



Managing Reservations – Family Stay-Over Program

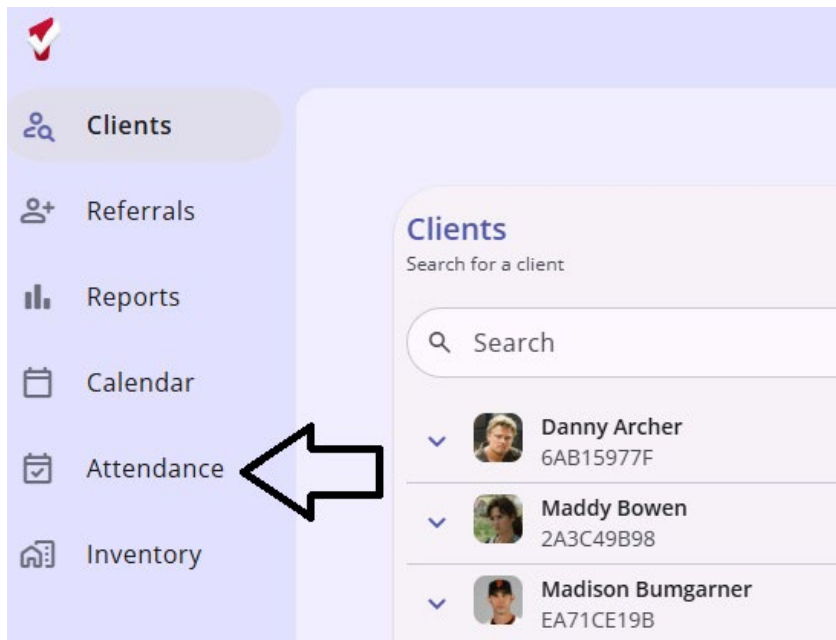
This workflow shows how to review shelter bed availability, create shelter reservations, check in reservations when clients arrive, record no shows, and manage no-show and deleted reservations in the ONE System.

Note: A client must be **enrolled** in the program before the user can mark them as **Present**. A reservation can be created before enrollment, and a client can be marked **No Show** without an enrollment, but check-in is blocked until the enrollment is complete.

Review Bed Availability

Review bed availability to confirm the program has enough space for everyone in the household. **A reservation is required for every member of the household.**

1) Log in to the ONE System. In the navigation menu on the left side of the screen, select **Attendance**.



Note: If the Attendance tab does not appear, the user's access role does not include Attendance rights. Contact the agency's ONE System administrator.

2) On the Attendance page, find **Family Stay-Over Program: Shelter Attendance**.



3) Click the **Arrow (→)** icon on the right side of the service's row, as shown by the arrow in the screenshot above. This opens the Reservation page in **Slots View**, which shows every bed for the selected date.

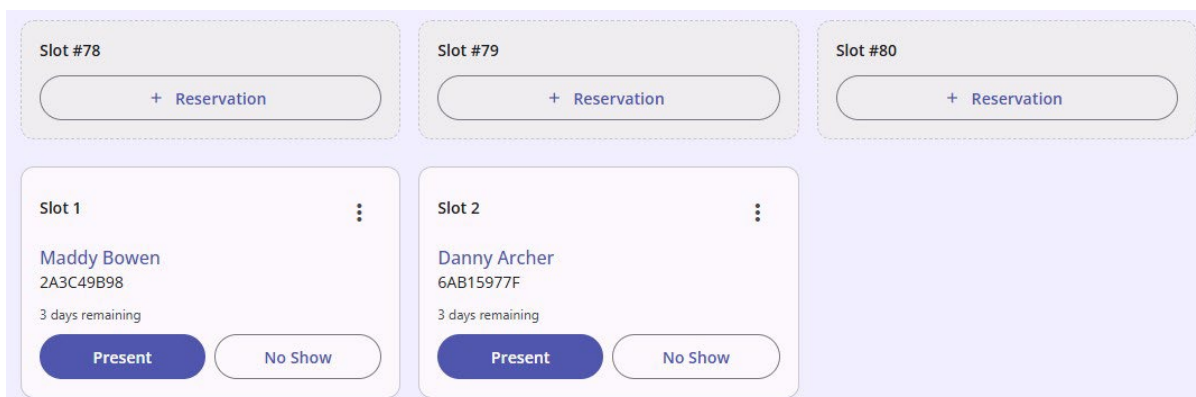
Note: Clicking anywhere else on the service row opens the check-in screen (Reservations Attendance view) instead. That screen is covered in the check-in section below. Make sure to click the arrow at far-right to open Reservation.

Each bed appears as a card. The options on the card show the bed's status for the selected date:

- **Reservation** – the bed is open. Click **+ Reservation** to reserve it.
- **Present** and **No Show** – the bed is reserved. Use these options to record whether the client arrived.
- Once an option is selected, the card shows the recorded status: **Present** or **No Show**.

A reserved card also shows the client's name and unique identifier, and the number of days remaining on a multi-day reservation.

Note: Unreserved slots appear at the top of the display, and Reserved slots appear at the bottom of the display (as shown in the screenshot below). If you have reserved a slot for a client, scroll to the bottom of the display to see their slot.



