# Key to user storyboards

Making Initial Bookings for Accommodation

UG

Presessional & Early arrival

PG

Summer School

Specific requirements

Accept my offer to Study

Browse accommodation available to me

Receive confirmation of my provisional booking

Pay the full amount

Notify LSE of my needs

Select my favourite accommodation

Pay my deposit

Browse early arrival packages

Receive confirmation of my booking
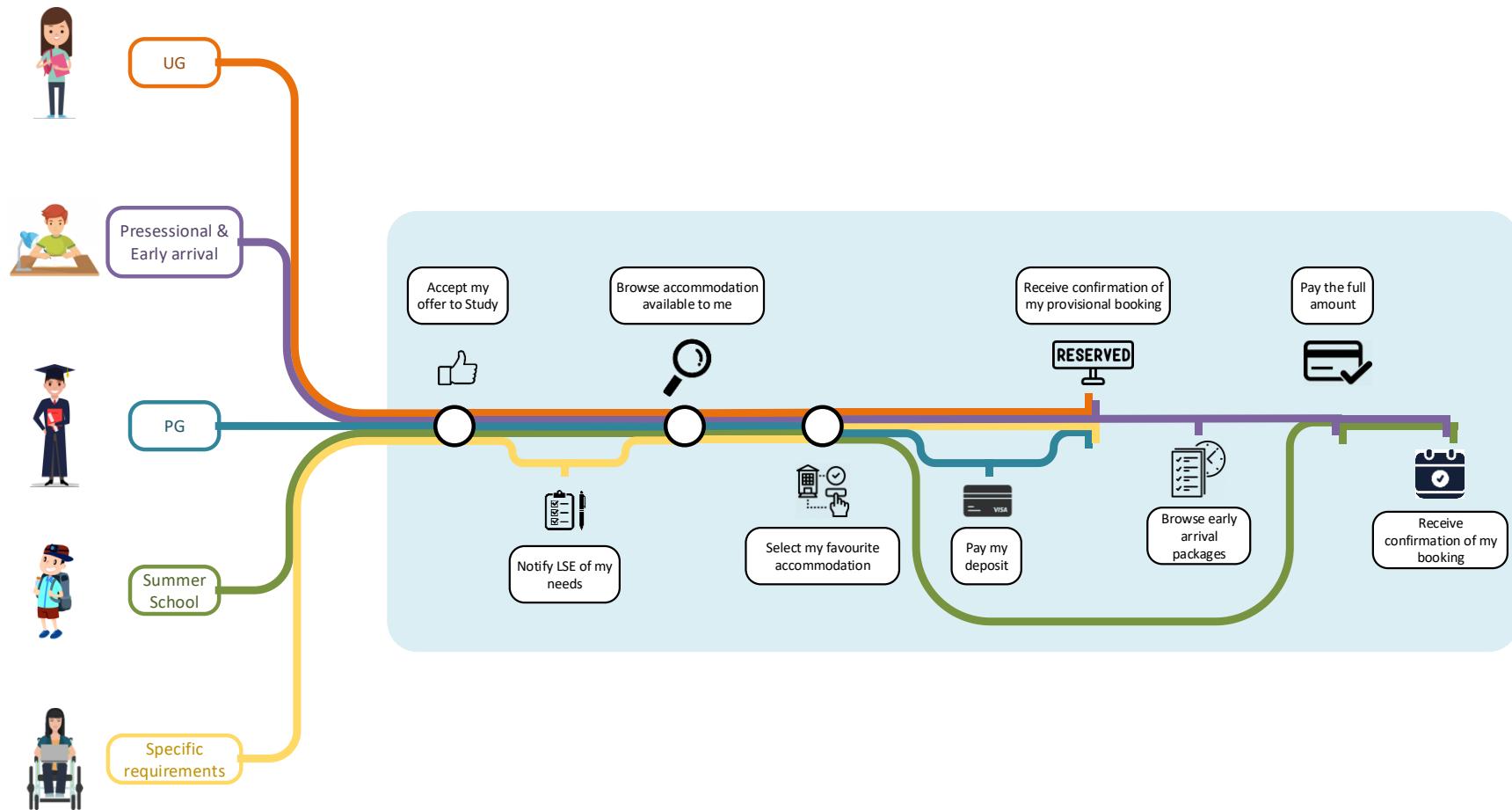
Confirming Bookings for Accommodation

