

PLAINFIELD PUBLIC SCHOOLS
DEPARTMENT OF FACILITIES & GROUNDS

**STANDARD OPERATING
PROCEDURES**



FOR EXTERNAL USERS

Sean Sutton, Director
Sherlyn R Ragin, System Administrator of Facilitron-PPS

WHAT IS FACILITRON?

Facilitron is a facility management software partnership for public and private facility operators such as schools, colleges, cities and churches designed to help them manage and track facility use, community facility use requests, maintenance tasks, building systems such as HVAC, register and document participants or the attendees at events.

In one place, Facilitron allows you to:

- View all of the activities occurring at any of your organization's facilities in a centralized calendar
- Internally schedule, reserve or request any of your organization's facilities
- Manage facility use requests that come in from the community or anyone outside the organization

WHAT DO I NEED TO KNOW?

Getting started with a new software platform can be intimidating, however learning the basics of Facilitron is easy. First, let's discuss some of the basic things you need to know to get you up and running.

UNDERSTAND THERE ARE TWO PARTS OF THE FACILITRON PLATFORM

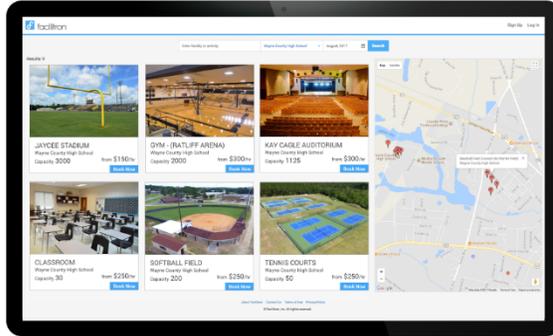
1. **The Community-Facing Front End** - the online rental site where the community goes to find available facilities, view photos, see pricing and configure requests
2. **The Administrative Back End** - where administrators go to manage community requests and where members of your organization go to make internal requests

Understanding who goes where, when is a simple, but fundamental basic of Facilitron. The community goes to the rental site on the front end, even if they have special rates or pay no fees. Facility administrators and internal users (such as teachers) who are requesting facilities go to the administrative back end. The back end will allow internal users to book or request facilities

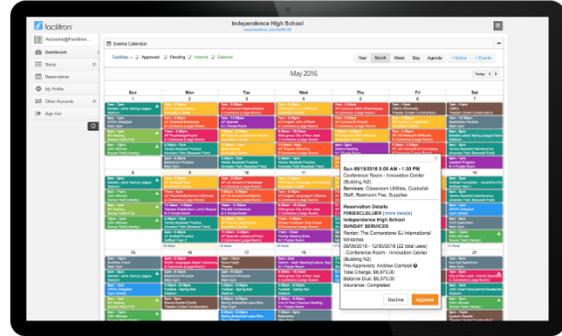
and times that may not be available to the community (such as during the school day).

Platform has two parts

(Think: Front end and back end)



