

AD ASTRA USER INSTRUCTIONS & FAQs

(FOR MOLLOY EMPLOYEES ONLY)

Contents (click one of the sections below to jump to it)

[How to Submit a Room Request for a Classroom or Event Space: p. 1 - 2](#)

[How to Check the Status of an Event Using the Event List or Calendars: p. 2 - 3](#)

[FAQ/Common User Issues: p. 3 - 6](#)

How to Submit a Room Request for a Classroom or Event Space

- The web address to access the Ad Astra site for Molloy University is <https://www.aaiscloud.com/MolloyU>. This link can be saved to your preferred browser for easy access in the future.
- The link can also be found on the Molloy portal (<https://portal.molloy.edu>).
- If you're already logged into the Molloy network on the same browser, you will be automatically logged into Ad Astra. Otherwise, once you are on the correct page, you will see a link to log into Ad Astra at the top right corner. Log in using the first part of your Molloy email address (**excluding** @molloy.edu), and the password you use to log into the Molloy network.
- Click the link at the top of the page for **Events**.
- Click **Request an Event** from the options that appear.
- A box will appear with a drop-down menu including three options:
 - **Classroom Space Request Form** (for all classrooms on the main campus, including H239, H240 and H339, and for classrooms at 30 Hempstead Avenue and the Suffolk Center)
 - **Event Space Request Form** (for all event spaces on the main campus)
 - **Virtual Space Request Form** (to include online events in the Ad Astra calendar)
- Choose the form you want and read the information at the top.
 - Classrooms are only requestable with the Classroom Space Request Form, and event spaces are only requestable with the Event Space Request form, so make sure to choose the correct form before proceeding.
- Fill in all the required fields.
- Click the **Add a Meeting** button to enter the meeting details.
- Choose **Single, Multiple, or Recurring**.
 - Choose **Single** for an event/meeting that takes place within one day for a single block of time.
 - Choose **Multiple** if the event includes more than one meeting on different days and/or at different times, without a regular recurring pattern.
 - Choose **Recurring** if the event recurs on a regular basis (e.g., every Tuesday and Thursday from 12:30 – 1:30 pm within a range of dates).
- Add the rest of the meeting details:
 - **Time**
 - **Date**

- **Meeting Name**
- **Maximum Attendance**
- Please note: if you chose Multiple, once you've selected your dates from the calendar, you must click on the arrow button to the right of the calendar. The times and dates selected will only then appear in the box to the right. If the meetings on different dates occur at different times, you will have to adjust the times for each date you choose and hit the arrow after each one. Otherwise, each meeting will be scheduled at the same time of day.
- **For the Classroom Space form**, you are not required to choose a room, but you can request a particular room by clicking the **Request Rooms** button on the right. Only the available options will appear. You can select as many rooms as you need for the event (you do not have to submit separate requests for each room if your event requires multiple classrooms to be reserved at the same time).
- **For the Event Space form**, you are required to choose a room. Click the **Request Rooms** button, and only the available options will appear. Again, you can select multiple rooms at the same date and time, if needed.
- To help you choose an appropriate room, a photograph of most rooms can be found by selecting the room under **Settings → Rooms**. You can open this page in a new tab by holding the Ctrl button on your keyboard when clicking the link to open the Rooms page. (We are working on adding a photograph for all rooms and that project should be complete soon.)
- **For the Event Space form only**, you are required to provide a brief description of the set-up you will need for the event. You will still need to submit a work order as well, if/when your event is approved (see link below).
- Fill in the optional fields if you so choose.
- Hit the **Submit** button at the bottom of the form. Within minutes, you should receive an automatically generated email from Ad Astra saying that your request was received.
 - Wait for the email indicating whether the scheduler has approved or decline your request. You will receive an email either way. (Depending on when you submit the request, the wait time may be a day or so, or it may take up to several months. We have to prioritize classes in classrooms and certain types of events in both classrooms and event spaces, and thus may not be able to review your request immediately. Please refer to the Room Reservation Guidelines emailed each Spring for more information.
- To submit a work order, please visit: <https://help.molloy.edu/>
 - If your request is approved in an event space, a work order is required.
 - If your request is approved in a classroom other than H239 or H339, no work order is necessary.
 - If your request is approved in H239 or H339, a work order is required.
 - If needed, you can use the same link to submit a work order for IT (equipment, set-up, and/or general assistance) in either a classroom or an event space.

How to Check the Status of an Event Using the Event List or Calendars

- You can search the **Event List** for events you requested or any other event you want to find in the system.
 - Click the **Events** link at the top of the page, then **Events** to view the **Event List** will appear.
 - Use the filter and/or sort functions to find the event.
 - If you do not see your filter options, they may be hidden to the far left of the screen. Click the right-pointing arrow at the top left to open **Filters**.