Unsuccessful student

Successful PG

Successful UG

Conditional PG

Booking officer

Get exam results

Cancel booking

Pay my deposit

Accept terms and conditions for accommodation

Receive confirmation of my booking

Receive welcome pack

Prepare for arrival

Coordinate room allocations

Create welcome information
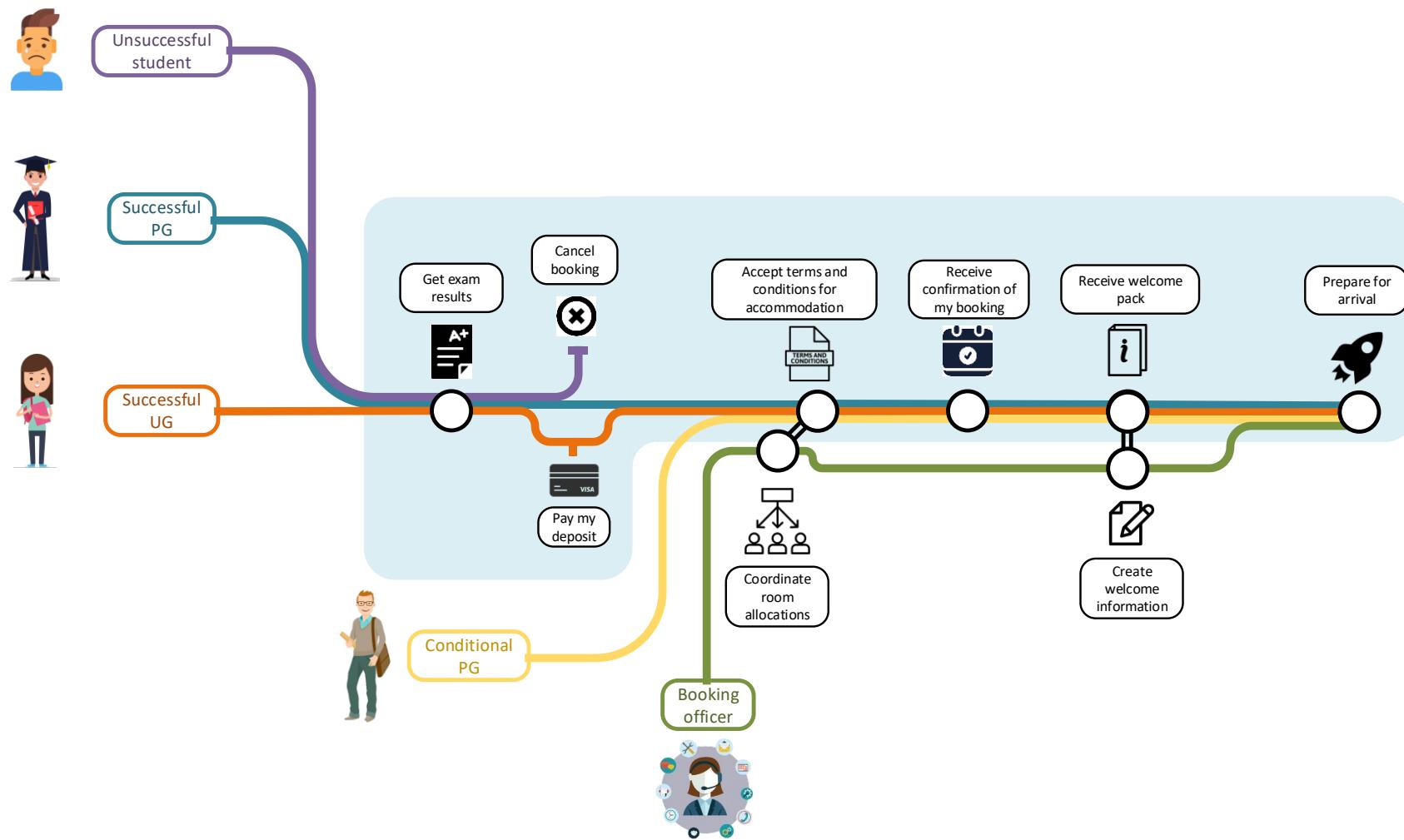
Check in to Accommodation
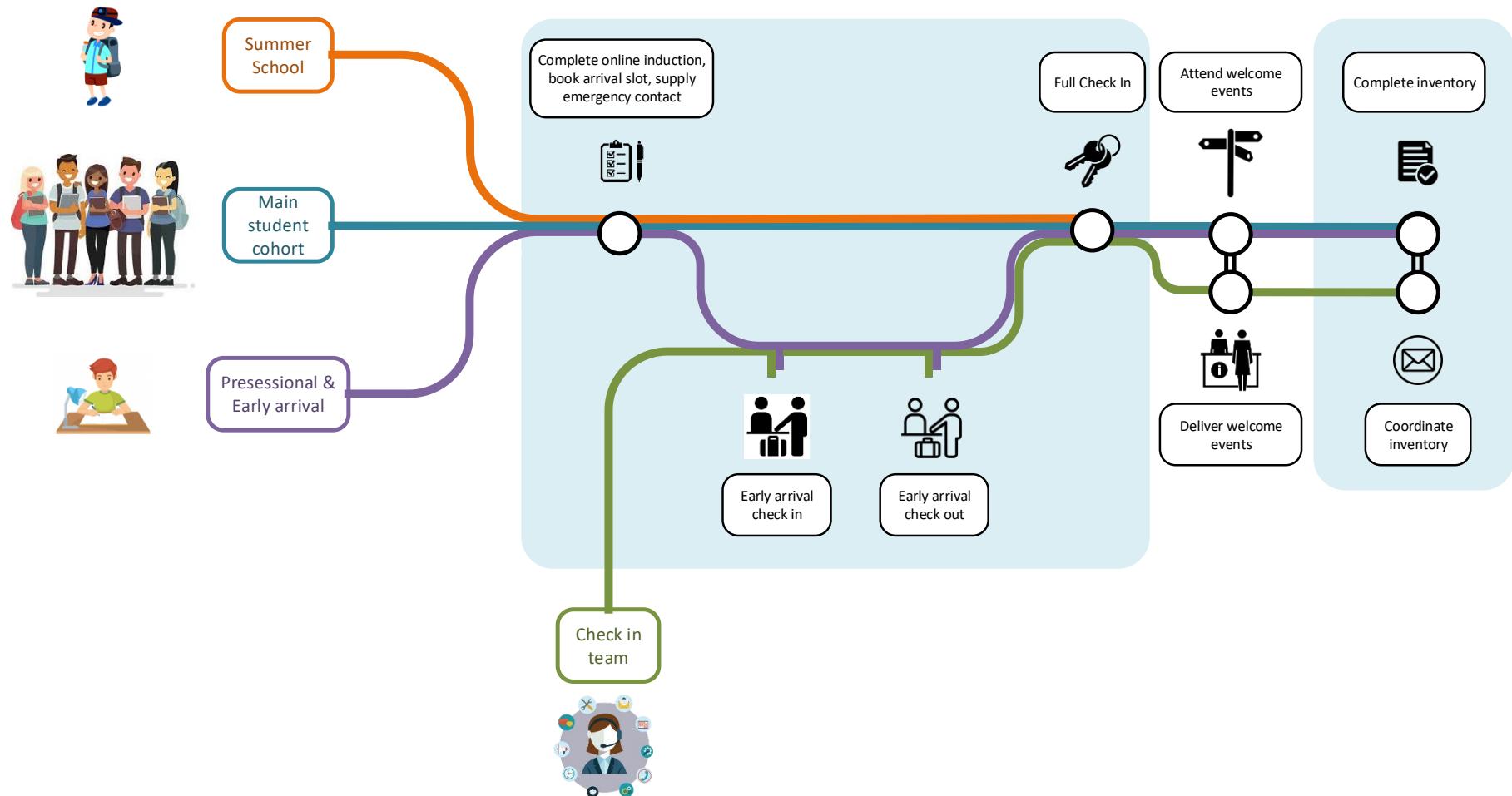
