**VEMS FAQ’s**

**All space reservations must be made online at vems.memphis.edu**

**Log In**
Q: What credentials do I use to log on to VEMS?
A: Use the same log in information used when logging into your email or myMemphis account.

Q: When I enter my information I cannot see the Reservations Tab. What does this mean?
A: If you cannot see the reservations tab it can mean one of two things. 1) **If a student** you have not been listed as an authorized EMS Scheduler for your organization. 2) Your organization information has not been updated or completed with Student Leadership & Involvement (SLI). If either is the case please review your RSO Status with SLI to make sure all information is up to date. **If you are faculty/staff** you must be a full-time staff member or temporary employee in order to access the VEMS System. If not, you will need to work with a full-time staff member or department admin to reserve space. If you are a full-time staff member or temporary employee please contact Conference & Event Services (CES) to review the problem.

**Reserving Space**
Q: What does GP and DC mean behind the various rooms?
A: GP means general purpose, which doesn’t require approval for faculty & staff. DC mean department controlled, which requires approval at all times. *All spaces requested by registered student organizations (RSO) require approval.

Q: I cannot find the atrium tables or outdoor spaces. How can I find those space in VEMS?
A: For the atrium tables, you will input 2 for the attendance and classroom as the setup type. You’ll look for UC First Floor Atrium Table 198. The numbers proceeding this are the table numbers. It does not matter which table number you choose, as they are all in the same area. The Alumni Mall Lawn (AML) and the Student Activities Plaza (SAP, “the fountain”) can be found by selecting empty or existing set as the setup type. These spaces can be selected in parts. The Alumni Mall Lawn has three separate areas, the Plaza has five.

Q: I’ve found the room I want, however there are blue lines in the time I’m asking for. What does that mean?
A: Any blue or black shading during your requested times means a room is unavailable. Slender lines indicate a set up/breakdown times. Thicker blocks of color mean the actual event time.

Q: Should I put time I want to be in the space for set up or the actual event start & end time?
A: Please enter the exact start & end time. Facilities will account for the set up break down times for each event. However, if you have a specific set up time you’d like to be in the room please notify us in the SetUp Notes section.

**Reoccurrences**
Q: I have multiple meeting dates I’d like to request, what is the easiest way to do that?
A: The best way is to use the reoccurrence tool. At the top of the reservations page you will see Reoccurrence next to the date. Select this icon. Once there, you may enter the time frame and frequency of your meetings.
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Q: I’ve done a reoccurrence but I’m not sure what the results mean.
   A: After you’ve selected find space, the reoccurrence will give you a report of what rooms are available and out of how many days it can be booked. For example, if have 40 days you’re requesting and only 20 days are available to be booked, you will see 20/40.

Event Details
Q: How do I find my organization/department name?
   A: Select the magnifying glass next to Client Details. Under client name enter UofM (with no spaces) and organization name. Select your name by selecting the green plus sign.

Q: What is the difference between Audio Visual-RTH and Audio Visual-UC?
   A: RTH is for audio visual in the Rose Theatre and UC is for audio visual in the University Center. Depending on which building you’ve requested, you’d select the corresponding audio visual for your event.

Q: What is the attach file selection used for?
   A: Attach file would be used if you had a diagram to provide for specific set up instructions.

Q: What if I don’t want my event or meeting to show on the Master Calendar?
   A: You may do one of two things. 1) Under set up type you may select meeting private or 2) select ‘No’ for the question, “Please indicate whether this event is to be posted to the Master Calendar.”

Q: What are the meanings of the various catering options?
   A: **$200 Food Exception** – you may purchase food from grocery store for only $200. You may not go over that allotted amount. Receipts should be kept in case of audit. **Pizza Exception** – you may bring in pizza with no monetary limitation. This will also include beverages and side items from the pizzeria. **Tiger Dining** – using Aramark for catering. **Other Food Exception** – this selection requires approval from Student Affairs and Aramark catering. Mostly only approved for organization and events with specific food restrictions (i.e. kosher food only, culture food selections) food that Aramark cannot prepare.

Q: What is outdoor amplification?
   A: Outdoor amplification is used for outdoor events only that will be using a sound system (i.e. DJ service, microphone usage). Outdoor amplification requires approval.

Q: Do I need to provide a billing/index code?
   A: Registered Student Organizations do not need to enter in a billing/index code for their events but campus departments may have to. Most rooms do not have a charge associated with it. However, if you are requesting technical assistance, usage of outdoor sound equipment, or using the ballroom or theatres a fee will be charged and your index code will be required.

Cancelling & Editing Event Information
Q: How do I cancel my request?
   A: Go to Reservations and select View My Request. Once there, you will see a list of all your events entered. Select the event name you’d like to cancel. If you are cancelling multiple bookings in a reservation you may select cancel all bookings. You will be asked for your reason for cancelling; once entered, select cancel bookings. If canceling an individual booking you may select the red X next to the date you’d like to cancel. You will also be asked for a reason.
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Q: How do I change my room?
   A: Go to Reservations and select View My Request. Once there you will see a list of all your events entered. Select the name of the reservation you’d like to change. Next to the date at the bottom you will see a notepad with a pencil, select that icon. You will then select, hit find space at the bottom of the page. This will populate new rooms that fit within your initial request. Select the new space and hit update booking.

Q: I have multiple dates to change. Is there a way I can change them all at once?
   A: Yes. Go to Reservations and select View My Request. Once there you will see a list of all your events entered. Select the name of the reservation you’d like to change. On the top right hand side you will see booking tools. By selecting booking tools you are able to change the time and/or date for multiple bookings under the same reservation.

Q: Is there a way I can add a room to an existing reservation?
   A: Yes. Go to Reservations and select View My Request. Once there you will see a list of all your events entered. Select the name of the reservation you’d like to add to. On the top right hand side you will see add booking. By selecting add booking you are able to change add additional dates to the existing reservation.

Status Updates

Q: How can I check the status of my event?
   A: Go to Reservations and select View My Request. Once there you will see a list of all your events entered. Under status you will see the current status of your request. Web request – still pending; In Progress – working on details; Pending – request made outside the five month booking window for faculty/staff or six month window for RSO; Web confirmed – approved; Web cancelled – denied.

Browsing

Q: What can I view through the browse feature?
   A: Through browse, you may check for events by building and space, a specific date, and by client name. The only events that you can view through the browse feature are meeting that have been marked private by the client or have been specified as not posted to the master calendar.

Q: What is the filter feature?
   A: By using the filter feature you are able to narrow down your search. Here you may select a specific date, facility, room, client type, and event type.

Q: Is there a way I can see what person or department is holding an event?
   A: Yes. If you select the name of the event a new box will appear. In this box you will see the event details which include the department, contact person, telephone number, and email address. You can also see other dates booked under that reservation.
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Registered Student Group (RSO) Specific Questions

Q: I do not see a reservations tab when I log into VEMS, why?
   A: Only approved EMS schedulers for each RSO have access to the VEMS system. If you do not see a reservations tab when you log in it may be one of two things. First, you are not designated as an approved scheduler with your organizations. Or second, you organization is currently not recognized as an official RSO. * If an org. is registered and the person is a scheduler please contact me.

Q: I registered with SLI however I still cannot see the reservations tab, why?
   A: Each week all updated/registered RSO are loaded into the database of Friday. Once loaded, access into the VEMS system will take effect on the following Monday.

Q: Do I still have to ask my advisor to send an email to rso_advisor_approval@memphis.edu in order to have my event confirm?
   A: No, you now must check the box in VEMS that acknowledges that your advisor is aware of the reservation.