

# HOW TO REQUEST A ROOM OR EVENT IN THE EMS PORTAL

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**NOTE:** You must activate your EMS account before you can make a request. To do this click on **How to use the EMS Portal**

If you have already activated your EMS account, Log in to the EMS Portal, using your UVM net Id and password, by clicking on **Welcome, Guest.**

Click on **Create A Reservation.**

This will open your **Reservation Templates.**

Choose **Request A Room** to request an indoor space.

Choose **Request An Outdoor Space** to request an outdoor space.

Click on **Book Now**, on the correct reservation template to continue. Or, click on **About** to learn which template to use.

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You are now on Step **1 Rooms** of the requesting process. There are three steps to complete. At any step, you can go back by clicking on the step at the top of the page.

Select your **Date**, **Start Time**, and **End Time**.

**You cannot make a reservation if you are within 10 business days through the EMS Portal.**

Scroll down to enter the **Number of People**. EMS is configured to not show all rooms unless a value has been entered for the **Number of People**.

Click on **Search** to find available rooms.

**NOTE:** Make sure to enter the correct start and end times of your event. **DO NOT** add pre & post-event time to these times. This makes your reservation begin and end at the incorrect times. You can request pre or post-event time in the room in the next step.

Customize your search results, under **Let Me Search For A Room**, click on **Add/Remove** next to the selection you would like to filter by **Setup Type**, **Room Type**, or **Feature**.

You can also search for a specific space by clicking on **I Know What Room I Want**.

Begin typing in the name of the building the room is located. A list of options that match will pop up.

Click on the Green and White plus sign next to add a room to your request.

The red lines on the grid above are the time frame you are requesting.  
The large gray boxes are the start and end times of a scheduled event.  
The smaller gray boxes are the times the room is being held for setup and breakdown of a scheduled event.

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In the next window confirm the **No. of Attendees** for the event happening in this room. Choose the **Setup Type** you need. If you want to use the room as it is normally setup choose **Default**.

**NOTE:** A request for any **Setup Type** other than **Default** may incur labor charges from UES Production Teams.

Click on **Add Room**.

If you have been successful in your selection you will see it now appear at the top of the page under, **Selected Rooms**. You will also see the total number of rooms our outdoor spaces you have selected shown **My Cart**.

Add additional rooms by searching again.

Click on the red circle to remove the room from your cart/selected rooms.

When you have finished selecting rooms click on **Next Step**.

The screenshot displays the 'Room Request' interface. At the top, a modal titled 'Attendance & Setup Type' is open, prompting the user to enter the number of attendees and the desired setup type. The 'No. of Attendees' is set to 50, and the 'Setup Type' is set to Default. An 'Add Room' button is visible at the bottom right of the modal. Below the modal, the main interface shows a 'Room Request' header with a user profile for Jennifer Mitiguy. A 'My Cart (1)' button is highlighted with an orange box. The main content area shows a 'New Booking for Fri Jul 10, 2020' with a 'Next Step' button. A 'Selected Rooms' section is highlighted with an orange box, showing a room 'Kalkin Bldg 004' with a red circle icon next to it. The interface also includes a 'Request a Room' button, a 'Create Reservation' button, and a 'Room Search Results' section.

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You are now on step **2 Services** of the requesting process.

If no services will be needed for this request, go to **Next Step**.

Scroll down to see the full list of service categories and services offered.

Answer *all* questions under the **Event Details** category if the event requires *any* services listed in this category.

The first two questions help us better understand the event and the scope of it before the request is confirmed.

**Event Furniture Setup:** Here EMS users can request a specific setup, tables for catering, AV equipment, and technical support. These services may incur additional charges.

**Pre & Post Event Time:** Here users can request access to the room before the event start time to setup, practice, or stay in the room after the event end time, to breakdown.

**NOTE:** *UES staff will determine the set up time needed for furniture and technical equipment set up and adjust the booking as necessary.*

**Transportation & Parking Services:** Here users can request services such as parking permits for non-UVM attendees of the event.

When finished with adding the services in this category, users *must* click on **REQUIRED: Select this to save above details**.

Another window will open. Add any additional information or requests under Special instructions. Once finished, click on **OK**.

The screenshot shows the 'Room Request' portal interface. At the top, there are three tabs: '1 Rooms', '2 Services' (which is selected and highlighted with an orange box), and '3 Reservation Details'. Below the tabs, there is a 'Services For Your Reservation' section with a 'Next Step' button. Underneath, the 'Event Details' section is highlighted with an orange box. It contains several questions with dropdown menus: 'Is this a political event? \*', 'Does this event include a high profile guest speaker? Band or DJ? \*', 'Does your event require furniture setup or technical support? \*', 'Will you need to arrive prior to the start of your event? \*', 'Will your event require parking for non-UVM attendees? \*', and 'Will you require shuttles to and from your event location? \*'. Below these is a 'Setup Details' section. A modal window is open on the right, titled 'REQUIRED: Select this to save above details'. It contains a text area for 'Special Instructions' and an 'OK' button, which is highlighted with an orange arrow.

