

# HOW TO ADD, EDIT, VIEW, OR CANCEL SERVICES ON AN EXISTING RESERVATIONS IN THE EMS PORTAL

Updated: January 2023

- ◆ Go to [uvm.edu/ems](http://uvm.edu/ems) and log in to the EMS Portal.
- ◆ Click on **MY EVENTS**
- ◆ Click on **BOOKINGS**
- ◆ Events are best viewed by the **Month**
- ◆ Use the **Previous Today Next** buttons to select the correct month.
- ◆ Events in green are your reservations. Click on it to open the booking details.
- ◆ To edit your reservation or add services click on the name of the event.

The screenshot displays the 'Mv Events' interface. On the left sidebar, 'MY EVENTS' and 'BOOKINGS' are highlighted with orange boxes. The main area shows a calendar for 'Fri Feb 3, 2023'. A reservation for 'DC Event Support Coordinator Interviews' is visible on Monday, Jan 30, 2023, at 10:00 AM. An orange arrow points to this reservation. Below the calendar, the 'Booking Details' modal is open, showing the following information:

Event Name	DC Event Support Coordinator Interviews
Date	Monday Jan 30, 2023
Event Time	10:00 AM - 2:00 PM
Reserved Time	9:00 AM - 2:30 PM
Location	Davis Center 106E (Rosa Parks Room)
Reservation ID:	292782
Booking Id	4661284
Status	Confirmed
Event Type	Luncheon
Setup Type	Default (15)

At the bottom of the modal, there are buttons for 'Add to My Calendar', '+ Share', and 'Close'.

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If you would like to add **Event Details**, a request for **Event Setup Support** or order **catering** click on **Add Services**.

The next window will list all possible categories of services that you can add or request. Scroll down to see all of the options.

## Service Categories

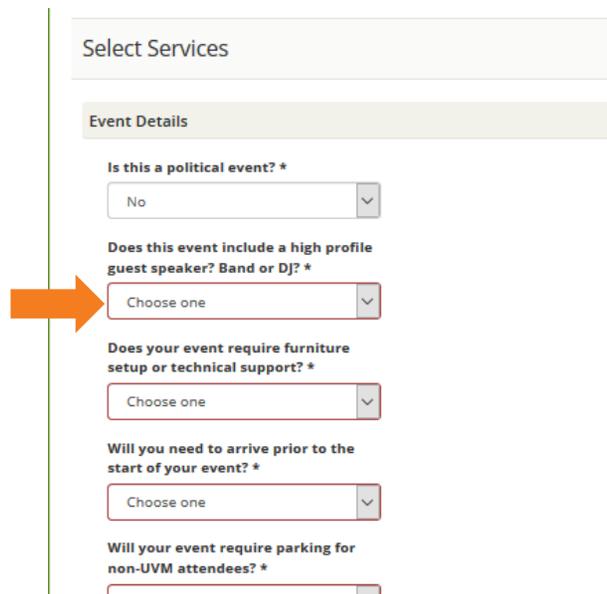
These are the different types of services one can request through the EMS Portal:

- Event Details
- University Calendar
- Catering Menu (UVM Dining)
- External Approved Caterer
- Bar Service (UVM Dining)
- Catering Waiver or other Food
- General Notes
- Transportation and Parking Services

Some cells are outlined in red. If you are requesting a service you must complete all cells outlined in red within that section. If you are not requesting that service, you do not need to fill out any of the red outlined cells.

You will need to request each Service type separately. For example, to add a request for a room setup you would fill out the **Event Details** section and then go to **Next Step** to add it to your reservation.

If you also then wanted to order catering you would come back to the **Add Services** page and then add the **catering**.



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## Event Details

This is where you can let us know if your event is political in nature, has a high profile guest, if you need room setup or technical assistance for your event, if you need to get into the room prior to the start of your event, if you need parking for non-UVM folks or other Transportation and Parking Services.

