

# 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

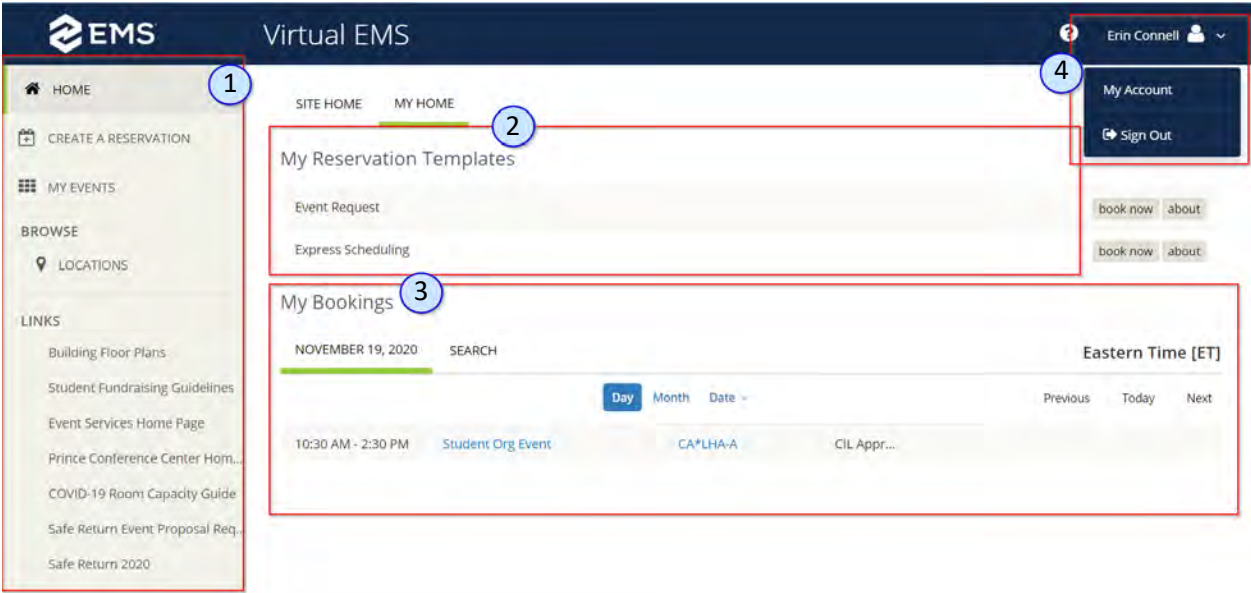
**Reservation** – The “Who and the What.” This contains the meeting/event host information and what the event is called. A Reservation can have multiple Bookings

