

# Tiger ORBS Quick Reference

2018.11.12

OTS Student Computing Services (SCS)

Towson University's Online Resource Booking System, Tiger ORBS, gives students, faculty and staff the ability to reserve available equipment and resources for assignments and other academic pursuits. In time, numerous TU departments will offer their own booking sites—called stores—but the first to open was the OTS Student Computing Services (SCS) store. This document describes how to access the SCS store and perform routine operations, such as making and cancelling bookings.

**1** Starting from [www.towson.edu/scs](http://www.towson.edu/scs), click **Borrow Multimedia Equipment**.

Student Computing Services (SCS) in the Office of Technology Services provides valuable technology resources for students of all majors and experience levels.

STUDENT COMPUTING SERVICES

- Hours & Locations
- Support & Self-Help Resources
- Student News & Email
- Printing
- Software, Hardware & Equipment
- Student Employment

RELATED LINKS

- TechHelp
- Borrow Multimedia Equipment**
- Explore the SCS Studios and Lab Resources
- Technology Training
- SCS Available Computers
- Learn with Lynda.com

**2** On the SCS Multimedia Equipment page, click **Book SCS Resources through Tiger ORBS**.

## Multimedia Equipment

OTS Student Computing Services (SCS) maintains a wide variety of multimedia resources for the use of all TU students, faculty and staff.

SCS offers equipment reservation and checkout at our Cook Library location. Current students may use the university's online resource booking system—**Tiger ORBS**—to reserve the circulating and lab-based equipment. **Current students** can also reserve equipment from the **TUNE Computer Lab**. Before booking, be sure to review the guidelines, terms and conditions at the bottom of this page.

To learn more about Tiger ORBS, checkout these self-help titles:

- **Tiger ORBS First Look video**
- **How to sign into the SCS Store**
- **How to book SCS resources**
- **How to cancel an SCS booking**
- **How to edit an SCS booking**

**SCS Resources**

Tiger ORBS includes documentation and videos for most of our resources; you can access this information before booking or use the documentation links included in the confirmation email you receive. You must present your TU OneCard in order to pick-up equipment or use lab-based resources. All email messages will be sent to your TU email address.

**CIRCULATING RESOURCES: CAMERAS, TRIPODS, MICROPHONES, ETC.**

Our circulating resources may be used anywhere, on or off campus, for up to 14 days.

RELATED LINKS

- TechHelp
- Book SCS Resources through Tiger ORBS**
- Explore the SCS Studios and Lab Resources
- Learn with Lynda.com

**3** On the SCS store Sign In page, click **Sign In**.

**Sign In**

**Opening Times**

Regular Semester Hours  
Mon-Thu: 8 AM - 11:30 PM  
Fri: 8 AM - 4:00 PM  
Sat: 12 PM - 5:30 PM  
Sun: 12 PM - 11:30 PM

**Contact Details**

Phone: 410-704-5151  
Email: [scs@towson.edu](mailto:scs@towson.edu)

**Useful Links**

- OTS SCS Multimedia Support
- Terms & Conditions
- Poster Printer
- SCS Studios

November 12, 2018. If you are TU student, faculty or staff and need help, please contact [scs@towson.edu](mailto:scs@towson.edu). Thanks.

**4** Log-in using your TU NetID and password

**Towson University Authenticated Login**

Use your Towson University NetID to log into an External Service Provider (Single-Sign-On capability)

Username:

Password:

Login

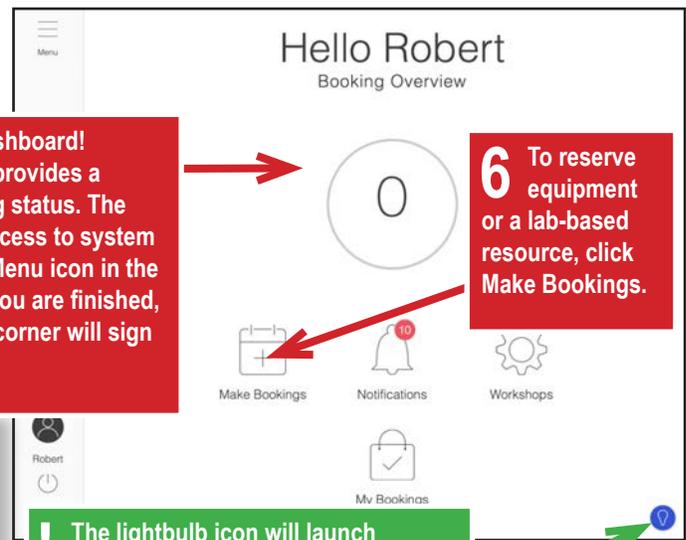
Forgot Password | Manage My NetID

Terms and Conditions | Questions and/or Comments?