Community Request Portal



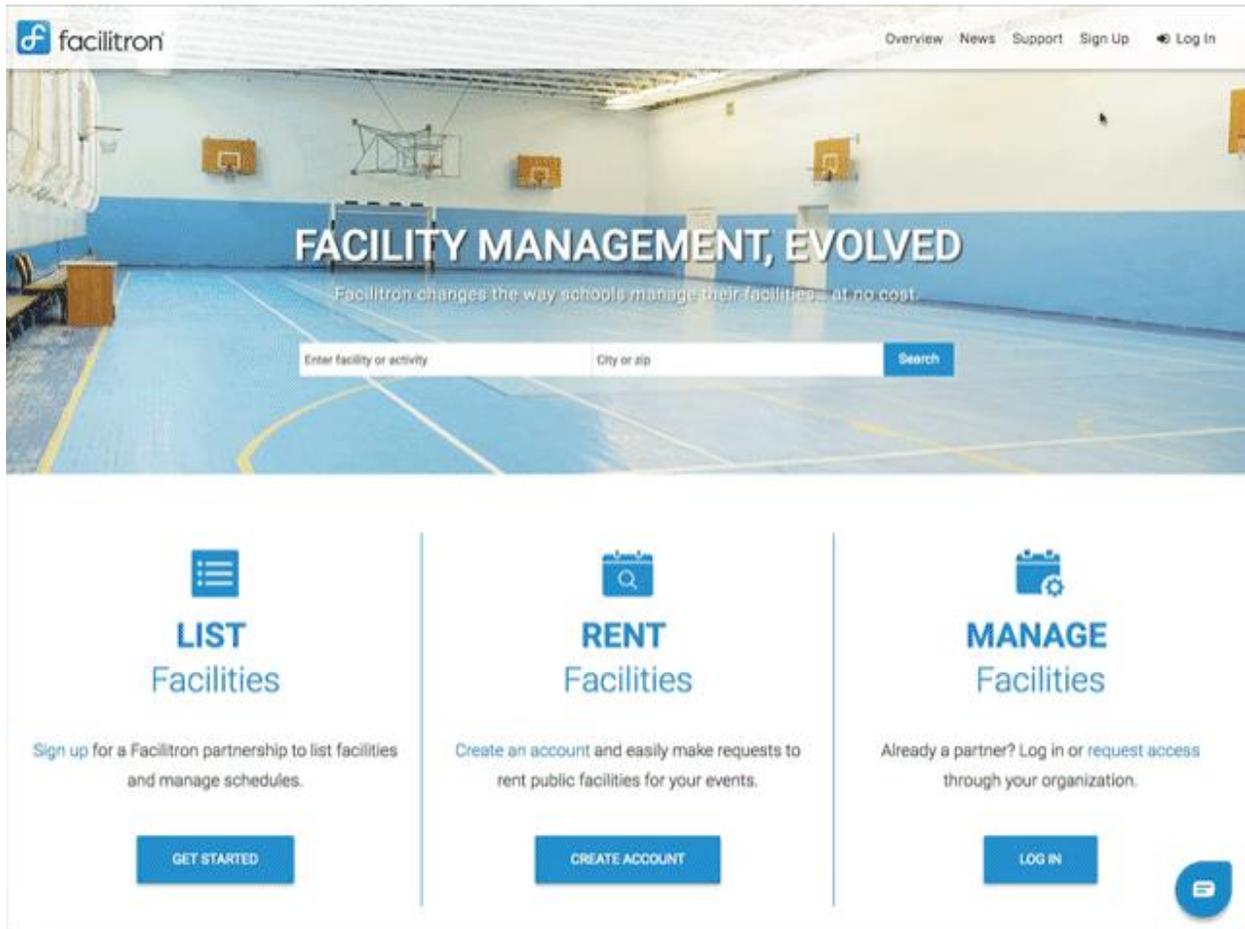
District Control Center

UNDERSTAND YOUR DISTRICT'S APPROVAL WORKFLOW

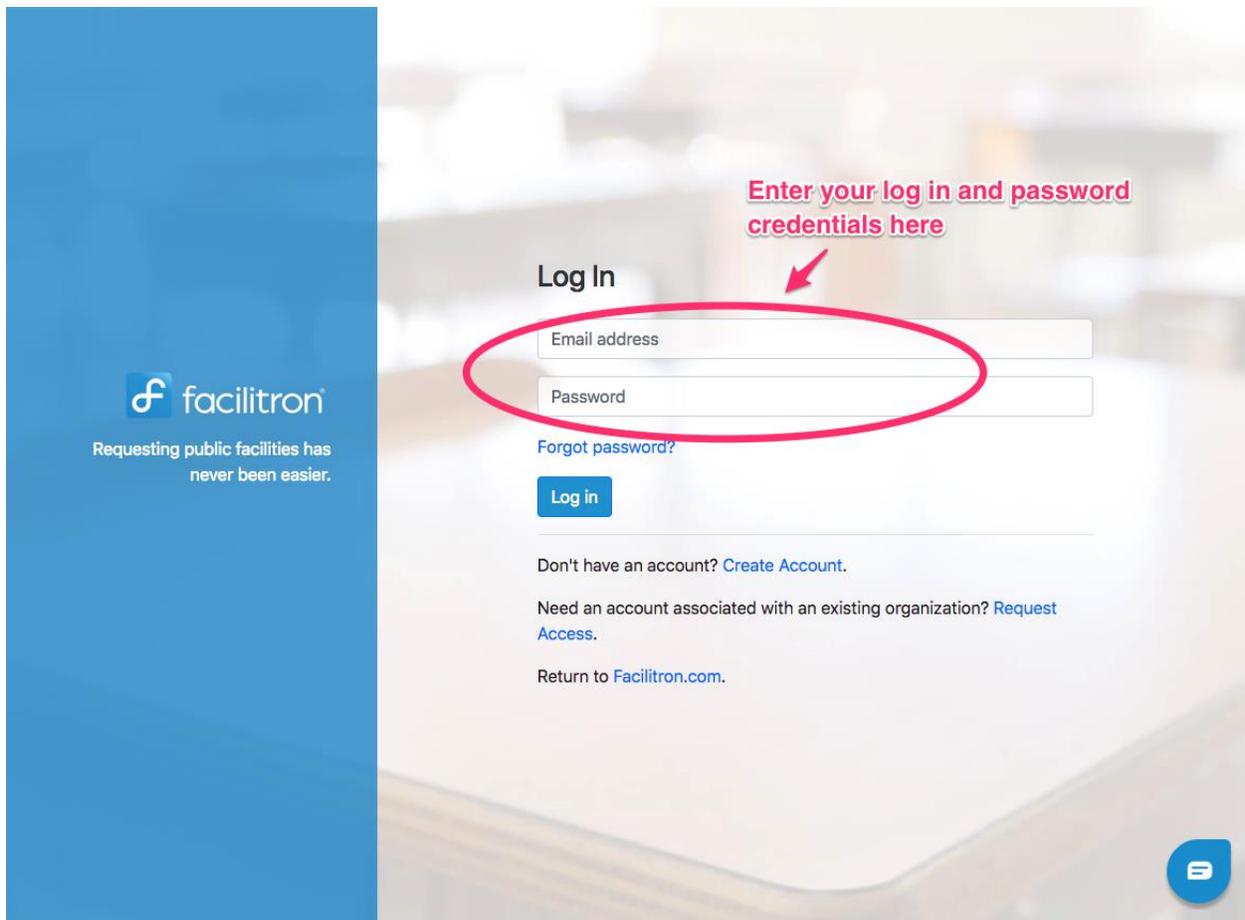
Accommodating quick approvals is one of the many benefits of the Facilitron platform. Your account has been set up to accommodate your organization's approval workflows per facility. It's important to understand who is the final approver and who are your organization's pre-approvers for certain facilities.

HOW TO LOG IN

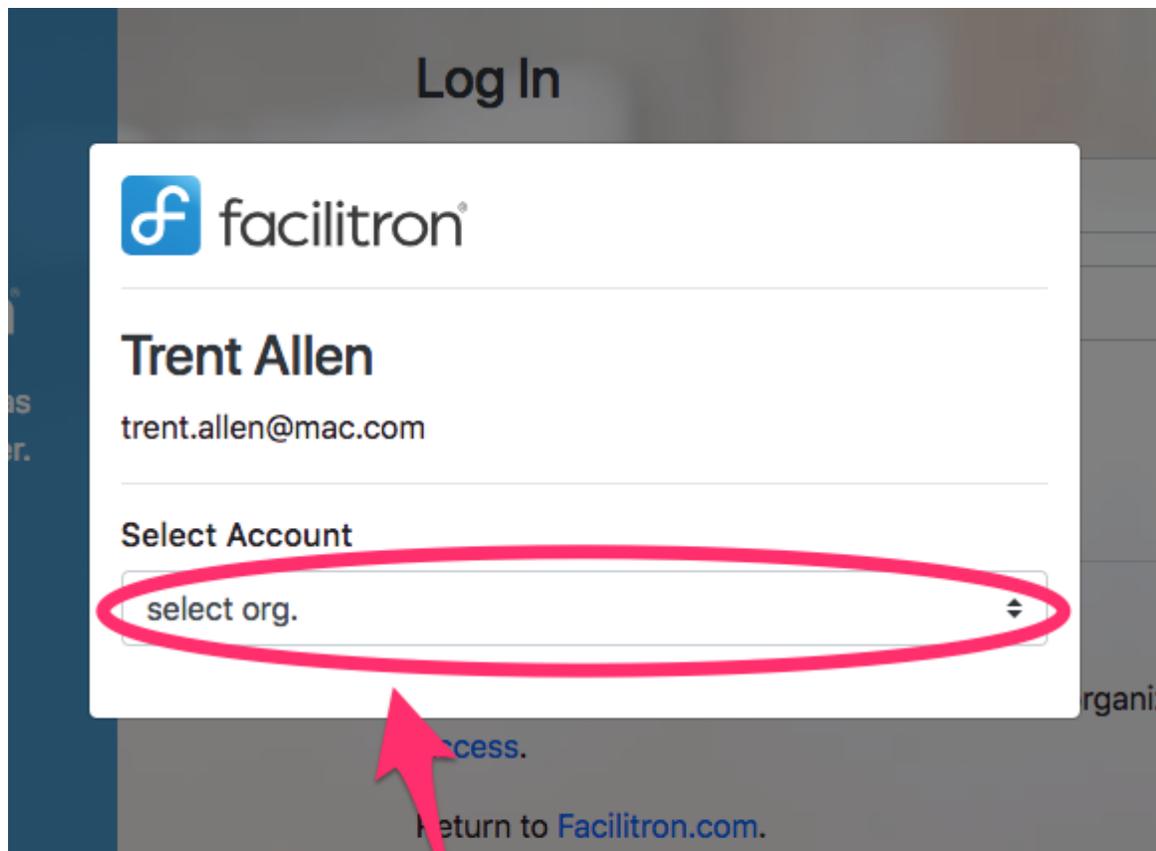
To access your account, please select “Log in” in the top right-hand corner of this page.



You will be asked to enter your email address and password.

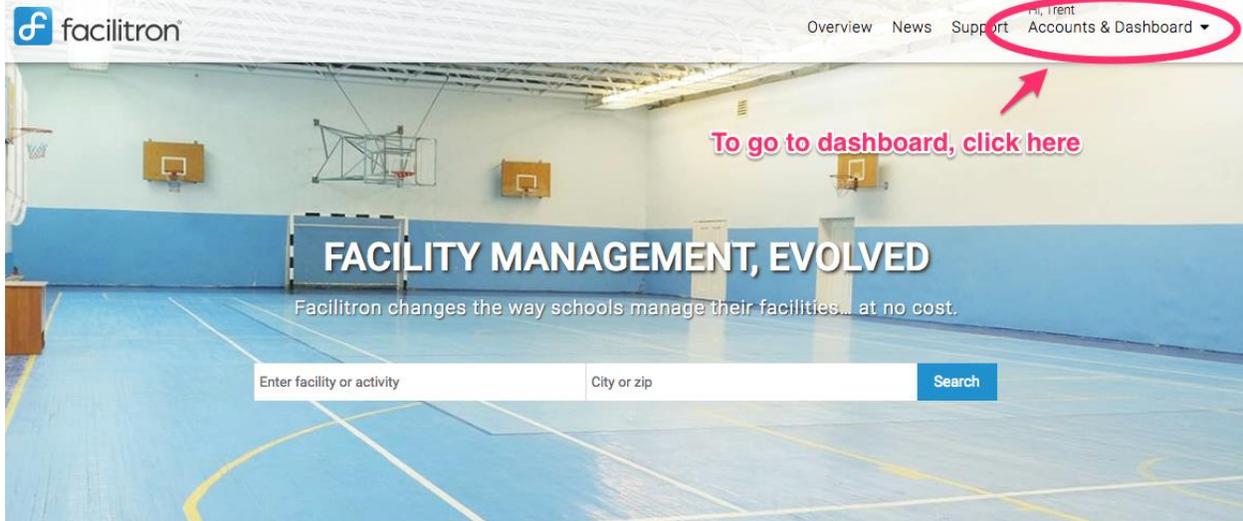


Once you have entered your information, please select your organization under Select Account.



If you are logging on to manage an organization, you must choose the organization here.

You are now logged in. Depending on what type of account you have, you will either go to the Dashboard, or return to the Facilitron home page. If you return to the home page and want to go to the Dashboard, click on Accounts & Dashboard to reveal the Account pop up.