**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.

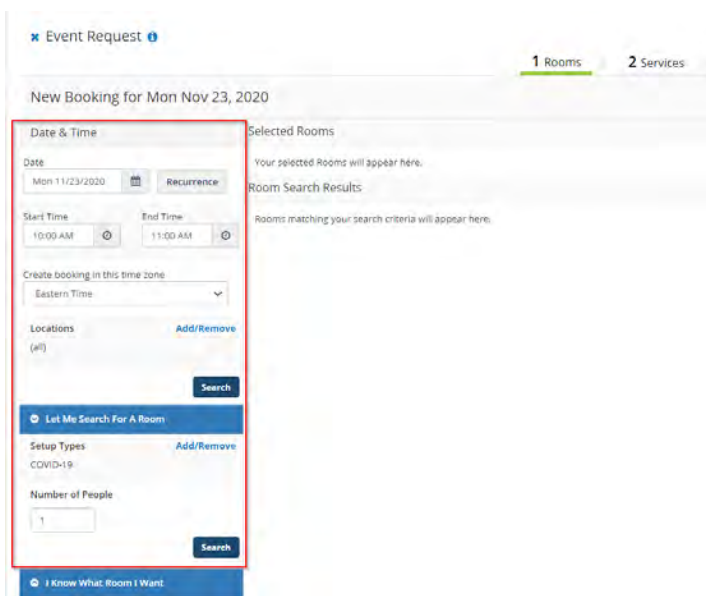


# Making Reservations

## 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.

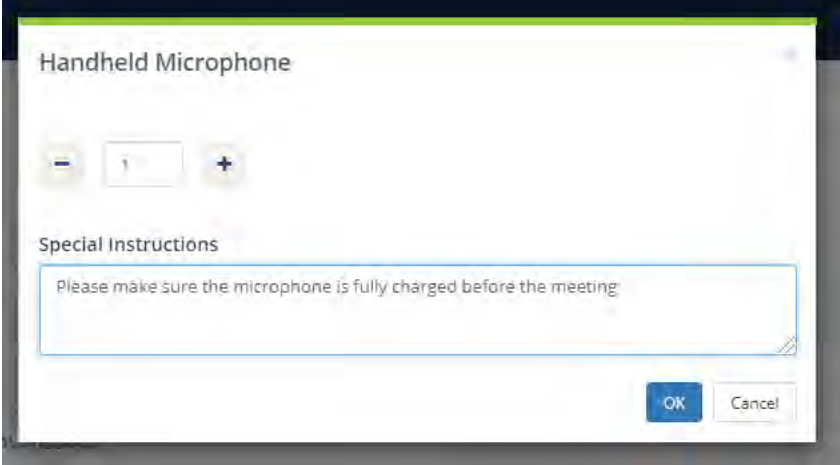
**Note:** You can click on **3 Reservation Details** if you want to skip adding Services.

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.

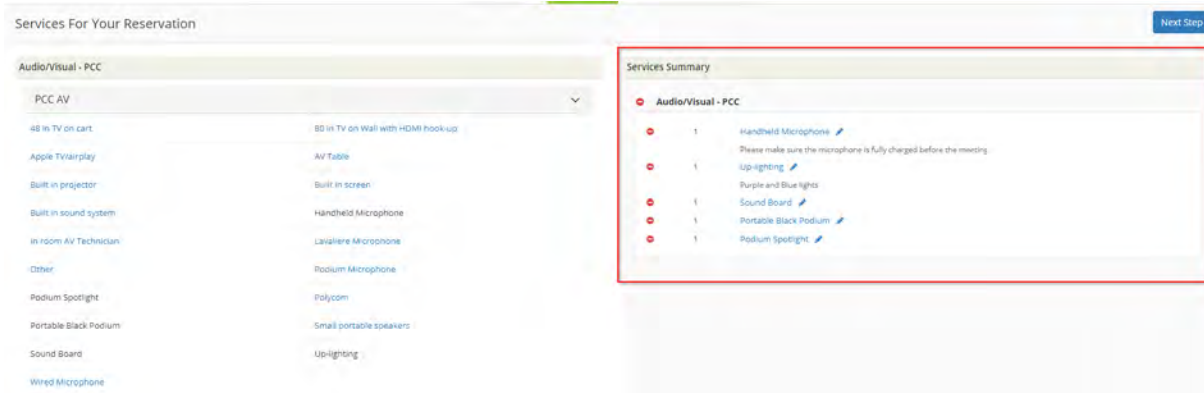
**Note:** A/V for West Campus can be noted in the text box on Step 3. Only AV for the Prince Conference Center is available to select as shown below.

Audio/Visual - PCC	
PCC AV <span style="float: right;">▼</span>	
48 in TV on cart	80 in TV on Wall with HDMI hook-up
Apple TV/airplay	AV Table
Built in projector	Built in screen
Built in sound system	Handheld Microphone
In room AV Technician	Lavalier Microphone
Other	Podium Microphone
Podium Spotlight	Polycom
Portable Black Podium	Small portable speakers
Sound Board	Up-lighting
Wired Microphone	

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.

Catering - PCC

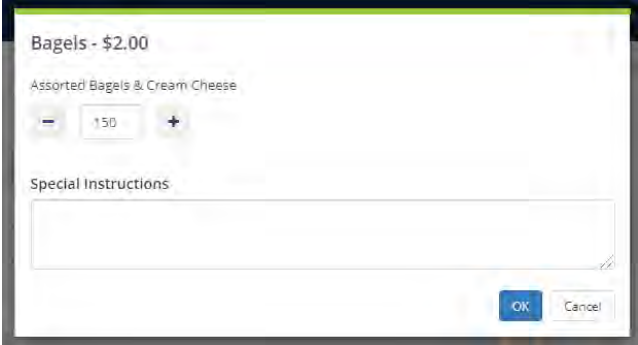
Start Time [ET]	End Time [ET]	Service Type	Estimated Count
9:15 AM	9:45 AM	Served Buffet	150

Do you have any dietary restrictions?

