HOW TO APPROVE AN EVENT USING THE EMS DESKTOP CLIENT

Approvers are individuals from various departments and/or divisions who have responsibility over certain areas to approve requests for space in that area. This documentation is to provide step-by-step guidance for approvers to review those requests and update their status. Should there be questions after going through this tutorial or if you require more information, please contact the Scheduling Office at (901) 678-5000 or scheduling@memphis.edu.

Before beginning, EMS Desktop but be installed to your computer. If you do not have it, please refer to the EMS Install Documentation for Firefox, Internet Explorer, and Google Chrome. Your department/division’s LSP should be able to assist, if needed. Once the application is successfully installed and running, you’re ready to begin reviewing and approving requests by doing the following:

1. Look for the ‘Dashboard’. It will either be blinking red and green or be a solid red circle. This is an indication that you have at least one pending request.

2. Click on the Dashboard. A new window will open. If this is your first time using Desktop EMS, click on ‘Options’ on the upper right-hand corner of the page to setup your Dashboard for the best notifications. It should look like the below image. When you’re done, click OK.

3. Next, you’ll want to create a ‘View’ if you approve multiple spaces in multiple buildings. If you only approve space in one building, you can skip this step.
   a. At the top of the window, go to Settings > My Views. A new window will open.
   b. Click ‘New’ on the right side of the page and enter a description/name for your view.
   c. Click on the ‘Rooms’ tab to select spaces to add to your view. You will need to filter the spaces by building.
   d. Once all spaces are selected, click OK. Click out of that window to take you back to the Dashboard.
4. On the left side of the screen you’ll see a series of tabs in the lower left corner – select the Everyday User Reservations tab. After clicking, you’ll see two small windows above the series of tabs. One will read ‘Status’ and the other ‘Building/Description’.
   a. Under the Status window, scroll down to select ‘Web Request’.
   b. Under the Building/Description window, select your building or view that you previously made. All reservation requests for the building/view you selected will appear in the large window in the middle of the screen.

5. Click on the first reservation at the top of your list of requests. You can either double-click or click ‘Go To’ to open the reservation in a new window. It is here you will see the entire reservation and its booking(s).
6. To change the status for the reservation as a whole, highlight the reservation and click ‘Change Status’. Use the dropdown to change the reservation to its desired status.
   a. If you choose ‘Web Cancelled’, you will see three selections:
      i. Reason – select one from the drop down
      ii. Who Cancelled – a required field. Your initials will suffice
      iii. Notes – further information as to why reservation/booking is being cancelled
      iv. Click ‘Next’ to continue
   b. If you choose ‘Web Confirmed’ or any other status, click ‘Next’.
   c. The Booking Status window will appear. It is here you can select which booking(s) to change.
d. Click ‘Finish’ to complete the change. Another window will open showing the successful (or unsuccessful) results of the change(s) made. Click ‘Close’ to see the updated booking(s).

7. To send the requestor a confirmation email of their reservation, click on ‘Confirmation’.
   a. To send the confirmation from your Outlook email, go to Settings > Preferences at the top of the window and select ‘Use Microsoft Outlook’. Click OK when finished.

8. From the ‘Setup’ dropdown, choose the appropriate report as it pertains to your department/area. If this is your first time using the application, you’ll need to create a report by selecting ‘(user specified)’ and using the below tabs. Save the report to select for future reservation confirmations.

9. Click ‘Email’ to send the confirmation to the requestor from your Outlook mail.

The above instructions should guide you through approving a request within your building/area. To make a reservation request outside of your building/area, approvers are advised to go to https://vems.memphis.edu.