- To set your filters, always click **Done** at the bottom right of the pop-up window after checking off the appropriate boxes, and then **Search** at the top of the filter panel to search according to those filters.
- You can also sort the list by **Event Name**, **Reservation #**, **Date**, **Status**, etc., by clicking on the heading for the column you wish to sort.
- Once you find the event, you can click into it to access the **Event Information** page, which will allow you to see the details and status.
- You can also check the **Scheduling Grid** under the **Calendars** link, at the top left side of the page, for your event.
 - Here again, you can filter down to your selected options by choosing from the filter options to the left of the screen. If you do not see any filter options, click on the magnifying glass icon all the way to the left.
 - To set your filters, always click **Done** at the bottom right of the pop-up window after checking off the appropriate boxes, and then **Search** at the top of the filter panel to search according to those filters.
 - If you're searching for an event, make sure the **Include Events** checkbox under your filter options is checked off. (However, under **Event Status**, you will want to leave **Canceled** and **Declined** unchecked.)
 - If you would also like to include the class schedule in the scheduling grid or calendar views (in order to get a more complete view of room availability), make sure the **Include Academics** checkbox is checked off. You may also want to check off **Include Holidays** (under Other Filters).
 - You can enter the **Event Information** page from the scheduling grid by hovering over the event and clicking **View Event Details**. Again, once you're in the record, you can see the status and details.
 - If you ever want to reset the Scheduling Grid to the default view, please select **Main/Off Campus Filter** from the Filter field at the top right of the page (to the left of the Request Event button).
- On either page (Event List or Scheduling Grid), if you set the same filter or group of filters frequently, you can save them and select them from your drop-down menu.
 - Select the filter options you would like to save in the filter panel. Always click **Done** at the bottom right of the pop-up window after checking off the appropriate boxes, and then **Search** at the top of the filter panel to search according to those filters.
 - Click the save button in the saved filter toolbar.
 - Enter a name for your filter.
 - Place a check in the box labeled **Set as Default Filter** if you would like the saved filter to be applied each time you visit this page. If no default is specified, Ad Astra will remember the last filter applied when you return to the page.
 - Click **OK** to save the filter.
 - The saved filter is now available for selection using the drop-down menu on the saved filter toolbar.

FAQ/Common User Issues

- I'm trying to request a particular classroom or event space, but it's not coming up as an option for my request.
 - Have you checked the calendar/scheduling grid to make sure the room is available at the time/date of your request? Rooms that are not available will be filtered out from the options for your request.

- Have you checked the room capacity? Rooms that cannot accommodate the number of attendees for the meeting/event will be filtered out from the options for your request. You may have to reduce the number of attendees or choose a larger room.
- Are you using the correct form to place the request? Event spaces are only requestable using the Event Space Request form, and classrooms are only requestable using the Classroom Space Request form. (H239, H240, H339 and C221A are considered classrooms.)
- Have you scrolled forward to check p.2 and subsequent pages in the pop-up window showing the available rooms? The available rooms are automatically sorted by size from smallest to largest, and if there are many available options for a request, they will not all appear on the first page.
- I can't find an event on the Calendar/Scheduling Grid or in the Events list.
 - Please check your filters to make sure they are set correctly. To include all meetings/events, the **Include Events** checkbox must be checked off. (However, under **Event Status**, you will want to leave **Canceled** and **Declined** unchecked.)
- How do I find and set my filters?
 - Your filters will always be found on the left side of the Ad Astra page.
 - The default filter for the **Scheduling Grid** includes all academic and event bookings on the main campus and the four off-campus Molloy locations (the Manhattan Center, the Suffolk Center, 30 Hempstead Ave., and CERCOM). If you want to set further filters on the **Scheduling Grid**, please click the magnifying glass icon, right above the list of rooms to the left. You can then select from the options underneath. (Always click **Done** at the bottom right of the pop-up window after checking off the appropriate boxes, and then **Search** at the top of the filter panel to search according to those filters.) Please scroll down in the panel to view all the available filters.
 - If you clear the default filters and set your own, you will have to make sure that the checkboxes for **Include Events** (under Event Filters) and **Include Academics** (under Academic Filters) are both checked off. (However, under **Event Status**, you will want to leave **Canceled** and **Declined** unchecked.) You may also want to check off **Include Holidays** (under Other Filters) as well.
 - If you ever want to reset the Scheduling Grid to the default view, please select **Main/Off Campus Filter** from the Filter field at the top right of the page (to the left of the Request Event button).
 - On the **Events List**, the filter panel can be opened by clicking the right-pointing arrow at the top left side of the page. You can then select from the options underneath. (Always click **Done** at the bottom right of the pop-up window after checking off the appropriate boxes, and then **Search** at the top of the filter panel to search according to those filters.)
 - On either page, if you set the same filter or group of filters frequently, you can save them and select them from your drop-down menu.
 - Select the filter options you would like to save in the filter panel. (Always click **Done** at the bottom right of the pop-up window after checking off the appropriate boxes, and then **Search** at the top of the filter panel to search according to those filters.)
 - Click the save button in the saved filter toolbar.
 - Enter a name for your saved filter.
 - Place a check in the box labeled **Set as Default Filter** if you would like the saved filter to be applied each time you visit this page. If no default is specified, Ad Astra will remember the last filter applied when you return to the page.
 - Click **OK** to save the filter.
 - The saved filter is now available for selection using the drop-down menu on the saved filter toolbar.
- I set my filters and don't know how to set them back.