I have read and agree to the [terms and conditions](#)

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.

Services For Your Reservation Next Step

**Audio/Visual - PCC**

PCC AV

48 in TV on cart	80 in TV on Wall with HDMI hook-up
Apple TV/Airplay	AV Table
Built in projector	Built in screen
Built in sound system	Handheld Microphone
in room AV Technician	Lavalier Microphone
Other	Podium Microphone
Podium Spotlight	Polycam
Portable Black Podium	Small portable speakers
Sound Board	Up-lighting
Wired Microphone	

**Catering - PCC**

Start Time [ET]	End Time [ET]	Service Type	Estimated Count
9:15 AM	9:45 AM	Served Buffet	150

**Services Summary**

- Audio/Visual - PCC**
  - 1 Handheld Microphone
  - 1 Please make sure the microphone is fully charged before the meeting
  - 1 Up-lighting
  - 1 Purple and Blue lights
  - 1 Sound Board
  - 1 Portable Black Podium
  - 1 Podium Spotlight
- Catering - PCC, 9:15 AM - 9:45 AM, Served Buffet, Estimated Count: 150**

150	Bagels	\$2.00
150	Hard Boiled Eggs	\$1.25
150	Fruit Tray	\$3.00
150	Apple Juice - Bottled	\$2.00
150	Bottled Water	\$1.75
150	Canned Pop	\$1.50

22. Click **Next Step** to enter Reservation details.

**Note:** Anything with an \* next to it is a required field.

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. **1<sup>st</sup> 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.

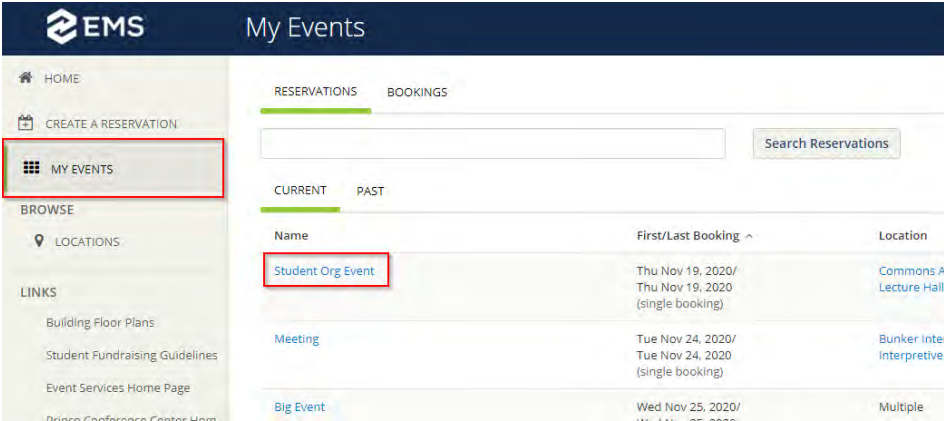
7. Click the **green + icon** to add the Room to the Reservation.
8. Complete the Reservation as outlined in [Single Day Reservation](#) above.

