EMS
Web App Quick Reference Guide
Calvin University
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About this Guide

This guide is designed to be a quick reference for common tasks using the EMS Web App. This guide does not cover every scenario. For more information or specific questions, please contact your EMS Administrators.

EMS Definitions

Reservation – The “Who and the What.” This contains the meeting/event host information and what the event is called. A Reservation can have multiple Bookings.

Booking – The “When and the Where.” This contains the date/time/Location information for each occurrence of a Reservation. A Reservation has to have at least one Booking but can have as many Bookings as needed (think of a recurring meeting – each occurrence is a Booking).
Navigating the EMS Web App

The EMS Web App home page looks like below.

1. On the left, there is a menu bar with the following options:
   - **Home**: Takes the user back to the Home screen.
     - **My Reservation Templates**: Allows for quick Booking right from the home page.
     - **My Bookings**: A list of the user’s Bookings for the day along with a search option to find Reservations.
   - **Create a Reservation**: Booking forms that allow you to book a meeting or event.
   - **My Events**: A list of the past and upcoming events of the user logged in.
   - **Browse**: Search features in the Web App:
     - **Locations**: See the free/busy time of all Rooms and book directly from the schedule.
   - **Links**: Various links to external websites relating to Calvin University events.

2. Finally, in the upper right-hand corner, the user’s name and a drop-down for account options is available.
Making Reservations

Single Day Reservation

1. To make a Reservation, begin at either My Home or Create Reservation.
2. Click book now next to the desired template.
3. Select a date and time.
4. Select any of the filters to limit the number of Rooms returned.
5. Click Let me Search For a Room to filter Room results by Setup Type and Number of People.
6. Click Add/Remove if you would like a Setup Type other than COVID-19.
7. Enter the Number of People to find a Room that best fits the anticipated attendance of the meeting or event.

Note: If you click the I Know What Room I Want option, you will need to begin typing out the name of the building (Ex: Covenant Fine Arts Center) for a drop down of rooms in that building to appear.

8. Click Search to get a list of available Rooms.
9. Select a Room by clicking on the green + icon next to the Room name.

Note: Clicking the Room name will give you the Room details.

10. Enter the number of attendees and desired setup.
11. Click Add Room.
12. Click the Next Step button at the top right of the screen to add Services.

Note: You can click on 3 Reservation Details if you want to skip adding Services.
13. If the Service is A/V, click on arrow next to the Grouping then click directly on the desired Resource to add it to your cart.

**Note:** A/V for West Campus can be noted in the text box on Step 3. Only AV for the Prince Conference Center is available to select as shown below.

<table>
<thead>
<tr>
<th>Audio/Visual - PCC</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PCC AV</strong></td>
</tr>
<tr>
<td>48 in TV on cart</td>
</tr>
<tr>
<td>Apple TV/airplay</td>
</tr>
<tr>
<td>Built in projector</td>
</tr>
<tr>
<td>Built in sound system</td>
</tr>
<tr>
<td>In room AV Technician</td>
</tr>
<tr>
<td>Other</td>
</tr>
<tr>
<td>Podium spotlight</td>
</tr>
<tr>
<td>Portable Black Podium</td>
</tr>
<tr>
<td>Sound Board</td>
</tr>
<tr>
<td>Wired Microphone</td>
</tr>
<tr>
<td>80 in TV on Wall with HDMI hook-up</td>
</tr>
<tr>
<td>AV Table</td>
</tr>
<tr>
<td>Built in screen</td>
</tr>
<tr>
<td>Handheld Microphone</td>
</tr>
<tr>
<td>Lavalliere Microphone</td>
</tr>
<tr>
<td>Podium Microphone</td>
</tr>
<tr>
<td>Polycom</td>
</tr>
<tr>
<td>Small portable speakers</td>
</tr>
<tr>
<td>Up-lighting</td>
</tr>
</tbody>
</table>

14. Enter the quantity required and add any Special Instructions (if needed).
15. Click **OK** when done adding the Resource.
Note: A summary of your Services will build on the right side of the screen. Click the red minus icon to remove an item or click on the blue pencil icon to update the quantity and Special Instructions.

16. If the Service is Catering, enter the start and end time for the Catering setup, select the Service Type, enter the estimated number of attendees, and enter any additional questions.

Note: If you know you need catering, but don’t know exactly what you want at this time please enter your estimated start and end times, select the To Be Determined Service Type and select To Be Determined from the groupings.

17. Click on arrow next to the Grouping then click directly on the desired Resource to add it to your cart.

18. The quantity will default to the number indicated in the Estimated Count.

19. Update the quantity and add any Special Instructions (if needed).

20. Click OK to add Resource to your cart.
21. The items will be added to the Services Summary on the right side of the screen.

22. Click **Next Step** to enter Reservation details.
23. The Department/Organization will default to your Department. If you belong to more than one Group, make a selection from the drop-down.

24. 1st contact – this is the contact for the Reservation.

