Getting started

This guide shows you how to use the Resources Services Organiser booking system.

It covers the functions needed to successfully find items and book them, together with common terms and procedures for successful usage of RSO.

If you have any problems using the system, please call our Technical Helpline: 01753 63 8675

Anyone may search or browse the catalogue and view the previews, registered or not, but only registered users can book and order items.

Registration

To register for use of RSO service use an on-line registration form:

http://bhps.resourcesorg.co.uk/Client/ClientRegForm.php

Or click the Register link in the top menu if you already have RSO open.

Fill in the registration form.
If you wish to borrow our lending items then please fill in your home address. Without it you will be limited to leaflets and posters only. Once registered, you can always change the limit by entering home address in user details section.

You will be notified by email once your registration is processed by the RSO administrator.
Logging in is a way to identify yourself to the application so the RSO knows who you are. To log in, you must have user name and password obtained by registration. You can Log in at any time while browsing and you will have to be logged in to book or order, or to access your favorites and user preferences.

There are couple of ways to log in at your disposal. The Login link in the right side of top menu link in the left-hand menu, or you can start the booking procedure and be prompted to enter user name and password.

Lost Password
If you happen to loose your password, please contact [______________]
And new password will be provided.
When You are logged in, booking of items is a 3 step process:

**Step 1** Search for items of interest

**Step 2** Book Item/s

**Step 3** Confirm Booking

## Searching for items of interest

There are two ways of looking for resource items. Decide whether you want to “Browse the catalogue” or “Find an item”. By default, browse the catalogue is selected when you log in.

### Browse the catalogue

**Keyword**

- 1. Subject
- 2. Title
- 3. Language
- 4. Type
- 5. Suitability
- 6. Author

Browsing is useful when you want to see all items belonging to a specific group. You can focus the search by typing the author’s name or part of title, etc.

### Find an Item

**Title**

- 1. Subject
- 2. Type
- 3. Author
- 4. Suitability

Find an item approach is commonly used when searching for a specific title.

Using scroll lists: Use arrows or slider to scroll through the options list. Click on a line to select it. Hold ctrl (control) button and click on multiple lines to select more than one. You can scroll the menu contents by clicking on the arrows while holding ctrl button so you can select multiple lines even if they are not visible at once.
Booking of items

**Viewing the item lists**

The search result is always presented in the form of a list, whether there is just one or multiple results. Search results page has many informative areas aimed at helping you understand results and use the list in a best way possible.

First, there are two ways of looking at result lists and by default advanced view is selected. You can switch between advanced and classic view in the top line just under Search results title.

Advanced view offers the more detailed result page while classic view is optimised for speed over slow internet connections.

The items are listed in alphabetical order. If search resulted in more than 500 items, you will be warned before proceeding and prompted to view them paged, display them all or refine the search.

Refining the search returns you to browse/find page. Displaying all items when more than 500 are found is not advised because page can take a long time to load, and certain older browsers can have problems with a large item lists.

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**There are three major types of Items in RSO library:**

- **Information**: Conveying useful information to RSO users
- **Loan**: Items that need to be returned (books, equipment, …)
- **Supply**: Items like leaflets, posters and brochures, that don’t need to be returned.

When viewing paged item list, you will be able to select how many items will be displayed per page. Also you can jump to any page number by using paging menu on top or bottom of the page.

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The larger gray horizontal lines delimit the resource types, and have type written in white (e.g. Book (B) )

Each item in the list is represented by its “block” consisting of Title, Additional information and option buttons.

In the **classic view**, one item is described by its title, author, publisher an suitability information.

In addition to this, extended view displays synopsis and assets (images, videos, etc.) relating to that item.
Detailed info on each of the items is available and you can access it by clicking the item title.

To make your choice easier, RSO has lots of information on each of the items. Besides standard information, most items have some sort of media assets attached, such as images of the items or video previews. You can click on the image to have larger version of the image opened in new window, or you can play the video file with your media player. Assets like PDF documents or web links are opened with appropriate viewers.

To book an item, click “Book this item” (loan) or “Order copies” (supply).

In case of booking, the booking calendar will be opened.
Booking of items

Booking of an item is done via the booking calendar.

The most important thing to do here is to select the dates when you will have need of the item and when will you return it. If the date is gray, it is not available.

Depending on NHS preference, you will be able to hold the item for a certain maximum number of days and you will be able to further extend it. If there are more copies of the item (e.g. book), in the left side of booking calendar window you will be able to select different copy if the current one is not available when you need it. Also, delivery point needs to be selected.

Once you set the dates, click book button.

To complete booking process, you have to confirm an order. See page 8
To order copies of a supply item, no calendar is needed, as you are not expected to return supply item. In the popup window that is shown when you click on ‘Order copies’ button you need to set the number of needed copies, and delivery point.

**Order Copies**

**Ordering Leaflet**

- **Code Numbers**: 
- **Ordering**: L/214/899194
- **4 Boys**
- **Currently In Stock**: 600
- **Order**: 
- **Select delivery point**: NHS Internal Mail
- **Note**: (You can order max 35 units of this item)

**To complete booking process, you have to confirm an order.** See page 8
To complete booking process, you have to confirm an order.

Confirming an order is done by clicking “Check Basket” link in the left hand menu. Next to the link there is a number of items in brackets e.g. Check basket (1).

Check basket (confirmation) page lists all booked and ordered items and allows for last check before order is sent for processing to NHS. So check the titles, dates and everything else and click “send order” if sure. If not, you can remove all items or remove individual ones by clicking respective buttons.

When you do ‘Send order’, receipt page is displayed, giving you definitive information that your order is being processed. You can easily print this page via link on the top.

Also, when you confirm order, an email is sent from RSO system confirming your confirmation.

At any time you can use Order status link in the left-hand menu to check the state of orders you placed. You can even cancel the order before it is dispatched.

Unconfirmed orders

Orders that are not confirmed on check basket page are scrapped when user logs out or within 1 hour.
Useful bits

Changing user details
To edit your details, login and follow the link ‘Personal details’ in the menu on the left.

Extending hires
To extend the duration of item’s loan, log in to RSO system prior to the return date. Click ‘Extend existing hires’ link in the menu on the left and you will be presented with a list of items in your keep. Click on the button next to item you want to extend hire for and enter the number of days in the field that appears. Note that maximum extension period is set by your NHS.

History
The history page accessible from left hand menu holds the backlog of all your activity with items in RSO database.

Favorites List
While browsing for items, besides booking and ordering, there is an option to add an item to the favorites list. The favorites list is a list of all items added this way and is mostly used for preparation of booking. You can book items directly from your favorites list, and link to the list is in the menu on the left, displaying the number of items in the list (e.g. Favorite Items (4))

Logout and security notice
Logging out is a way to tell the RSO that you’ve finished working with it. It’s an important part of security especially if you work on a public terminal many people have access too. If you don’t log out and leave your web browser on, an unauthorised person could use RSO with your credentials.

Please bear in mind that saving passwords in browser (many browsers offer the possibility to save access passwords for the websites you commonly use) is not secure, especially on workstations many people have access to.