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

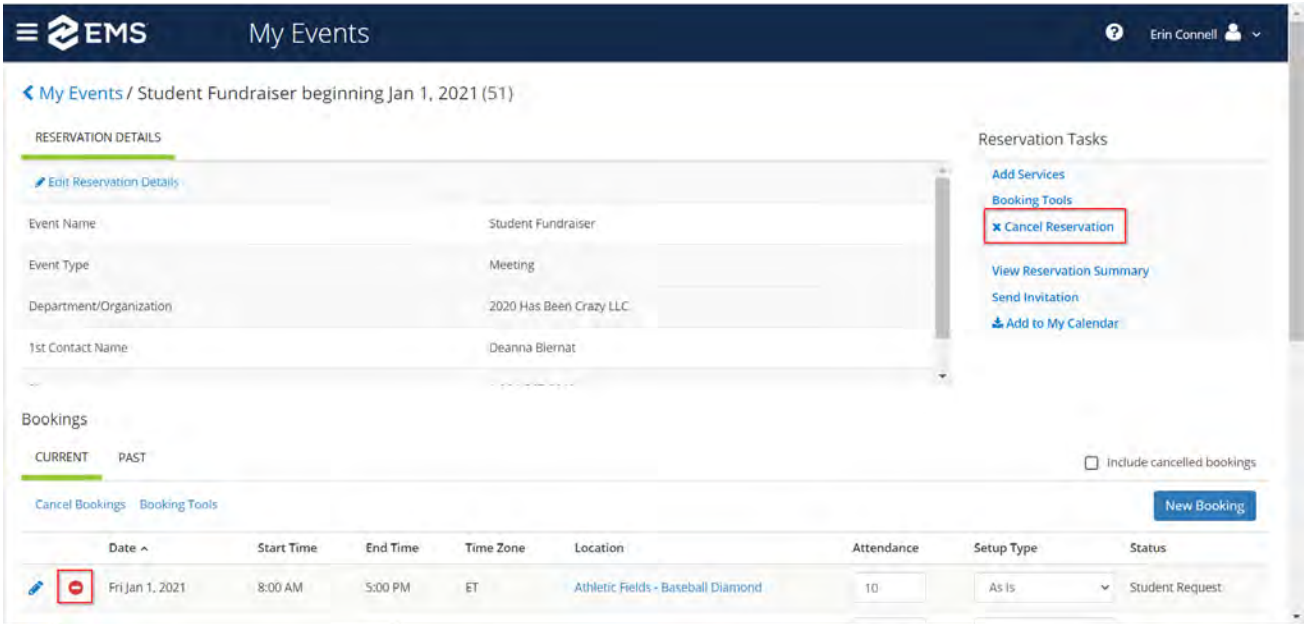
# Managing Reservations

## Cancelling a Reservation

- 1. Go to **My Events**.
- 2. This will open a screen with the user's events.

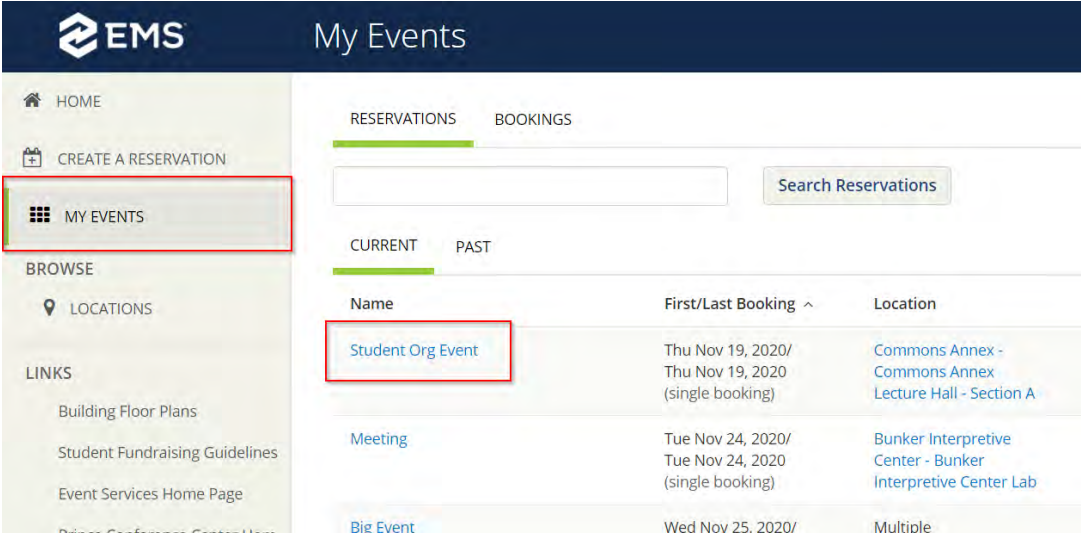


- 3. Click on the **Reservation Name** to be cancelled.
  - a. Click either **Cancel Reservation** on the right side (cancels all Bookings) OR
  - b. Click **Cancel (red - icon)** next to the Booking (cancels that Booking only).