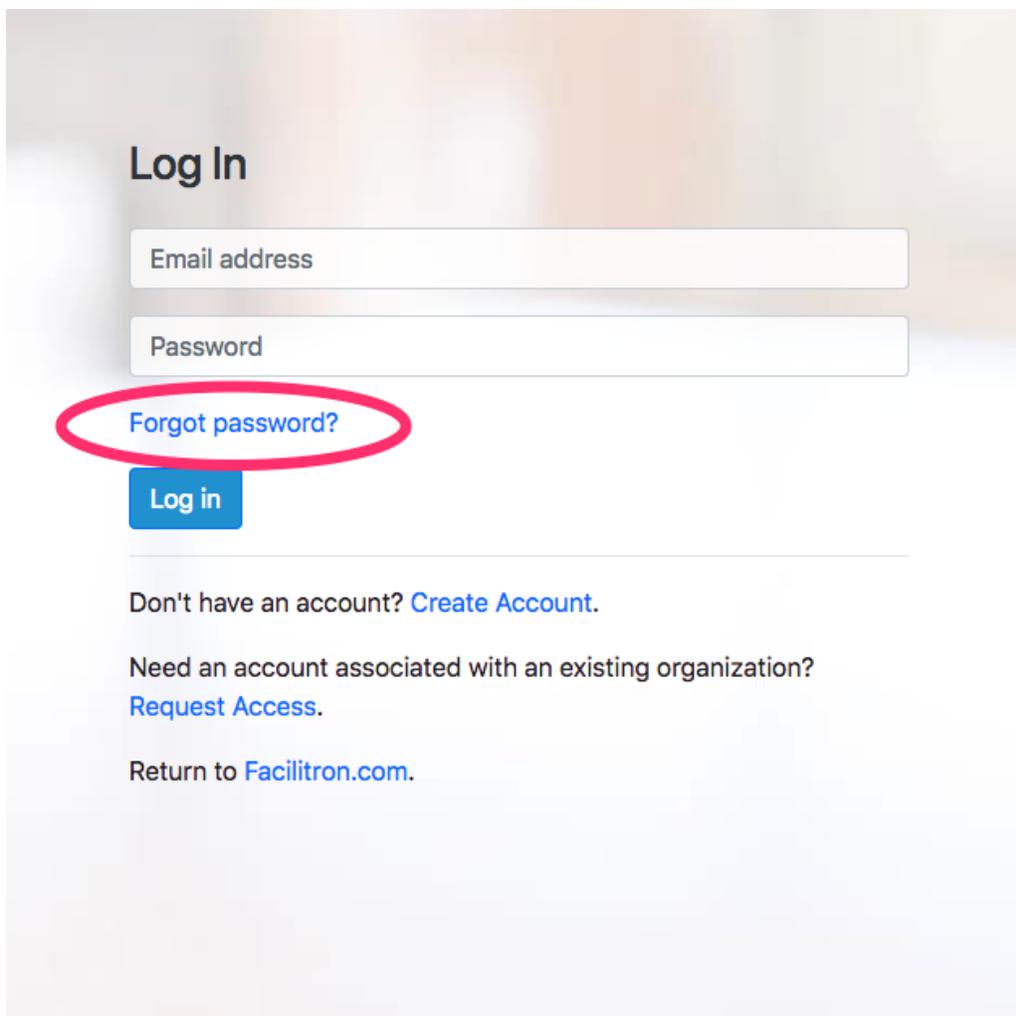
 <p>MANAGE Facilities</p> <p>Already a partner? Log in or request access through your organization.</p>	 <p>RENT Facilities</p> <p>Create a renter account to make requests to rent public facilities for your events.</p>	 <p>LIST Facilities</p> <p>Sign up for a Facilitron facility ownership partnership to list your facilities. </p>
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Click "Dashboard" to navigate to your dashboard.

FORGOT PASSWORD

Recovering a lost password

If you have created an account but are having trouble logging in, try resetting your password by selecting "Forgot Password" from the Log In window. Enter your email address and submit. If your email is registered with us, you will get an email reset password. You must follow the link in the email to create a new password.

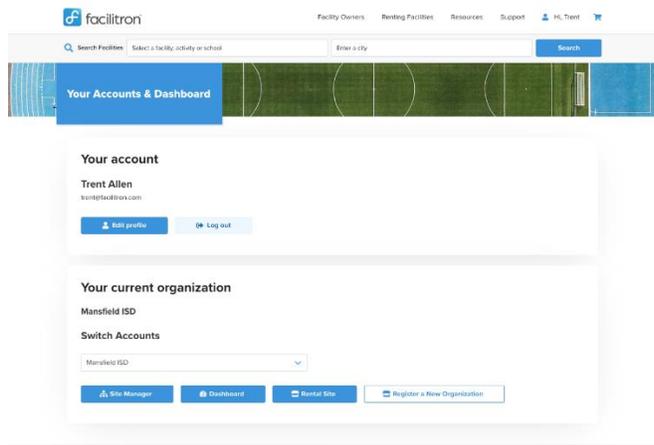


If you do not receive the email in your inbox, please check your spam or junk mailbox folders. (Note: You must use the email address that you signed up with in order to access your account).

If your email is not registered with us:

1. You haven't created an account yet
2. You are using a different email from the one you used to create your account
3. You are part of a Facility Owner organization (like a school district) and your account has not been created in the Facility Owner organization.

If you are part of a Facility Owner organization, your account must be set up and associated with the organization by Facilitron with approval from your organization.

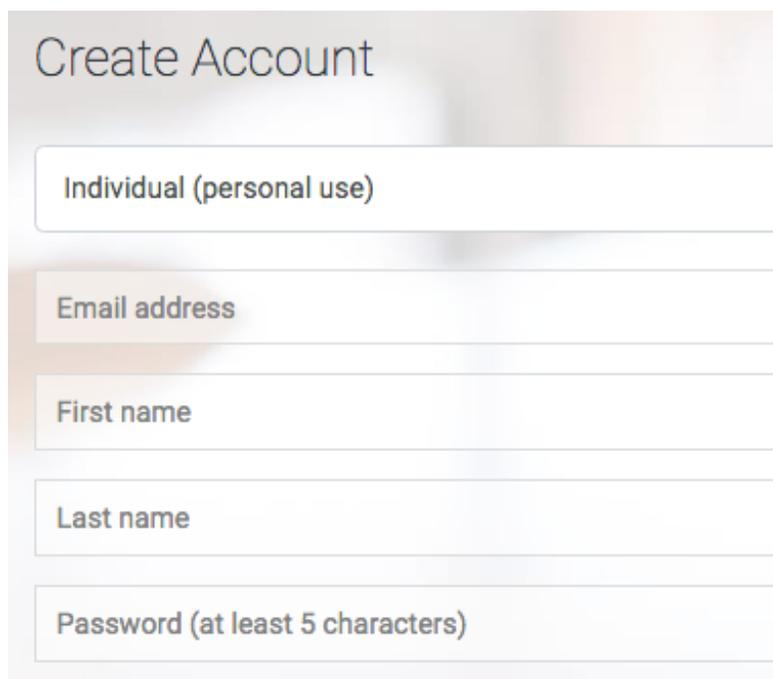


REQUESTING A FACILITY QUICK START GUIDE

Requesting a facility is easy. Simply search by facility or activity type and browse the search results. Create a reservation request with dates and times, then checkout. Fill out the application, payment info, and submit.

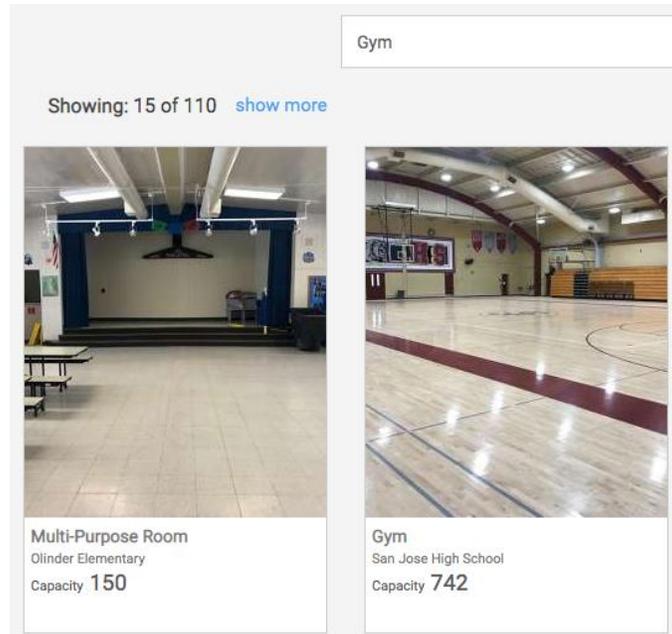
Fees presented during checkout are calculated per the Facility Owner Organization's policy for the particular rate schedule, time, and date of a request. These estimates may include services not specifically requested (but required)—such as custodial or utilities. All fees are reviewed by the Facility Owner Organizations at the time of approval and can be changed by the facility administrator. Adjustments will be reflected at the time of approval.

1. **Create Account.** Create an account at Facilitron (if you don't have one already) and verify it through an email sent to your email address.

