

Virtual EMS (vEMS) Frequently Asked Questions

**** ALL SPACE (AND BANNER) RESERVATIONS MUST BE MADE ONLINE AT vems.memphis.edu ****

Logging In

Q: What credentials do I use to log on to VEMS?

A: Use your University username and password to log in. The same credentials you use to log in to your email and MyMemphis.

Q: When I log in, I do not have a Reservation Template. What does this mean?

A: If you do not have a Reservation Template it can mean one of two things **if you are a student**:

- 1) You have not been listed as an authorized EMS Scheduler for your organization in Tiger Zone. If you are listed as a scheduler, you also must have at least one Faculty/Staff Advisor on your Tiger Zone roster.
- 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 you are not, you will need to work with a full-time staff member or department administrator to reserve space. If you are a full-time staff member or temporary employee and you cannot access the system, 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 and Staff. DC mean Departmentally Controlled, which requires approval for all reservations. **All spaces requested by registered student organizations (RSO) require approval.**

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 shading during your requested times means a room is unavailable. Slender lines indicate set up/breakdown times. Thicker blocks of color indicate 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: No. Please enter the exact start & end time of your event. The system will automatically account for the setup and break down times for each event. However, if you have a specific set up time you'd like to be in the room please indicate the particular time in the Set Up Notes section.

Recurrences

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 Recurrence tool. At the top of the reservations page, under Date & Time, you will see a Reoccurrence button next to the date. Select this icon. Once there, you may enter the time frame and frequency of your meetings. It is recommended to use the Random recurrence so you can select each particular date.

Q: I've done a recurrence but I'm not sure what the results mean.

A: After you've selected Search to find space, the recurrence will give you a report of what rooms are available and out of how many days it can be booked. For example, if you have 10 days you're requesting and only 7 days are available to be booked, you will see 7/10.

Event Details

Q: How do I find my organization/department name?

A: Select the magnifying glass next to the Client dropdown. In the search box, enter UofM (with no spaces) and organization/department name. As you type, the system will begin to auto-filter. Once you see your organization/department, click on it to select it as a client you can book for. For RSOs, your organization name will be as it is in Tiger Zone.

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 space in, you'd select the corresponding Audio/Visual resources for your event.

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) For Event Type under Reservation Details, 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 (Faculty/Staff)** – 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.

\$500 Food Exception (Registered Student Organizations) – you may purchase food from grocery store for only \$500. You may not go over that allotted amount. Receipts should be kept in case of audit.

Pizza Exception – you may bring in pizza from a local pizzeria (i.e. Garibaldi's, Papa John's, etc.) with no monetary limitation. This will also include beverages and side items from that pizzeria.

UM Dining – using Chartwells for catering.

Other Food Exception – this selection requires approval from the Scheduling Office and Chartwells catering. This exception is mostly only approved for organizations and events with specific food restrictions (i.e. kosher food only, culture food selections) that Chartwells **cannot** prepare. You must submit a food exception form to the Scheduling Office in UC 255 for approval. The form and its guidelines may be found in the Scheduling Office or online at

<http://www.memphis.edu/uc/pdfs/application-for-food-exception.pdf>.

Q: What is outdoor amplification?

A: Outdoor amplification is **only used for outdoor events** that request to use 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 a billing/index code for their events, it is required of campus departments. Most rooms and/or resources do not have charges associated with their use. However, if a particular resource and/or technical assistance is requested and has a charge associated with its use, a fee will be charged and indicated on the reservation confirmation.

Cancelling & Editing Event Information

Q: How do I cancel my request?

A: From the Home page, select My Events. Once there, you will see a list of all your current events requested and confirmed. Select the event name you'd like to cancel. Under Reservations Tasks, on the left side of the page, select Cancel Reservation. If you are cancelling multiple bookings in a reservation, under Bookings, select Cancel Bookings and the specific dates you wish to cancel. You will be asked for your reason for cancelling. Once entered, select Cancel Bookings.

Q: How do I change my room?

A: From the Home page, select My Events. Once there, you will see a list of all your current events requested and confirmed. Select the event name you'd like to change to a different room. Next to the date at the bottom you will see a pencil, select that icon. You'll be directed to a page that looks very similar to the page you use to make reservation requests.

Update the Location you wish to move the event to. After clicking Search, select an available room, update your attendance and step type, then click Update Booking at the bottom of the page. You will see a bright green block with thin lines on either side. This indicates your current room reservation.

Q: I have multiple dates to change. Is there a way I can change them all at once?

A: Yes. From the Home page, select My Events. Once there, you will see a list of all your current events requested and confirmed. Select the event name you'd like to change. Under Bookings, you will see Booking Tools. By selecting this option, 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. From the Home page, select My Events. Once there, you will see a list of all your current events requested and confirmed. Select the event name of the reservation you'd like to add to. In the middle of the page on the right, you will see New Booking. By clicking this option, you have the ability to add additional dates to the existing reservation.

Status Updates

Q: How can I check the status of my event?

A: From the Home page, select My Events. Once there, you will see a list of all your current events. Under the status column, you will see the current status of your reservation. Below you will find the definition of each status.

Web Request – still in initial status

In Progress – being considered for approval/details pending

Pending – request made outside the five month booking window for faculty/staff or six month window for RSO;

Web Confirmed – request approved

Web cancelled – request 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 cannot view through the Browse feature are meetings 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.