Student support – no shows
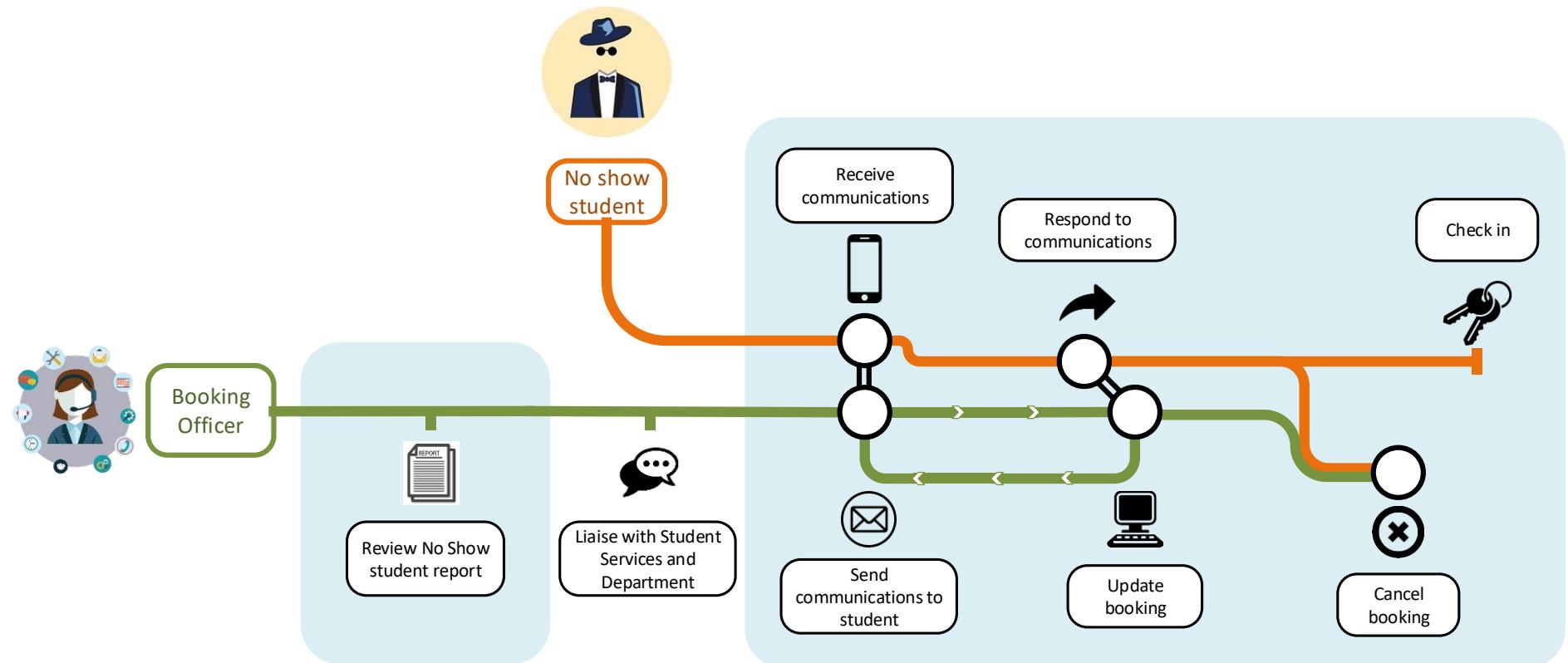
Student support – non registered students
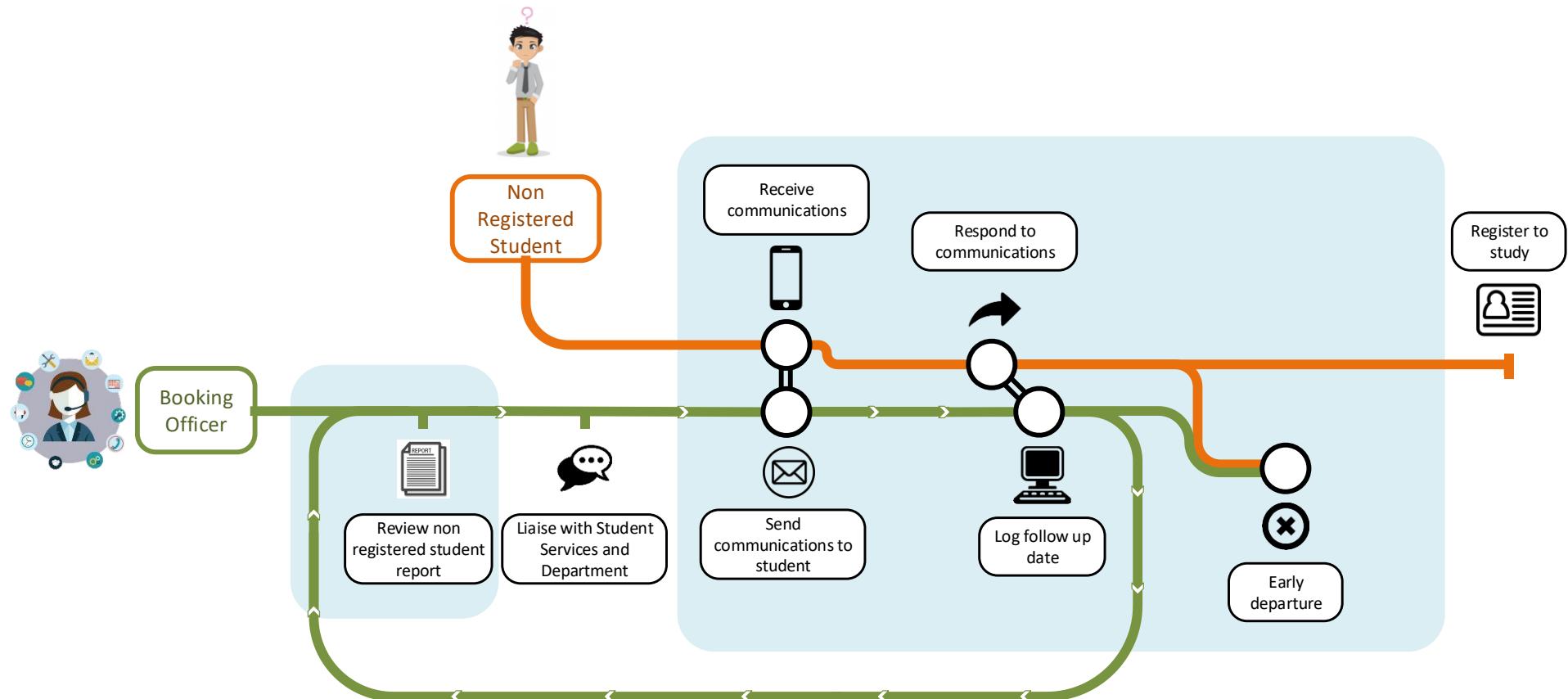
Student support – incident management