Fill out each section accordingly then you must click on **REQUIRED: Select this to save the above details.** If you do not click on this, your information is not saved. This will open another window. You can type additional information here, or just click **OK.**

You will know that you have been successful in adding that service if it shows under the Services Summary in the top right.

Click on **Next Step.**

The screenshot displays the 'My Events' interface for a specific event. The 'Event Details' section contains several required dropdown menus: 'Is this a political event?', 'Does this event include a high profile guest speaker?', '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?'. Each dropdown currently shows 'Choose one'. The 'Services Summary' box in the top right corner lists the added services, with a red circle and the text 'REQUIRED: Select this to save above details.' next to the 'Event Details' service. A modal window is open, showing the same 'REQUIRED' message and a text area for 'Special Instructions' with the text: 'You do not need to give a quantity. You can type additional information here. OR click on OK.' An orange arrow points to the 'Next Step' button in the top right corner of the main interface.

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The next screen shows you all of the bookings (individual rooms, dates or times you have scheduled) that are on your reservation. Some reservations have many bookings, some have only one.

On this screen, click on the box(s) next to the booking(s) you wish to add the service to and then click **Add Services**.

To check which services you have added to an event go back to **My Events**.

Then click on the name of the event.

My Events

Select Services / Burack Lecture: James Salzman (232646)

Add Services Add Services

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

My Events

- HOME
- CREATE A RESERVATION
- MY EVENTS**
- BROWSE
  - My Events
  - EVENTS
  - LOCATIONS
  - PEOPLE
- LINKS
  - Event Planning Tools
  - Approved Caterers
  - Catering Guidelines

RESERVATIONS BOOKINGS

Search Reservations  Include cancelled reservations

CURRENT PAST

Name	First/Last Booking ^	Location	Organiz...	Services	ID	Status
Burack Lecture: James Salzman	Tue Mar 24, 2020/ Tue Mar 16, 2021 (multi-booking)	Multiple	Preside...	✓	232646	Confirmed
Burack Lecture: Dolores Piperno	Thu Oct 8, 2020/ Thu Nov 5, 2020 (multi-booking)	Multiple	Preside...	✓	246485	Confirmed
Burack Lecture: Michael Yellow Bird	Thu Oct 15, 2020/ Thu Oct 15, 2020 (multi-booking)	Multiple	Preside...		245661	Confirmed

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Under each booking on your reservation, you will see **View Services**.

Click on **View Services** to see the list of services you have already requested for this booking.

To edit, or delete a service click on **Manage Services**.

Click on **Booking Tools** to change the date or time.

Click on **Edit Reservation Details** to change the title, event type, or contact information and chartstring.

**My Events** Mitiguy, Jennifer

My Events / Guest Lecture beginning Mar 24, 2020 (232646)

RESERVATION DETAILS | ADDITIONAL INFORMATION | ATTACHMENTS

[Edit Reservation Details](#)

Event Name: Guest Lecture  
Event Type: Lecture/Speaker  
Organization: University Event Svcs  
1st Contact Name: Mitiguy, Jennifer

Reservation Tasks:  
Add Services  
Cancel Services  
Booking Tools  
Cancel Reservation  
View Reservation Summary  
View Service Availability  
Send Invitation  
Add to My Calendar

Bookings

CURRENT | PAST  Include cancelled bookings

Cancel Bookings | [Booking Tools](#) | [New Booking](#)

Date	Start Time	End Time	Time Zone	Location	Attendance	Setup Type	Status
<a href="#">View Services</a> <a href="#">Manage Services</a> Tue Mar 16, 2021	4:00 PM	5:30 PM	ET	Davis Center - Davis Center 417/419 (Livak Ballroom)	175	Lecture Style	Services Pending
<a href="#">View Services</a> <a href="#">Manage Services</a> Tue Mar 16, 2021	5:00 PM	6:30 PM	ET	Davis Center - Davis Center 414 (Livak Fireplace Lounge)	40	Empty/Reception Style	Services Pending