**!** In addition to hours of operation and contact details, the Store Sign In page includes Useful Links to training videos, real-time availability calendars, and more.

# The first time you sign-in,

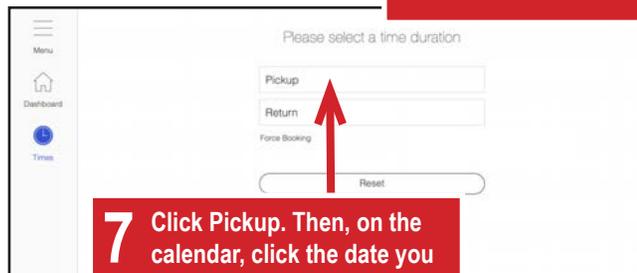
the system will display your account information. Click **Submit** at the bottom of the page, and then click **Confirm** on the subsequent page.



**5** Welcome to your Dashboard! The circled-number provides a summary of your booking status. The icons beneath provide access to system operations, as does the Menu icon in the upper left corner. When you are finished, the icon in the lower left corner will sign you out.

**6** To reserve equipment or a lab-based resource, click Make Bookings.

**!** The lightbulb icon will launch integrated SiSo Smarthub documentation—another available means of mastering the system.

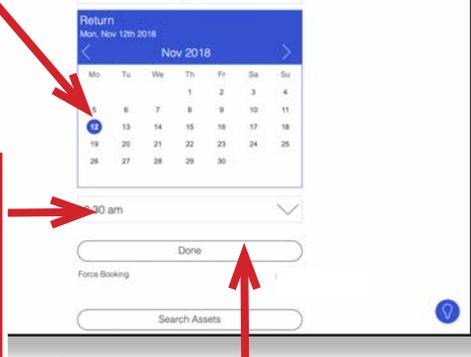


**7** Click Pickup. Then, on the calendar, click the date you want to start using the resource.

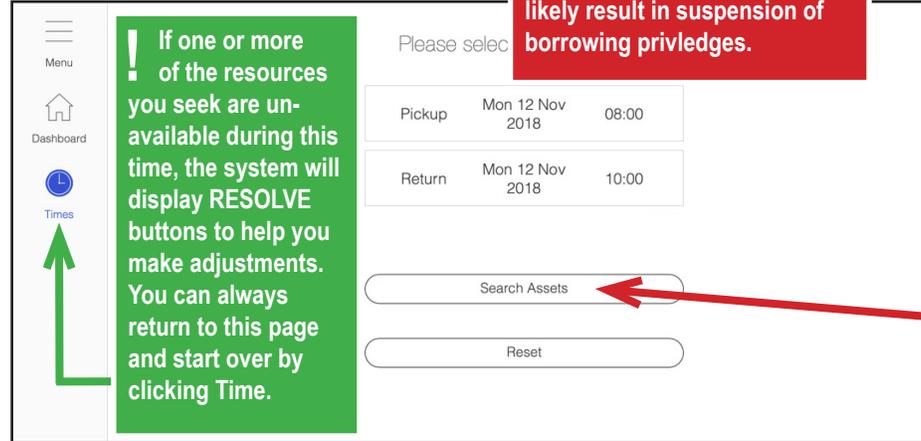
**9** Click Done to proceed. The system will display the Return calendar. Click the date on which you will return or finish using the resource. NOTE that if you select an end date more than 4 days from your start date, the booking will fail. SCS' longest borrowing term is 4 days.

**8** Select the time at which you will pick-up or start using the resource. If the dropdown list is empty or seems incomplete, it is likely because SCS will be closed all or part of the date you have selected.

**10** Select the time by which you will return the equipment or finish using the resource. It is vital that you return equipment on time; repeated failure to do so will likely result in suspension of borrowing privileges.



**11** Click Done to proceed. You have now set your desired time range. Next, you will select the resource you wish to use during that time.



**!** If one or more of the resources you seek are unavailable during this time, the system will display RESOLVE buttons to help you make adjustments. You can always return to this page and start over by clicking Time.

**12** Click Search Assets to begin choosing resources.

**13** There are two ways to locate specific resources (a.k.a., assets). Start typing a search string into the Search box; the system will display matching items.

OR

Click through the categories and subcategories; the system will display the associated items.

**14** A red bar left of an item indicates that the resource is unavailable during the time range you specified. You can select another resource or click the Resolve button to adjust your times.

**15** Click the (+) button to select 1 of the available resources. The 1/1 value (circled below) indicates that you have selected 1 of the 1 available units. Regardless of the number of units available, never select more than 1, otherwise your booking will fail.

