

Question: How do I place a reservation?

Answer:

- Log into the online reservation site at <https://egov.hcs.state.or.us/reser/login.jsp>
- Enter ID and password
- Select “List of Reservations”
- Make sure you are viewing as a full page
- Select the button on the right that says “New”
- Enter all the information
- Note, the expiration date will populate after the file is saved
- Then press the “Save” button
- You will see a screen that asks: ARE YOU SURE YOU WANT TO SAVE THIS NEW RESERVATION? Select Yes
- Your reservations will then move above under the “List of Pending Updates”
Press the “Detail” button on the far right for that client and then select “Print”

Question: How do I change existing reservations?

Answer:

- Log into the online reservation site at <https://egov.hcs.state.or.us/reser/login.jsp>
- Enter ID and password
- Select “List of Reservations”
- Make sure you are viewing as a full page
- Look under List “Active Reservations” or “List of Pending Updates” for your client. Press the “Detail” button on the far right for that client, your information should then populate the screen.
- Press the ‘Edit’ button on the far right
- Enter in all your changes and select “Save”
- You will get a screen that says “Are you sure you want to save the changes to this Reservation ID?” Select Yes
- Your reservations will then move above under the “List of Pending Updates”
Press the “Detail” button on the far right for that client and then select “Print”
- You will not be allowed to make any further changes until these changes are approved

Question: How far out can I extend a reservation?

Answer:

- You can extend your reservation once the reservation is within 30 days of expiring
- You can extend your reservation one time, for an additional 60 days after the current expiration date (180 days total maximum lock term)

Question: How do I go back and print?

Answer:

- Select the “Detail” button on the far right for that client
- The screen will populate with that clients information below and on the right will be a “Print” button you can select to print

Question: How do I reactivate a canceled reservation?

Answer:

- Log into the online reservation site at <https://egov.hcs.state.or.us/reser/login.jsp>
- Enter ID and password
- Select “List of Reservations”
- Make sure you are viewing as a full page
- On far left side in blue, select the line that says cancelled
- Another screen will appear and if it is within 30 days it will allow you to re-active by clicking on re-active
- Once re-activated, it will appear in your pending, go into detail and make any necessary changes
- You will get a screen that says “Are you sure you want to save the changes to this Reservation ID?” Select Yes
- Your reservations will then move above under the “List of Pending Updates” Press the “Detail” button on the far right for that client and then select “Print”
- You will not be allowed to make any further changes until these changes are approved
- Reactivating a cancelled reservation will only allow the original lock term (120 days from original reservation date or 180 days total with a one-time, 60 day extension request)