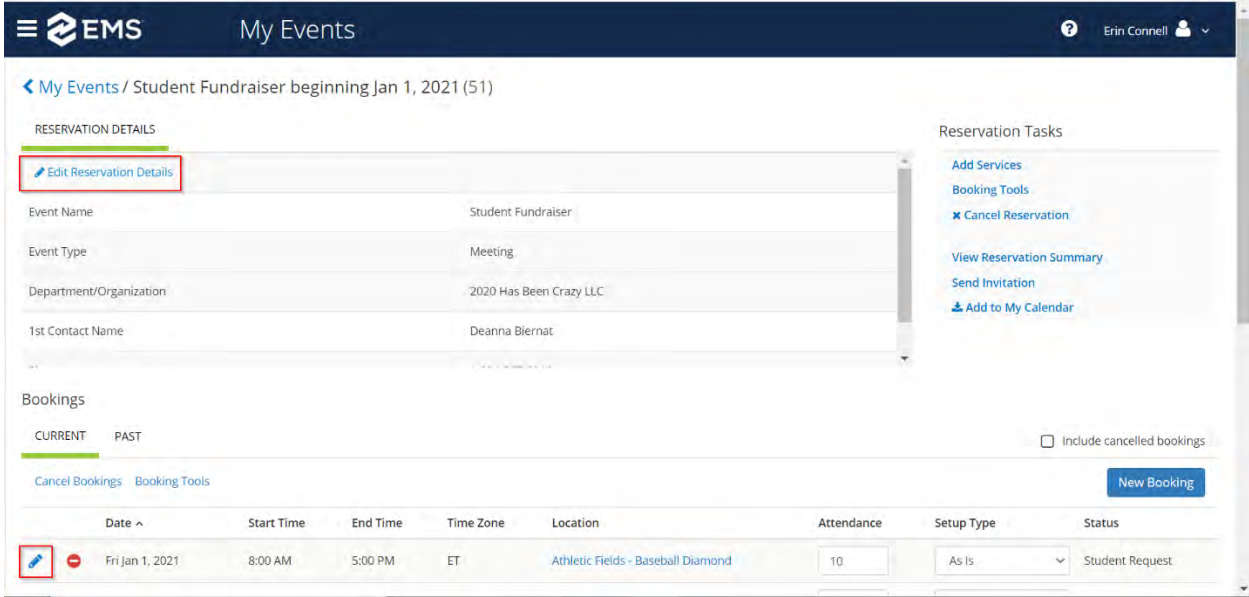


### Editing a Reservation

- 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.

The screenshot shows the EMS 'My Events' page. On the left sidebar, the 'MY EVENTS' menu item is highlighted with a red box. The main content area has tabs for 'RESERVATIONS' and 'BOOKINGS', with 'RESERVATIONS' selected. Below the tabs is a search bar and a 'Search Reservations' button. There are also tabs for 'CURRENT' and 'PAST', with 'CURRENT' selected. A table lists reservations with columns for Name, First/Last Booking, and Location. The 'Student Org Event' row is highlighted with a red box.

Name	First/Last Booking ^	Location
<a href="#">Student Org Event</a>	Thu Nov 19, 2020/ Thu Nov 19, 2020 (single booking)	<a href="#">Commons Annex - Commons Annex Lecture Hall - Section A</a>
<a href="#">Meeting</a>	Tue Nov 24, 2020/ Tue Nov 24, 2020 (single booking)	<a href="#">Bunker Interpretive Center - Bunker Interpretive Center Lab</a>
<a href="#">Bie Event</a>	Wed Nov 25, 2020/	Multiple

