

# HOW TO VIEW OR CANCEL SERVICES ON AN EXISTING RESERVATION IN THE EMS PORTAL

Updated: April 2019

If you would like to cancel or edit services on an existing reservation *AND* you are more than 7 business days from your event date follow the steps below:

Log into EMS using your UVM NetID and Password

On the home page click “MY EVENTS”

You will see a list of your reservations, click on the name of the reservation you want to review.

If you would like to cancel or edit services on an existing reservation *AND* you are within 7 business days from your event you must call either Campus Events, Davis Center Events and/or UVM Dining directly.

RESERVATIONS BOOKINGS

Search Reservations  Include cancelled reservations

CURRENT PAST

Name	First/Last Boo...	Location	Org...	Ser...	ID	Status
Reservation Name	Wed Jan 9, 20... Wed Jan 9, 2019 (single booking)	Aiken Center - Aiken Center 110	Uni...		212...	Request

**Tip:** You can use the header row to sort your reservations by different criteria. Or click on Past to view past events.

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To cancel a service, such as a catering order, click on “cancel services”

To view what services you have already requested, click on “view services”

The screenshot shows the 'My Events' page in the EMS Portal. The event is 'Burack Lecture: Huijian Gao' starting on Oct 4, 2018. The page is divided into 'RESERVATION DETAILS', 'ADDITIONAL INFORMATION', and 'ATTACHMENTS'. A 'Reservation Tasks' sidebar on the right contains options: 'Add Services', 'Cancel Services', 'Booking Tools', 'Cancel Reservation', 'View Reservation Summary', 'View Service Availability', 'Send Invitation', and 'Add to My Calendar'. An orange arrow points from the text 'To cancel a service...' to the 'Cancel Services' option. Below the details is a 'Bookings' section with a table of current bookings. An orange arrow points from the text 'To view what services you have already requested...' to the 'View Services' link below the first booking row.

Date	Start Time	End Time	Time Zone	Location	Attendance	Setup Type	Status
Thu Oct 4, 2018	4:00 PM	6:00 PM	ET	Waterman Building - Waterman Bldg 338 (Memorial Lounge)	100	Default	Confirmed
Thu Oct 4, 2018	5:00 PM	6:00 PM	ET	Waterman Building - Waterman Bldg 525/526 (Waterman Manor)	100	Default	Confirmed

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To cancel a service: select which service category you would like to cancel by clicking on the drop down arrow

If you have multiple bookings under a reservation, select which booking you would like to cancel the services on by clicking the box next to the booking.

Once you have checked the box next to the service you want to cancel, click on cancel services.

The image displays two screenshots of the EMS portal interface. The top screenshot shows the 'Cancel Services' page for a reservation titled 'Burack Lecture: Huajian Gao (210191)'. A dropdown menu is open under 'Select A Service Category', showing options like 'Catering Menu (UVM Dining) (2)' and 'Campus Production Crew (4)'. An orange arrow points from the text 'select which service category you would like to cancel by clicking on the drop down arrow' to the dropdown arrow. The bottom screenshot shows the same page with a table of bookings. The table has columns for Date, Booking Time, Time Zone, Location, Event Name, Event Type, and Service Time. Two bookings are listed, each with a checkbox in the left margin. An orange arrow points from the text 'select which booking you would like to cancel the services on by clicking the box next to the booking' to the first checkbox. Another orange arrow points from the text 'click on cancel services' to the 'Cancel Services' button in the top right corner of the page.