25. Add any additional information (questions will vary depending on the template chosen).

26. Click Create Reservation.

27. A success page will appear where the user can immediately edit the Reservation if needed.

**Recurring Reservation**

1. From My Home, go to Create Reservation.
2. Choose a template and click book now.
3. When choosing a date/time, select the Recurrence button.
4. Enter the recurrence details and click Apply Recurrence.
5. Enter filtering criteria and click Search to display a list of available Rooms.
6. A list of open Rooms will appear with the availability listed in the second column.

**Note:** 5/5 means the Room is available for 5 out of the 5 dates in the recurrence. If the Room is not available for all dates in the recurrence, the user will be prompted to select an alternate room for the remaining dates.

7. Click the green + icon to add the Room to the Reservation.
8. Complete the Reservation as outlined in Single Day Reservation above.

**Note:** If you add Services to a recurring Reservation, the selected Services will apply to all Bookings in the Reservation.
Managing Reservations

Cancelling a Reservation

1. Go to My Events.
2. This will open a screen with the user’s events.
3. Click on the Reservation Name to be cancelled.
   a. Click either **Cancel Reservation** on the right side (cancels all Bookings) OR
   b. Click **Cancel (red - icon)** next to the Booking (cancels that Booking only).
Editing a Reservation

1. From your home page, click on My Events.
2. Click on the Reservation Name you wish to edit.
3. Edit Reservation Details (Event Name, Event Type, Department/Organization, First Contact) by clicking on the pencil icon next to the Reservation Details.
4. Edit Booking Details (Date, Time, Room) by clicking on the pencil icon next to the Booking.
   a. Select a new Date, Time or Location by using the search tools to the left and clicking Search.
   b. If the Room is open for the new date or time, click Update Booking to update the information.
Add Services to an Existing Reservation

1. To add Services to an existing Booking, go to My Events.
2. Select the Reservation Name to which you wish to add Services.
3. Click the Add Services link.
4. Select the Service and quantity you wish to add:
   a. If the Service is A/V, click directly
   b. If the Service is Catering, enter the start and end time for the Catering setup, select the Service Type, enter the estimated number of attendees, and enter any additional questions before selecting the Resources.
5. The items will be added to the Services Summary on the right side of the screen.

   **Note:** When you select a Resource from a Category, all other Categories will become greyed out as you can only add Resources from one Category at a time.

6. Click Next Step.
7. Identify the Bookings to which you wish to add the Service (for recurring Reservations, you can add the Service to multiple Bookings at the same time).
8. Click Add Services.
Browse Locations

1. Click on Locations under Browse on the left side on the screen.
2. Specify a Location by clicking the **Add/Remove Locations**.
3. The Free/Busy time of each Room will display.
4. Click on the start time of an open slot to begin a Reservation. Select a Template, set the End Time, and click continue.
5. Complete the Reservation as outlined in **Single Day Reservation** above.
Assigning Delegates

1. To assign Delegates to your account, click on your name in the top right-hand corner and select My Account.

2. Click on the Delegates tab.
3. Start typing the name of the user who will be able to book on your behalf. The directory will auto populate suggested names, click on the desired name from the drop-down.

4. To remove a Delegate from your account, click on the blue x next to their name.
5. To Book on your Delegator’s behalf, click your name in the top right-hand corner and select Act As.
6. A list of your Delegators will appear. Click on the name of the person you want to book on behalf of and click OK.

7. Confirm you are in the correct account by checking the name in the top right-hand corner. You will have access to this person’s Reservation templates and Events.

8. To switch back to your account, click on the name in the top right-hand corner and click Act As.

9. Click on your name in the blue text and click OK.
Setting Favorite Rooms

1. To set favorite rooms to your account, click on your name in the top right-hand corner and select **My Account**.

2. Click on the **Favorite Rooms** tab to work with a list of your favorite rooms. Any rooms you have already saved as favorites are listed under **Your Saved Favorite Rooms**.

3. In the **Find by room name** field, you can search for the room you want to favorite (your search string is not case-sensitive but characters must be in the correct order). Enter your search string. The dropdown updates to show results (taking into account your Location filters).
Note: You can filter your search results by clicking **Filter by Location**, which presents a list of locations by Building or view. Select the locations filters you want to apply (or search by keyword), and then click **Update Locations**. This filters the results of your keyword search on the Add New Favorite Room dialog (above). Your filter settings are saved, and you will have to go back in and remove them if you want to expand search results beyond these locations.
4. To add a room to your favorite list, select it from the search results. The room will be added to Your Saved Favorite Rooms. When you book a room in the EMS Web App, you can now choose more quickly from your Favorites list. To remove a favorite, click X next to the room in Your Saved Favorite Rooms.
**Note:** Once you have established favorites, EMS Web App uses these to filter your search results when you search for available space during the reservation process. After you click the **Add/Remove** button next to locations, click the **Favorites** box in the top right corner and then click **Updated Locations**.