

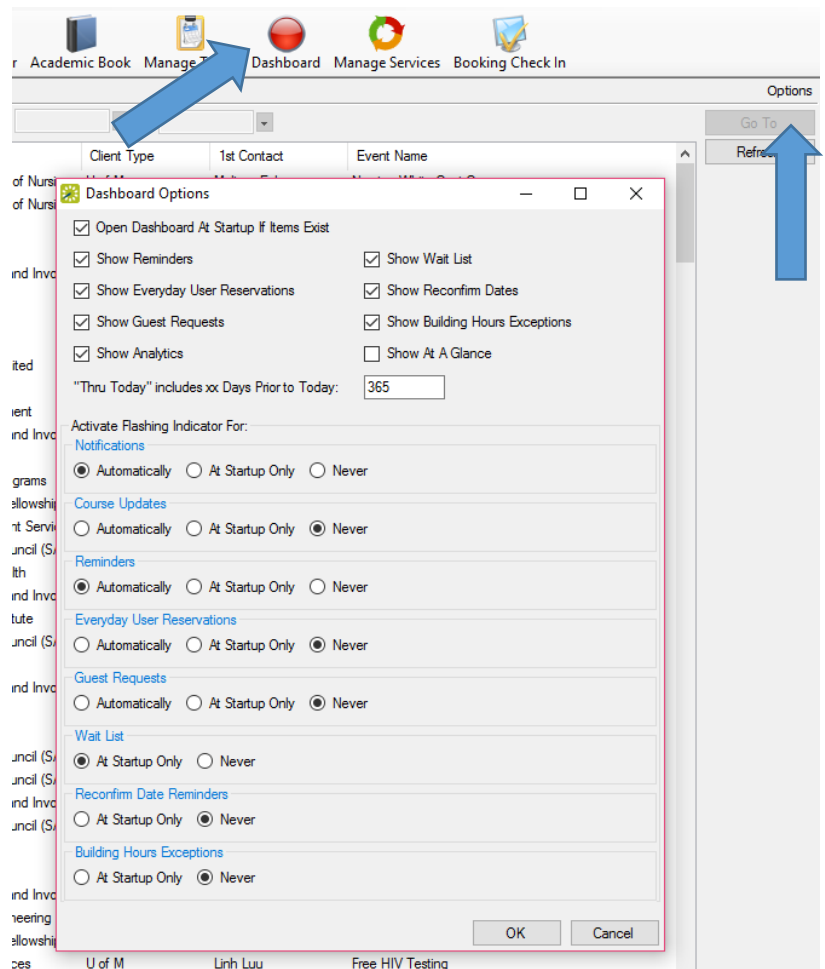
HOW TO APPROVE AN EVENT USING THE EMS DESKTOP CLIENT

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 must 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.

Date (8)	Client	Client Type	1st Contact	Event Name	Event Type
7/26/2017 3:21 PM	UofM Student Leadership and Invol...	U of M	Devon Thompson	WHM Meeting	Meeting
7/12/2017 10:18 AM	UofM Student Leadership and Invol...	U of M	Devon Thompson	SLI Staff Meeting	Meeting
7/7/2017 4:06 PM	UofM College of Arts and Sciences	U of M	Jessica Keldo	Academic Advising Network	Meeting
12/16/2016 12:44 PM	UofM Commencement	U of M	Vanessa A. Muldrow	Cap and Gown Distribution Set Up	Meeting
4/27/2017 3:48 PM	UofM Air Force ROTC	U of M	901.678.2681	Air Force ROTC Fall Commissioning	Meeting
6/23/2017 1:34 PM	UofM Alumni and Constituent Relatio...	U of M	Geoff Fenlong	Ring Ceremony	Reception
7/24/2017 11:49 AM	UofM Navy ROTC	U of M	901.678.2370	NROTC FALL Commissioning	Reception
6/21/2017 10:32 AM	UofM Finance Office (B&F)	U of M	Theresa Adams	Focus on Finance	Meeting

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).

Date	Start	End	Time Zone	Building	Room	Event	Event Type	Status
8/2/2017 Sat	8:30 AM	11:30 AM	CT	University Center	UC Poplar Room (308)	TEST	Meeting	Web Request
8/7/2017 Sun	7:00 AM	8:00 AM	CT	University Center	UC Poplar Room (308)	TEST	Meeting	Web Request
8/13/2017 Mon	7:00 AM	8:00 AM	CT	University Center	UC Poplar Room (308)	TEST	Meeting	Web Request

6. To change the status for the reservation as a whole, highlight the reservation and click 'Change 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

(Reservation No. 205656) - Change Booking Status

Status: Web Confirmed Current Reservation Status: Web Request

Reconfirm Date: [REDACTED]

Update Reservation Status: [REDACTED]

Send Confirmation If Successful: [REDACTED]

In Progress

[REDACTED]

Web Cancelled

Web Confirmed

[REDACTED]

Web Request

Use dropdown to choose:

Web Confirmed – request approved

In Progress – being considered for approval

Web Cancelled – cancel the request

Web Request – still in initial status

- 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.

(Reservation No. 205656) - Change Booking Status

Select Bookings:

Date	Weekday	Start	End	Building	Room	Event	Status	Service Orders
8/26/2017 Sat	Saturday	8:30 AM	11:30 AM	University Center	UC Poplar Room (308)	TEST	Web Request	
8/27/2017 Sun	Sunday	7:00 AM	8:00 AM	University Center	UC Poplar Room (308)	TEST	Web Request	
8/28/2017 Mon	Monday	7:00 AM	8:00 AM	University Center	UC Poplar Room (308)	TEST	Web Request	
8/29/2017 Tue	Tuesday	7:00 AM	8:00 AM	University Center	UC Poplar Room (308)	TEST	Web Request	
8/30/2017 Wed	Wednesday	7:00 AM	8:00 AM	University Center	UC Poplar Room (308)	TEST	Web Request	
8/31/2017 Thu	Thursday	7:00 AM	8:00 AM	University Center	UC Poplar Room (308)	TEST	Web Request	
9/1/2017 Fri	Friday	7:00 AM	8:00 AM	University Center	UC Poplar Room (308)	TEST	Web Request	
9/2/2017 Sat	Saturday	7:00 AM	8:00 AM	University Center	UC Poplar Room (308)	TEST	Web Request	

'Select All' or Ctrl + click to select multiple/specific bookings

Hide Cancelled Bookings: Hide Old Bookings:

- 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>.