy in your absence, via the app, click on "Pause" on your reservation page. You can check how many minutes you have via the timer that will automatically appear. When you return to occupy the study seat, remember to end the break by clicking "Resume" by repeating the check-in procedure, otherwise your reservation will be automatically ended.

Will I get a notification when my reservation time expires?

When the scheduled time of your reservation expires, you will be notified via the app. If you wish to rebook the same study seat, you can make a new reservation by clicking on the "Extend" button.

I have to leave the study seat I reserved before the time runs out: are actions required on my part?

Yes, it is very important to cancel the reservation from the app so that the seat can be available again to others; to do this, click on "Release seat" in the "Manage Reservations" section.

If, on the other hand, you had not checked-in yet, simply press the "Cancel" button.

How many times can I renew the same reservation?

For a maximum of 7 times.

Where can I check the status of my reservation in the app?

You can check the status of your reservation in the "Manage Reservations" section. In the same section you can also view the history of your previous reservations.

Is it possible to reserve study group rooms?

No, such functionality for the Library will be released later.



Support

I can't see the notifications in the app. What should I do?

To receive notifications from the Study Seat app, you must have enabled notifications in the yoU@B PRO app.

I found a study seat with a damaged/no NFC tag and can't book a seat. What should I do?

In this case, you will not be able to Check-In for that study seat. In case there are other study seats available you can reserve another seat. However, please inform the staff so that they can arrange for the replacement of the tag.