Tip: Use the date picker (at the top of the page – see screenshot on next page) to check another date. To see only open beds, open the **Filter** menu (three horizontal lines) and select **Status: Available**. To see availability across a month, switch to **Calendar View**.

Create a Shelter Reservation

After confirming the shelter has space for the whole household, create the reservation.

4) Find an open slot and click **+ Reservation** on that card.

ATTENDANCE AND RESERVATIONS

Family Stay-Over Program: Shelter Attendance

Family Shelter Stay-Over Program

< Thursday, September 17, 2026 >

Search units/beds or clients

Slots View | Calendar View

SLOTS

Slot #3 Slot #4 Slot #5

+ Reservation + Reservation + Reservation

Slot #6 Slot #7 Slot #8

+ Reservation + Reservation + Reservation

5) The **Create Reservation** window opens with the service item, program, slot, start date, and agency already filled in. Under **Client**, search for the client by name.

Create Reservation

PRE-FILLED

Service item Family Stay-Over Program: Shelter Attendance

Program Family Shelter Stay-Over Program

Slot · Unit · Bed Slot #3

Start date Thursday, September 17, 2026

Agency TRAIN - Mission Action

Created by

CLIENT

Client

Search by name or scan client ID barcode

Number of days to reserve

1

Min 1 · max 180 · default: 1

Cancel Save

6) Select the client from the search results. If the wrong person was selected, click **Replace** and search again.

Create Reservation [X]

PRE-FILLED

Service item: Family Stay-Over Program: Shelter Attendance

Program: Family Shelter Stay-Over Program

Slot · Unit · Bed: Slot #3

Start date: Thursday, September 17, 2026

Agency: TRAIN - Mission Action

Created by:

CLIENT

Moon, Rico
ID 45B523244 · DOB 2025-03-04 [Replace](#)

Add household members
Optional. Select members to include in this reservation.
Each selected member is automatically assigned their own available slot, unit or bed for each reserved day.

☐ Marc Moon
DOB 2002-02-02

Number of days to reserve

7

Min 1 · max 180 · default 1

[Cancel](#) [Preview Reservation](#)

7) If the client has household members in the ONE System, they appear under **Add household members**, as shown in the screenshot above. **Do not click this checkbox.** If clicked, the additional household members will be assigned to the numerically first available slot, which is not necessarily the slot next to the one selected. **Instead of using this checkbox, manually assign each household member to a slot by repeating steps 4-9.**

8) Set **Number of days to reserve**, as shown in the screenshot on the previous page. The field allows 1 to 180 days and defaults to 1. If the reservation is for more than one day, click **Preview Reservation** to review each reserved day.

MR Moon, Rico

Day 1 Thu, Sep 17
Slot
Slot #5

Day 2 Fri, Sep 18
Slot
Slot #5

Day 3 Sat, Sep 19
Slot
Slot #5

Back Save

9) Click **Save** to complete the reservation.

10) The bed card for each household member now shows the reservation with the client's name, along with the **Present** and **No Show** options. If a client is not yet enrolled in the program, the card shows **Not enrolled in the required program** and the **Present** button is unavailable until the enrollment is complete. Repeat steps 4–9 for any household member who was not included in step 7.

Slot 1

Marc Moon
AE61438CF

ⓘ Not enrolled in the required program

3 days remaining

Present No Show

Slot 5

Rico Moon
45B523244

ⓘ Not enrolled in the required program

3 days remaining

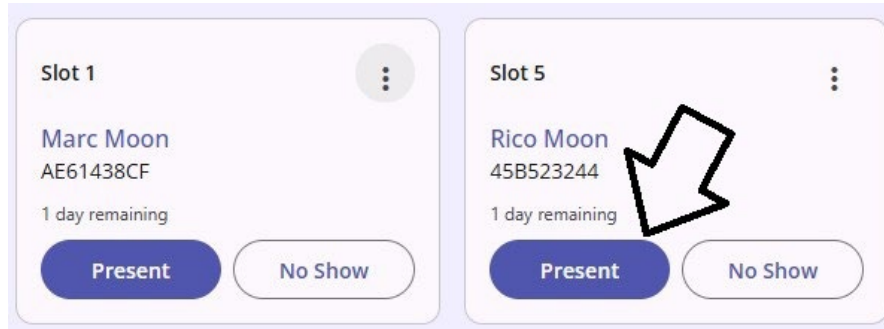
Present No Show

Note: A reservation can be created before the client is enrolled in the program, including a multi-day reservation. The client cannot be marked **Present** until the enrollment is complete. If the client is missing a Release of Information, the reservation is still saved, but check-in is blocked until the ROI is on file.