Room swaps

Student A wishing to swap

Student B wishing to swap

Login to room swap forum

Agree to room swap

Submit room swap request

Sign new contract

Swap Rooms

Review and approve room swap

Process room swap

Wardens and Front of House

Booking Officer
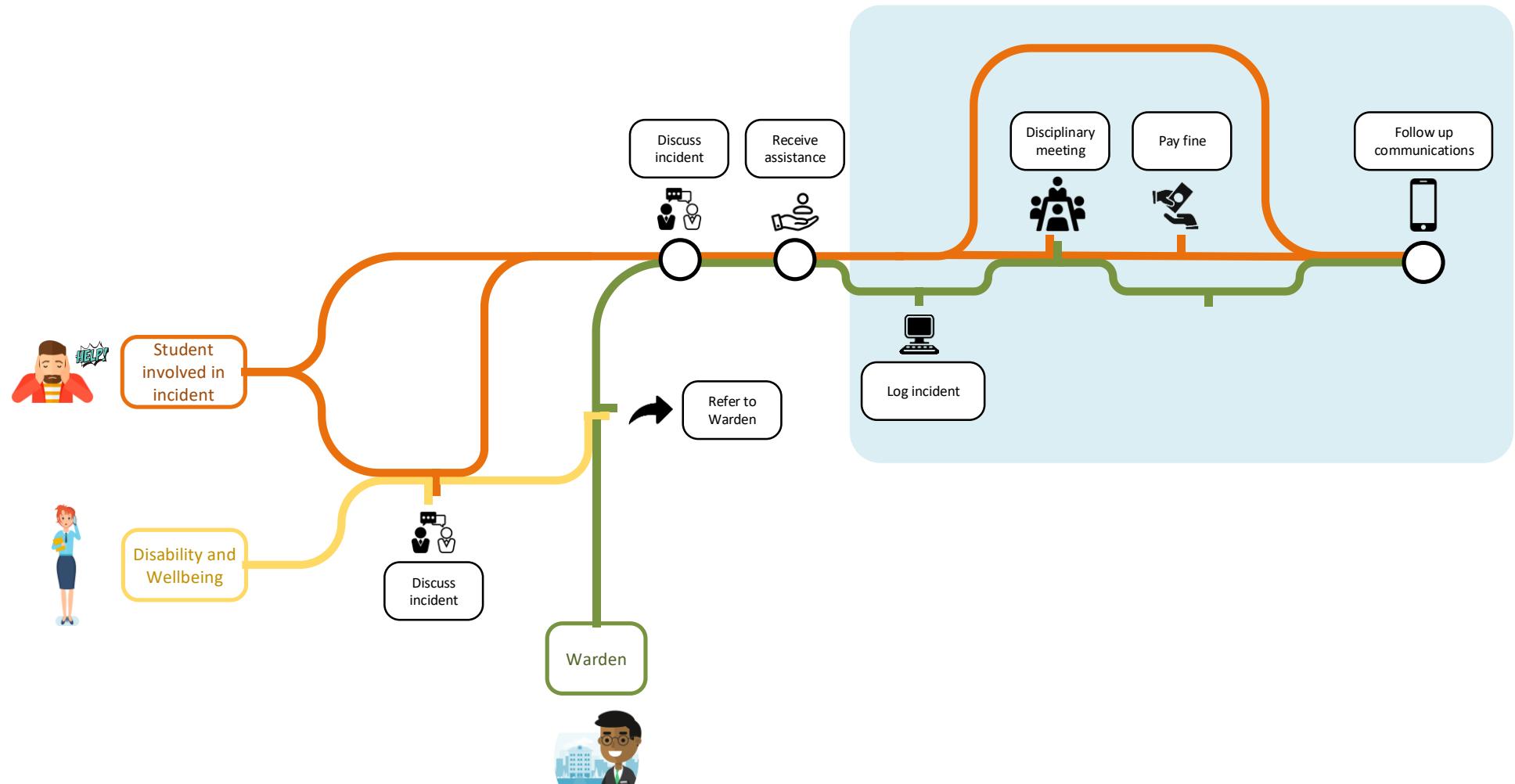