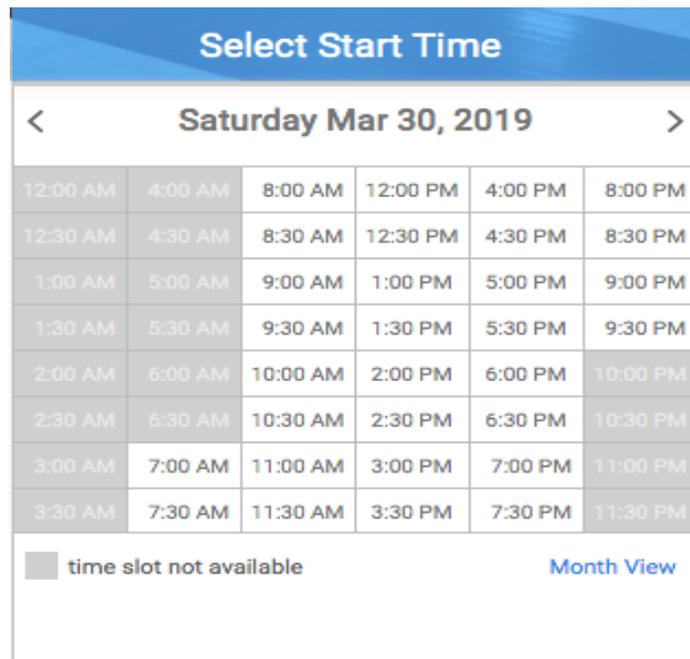


The image shows a screenshot of a web form titled "Create Account". The form is set against a blurred background of a person. It contains five input fields, each with a label and a horizontal line for text entry. The labels are: "Individual (personal use)", "Email address", "First name", "Last name", and "Password (at least 5 characters)".

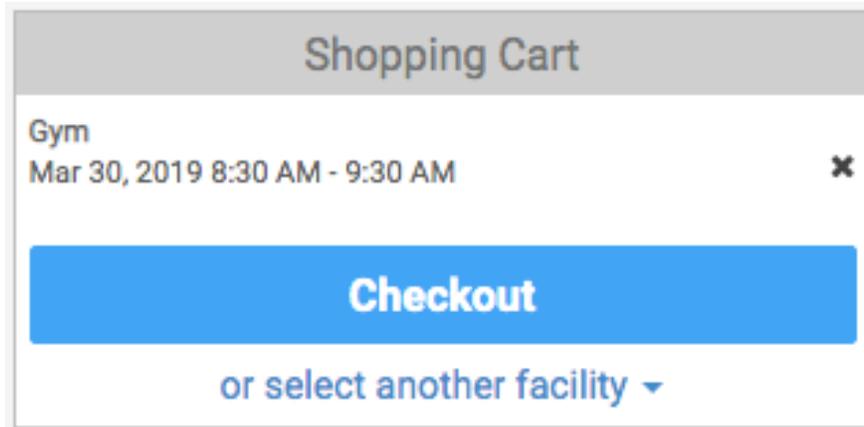
2. **Search Facilities.** Enter facility or activity type and click "Search" to browse for available facilities. Click on a specific facility to view details.



3. **Select and Add Times.** Browse options, then select a facility and choose time slots according to availability. Click "Add" to add event to your shopping cart.



- 4. Build Reservation.** Continue to add other facilities or dates and times to build your reservation, then proceed to checkout.



- 5. Complete Application.** Answer questions about your event including insurance and additional services or equipment. Then agree to the terms and conditions.

A screenshot of a web form titled 'Event at San Jose High School'. The form has a light grey background. At the top, it says 'Person or Organization Booking Event' with a small icon. Below this is a dropdown menu with 'Demo Renter Organization' selected. There is a text input field for 'Event Name'. Below that is another dropdown menu labeled 'Select Event Type'. At the bottom of the form, there are three questions: 'Are you charging a fee for the event?', 'Do you require parking for this event?', and 'Do you plan on having amplified sound? If yes, your application must be submitted on Facilitron 30 days prior to date of use to obtain Board'.

- Review and Submit.** Review estimated charges, enter payment info (if due) and click "Submit." Your request is then submitted and awaiting approval.



Order Summary	
Processing Fee	\$25.00
Custodial Staff	\$50.19
Large Gym Utilities	\$10.56
Gym	\$85.60
Sub Total:	\$171.35
Pay Now:	\$25.75
<input type="checkbox"/> My dates and times are flexible ?	
Submit	

Requests are subject to approval by the Facility Owner Organization and other terms and conditions before a use permit is issued.

REQUIREMENTS FOR MAKING A RENTAL REQUEST

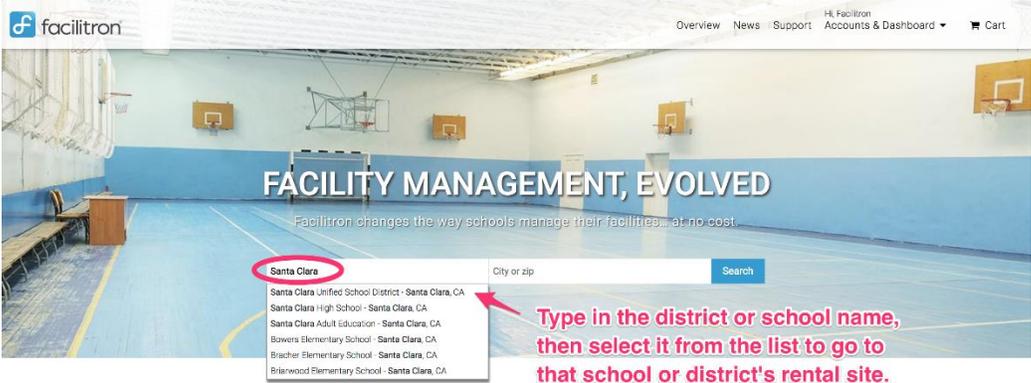
To make a rental request, the requester must have an account with Facilitron. Facility use requests must come from either an Individual or an Organization. (See the related article: "Am I Requesting On Behalf Of An Individual Or An Organization?")

You may create an account by clicking "Sign Up" at Facilitron.com and selecting Individual, Non-Profit, or Commercial as your Account Type. (See the related article: "Signing Up/Creating An Account")

During the request/application process, you will be required to answer questions about your event and upon approval, provide necessary documents such as insurance certificates or other requested documents. You must also agree to the terms and conditions of the facility owner.

REQUESTING A PARTICULAR SCHOOL

You may search for a specific school or district name in the search bar at facilitron.com to go to that organization's facility rental site. There you can search for facilities limited to that organization.



The screenshot shows the Facilitron website interface. At the top, there is a navigation bar with links for Overview, News, Support, Accounts & Dashboard, and a Cart icon. The main content area features a large banner for "FACILITY MANAGEMENT, EVOLVED" with a sub-headline "Facilitron changes the way schools manage their facilities... at no cost." Below the banner is a search bar with the text "Santa Clara" entered. A dropdown menu is open, listing several schools and districts in Santa Clara, CA, including Santa Clara Unified School District, Santa Clara High School, Santa Clara Adult Education, Bowers Elementary School, Bracher Elementary School, and Enterwood Elementary School. A red circle highlights the "Santa Clara" text in the dropdown, and a red arrow points to it from a text box that reads: "Type in the district or school name, then select it from the list to go to that school or district's rental site." Below the search bar, there are three main sections: "MANAGE Facilities" (with a gear icon), "RENT Facilities" (with a magnifying glass icon), and "LIST Facilities" (with a list icon). Each section has a brief description and a "Sign up" button.

MANAGE Facilities
Already a partner? Log in or request access through your organization.

RENT Facilities
Create a renter account to make requests to rent public facilities for your events.

LIST Facilities
Sign up for a Facilitron facility owner partnership to list your facilities.

Another way to find a particular school rental site is to go to that school or district's website and find the link to their Facilitron rental site under facility rental information.