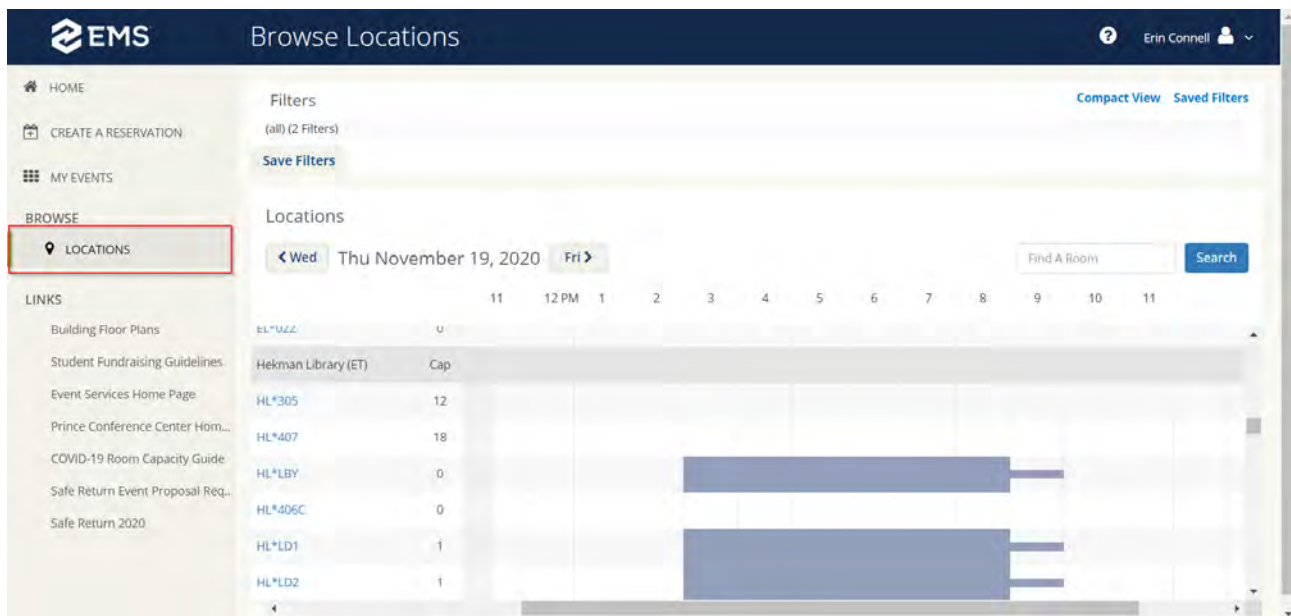
3. Click the **Add Services** link.
4. Select the Service and quantity you wish to add:
  - a. If the Service is A/V, click directly
  - b. If the Service is Catering, enter the start and end time for the Catering setup, select the Service Type, enter the estimated number of attendees, and enter any 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

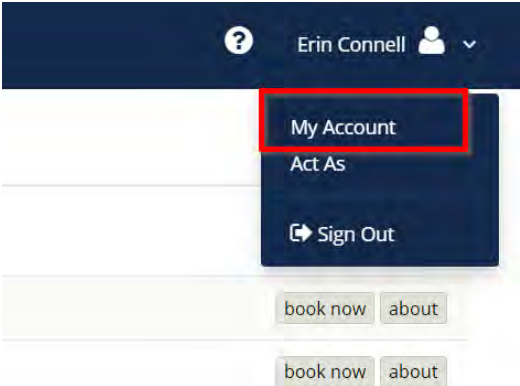
1. Click on Locations under Browse on the left side on the screen.



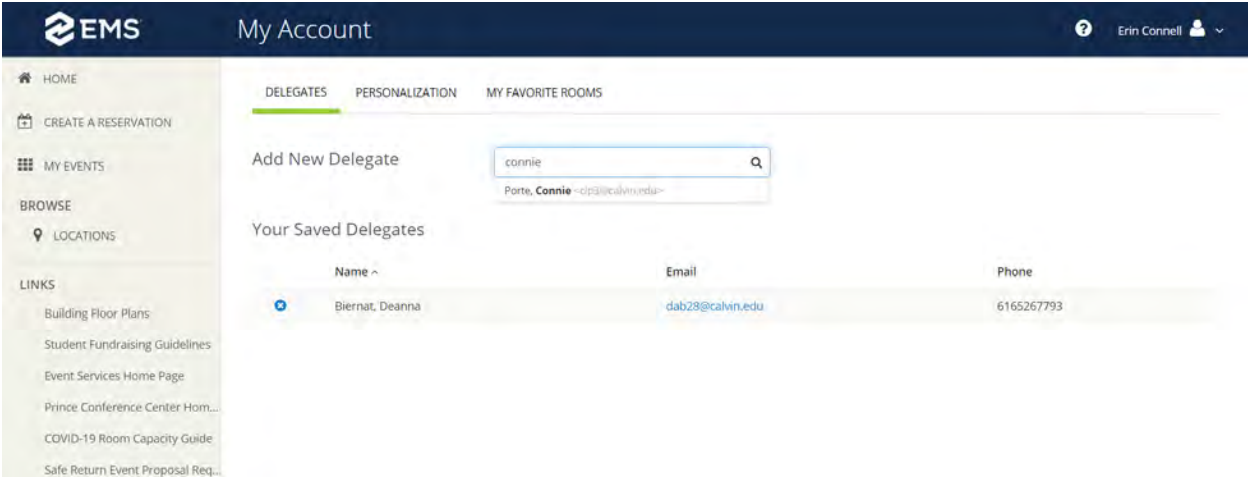
2. Specify a Location by clicking the **Add/Remove Locations**.
3. The Free/Busy time of each Room will display.
4. Click on the start time of an open slot to begin a Reservation. Select a Template, set the End Time, and click continue.
5. Complete the Reservation as outlined in [Single Day Reservation](#) above.

