EMS Web App User Manual

https://oitems.seattleu.edu/EmsWebApp/

This is a user manual for the EMS Web App (formerly VEMS). The EMS Web App is the online component of the desktop application EMS and is used to schedule simple events or meetings that have “No Setup Required.”

Anyone employed by SU or any student working for an SU department that necessitates an account (excluding clubs and organizations) may request an EMS Web App account by filling out the online request from via the EMS Web App (http://oitems/emswebapp).

POLICY

HOW FAR OUT CAN YOU BOOK SPACES?
Conference Rooms: 365 days from the current date.
Classrooms: Up until the Registrar releases the schedule for the following quarter. Typically, schedules are released two months prior to the beginning of the quarter (e.g., once the spring schedule is released in February, you may begin booking classrooms for April).

CES EQUIPMENT: Anything you book in the EMS Web App has a status of “No Setup Required,” meaning that Conference and Event Services (CES) is assuming that no support at all is needed from any Seattle University providers for that meeting/event (including CES). The room will be unlocked for your program and is provided as-is. If you require any CES support for this event (chairs, easels, tables, etc.), then you must notify CES at least ten business days prior to the event. To make these arrangements, please send an additional e-mail to rooms@seattleu.edu so a coordinator can be assigned.

AUDIOVISUAL/TECHNICAL EQUIPMENT: Media Services requires at least 7 business days’ notice to secure equipment. If you have additional tech needs, please send an additional e-mail to rooms@seattleu.edu so a coordinator can be assigned. Please also note that most conference rooms do not have computer/screen/projector. If technology is needed and the event is short-notice, we suggest booking a classroom space.

CATERING NEEDS: Catering orders must be placed 2 weeks prior to the event date or late fees will apply. You must send an additional email to SudiningServices@seattleu.edu once you have completed your room reservation. Your catering order will not be confirmed until you receive a confirmation email from Chartwells. CES will be notified of the need for an extra catering tables via the EMS Web App and will send a confirmation email once your request has been processed. If you have any questions or need to provide more information, contact Chartwells at SudiningServices@seattleu.edu or (206) 296-6312, or contact CES at rooms@seattleu.edu or (206) 296-5620.

IMPORTANT NOTE:
CES and DPS carefully monitor campus usage. If it is discovered that:
- You are over-reserving or not using all of your reserved rooms
- You are not cancelling unused reservations
- You are misrepresenting the reason for your usage of campus space
- You are misrepresenting for whom you are reserving campus space
- You are abusing your privileges of the EMS Web App

then your access will be revoked, any reservations will be cancelled, and CES may take further action.
PROCEDURE

You must first request an account before you may access the EMS Web App (see top paragraph of page 1). Once you have received confirmation of your account from CES, point any internet browser to the following address: http://oitems/emswebapp

(NOTE: In order to access the website, you must be on campus using the SU_Secure network, or be connected via the VPN or Virtual Desktop if you are off-campus.)

Landing Page

To get to the Login page, click on the My Home tab.
Enter in your SU email address and password.

Once logged in, you will see a number of options available to you in the My Home screen.

There are no bookings for March 28, 2019
Reservations:

Click on “Create a Reservation” to make your self-service room reservation. Basic user templates only allow booking via the Reserve a Conference Room or Reserve a Classroom options, but depending on your account setup, more menu items may appear and reference the particular building or area permitted to you.

(NOTE: Classes get booking priority for classrooms. You may only book classrooms within the current quarter or after the next quarter classes have been released. If you notice that you are unable to book past a certain date, then you must wait for classes to be released first. You may reserve conference rooms any time up to 365 days from the current date.)

Click on one of the menu options under My Reservation Templates to get started (I will click on “book now” for the Reserve a Conference Room template for this example).
The menu on the left defaults to the Let Me Search for a Room option, which will set up search parameters: date, time, and attendance are all required. Click the highlighted calendar icon to bring up a calendar date picker. Click the Recurrence button to set up a recurring meeting. You may also select Add/Remove Locations if you know which building or setup type you would like to use.

*New Feature: Use the I Know What Room I Want option if you already have a room in mind when booking. Enter the room name into the search box, and you will see a list of results. A green checkmark next to the room name means the room is available for your booking time. You can then bypass the rest of this information and go straight to page 10.