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A **Services Summary** shows at the top of the page.

Continue to add all the services the event requires. If you aren't sure, you can add services at a later time.

Use **General Notes** category to request any other services, inventory, or to enter any additional information about your event you'd like us to know.

Click on the red circle to remove a service.

Click on the pencil to edit a service that has been added.

Click on **Next Step**.

**NOTE:** If you have selected multiple rooms or dates, clicking Next Step will add these services to *EVERY* booking (different rooms and dates). If you only want to add the services to a specific booking complete the room request process without adding the services. Once your request has been confirmed you can then add these services to a specific booking.

Room Request

Request a Room

1 Rooms 2 Services 3 Reservation Details

Services For Your Reservation

Next Step

Services Summary

Event Details

Is this a political event? \*

No

Does this event include a high profile guest speaker? Band or DJ? \*

No

Does your event require furniture setup or technical support? \*

Yes

Do you need the room setup in any special way? Please describe.

We will need a table and trash cans for catering.

Will your event need any sound, video, or lighting equipment?

Would you like on-site technical assistance for your event? Please note this will incur an additional cost.

Event Details

1 REQUIRED: Select this to save above details.

University Calendar

1 Speaker/Lecture Series

My Events

Select Services / Guest Lecture (232646)

Add Services

Add Services

Date	Booking Time	Time Zone	Location	Event Name	Event Type	Result
<input checked="" type="checkbox"/> Tue Mar 16, 2021	4:00 PM - 5:30 PM	Eastern Time	Davis Center 417/419 (Livak Ballroom)	Guest Lecture	Lecture/Speaker	
<input type="checkbox"/> Tue Mar 16, 2021	5:00 PM - 6:30 PM	Eastern Time	Davis Center 414 (Livak Fireplace Lounge)	Guest Lecture	Lecture/Speaker	

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You are now on step **3 Reservation Details** of the requesting process.

**Event Name:** Enter the Name of the event – be as specific as possible. For example, if you are scheduling a review session for a class, please give us the name of the course or course number.

**Event Type:** Choose the Event type.

If your event type is not listed, choose the one that fits best.

**Organization:** This should auto-fill. If you work for more than one organization, click the drop-down to select.

**1st Contact:** this should be the person who is in charge of planning and making decisions for the event. This may be different, or the same as the person who is entering the request into the EMS portal.

You can select a name from the drop-down menu or choose (temporary contact) to list someone who is not on the list.

If you choose temporary contact, you will need to enter the 1st contact name, phone number, and email address.

**Business Manager\Faculty Advisor:**

If you are ordering catering, enter your Business Manager here.

The screenshot shows the 'Room Request' interface with the following details:

- Navigation:** 'Request a Room' with sub-steps: 1 Rooms, 2 Services, 3 Reservation Details (highlighted with an orange box).
- Event Details:** 'Event Name \*' (text input: 'test test test'), 'Event Type \*' (dropdown: 'Meeting').
- Organization Details:** 'Organization \*' (dropdown: 'University Event Svcs'), '1st Contact' (dropdown: 'Mitiguy, Jennifer'), '1st Contact Phone \*' (text input: '8026563033'), '1st Contact Fax' (empty text input), '1st Contact Email Address \*' (text input: 'jmitigu1@uvm.edu').
- Business Manager/Faculty Advisor:** Dropdown menu (selected: '(none)') with an orange arrow pointing to it.
- Business Manager/Faculty Advisor Phone:** Empty text input.
- Business Manager/Faculty Advisor Fax:** Empty text input.
- Business Manager/Faculty Advisor Email Address:** Empty text input.
- Top Bar:** 'My Cart (1)' and 'Create Reservation' button (with an orange arrow pointing to it).

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**Additional Information:** These questions are mandatory. They let our team know if we should be reaching out to get more information about the request or require insurance for the event to be held on campus.

**Chartstring:** Enter the chartstring all charges associated with this request should be allocated to. The chartstring used must belong to the department of the EMS User. Charges cannot be split between multiple chartstrings or departments. Every EMS request must have a chartstring assigned to it, even if no charges are expected.

Click on **Create a Reservation** to submit your request.

## WHAT HAPPENS NEXT:

Immediately following submitting the request the EMS user will get an automated email with the subject line of “EMS Portal Room Request Summary”. This is only a summary of the request submitted, *IT IS NOT A CONFIRMATION*.

If the user does not get this email, something has gone wrong with the request and they should either try again or call UES for assistance.

If the request is approved, a second email with confirming the request will be sent. The subject line will have the reservation number and name of the event. Confirming your room request can take to 5-7 business days.

During extremely busy times of the year, it may take 7-14 business days.

If you need to check on the status of a request please call us.

**TIP:** The correct format of chartstrings in EMS is:  
12/12345/123/123456/123////1234/1234

(EMS always drops the last set of zeros, and uses forward slashes between segments)