Check In Reservations upon Arrival

When the household will stay at the shelter, check in each household member to mark them present for their stay. **Each client must be enrolled in the program before they can be marked Present.**

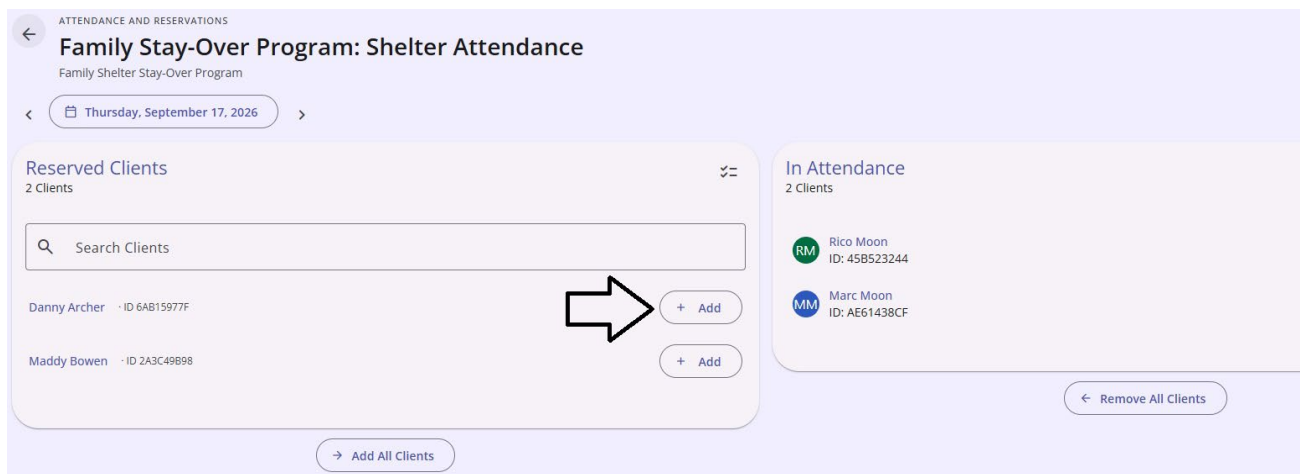
11) In **Slots View**, find the client's reservation card and click **Present**.



12) The card shows **Present** and the client is checked in. Repeat for each household member. If the wrong client was marked, click **Undo** to return the card to the Reserved state.



Tip: To check in several clients at once, from the Attendance page click the service's row (not the → arrow) to open the **Check-in Screen**. Reserved clients appear on the left and checked-in clients on the right. Click **+Add** next to a client. To select multiple clients, click the checklist icon at the top right of the **Reserved Clients** pane, check the box next to each client, and click **Mark Present**. **Add All Clients** checks in everyone with a reservation for that date except clients blocked by enrollment or ROI requirements.



Record a No Show

If a household with a reservation does not arrive for their shelter stay, mark the reservation as a no show.

13) In **Slots View**, find the reservation card for the client who did not arrive and click **No Show**.



14) The card shows **No Show**. The reservation record is retained and the bed is flagged as a no show. Repeat for each household member who did not arrive. If a client was marked **No Show** by mistake, click **Undo** to return the card to the Reserved state.



Note: A client does not need to be enrolled in the program to be marked **No Show**.

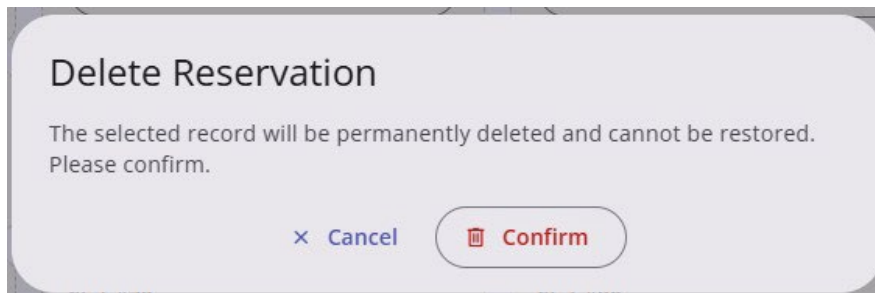
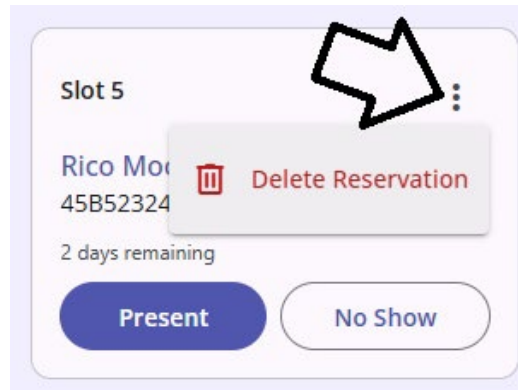
A bed that is marked **No Show** stays assigned to that client for the night and cannot be reserved for someone else. To give the bed to another guest, the user must delete the reservation first. See the Delete a Reservation section below.

Note: Deleting the reservation also removes the no-show record for that slot and night.

Delete a Reservation

If a reservation was made in error, it can be deleted. Deleting a reservation permanently removes the record. These options only appear for users whose access role allows deleting services.

- In **Slots View**, click the **Action Menu (:)** on the reservation card.
- Select **Delete Reservation**.
- A confirmation appears. Click **Confirm** to delete.



Note: A reservation marked **No Show** cannot be deleted directly; the **Action Menu (:)** does not appear on a No Show card. To delete it, first click **Undo** on the card to return it to the Reserved state, then follow the steps above.