**16** Click the Book button to proceed.

**17** Provide additional information for your booking in the fields provided.

**18** If you are booking a studio and need staff assistance, select Yes...

**19** Click to read our Terms & Conditions.

**20** Click to indicate that you accept our Terms & Conditions.

**21** Click the Confirm button to complete the booking.

Ignore Install Location; SCS is not yet using this field.

Add special notes regarding your booking, if necessary.

Enter a phone number at which we can reach you if need arises.

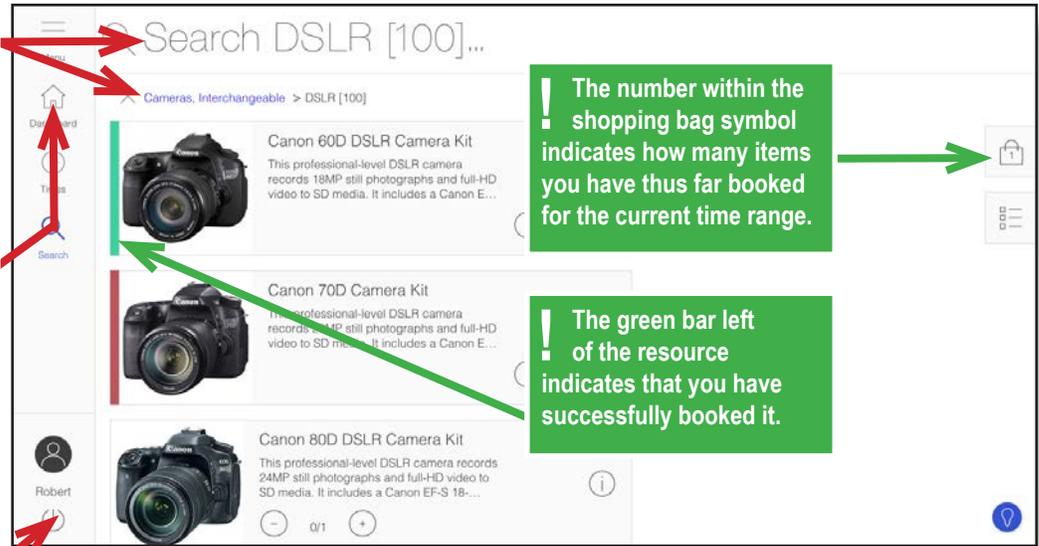
PLEASE, enter your major or university department; it helps us see who is using our services and justify purchasing appropriate equipment.

**!! SCS rules allow a borrower to book only 1 item at a time of a specific type. For example, you CAN book 1 DSLR, 1 mic and 1 tripod; but, you CAN'T book 3 DSLRs at the same time.**

**22** To book additional items, search or browse the categories, then repeat Steps 15-21 to make more bookings for the same time range.

**23** To return to your Dashboard, click the Dashboard icon.

**24** To sign out of the system, click the power icon. THEN, close the browser tab or window to protect your account.



**!** The number within the shopping bag symbol indicates how many items you have thus far booked for the current time range.

**!** The green bar left of the resource indicates that you have successfully booked it.

## To cancel or change a booking.

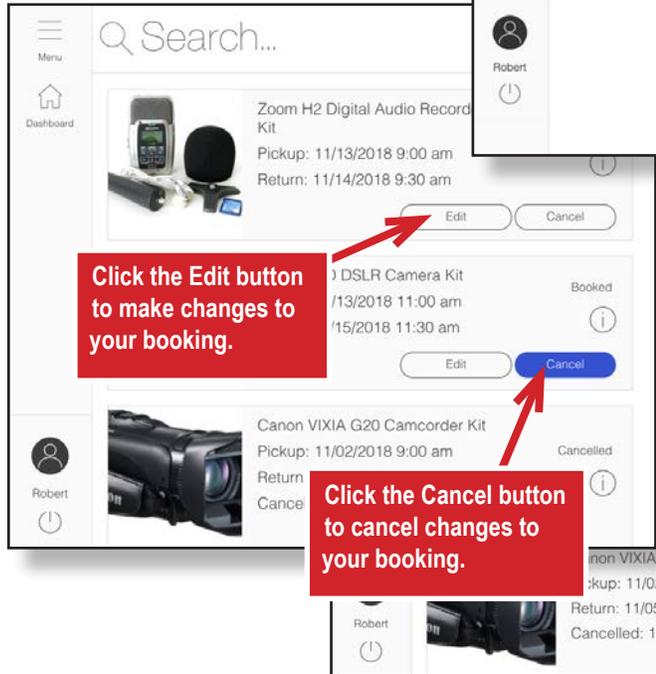
sign into the SCS Store as described in Steps 1-5.

Click the My Bookings icon



Click the Edit button to make changes to your booking.

Click the Cancel button to cancel changes to your booking.



Information on why you are cancelling is not required...but is always appreciated.

Click the Cancel Booking button to complete the cancellation.