# Assigning Delegates

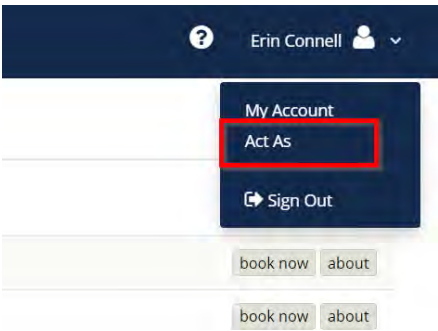
- 1. To assign Delegates to your account, click on your name in the top right-hand corner and select **My Account**.



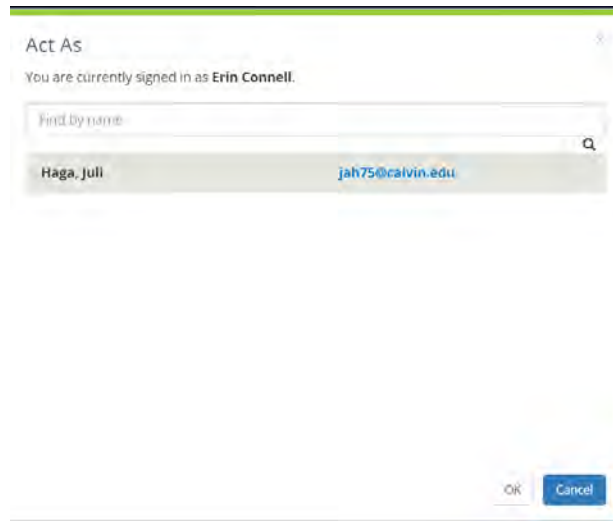
- 2. Click on the **Delegates** tab.
- 3. Start typing the name of the user who will be able to book on your behalf. The directory will auto populate suggested names, click on the desired name from the drop-down.



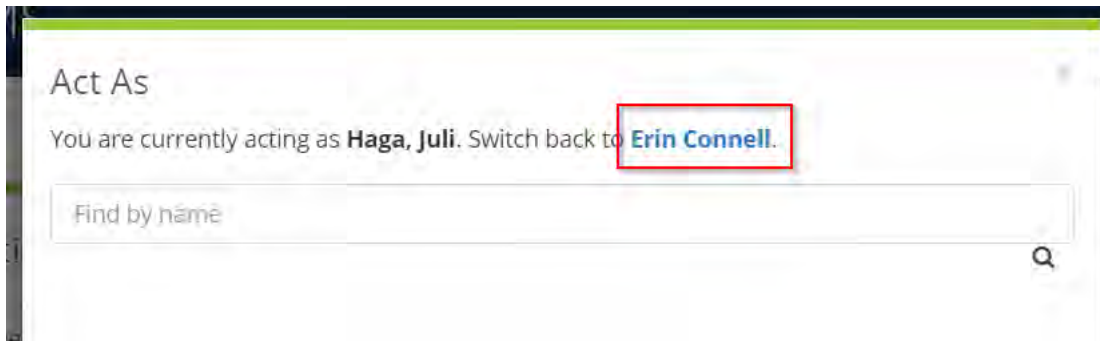
- 4. To remove a Delegate from your account, click on the blue x next to their name.
- 5. To Book on your Delegator's behalf, click your name in the top right-hand corner and select **Act As**.



