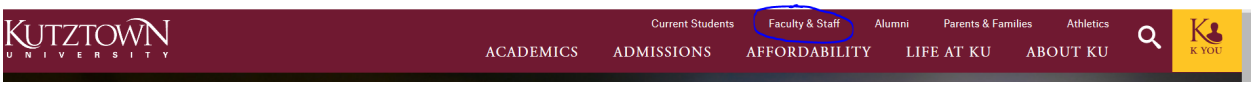
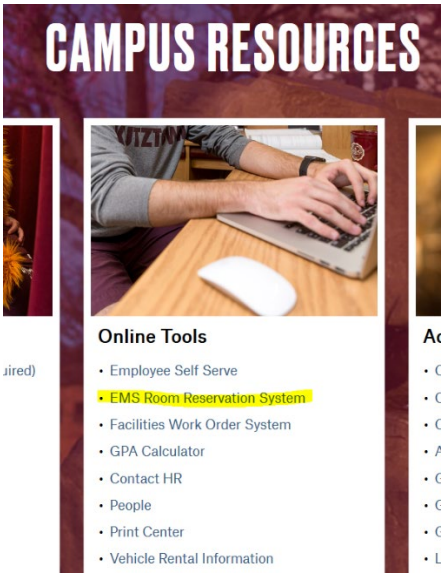
Virtual EMS User Guide

The purpose of Virtual EMS (VEMS) is to request University owned facilities for approved campus events. Requestors may be faculty or staff only. Student groups must have their advisor request facilities as they are ultimately responsible for the group's activities.

VEMS, also known as 'EMS Room Reservation System', can be found under Kutztown University's home page, on the Faculty & Staff page and then scroll down to reach ***Campus Resources***.



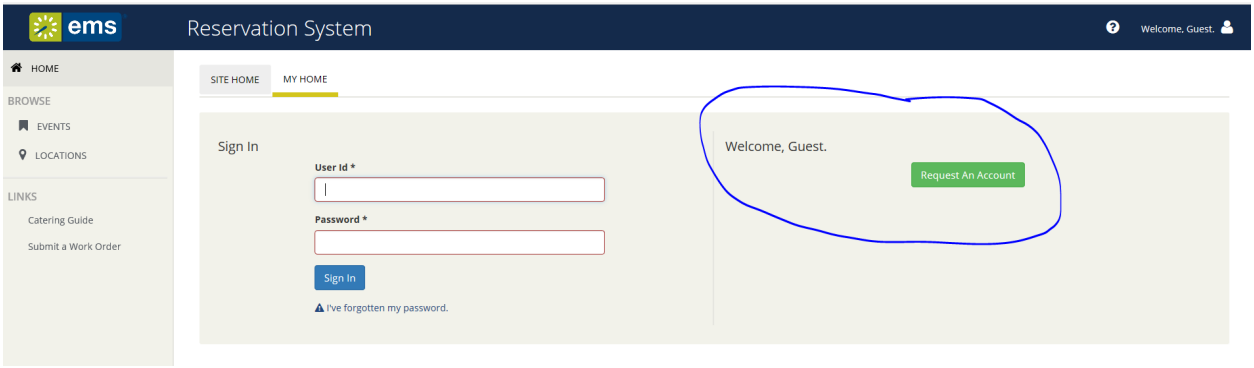


Please click on the *EMS Room Reservation System* link to gain access to the scheduling program. It is important to note that VEMS is part of the KU intranet and therefore not accessible from off campus unless you are attached to the Virtual Private Network (VPN). You may access this page from any browser once you're connected to the KU intranet.

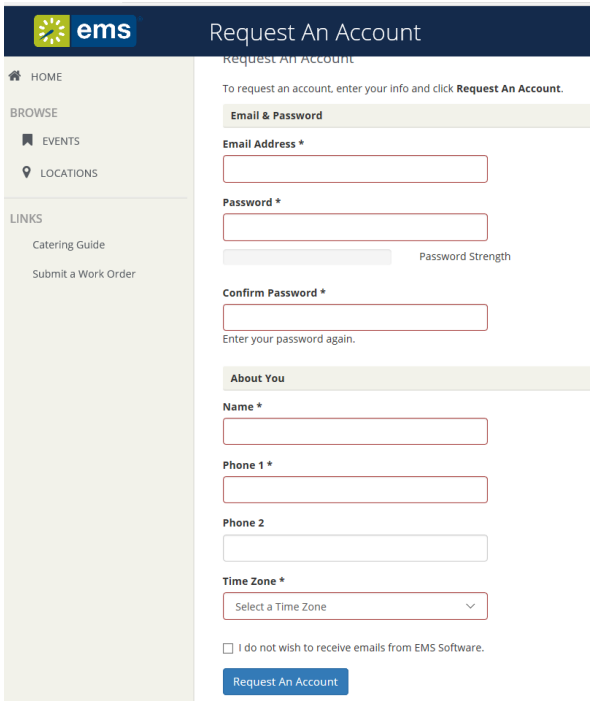
Next you will see this page below. Please click on the area circled below in the picture to access the online system. Please note you may find additional resources on the left side menu that could pertain to your event planning.