*New Feature: Search for Favorite Rooms by clicking on the Favorite Rooms Only checkbox just above the list of available rooms on this screen. Set Favorite Rooms under My Account options by clicking your username in the top right corner of the screen.
Once you have all of your information entered in, click the Search button. You will see the Schedule view of rooms available to reserve. Times that are blocked out in gray denote existing reservations. If you are only interested in available rooms, you can select the List view to see rooms that are free:

<table>
<thead>
<tr>
<th>Room</th>
<th>Location</th>
<th>Floor</th>
<th>TZ</th>
<th>Cap</th>
</tr>
</thead>
<tbody>
<tr>
<td>Casey 220</td>
<td>Casey Building</td>
<td>2nd Floor</td>
<td>PT</td>
<td>10</td>
</tr>
<tr>
<td>Casey 515</td>
<td>Casey Building</td>
<td>5th Floor</td>
<td>PT</td>
<td>20</td>
</tr>
</tbody>
</table>

Click on the room name to view more details about that location, including pictures, notes, available setup types, and available features. I am going to check out Casey 220.

I can look at the Details, Features (does this room have tech already installed), Images, etc.

OK this room looks good to me! I am going to close this window by clicking the X in the top right-hand corner. And then I am going to select Casey 220 by clicking on the plus sign next to the room name.
EMS will ask you to confirm the Attendance & Setup Type. Enter your number of Attendees and click Add Room.

Casey 220 has jumped to the top of the screen as my selection under Selected Rooms. I can undo this by clicking the minus icon next to the room and selecting a different room from the list. But I’m good with this selection, so I can either click the red “Next Step” button or the “2 - Reservation Details” tab to continue with my reservation.
This will take you to the Reservation Details tab. Enter in all of the required information (marked with an *), including Event Name and Requestor (your name Last, First). Once you have selected your name, default contact information may populate the Phone and Email fields, which you may edit as needed. If the drop down list of Requestors or your default contact information needs to be updated, please email the changes to rooms@seattleu.edu.

You MUST select one answer from the all of the required drop down menus at the bottom of the screen before you click on the Create Reservation button to complete your reservation or you will receive an error message.

Make sure to check the “I have read and agree to the terms and conditions” box.

*Note: You must send a separate email to SUDiningServices@seattleu.edu to place your catering order!
Once all this has been done, click Create Reservation to reserve your room.

Click OK to exit the pop up box. From the confirmation screen, you may Add the reservation to your calendar (which will download an .ics file) or Edit the reservation information (name, contact info) by clicking on that link option. Edit this reservation will take you to this screen:
Edit the reservation to update details on the “What” and “Who” of your meeting. Click on the pencil icon next to the booking below in order to edit the “Where” and “When” of your meeting.

This example only has one booking, but your reservation may have multiple bookings. If you need to make changes to or cancel multiple bookings, use the Booking Tools or Cancel Bookings links.

You may cancel your reservation (and therefore all bookings) by selecting the “X Cancel Reservation” link option on the right side.

If you need to add another booking under this reservation, click on the New Booking button on the right side.

Editing a booking will take you to the following screen:
Once you have made your changes, click on the Update Booking button.

You can also access this menu at any time by going to My Events option on front page and clicking on the event name:
Click on the Event Name to open up the editing page (page 13). I am going to take this opportunity to cancel my Test event by clicking on the “X Cancel Reservation” link as mentioned above, and it will prompt me for a reason.

You must provide a Cancel Reason from one of the selections in the drop down menu, and you may include some optional notes, and then click on the Yes, Cancel Booking(s) button.

I received a message that my booking was cancelled, but I can always double check by making sure the event is no longer in My Events. It will not be listed unless I check the box to Include cancelled reservations on the right side:
If you would like to email a Confirmation to yourself or others, you may do so from the edit reservation screen. Click on the View Reservation Summary link on the right side of the screen:

This will take you to a new screen, where you will see the Detail view of your reservation/booking.

The confirmation email that you will receive from the EMS Web App will have the same format as the above picture. You may also choose the Summary View if you do not need every detail of the reservation.

Fill out the fields as you would like and then click Send.
If you have any more questions about the EMS Web App, please contact the CES front desk at 206-296-5620 or rooms@seattleu.edu!