HOME	STUDENTS & PARENTS ▾	COMMUNITY ▾	BOARD/SUPERINTENDENT ▾	SCHOOLS ▾	STAFF ▾	INTRANET														
School Modernization Projects																				
FACILITIES AVAILABLE FOR RENTAL																				
<ul style="list-style-type: none"> • Athletic facilities including gymnasiums, swimming pools, football stadiums featuring synthetic turf, tracks, tennis courts, basketball courts, handball courts, baseball fields, softball fields, soccer fields • Performance facilities including theaters, amphitheaters and multipurpose rooms • Outdoor facilities including quads, courtyards and groves • Conference rooms to accommodate from 10 to 300 people • Classrooms and lecture rooms perfect for corporate or non-profit meetings or training 																				
ONLINE FACILITY RENTALS																				
<p>East Side Union High School District is pleased to announce a new, online facility rental system, designed to provide a simple and positive user experience for requesting facility use. To access this system to obtain a facility use permit, go to https://facilitron.com/esuhsd95133. </p> <p>All outside groups must apply for and obtain a permit in order to use a school facility.</p> <p>For information about how to use the system, please refer to the Quick Start Guide.</p> <p>For more information on fees and rentals, or for assistance with the online rental system, please contact the Facility Rental Manager Debbie Ramirez</p> <ul style="list-style-type: none"> • ramirezd@esuhsd.org • 408.347.5114 																				
<table border="1"> <tr><td>Hall of Fame</td></tr> <tr><td>Health & Nutrition</td></tr> <tr><td>Human Resources</td></tr> <tr><td>Instruction</td></tr> <tr><td>Honoring Our Own (Photos)</td></tr> <tr><td>Local Control Accountability Plan (LCAP)</td></tr> <tr><td>News and Information</td></tr> <tr><td>Public Hearing Notices</td></tr> <tr><td>Purchasing</td></tr> <tr><td>School Info</td></tr> <tr><td>School Boundaries</td></tr> <tr><td>Strategic Plan</td></tr> <tr><td>Volunteer Opportunities</td></tr> <tr><td>Uniform Complaint Procedure</td></tr> </table>							Hall of Fame	Health & Nutrition	Human Resources	Instruction	Honoring Our Own (Photos)	Local Control Accountability Plan (LCAP)	News and Information	Public Hearing Notices	Purchasing	School Info	School Boundaries	Strategic Plan	Volunteer Opportunities	Uniform Complaint Procedure
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RATE CATEGORIES

Rate categories are assigned by facility owners

Fees are determined based on what rate category you or your organization are assigned. If your account is new, then you or your group may not have been assigned its rate category. If you or your group haven't been approved or assigned to receive a certain rate group by the facility owner organization (or school district), then you will receive commercial or non-profit rates by default.

YOU MAY SUBMIT REQUESTS EVEN IF YOU ARE SUPPOSED TO RECEIVE A SPECIAL RATE

You can still submit your request without concern because **all fees at checkout are estimates**. Fees are reviewed by the District or Facility Owner, and they make any necessary updates to fees according to their fee policy or other arrangements with your group. **You will be able to leave a comment after checkout requesting special fee consideration for your group.**

You may also leave comments on the Reservation Details page requesting updates on the status of your fee/rate group review for the District or Facility Owner.

Accounts cannot receive special rates (rates other than commercial or non-profit) UNTIL the District or Facility Owner verifies and/or assigns your organization to a special rate group.

Non-Profit Rates

Most Facility Owner Organizations (school districts) require non-profit organizations to supply their FEIN (Federal Employer Identification Number) and have it verified in the system to qualify for non-profit status. (Please note, not all Facility Owner Organizations (school districts) have non-profit rates.)

RATES MUST BE APPROVED BY FACILITY OWNERS

Groups that are to receive special rates must have their organization approved to receive those rates by the Facility Owner Organization. Facilitron cannot serve special rates before they are approved by the Facility Owner Organization.

If your group is new in the system and has not been assigned to its rate category by the Facility Owner Organization, you may still place a reservation request in the system and leave a comment on your reservation at checkout or after requesting that your organization be reviewed for special rates if applicable.

WHY AM I BEING CHARGED THESE RATES/FEES?

Required rate/fee estimates are automatically calculated

Fees presented during checkout are calculated per the Facility Owner Organization's policy for the particular rate schedule, time and date of a request. These estimates may include services not specifically requested (but required) - such as custodial, supplies or utilities - by Facility Owners.

SPECIAL RATES

If your organization is supposed to receive special rates, those rates must be approved by the Facility Owner Organization before they will automatically be served to you during the checkout process.

You may still place a request even if you don't think you're receiving the correct rates because the rates are reviewed by the Facility Owner Organization and can be adjusted after the request has been submitted. You should comment on the reservation (on the confirmation page or on the reservation detail page) to request a review of the rate you received after you have submitted your request.

Again, **all fees are reviewed by the Facility Owner Organizations** (school districts) at the time of approval and can be adjusted by the district administrator. Any adjustments will be reflected at the time of approval.

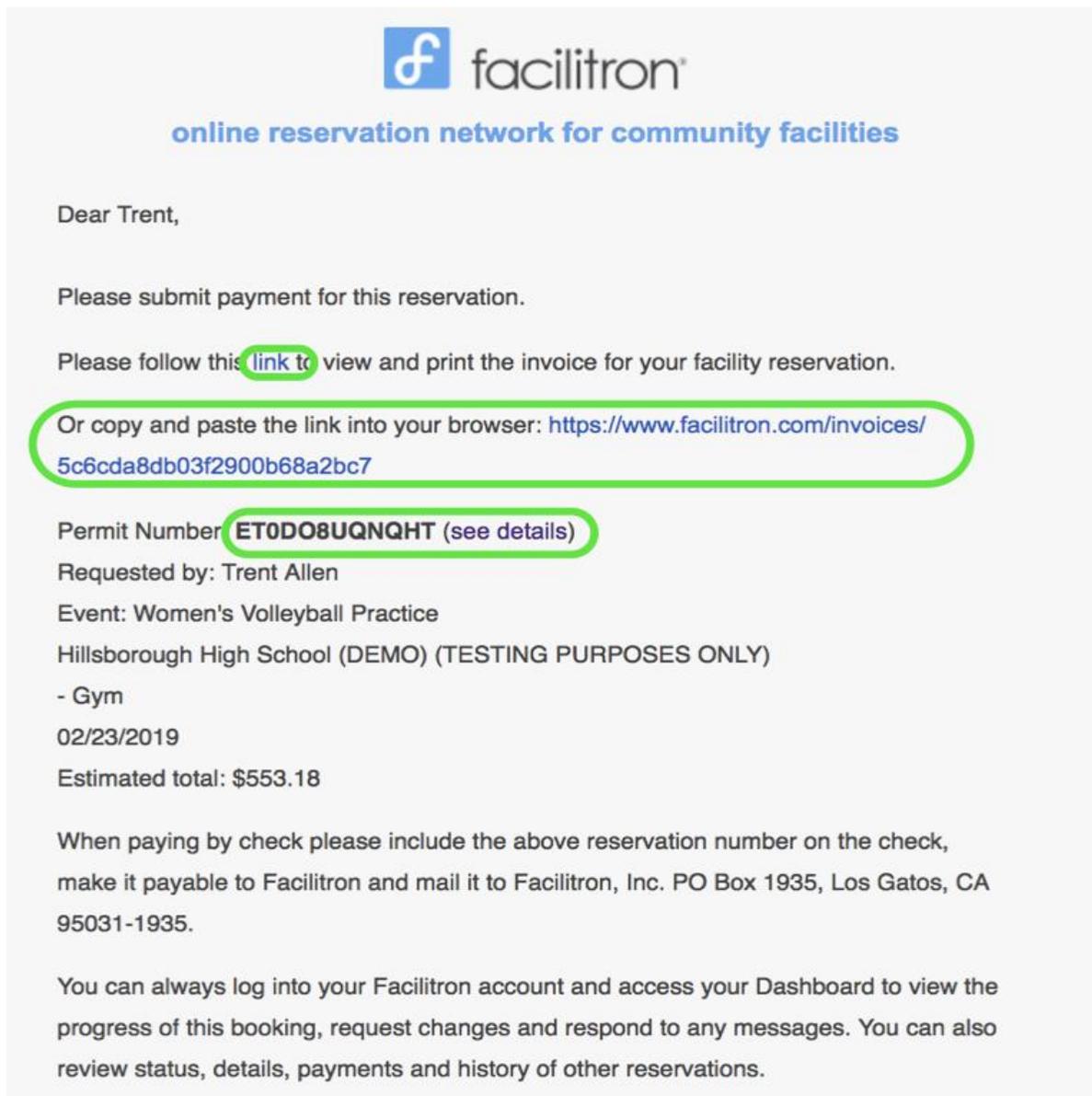
PLEASE NOTE: Facilitron cannot make changes to fees without authorization by the Facility Owner Organization.

MAKING A PAYMENT

There are several ways to pay for your reservation including from an **emailed invoice**, from the **dashboard**, and in the **reservation details page**. We will go through each option below.

