facilitron®   Facility Management Software for Educational Institutions and Municipalities

Facilitron Info and FAQ

What is Facilitron?

Facilitron is an event scheduling platform that manages facility use and community requests to use school facilities.

All requests by community organizations go through the new platform and school administrators will use the system to view requests, make adjustments and approve or decline requests.
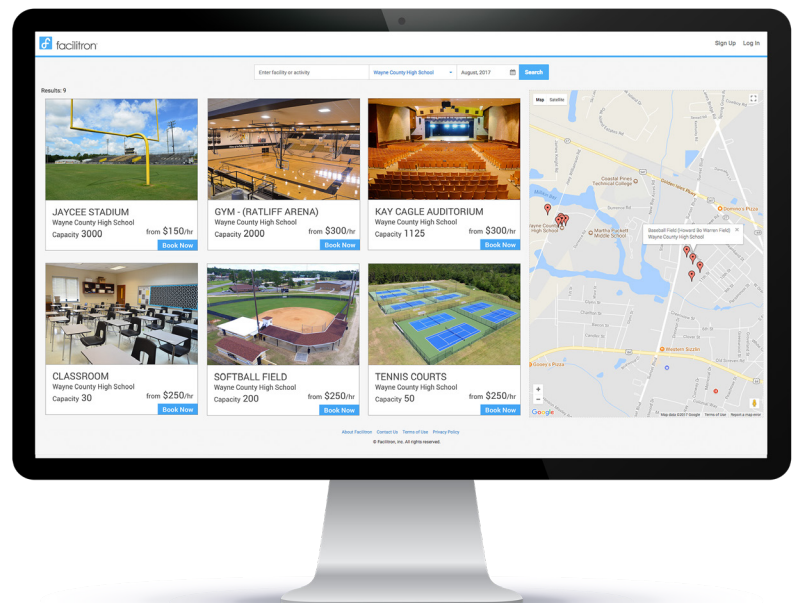
Facilitron Key Points:

- Facilitron is a modern, easy-to-use system for receiving and managing community requests.

- Community members will go online to search for available facilities, be able to view photos, rates, and make applications to use facilities and pay, all online.

Community members will be able to go online to search, browse and make requests to use school facilities.

- School administrators will get notifications about incoming requests and be able to view requests, communicate with requesters, make adjustments and approve or decline.

- Facilitron's support team will manage insurance verification and handle all invoicing, payments and refunds.

- Facilitron provides 24-hour customer support for community renters to assist them with questions or problems.

- Facilitron provides an account management team who are available to assist district administrators with tasks, questions, ongoing training, training of new staff, best practices, etc.

- Facilitron works with thousands of schools across the country including large and small districts.

What happens prior to launch?

Facilitron will work with the district to create accounts for all district schools and transitioning reservations into the new system. Training for key administrators will begin after this transition.

- Build out of district and school accounts

- Training sessions for key administrators involved with events and facility rentals

- Launch of Facilitron and official transition to the new platform.

Facilitron FAQs

How do community organizations make requests?

Facilitron creates rental sites for your school and for the district where community members come to search, browse and request facilities. To see an example of a district rental site, go to: https://www.facilitron.com/sccpsc31401

How am I notified about a new request?

Administrators will receive an email notification when a request comes into the system with a link to the request. Or, administrators can log in to Facilitron to view all pending and active requests.

How do I approve or decline a request?

Each request in the system will have detailed information on renter organization, space requested, dates, times, charges, etc. It's very easy to review the information and approve or decline a request.

What if a requester/renter calls or emails and wants to place a request by phone or email?

Seminole County Public Schools

Pending Requests — Waiting for Me ▾

For me to approve: 29 requests

Bentley Elementary School	1
Casselberry Elementary School	1
Forest City Elementary School	2
Goldsboro Elementary Magnet School	2
Hagerty High School	1
Indian Trails Middle School	1
Keeth Elementary School	3
Lake Howell High School	3
Lake Mary Elementary School	1
Lake Mary High School	1
Lawton Chiles Middle School	1
Lawton Elementary School	1
Lyman High School	4

details

The Facilitron administrative dashboard creates an at-a-glance view of all the requests waiting for action.

Administrators will direct renters to the district or school rental site for making requests. If they want to make a request by phone or are having trouble making a request, they would call Facilitron's customer support number, or email Facilitron support, depending on their channel of preference.

Who manages renter insurance?

When a request is approved, Facilitron communicates to the renter the district's requirements for payment and insurance. Insurance can be uploaded into the system by the renter and automatically verified by Facilitron. If a renter has uploaded an invalid document (for example, incorrectly listing the additional insured), the Facilitron team will communicate to the renter the mistake and work to get the correct document uploaded.

How are payments handled?

Facilitron will collect all payments and issues all refunds. Facilitron also manages all invoicing including monthly or other recurring payments. Renters will be able to pay by credit card, e-check, PayPal or check by mail.

What if I or another administrator on my team needs help?

Facilitron provides an account management team to assist and support SCCPSS administrators for ongoing and day-to-day contact. Administrators may contact support by phone, email or live chat, or get assitance at our support site: support.facilitron.com

Questions? Call our Support Team at (800) 272-2962 or Email us at support@facilitron.com