

HELPFUL HINTS FOR USING PATRON PORTAL RESERVATION SYSTEM

- Please refer to Policy and Rules for Portable Equipment and Facilities Document. You are responsible for conducting your business with these policies and procedures. These policies can be found in the User Guide For Roy H. Park School of Communications.
- You must validate your park card before using Patron Portal system. Please see counter assistant in Park 113. Once you have setup your account you may log in at link below.
<https://ithaca-cloud.webcheckout.net/webcheckout/patron/patronPortal.html>
- **YOU MUST MAKE RESERVATIONS 24 HOURS IN ADVANCE**
- Reservations for Portable Equipment made in Patron Portal are on hold pending approval. Review policies on reserving equipment and make sure to stay within these guide- lines. Back to back reservations, overlapping reservations or reservations that have not met the guidelines will not be approved.
- Please keep a minimum of 12 hours between reservations of same equipment type. You may have 2 open reservations in each checkout center. Once you have used one, you may make another. You have a maximum number hours per week that you are allowed to reserve equipment types. Most are limited to 96 hours per week. The week runs Monday – Sunday.
- Please only make reservations for equipment for as long as you need it, NOT for as long as you can “keep it.” You may reserve most portable equipment a maximum of 72 hours based on availability. If you need equipment longer waivers will be granted only in special circumstances and require faculty signature. These reservations may not be made in Patron Portal.
- You may reserve spaces in 4 hour blocks. The exception to this rule is Animation Spaces
- MOST Equipment types have a minimum of 4 hours of turn around time once it is returned before it can be checked out again. (Example: If your friend is returning Digital Camera at 4:00 PM on Tuesday, it will be 8:00 pm on Tuesday before another user is allowed to check it out same camera again.)
- You may make reservations for portable equipment up to 16 days in advance. All portable equipment must be returned 1 hour before closing. (Example: If building closes at 11:00 PM your equipment reservation must conclude by 10:00 PM)
- All fixed facilities (studios, Non Linear editing, classrooms, etc) must be returned or concluded 5 minutes before building closed. (Example: Building closes at 11:00 pm on Thursday, you must conclude your Non Linear editing reservation by 10:55 pm of that day.)
- You may reserve only ONE of each equipment type unless otherwise specified. (You may have only ONE camera of any type.)
- All pickups for portable equipment are in Park 113 (PPECS)
- All pickups for fixed facilities are in Park 159 (MCR)
- We do NOT accept email or phone in reservations. You may come in person to ppecs to make a reservation or pickup, or you may do so on line. You may phone in a

cancellation or you may cancel it on line. You must provide us with your ID number if you are canceling by phone.

- If you allow reservations to expire because of no show, your account will be placed on hold and all future reservations will be canceled. You will not be allowed to make any reservations for four full business days. You must show up in person to remove hold from your account. If you cannot use your reservation you MUST cancel it.
- You may not make Advanced Equipment reservations on line; XTR Prod, Digital Cine Package, Sony F3 and Advanced Audio Cart require a form signed by your professor. You must make these reservations with Ellen in Park 114. Pickup and return times for these resources are restricted to Monday – Friday 10:00 AM – 4:00 PM.
- All NON-RESERVABLE items should be added to the notes field of your reservation. Remember all items are available on a first come first served basis. We do run out from time to time. We also have limits on non-reservable items. For instance, you may only have 2 extension cords per lighting kit.
- Failure to comply with all rules and policies will result in loss of privileges. Abuse of the Patron Portal reservation system will result in loss of access to Patron Portal.

BUILDING HOURS

Monday – Thursday	9:00 AM – 11:00 PM
Friday	9:00 AM – 5:00 PM
Saturday	9:00 AM – 6:00 PM
Sunday	1:30 PM – 11:00 PM

PPECS HOURS

Monday – Thursday	9:00 AM – 11:00 PM
Friday	9:00 AM – 5:00 PM
Saturday	9:00 AM – 6:00 PM
Sunday	1:30 PM – 11:00 PM

SCHEDULING COUNTER

Monday – Friday	1:00 PM – 4:00 PM
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