PAYING FROM AN INVOICE

When payment is due for your reservation, you will be emailed your invoice with instructions on how to pay. Click the link in the email to open your invoice or to make a payment click "More Details" next to your Reservation ID to make a payment. From the Invoice page, you can click on the Reservation ID number or the payment link at the bottom of the page.



The image is a screenshot of an email from Facilitron. At the top, it features the Facilitron logo (a blue square with a white 'f') and the text 'facilitron' in a sans-serif font. Below the logo is the tagline 'online reservation network for community facilities' in blue. The email body starts with 'Dear Trent,' followed by 'Please submit payment for this reservation.' and 'Please follow this link to view and print the invoice for your facility reservation.' The word 'link' is circled in green. Below this, a URL is provided: 'Or copy and paste the link into your browser: <https://www.facilitron.com/invoices/5c6cda8db03f2900b68a2bc7>'. The URL is enclosed in a green rounded rectangle. The permit number 'ET0DO8UQNGHT (see details)' is also circled in green. The rest of the email provides reservation details: 'Requested by: Trent Allen', 'Event: Women's Volleyball Practice', 'Hillsborough High School (DEMO) (TESTING PURPOSES ONLY)', '- Gym', '02/23/2019', and 'Estimated total: \$553.18'. The bottom section contains instructions for paying by check and a note about logging into the Facilitron account.

 **facilitron**
online reservation network for community facilities

Dear Trent,

Please submit payment for this reservation.

Please follow this [link to](#) view and print the invoice for your facility reservation.

Or copy and paste the link into your browser: <https://www.facilitron.com/invoices/5c6cda8db03f2900b68a2bc7>

Permit Number [ET0DO8UQNGHT \(see details\)](#)

Requested by: Trent Allen

Event: Women's Volleyball Practice

Hillsborough High School (DEMO) (TESTING PURPOSES ONLY)

- Gym

02/23/2019

Estimated total: \$553.18

When paying by check please include the above reservation number on the check, make it payable to Facilitron and mail it to Facilitron, Inc. PO Box 1935, Los Gatos, CA 95031-1935.

You can always log into your Facilitron account and access your Dashboard to view the progress of this booking, request changes and respond to any messages. You can also review status, details, payments and history of other reservations.



Facilitron, Inc.
 PO Box 1935
 Los Gatos, CA 95031-1935
 Federal Tax ID: 47-1316876

Invoice

Women's Volleyball Practice
 Reservation Number: **ET0D08UQNQHT**
NEWS Unified School District (DEMO) (TESTING PURPOSES ONLY)
Hillsborough High School (DEMO) (TESTING PURPOSES ONLY)
 Gym

For Events Through **02/23/2019**
 Invoice #: **ET0D08UQNQHT-1**
 Issued on: 02/20/2019 4:41 am

Demo Renter Organization
 Trent Allen
 485 Alberto Way
 Los Gatos, CA 95032

BALANCE DUE
 Upon Receipt
\$553.18

Item Description	Event Dates	# of Uses	Total
Daily Totals	02/23/2019	1	\$449.27
Service Fee			\$53.91
Liability Insurance			\$50.00
Totals			\$553.18
Prior Payments			\$0.00
Amount Due			\$553.18

For more details and to make a payment go to <https://www.facilitron.com/dashboard/reservation/ET0D08UQNQHT>

When mailing a check please include Reservation Number and make it payable to Facilitron.

Once you arrive at the reservation details page, scroll down to the payments section and select your method of payment.

The screenshot shows the reservation details page for 'Demo Renter Organization'. The 'Payment' section is highlighted with a green arrow. It displays the total fees of \$553.18 and the payment due amount of \$553.18. The user is prompted to select a payment method: Card, Check, Paypal, or By Mail. The 'Card' option is selected, and the user is asked to provide the name on the card, card number, MM, YYYY, and cvc. To the right, the 'Reservation Timeslots' section shows the event on Saturday 02/23/2019 at the Gym, with a total cost of \$449.27. The 'Cancellation Policy' is also visible at the top, stating that cancellations must be made five (5) business days or more in advance.

Choose to either pay the Full Amount or Other Amount. If you wish to pay Other Amount, enter the desired payment amount in the box.

Payment

> Total Fees: **\$553.18**

▼ Payment Due: **\$553.18**

Full Amount: \$553.18

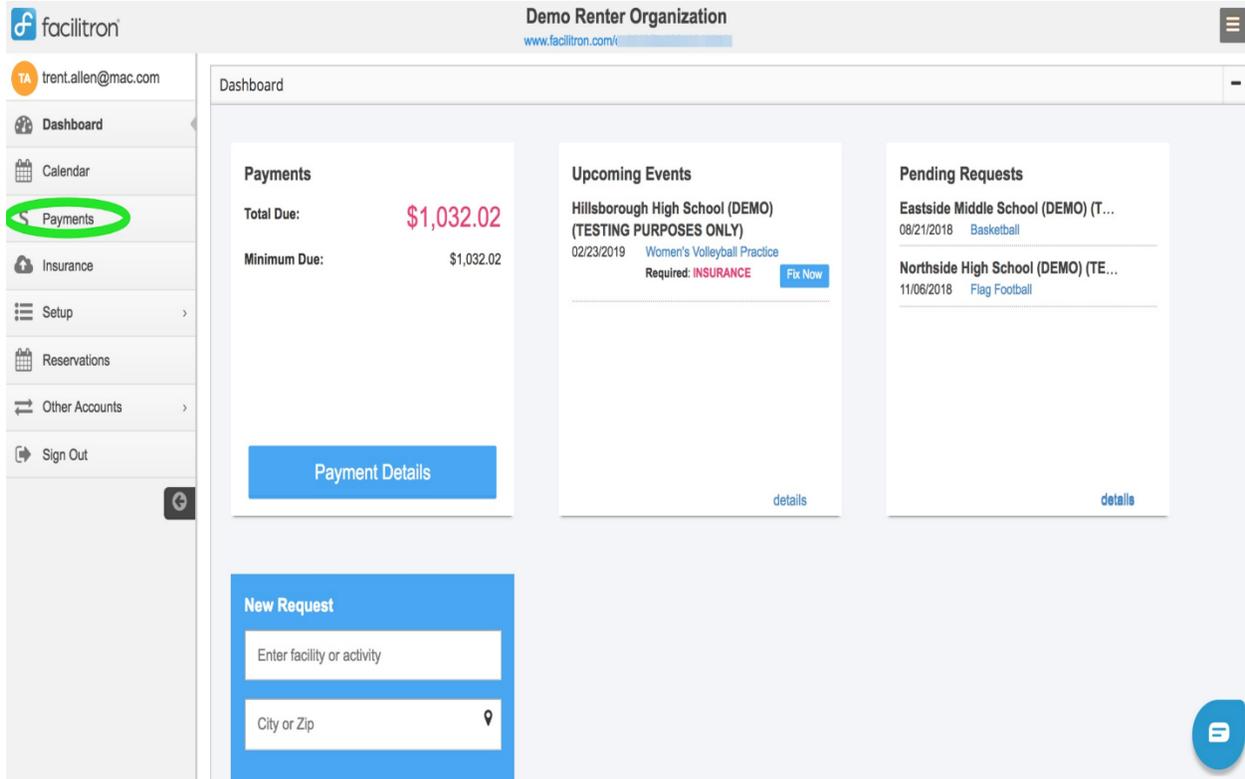
Other Amount:

Click Submit.

PAYING FROM THE PAYMENT DASHBOARD

Another option for payment is going to the payment page on your dashboard:

First, log in to your Facilitron account and navigate to the Dashboard. Then click "Payments" on the left-hand side menu bar or simply click on "Payment Details" in the payments section.



Under "Current Invoice", you will see a breakdown of all payments owed, as well as the total amount due. You can choose to make a payment on the current page or click into a specific reservation.

Current Invoice
—

Facilitron, Inc.
 PO Box 1935
 Los Gatos, CA 95031-1935
 Federal Tax ID: 47-1316876

Invoice

Demo Renter Organization
 485 Alberto Way
 Los Gatos, CA 95032

Tuesday, February 19, 2019 9:56 AM

	Min. Due		Total Due
<p>4RB4AMFLP35W basketball team 02/10/18 Approved</p>	\$281.42	✓	\$281.42
<p>DJ3ZZ855JNAC Co Ed Basketball 01/20/18 Approved</p>	\$197.42	✓	\$197.42
<p>ET0DO8UQNQHT Women's Volleyball Practice 02/23/19 Approved</p>	\$553.18	✓	\$553.18
Sub Total:			\$1,032.02
Processing Fee:			\$30.96
This Payment:			\$1,062.98

Card
eCheck

Credit card transactions are subject to 3% fee.