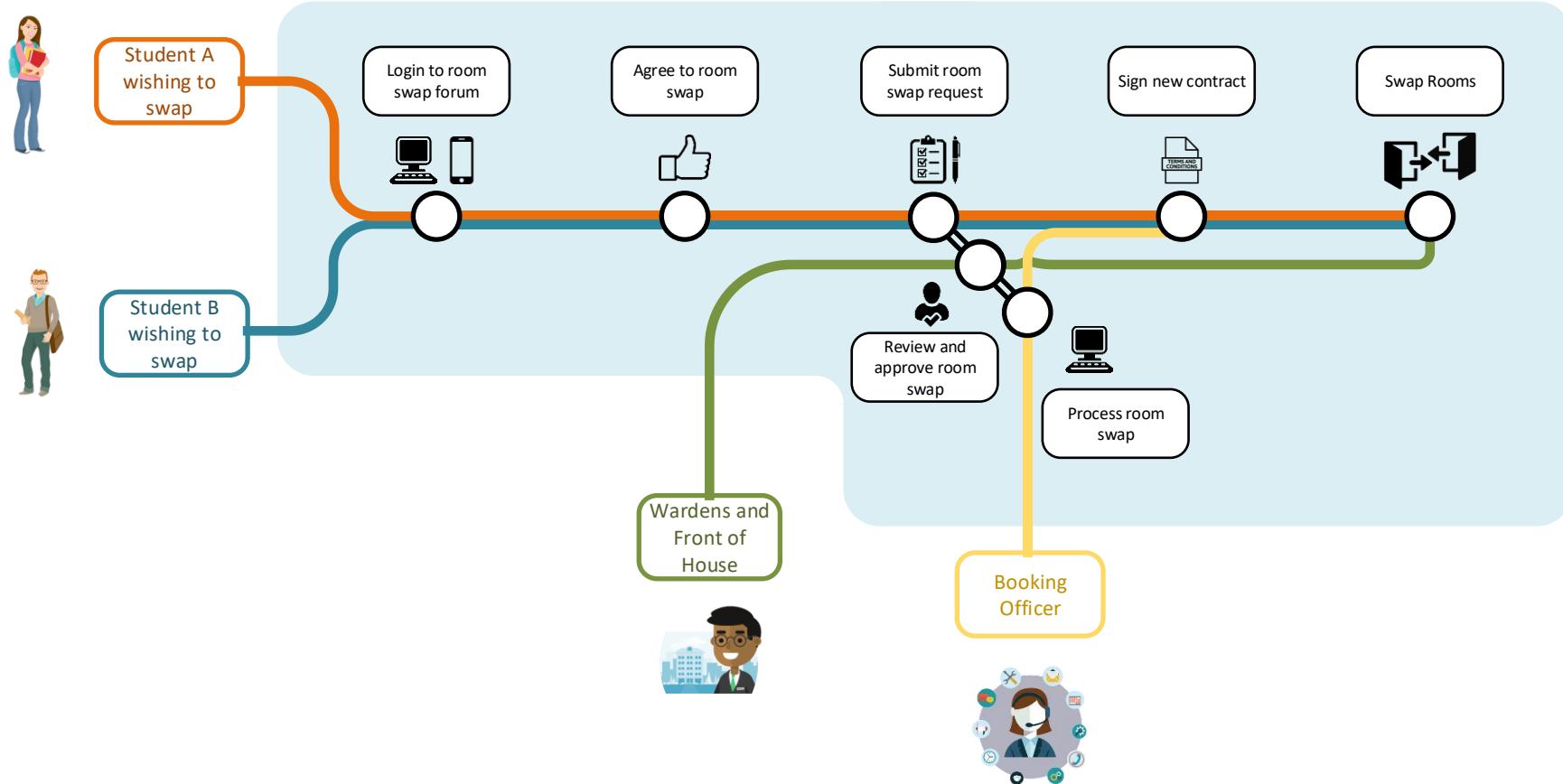
Check out of accommodation
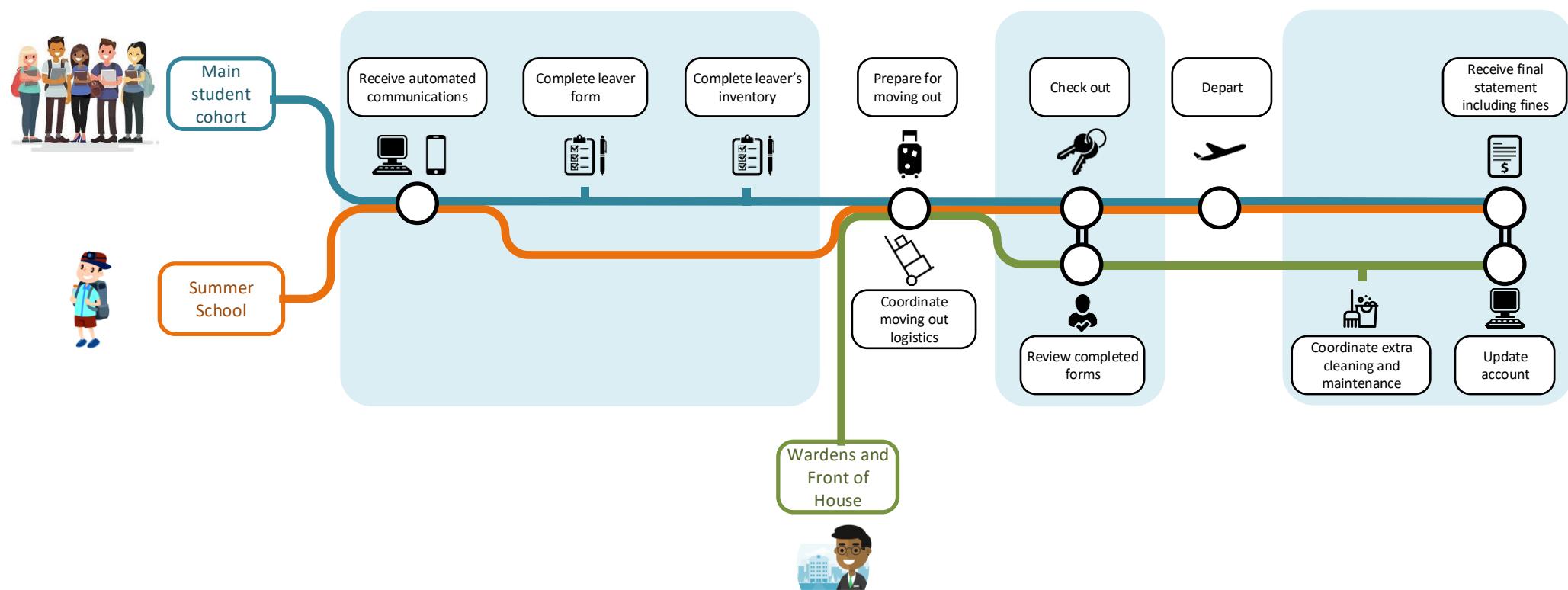
Early departure from accommodation