If you are a new user, you must set up an account the very first time you enter into the system. You will come to a page that looks like this. The only option you will have as an unregistered guest would be the option to browse events or locations. We will discuss this further a little bit later. For now, you should press the green 'Request An Account' button:



You will then come to a screen that looks like this:

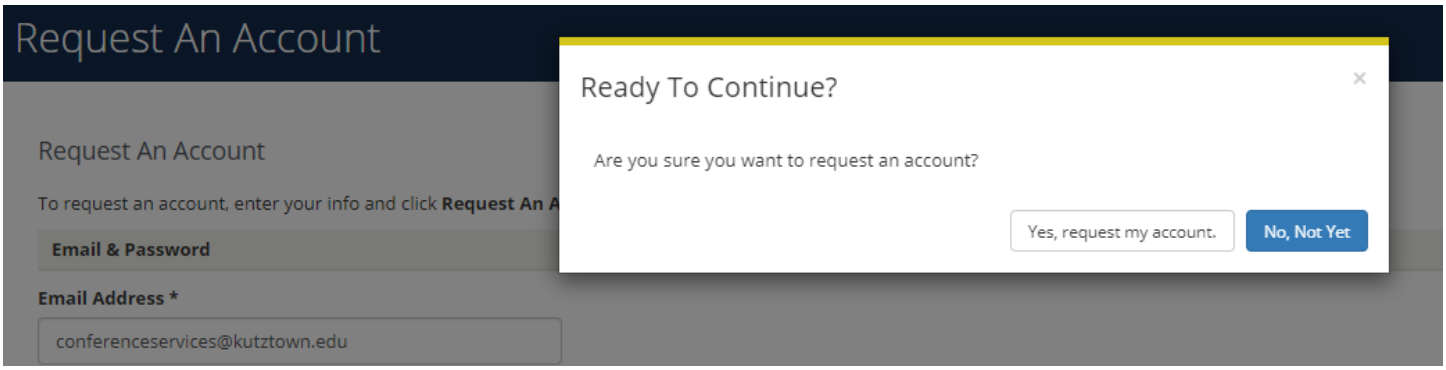


Leaving the far-left side of the screen alone for a moment, you must fill out the information under the '*Request An Account*' area with your KU information.

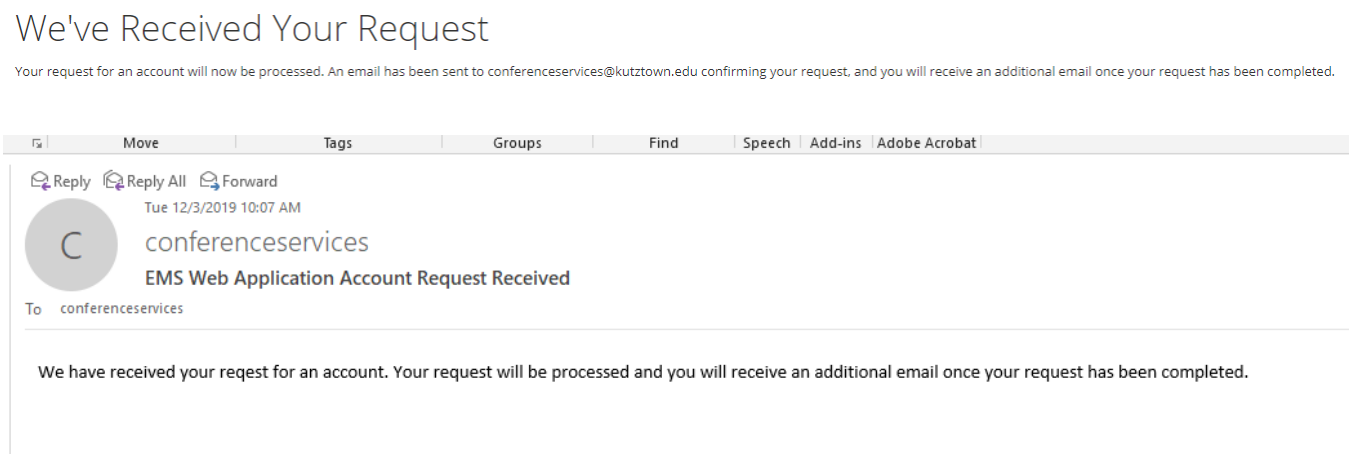
- Your email address should be your full address including the '@kutztown.edu'
- Your password can be one of your choosing – we will never be able to see what you assign but we can reset it if needed.
- Your name should be your full name so that we can confirm your account.
- Please fill out your KU phone number or an alternate number if you choose so that we can reach you if needed. A 2nd phone number is not required.
- Your time zone is important! Please choose Eastern time.
- If you choose to not receive messages from the EMS software you will not receive request confirmations once you submit a request. You will receive confirmations once the event has been scheduled.

Once this information is filled in, please hit the blue "Request an Account" button.