⇅

⇅

Submit

If you choose to make a payment on the current page (under "Current Invoice"), you will pay the total amount due in full. You can enter your Card information or pay with an e-Check.

If you choose to make a payment for a specific reservation, click the Reservation ID to navigate to that reservation's page.

Current Invoice
—

Facilitron, Inc.
 PO Box 1935
 Los Gatos, CA 95031-1935
 Federal Tax ID: 47-1316876

Invoice

Demo Renter Organization
 485 Alberto Way
 Los Gatos, CA 95032

Tuesday, February 19, 2019 9:56 AM

	Min. Due	Total Due
<div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 30%;"> 4RB4AMFLP35W basketball team 02/10/18 Approved </div> <div style="width: 30%;"> NEWS Unified School Di... Hillsborough ... </div> <div style="width: 20%; text-align: center;"> <input type="text" value="\$281.42"/> </div> <div style="width: 10%; text-align: center;"> <input checked="" type="checkbox"/> </div> <div style="width: 15%; text-align: center;"> <input type="text" value="\$281.42"/> </div> </div>		
<div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 30%;"> DJ3ZZ855JNAC Co Ed Basketball 01/20/18 Approved </div> <div style="width: 30%;"> NEWS Unified School Di... Hillsborough ... </div> <div style="width: 20%; text-align: center;"> <input type="text" value="\$197.42"/> </div> <div style="width: 10%; text-align: center;"> <input checked="" type="checkbox"/> </div> <div style="width: 15%; text-align: center;"> <input type="text" value="\$197.42"/> </div> </div>		
<div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 30%;"> ET0D08UQNQHT Women's Volleyball Practice 02/23/19 Approved </div> <div style="width: 30%;"> NEWS Unified School Di... Hillsborough ... </div> <div style="width: 20%; text-align: center;"> <input type="text" value="\$553.18"/> </div> <div style="width: 10%; text-align: center;"> <input checked="" type="checkbox"/> </div> <div style="width: 15%; text-align: center;"> <input type="text" value="\$553.18"/> </div> </div>		

Sub Total:	\$1,032.02
Processing Fee:	\$30.96
This Payment:	\$1,062.98

Card
eCheck

Credit card transactions are subject to 3% fee.

Submit

PAYING FROM THE RESERVATION DETAIL PAGE

Scroll down to the "Payment" section. If it is not already open, click "Payment Due" to make a payment.

The screenshot displays a reservation detail page with a sidebar on the left containing navigation options: Insurance, Setup, Reservations, Other Accounts, and Sign Out. The main content area is divided into several sections:

- Cancellation Policy:** A red-bordered box containing the text: "Cancellations must be made five (5) business days or more in advance of the cancelled date in order to receive..."
- Renter/User:** A section for "Demo Renter Organization" with contact information for Trent Allen (465 Alberto Way, Los Gatos CA 95032, 800-272-2962, trent.allen@mac.com, 8002722962). It includes a "Submit" button and a text input field for additional contact info.
- Application:** A section showing "4 Questions" (Faciltron | Completed), "0 Documents", and "0 Invoices".
- Payment:** A section highlighted with a green arrow, showing "Total Fees: \$553.18" and "Payment Due: \$553.18". It offers payment options: Full Amount (\$553.18) or Other Amount (\$ amount). Payment methods include Card, eCheck, Paypal, and By Mail. Fields for card name, number, and expiration date are provided, along with a "Submit" button.
- Reservation Timeslots:** A section for Saturday 02/23/2019 showing a "Gym" reservation from 7:00 AM to 11:00 AM for \$300.00. Services include Custodial Staff* (\$96.00) and Supplies* (\$53.27), with a "Daily Total: \$449.27".

Choose to either pay the Full Amount or Other Amount. If you wish to pay Other Amount, enter the desired payment amount in the box.

Choose to pay with Card, eCheck, Paypal, or By Mail.

Payment

> Total Fees: **\$553.18**

▼ Payment Due: **\$553.18**

Full Amount: \$553.18

Other Amount:

Click Submit.

HOW TO PAY BY CHECK

To mail your payment by check or money order: Please make your check for the total amount payable to Facilitron Inc. (Facilitron, Inc. is the authorized processor of all payments). Include a printout of the confirmation email or write the reservation # on your check.

Mail to: Facilitron - Requests, PO Box 1935, Los Gatos, CA 95031-1935.

If you have any questions you may leave a comment on the reservation details page or contact us directly at support@facilitron.com

CAN I GET A REFUND?

Refunds are issued solely at the discretion of the Facility Owner Organization and may be subject to their cancellation policy. Please check the organization's cancellation policy for specific details.

To request a refund, leave a comment on the reservation detail page (See the support article [Commenting on a Reservation](#)). The Facility Owner Organization will review the request and direct Facilitron to issue any refund that may be due.

METHOD OF REFUND

Refunds are issued back to the same form of payment that was received OR you may request to apply it to your Account Balance for use on future reservations.

For refunds to PayPal, credit card or E-check, please allow 5-10 business days for this to reflect on your statement.

For refunds by written check, please provide:

1. Name or Organization to which the check should be made payable
2. Mailing address – city, state, zip
3. Phone number
4. Email address.

Please allow 7-14 days for check reimbursement by mail.

PLEASE NOTE: Facilitron cannot issue refund without authorization from Facility Owner.

UPLOADING AN INSURANCE CERTIFICATE

There are three ways to upload your insurance certificate: from the **Insurance** page, **Documents** page and from the **Reservation Details** page. We will go through each option below.

UPLOADING FROM THE INSURANCE PAGE

Uploading from the insurance page is one option for submitting your insurance certificate. If you have multiple reservations within the same district, this will allow you to save time by uploading one certificate for all reservations in the same district.

Begin by navigating to your Dashboard. On the left-hand menu, select Insurance.

The screenshot shows the Facilitron dashboard for a "Demo Renter Organization". The left-hand navigation menu is visible, with the "Insurance" option highlighted with a green circle. The main dashboard area displays several widgets: "Payments" showing a total due of \$1,032.02 and a minimum due of \$1,032.02; "Upcoming Events" listing Hillsborough High School (DEMO) with a required insurance certificate; and "Pending Requests" for Eastside Middle School and Northside High School. A "New Request" form is also visible at the bottom left.

In the Insurance page, you will see a "Certificate Upload" box. Here, you may upload one insurance certificate for all the reservations in a district.

The screenshot shows the Facilitron "Insurance" page. The left-hand navigation menu is visible, with the "Insurance" option highlighted. The main content area displays a table of "Insurance Certificates" and a "Certificate Upload" box. The "Certificate Upload" box has a red header and contains a "Missing Certificates" section. The "Upload Insurance Certificate" button is highlighted with a green circle. Below this, there are two rows of reservation information with "Purchase Insurance" buttons.

Reservation ID	Activity	Date	Action
DJ3ZZ855JNAC	Co Ed Basketball	01/20/2018	Purchase Insurance
4RB4AMFLP35W	basketball team	02/10/2018	Purchase Insurance

UPLOADING FROM THE DOCUMENTS PAGE

Begin by navigating to your Dashboard. On the left hand menu, select Documents. Then select UPLOAD DOCUMENT.

