

# How can I pre-book a laptop loan?

We have dozens of laptops in our laptop lockers, which is more than enough most of the time, and we do add more as demand grows; however, sometimes, we will run out of laptops on one of our sides due to extraordinary demand.

## What should I do when there are no laptops left?

In this situation, students will need to use the bookable desktop computers or, in a class, share 1 between 2 for the class.

## Can I get access to pre-book a laptop?

Students who have an Individual Support Agreement (ISA) can have additional access to book laptops for a short period of time while they access the hardship fund or save for their own laptops.

If you need pre-booking access, you must discuss this with the UAL Disability Advisors.

## How to pre-book a laptop

If you have pre-booking access, you can log in to our locker management system, ONARKEN, and use the online booking system from home.

### Step 1 – Setting/resetting your password

The first time you log in, you'll need to set a password by using this password reset process:

1. Go to [lapsafe.arts.ac.uk](https://lapsafe.arts.ac.uk)
2. Press "Forgot Password"
3. Enter your UAL email address
4. Check your mail for the password reset link.
5. Set your password.

### Step 2 – Logging in

Once you've created a new password, you can log in:

1. Go to [lapsafe.arts.ac.uk](https://lapsafe.arts.ac.uk)
2. Enter your UAL email address and password

### Step 3 – Reserving a laptop

When you log in, if you've been given access, you can reserve an asset from home for up to an hour before you arrive:

1. On the ONARKEN dashboard, press "Reserve an Asset".
2. Pick the location you want to book from.
3. Pick the type of asset.

## Step 4 – Collection of your reservation

When you arrive on site, you can collect your reserved laptop:

1. Tap your UAL ID card on the reader.
2. Select COLLECT from the menu.
3. Select Reservations on the left side.
4. Select the asset you reserved.
5. Open the door of the locker that is flashing.
6. Confirm on the screen you have collected the laptop.

## Step 5 - Return your reserved laptop

You must return the laptop before the end of each day:

1. Tap your UAL ID card on the reader.
2. Select RETURN from the menu.
3. Return the laptop to the flashing locker.
4. Make sure the USB-C cable is connected correctly.
5. Make sure the door is firmly closed and won't open again.
6. Press Finish.

## FAQ

### How do I cancel a reservation

You cannot cancel a reservation. It will expire automatically after 1 hour.

### My reservation was cancelled

You must collect the laptop within 1 hour, or it will be released to other students, you can make another booking if necessary.

### An hour is not enough for me to get to Uni

The reservation system is a compromise that enables students who need a laptop for their disability to be more confident that they will get one.

The app can be used from your phone as you travel, and as all our classes start at 09:30 or 14:00, reserving a laptop on the way to Uni should be possible.

## I need more help

Please post a message in [#technical](#).

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