- Anytime you want to reset your filters, you can do the following:
 - Above the filter settings, there is a **Clear All** option. You can then choose the new filter settings you want. (Always click **Done** at the bottom right of the pop-up window after checking off the appropriate boxes, and then **Search** at the top of the filter panel to search according to those filters.)
 - If you want to reset your filters on the Scheduling Grid, you can return to the default view by selecting **Main/Off Campus Filter** from the Filter field at the top right of the page (to the left of the Request Event button). This view includes all classes and meetings/events (except those with a canceled or declined status) on the main campus, the Manhattan Center, the Suffolk Center, 30 Hempstead Ave., and CERCOM.
- How can I find out more about each room's details and/or features?
 - Click the link for **Settings** from the banner across the top of the page, and then the link for **Rooms**. From there, you can set your filters (found on the left side of the screen) or sort or scroll as needed to find the room you're looking for. Each room's campus, building, type, and capacity are all listed on this page. If you click into the room, you can view a photo of it, and see which features are listed under **Features**. (Typical features listed here include Videoconferencing/Lecture Capture, Smart Boards, etc.).
- I submitted a request a while ago but it hasn't been approved or declined yet.
 - Requests are reviewed according to a particular timeline. Some offices receive priority access to reserve spaces for the next academic year before others can. Please refer to the Room Reservation Guidelines emailed each Spring for more information.
 - Classroom requests will not be reviewed until after the add/drop week (the first week) of that semester has passed. Classes always receive priority in classrooms over meetings/events, and the class schedule is subject to change through add/drop week.
- I want to book an event in multiple rooms and/or at multiple dates and times. Do I have to submit a request for each individual reservation?
 - When submitting a request, you can choose multiple rooms at a single date and time, or at multiple dates and times, with one request. When entering the meeting details:
 - If the request is for multiple rooms at a single date and time, choose **Single**. You can select multiple rooms when the list of available options appears after selecting **Request Rooms**.
 - If the event occurs over different days and/or at different times, without a regular recurring pattern, choose **Multiple**. Once you've selected your dates from the calendar, you must click on the arrow button to the right of the calendar. The times and dates selected will only then appear in the box to the right. (If the meetings on different dates occur at different times, you will have to adjust the times for each date you choose and hit the arrow after each one. Otherwise, each meeting will be scheduled at the same time of day for each date selected.) You can then select **Request Rooms** to select the rooms you'd like. You can select multiple rooms at the same date and time, if needed.
 - If the event recurs with a regular recurring pattern (e.g., every Tuesday and Thursday from 12:30 – 1:30 pm within a range of dates), choose **Recurring**. Enter the start and end times, the recurrence pattern, the date range, and other required details. You can then select **Request Rooms** to select the rooms you'd like. You can select multiple rooms at the same date and time, if needed.
 - If you are planning an event with a mix of classrooms and event spaces, you will have to submit a classroom request form for the classrooms, and a separate event space request form for the event spaces.

- I can't see all the details in the approval notification email sent to me by aais.com.
 - This seems to be a problem if you're accessing Outlook over the web, and likely has to do with the Outlook settings on the device you're using. Instead, try using the desktop application for Outlook to view the approval email, or find the event on the Ad Astra site (in the **Events List** or on the **Scheduling Grid**) to see its status and details.
- When I try to add the meeting details on a request, the pop-up window looks strange and there is no **Add Meeting** button, so I can't proceed or submit the request.
 - This seems to occasionally occur if you've accessed the request forms using the Request Event button at the top right of the Scheduling Grid. Instead, go to **Events**, select **Request Event** and choose the appropriate form.
- I have questions about the setup/breakdown times or the work order.
 - Please include your questions in the work order, or contact the Facilities Office.
- The site is glitching, freezing, not letting me submit a request, or behaving strangely in other ways.
 - Try clearing the cache in your browser history. How exactly to do this will depend on the browser you're using, but generally, you can find History under your browser settings, accessed from the top right of your screen (usually directly beneath the X button to close the page). If you don't want to lose stored passwords, auto-fill form data, or any other stored data, make sure to uncheck those boxes before clearing your history.
 - If the problem persists, please contact Karen Cusumano at kcusumano@molloy.edu or x3022, or Christine Chimienti at cchimienti@molloy.edu or x3021.