- A list of your Delegators will appear. Click on the name of the person you want to book on behalf of and click OK.



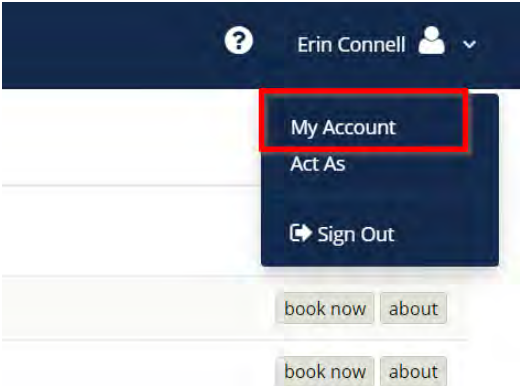
- Confirm you are in the correct account by checking the name in the top right-hand corner. You will have access to this person's Reservation templates and Events.
- Create a new Reservation as you would in [Single Day Reservation](#).
- To switch back to your account, click on the name in the top right-hand corner and click **Act As**.
- Click on your name in the blue text and click OK.



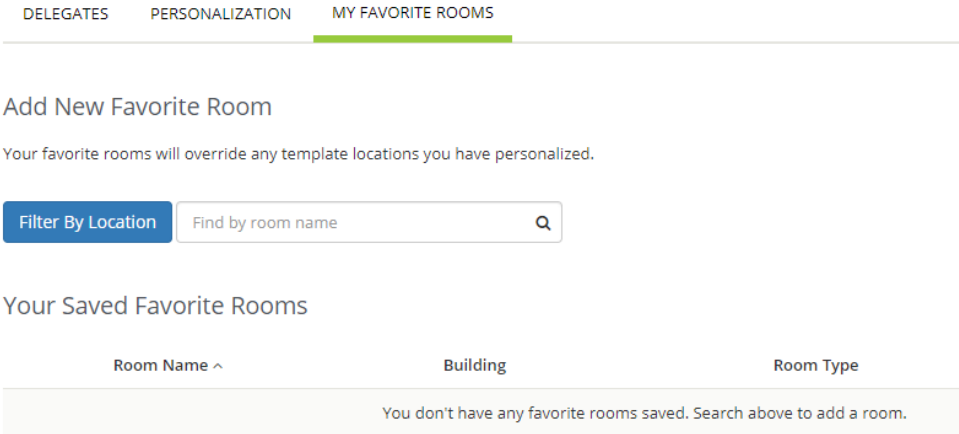


## Setting Favorite Rooms

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).

### Add New Favorite Room

Your favorite rooms will override any template locations you have personalized.

**Filter By Location**

North Hall

- North Hall 056 Classroom/Conference room - North Hall - ET
- North Hall 061 Specimen Lab - North Hall - ET
- North Hall 2nd Floor Hall - North Hall - ET
- North Hall Alcove (100 level) - North Hall - ET
- North Hall Alcove (200 level) - North Hall - ET
- North Hall Classroom 050 - North Hall - ET
- North Hall Classroom 064 - North Hall - ET
- North Hall Classroom 157 - North Hall - ET
- North Hall Classroom 159 - North Hall - ET
- North Hall Classroom 161 - North Hall - ET

Building	Room Type
You don't have any favorite rooms saved. Search above to add a room.	

**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.

Locations 2/11

BUILDINGS VIEWS

Filter By Area  Find locations

- Select All Buildings
- Rooks
- Schultze
- Science Building
- Seminary
- Spelhof Fieldhouse Complex
- Spelhof University Center
- SUMMER
- There...

Selected Locations

Science Building  Spelhof University Center

### Add New Favorite Room

Your favorite rooms will override any template locations you have personalized.

Filter By Location

Your Saved Favorite Rooms

- Science Building Classroom 201 - Science Building - ET
- Spoelhof Center Seminar Room 201 - Spoelhof University Center - ET

Room Name ^	Building	Room Type
You don't have any favorite rooms saved. Search above to add a room.		

- 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**.

### Add New Favorite Room

Your favorite rooms will override any template locations you have personalized.

Filter By Location

### Your Saved Favorite Rooms

Room Name ^	Building	Room Type
<input type="button" value="X"/> Science Building Classroom 201	Science Building	Classroom

**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**.