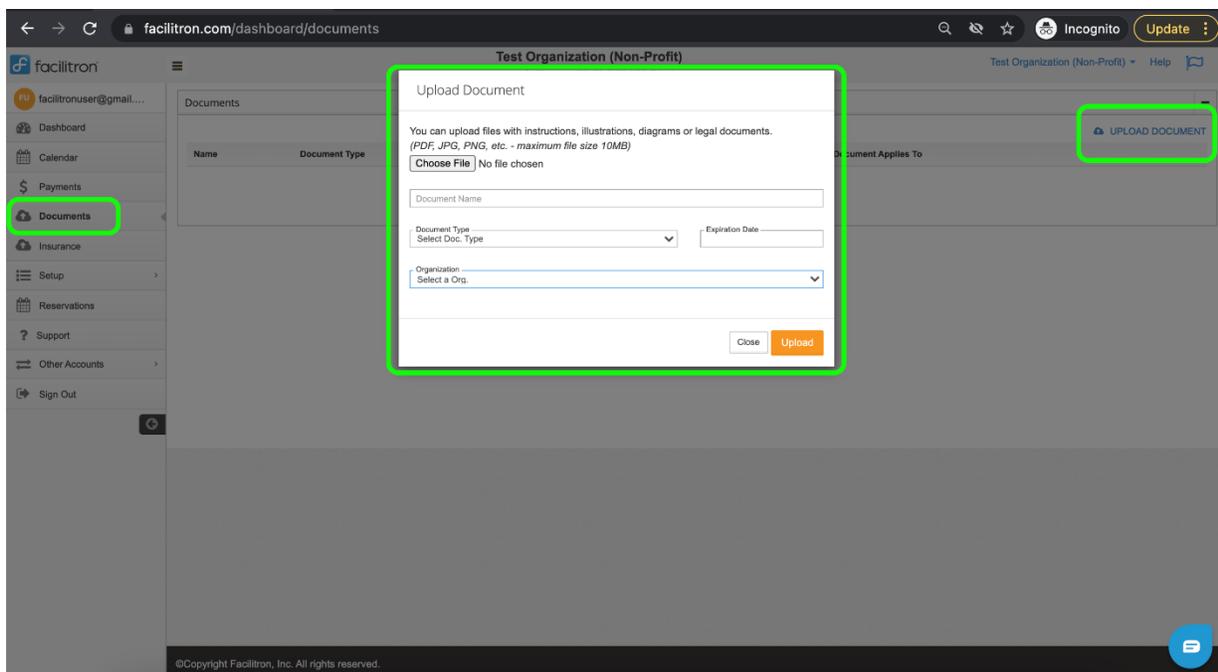
A pop up window will allow you to:
Choose your File

Enter your Document Name

Select your Document Type from the drop down menu

Enter an Expiration Date

Select the Organization (or District) to apply the document



UPLOADING FROM THE RESERVATION DETAILS PAGE

You may also upload an insurance certificate to a specific reservation in the reservation details page. You can find the reservation on:

1. the Dashboard
2. the Calendar
3. from a link in a Facilitron confirmation email
4. or you may search for the reservation by using the reservation ID number:

The screenshot shows the Facilitron interface for a "Demo Renter Organization". The user is logged in as "trent.allen@mac.com". The "Reservations" menu item is highlighted in green. A search bar contains the reservation ID "ZWT6AE577XYM", which is also circled in green. Below the search bar, a table displays one reservation entry:

Submit Date	Reservation ID	Event Name	Event Date	Facility	Status	User Name	Total	Due
11/06/2018 12:54 pm	ZWT6AE577XYM	Flag Football	11/10/2018 - 11/10/2018	Northside High School (DEMO) (TESTING PURPOSES ONLY) Field - Football	Pending	Facilitron Demo	\$519.40	\$519.40

A green arrow points to the reservation ID "ZWT6AE577XYM" with the text "Click here" next to it.

Once you've found your reservation, click on the Reservation ID to open the Reservation Details Page

The screenshot shows the "Reservations Home" page for the "Demo Renter Organization". The reservation "11/06/2018 - ZWT6AE577XYM" is highlighted in orange and labeled "PENDING".

Flag Football
11/10/2018
Football
(Participants: 25 | Spectators: 35)
Northside High School (DEMO) (TESTING PURPOSES ONLY)

Service Fee: \$29.40
Daily Totals: \$490.00
Total: \$519.40
Paid: \$0.00
Due: \$519.40

Cancellation Policy: Cancellations must be made five (5) business days or more in advance of the cancelled date in order to receive a refund.

Renter/User: Demo Renter Organization
Commercial (business) | Facilitron Demo
485 Alberto Way | demo@facilitron.com
Los Gatos CA 95032 | 8002722962
800-272-2962

Application: 4 Questions
Insurance: Renter-Provided | missing
Documents: 0
Invoices: 0

Calendar:
Schedule
Sa 11/10/18 4:00 PM-6:00 PM Field - Football

Reservation Timeslots:
Saturday 11/10/2018
Field - Football
4:00 PM-6:00 PM \$400.00
Services:
Custodial hrs: 2 \$90.00
Staff *
Daily Total: \$490.00

Buttons: Request Changes, Cancel Reservation

Click into Insurance and choose "Upload Certificate" to upload your insurance certificate.

The screenshot displays the Facilitron web application interface for a reservation. The top navigation bar includes the Facilitron logo, the user email 'trent.allen@mac.com', and the organization name 'Demo Renter Organization'. A sidebar on the left contains navigation links for Dashboard, Calendar, Payments, Insurance, Setup, Reservations, Other Accounts, and Sign Out. The main content area is titled 'Reservations Home' and shows details for reservation '11/06/2018 - ZWT6AE577XYM' with a 'PENDING' status. The reservation details include event information (Flag Football on 11/10/2018), participant and spectator counts, and a financial summary table. A 'Cancellation Policy' box is highlighted with a red border. The 'Insurance' section is expanded, showing '4 Questions' and 'Renter-Provided' status, with a green arrow pointing to the 'Upload Certificate' button. The 'Reservation Timeslots' section on the right shows a slot for Saturday 11/10/2018 from 4:00 PM to 6:00 PM, with a daily total of \$490.00.

11/06/2018 - ZWT6AE577XYM PENDING

Flag Football
11/10/2018
Football
(Participants: 25 | Spectators: 35)
Northside High School (DEMO) (TESTING PURPOSES ONLY)

Service Fee:	\$29.40
\$ Daily Totals:	\$490.00
Total:	\$519.40
Paid:	\$0.00
Due:	\$519.40

Cancellation Policy: Cancellations must be made five (5) business days or more in advance of the cancelled date in order to receive a refund. [more](#)

Renter/User: Demo Renter Organization
Commercial (business) | Facilitron Demo
485 Alberto Way | demo@facilitron.com
Los Gatos CA 95032 | 8002722962
800-272-2962

Application: **4 Questions**
Insurance: **Renter-Provided** | missing

[Upload Certificate](#)

Documents: 0
Invoices: 0

[Request Changes](#) [Cancel Reservation](#)

Calendar

Schedule
Sa 11/10/18 4:00 PM-6:00 PM Field - Football

Reservation Timeslots

Saturday 11/10/2018

Field - Football
4:00 PM-6:00 PM \$400.00
Services:
Custodial hrs: 2 \$90.00
Staff *
Daily Total: \$490.00

1. **Company Name and Address:** legal name and address of the insured entity.
2. **Producer/Agent name and address:** the insurance Agent/Broker who issues certificates.
3. **Carrier names:** name of the company that holds your insurance policy. They are responsible for paying when you file a covered claim.
4. **Policy type:** the types of insurance required by the contract.
5. **Policy Effective date:** the date the policy coverage begins.
6. **Policy expiration date:** the date the policy coverage ends.
7. **Policy limits:** the maximum amount of money an insurance company will pay you for a covered loss.
8. **Denotation of additional insured and waiver of subrogation:** If another entity is added to your policy as an additional insured, this box can be checked with the entity listed as the Certificate Holder or in the Description box. Similarly, if your insurance company has agreed to waive subrogation against a particular party, the "SUBR WVD" box can be checked with the entity listed as the Certificate Holder or in the Description box.
9. **Description box:** for extra details such as location, event times, and projects. Any additional insured or waiver of subrogation language can also be included here.
10. **Certificate holder:** entity for which the evidence of coverage is being provided.
11. **Producer's signature:** signature of the Insurance Agent/Broker who issues certificates
12. **Additional remarks page:** if the description box or amount of policies spills over the 1st page.

Key:

#7-Minimum amount of General Liability is \$1,000,000.00

#9-Description of event must be listed

#10-Certificate Holder address should read as follows:

**Plainfield Board of Education
1200 Myrtle Ave
Plainfield, NJ 07063**

Please follow the guidelines below to ensure that your Certificate of Insurance (COI) is acceptable:

1. **Do not** upload policy declaration pages (images 1-6)
2. **Do not** upload screenshots or photos of physical documents (*images 7-8*)
3. **Do not** upload the same Certificate of Insurance (COI) more than once in each District in which you are renting. Revised Certificates should be re-uploaded each time a revision is made to the document.
4. Please combine all Certificate of Insurance (COI) subpages into one PDF document prior to uploading (for example, if separate Additional Insured (AI) endorsement is required, insert the separate AI endorsement page into the main Certificate of Insurance (COI) PDF file).

What happens if my Certificate of Insurance (COI) does not meet requirements?

If your Certificate of Insurance (COI) is found to be invalid or missing requirements, you will receive an email from our Support team upon review & invalidation regarding the exact changes required in order for your insurance to be accepted by the District.

Need additional support? Please visit www.facilitron.com, “renter Support” page for more videos & tutorials on Facilitron.

Should you require additional support please email
facilityusage@plainfield.k12.nj.us.