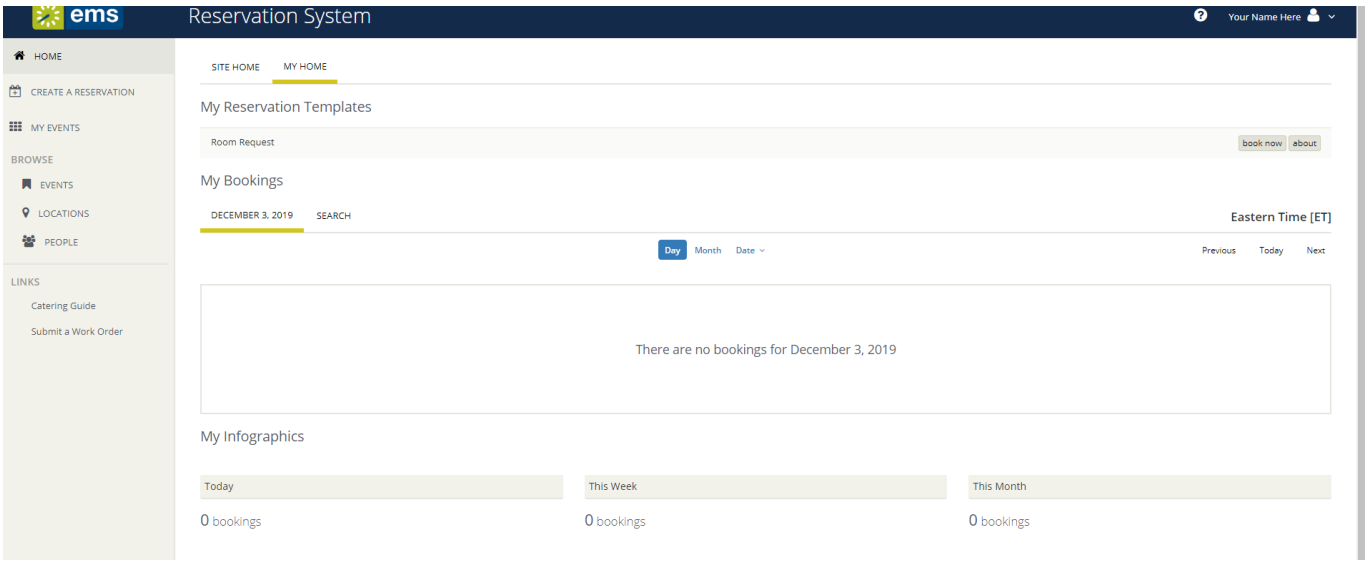
Once you do, you will then see the screen below. If your information is correct, please hit the white "Yes, request my account." button to submit your account information. If you need to correct any information please use the blue "No, Not Yet" button to return to the previous screen to make any corrections before submitting your account information. Once it is reviewed and added fully to the EMS reservation system, the Conference & Event Services team will activate your account and then you will be able to fully use the online reservation system.



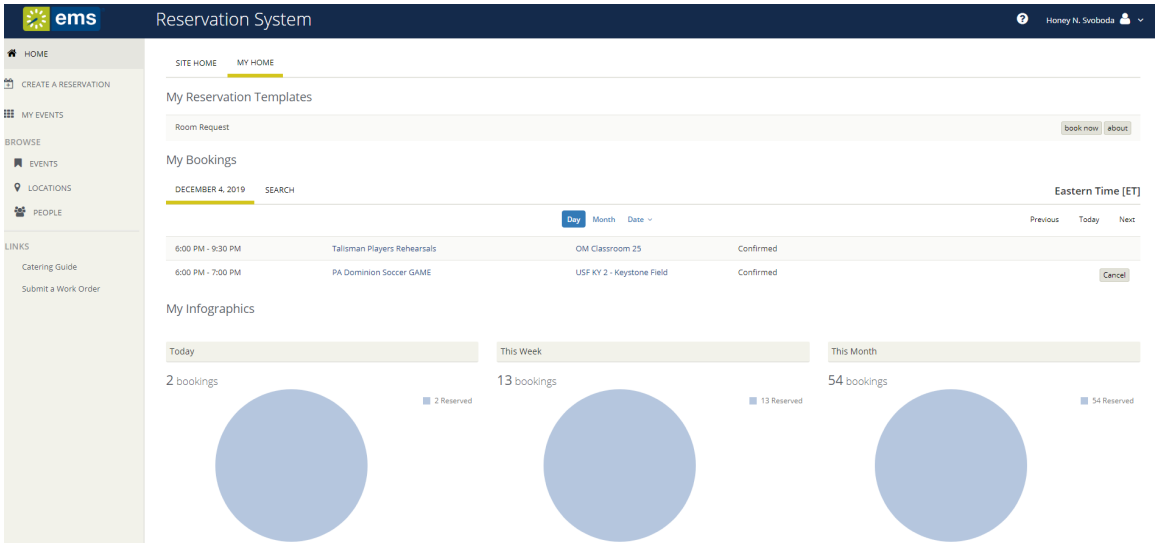
Once submitted you'll see the message below and an email will be sent to you.



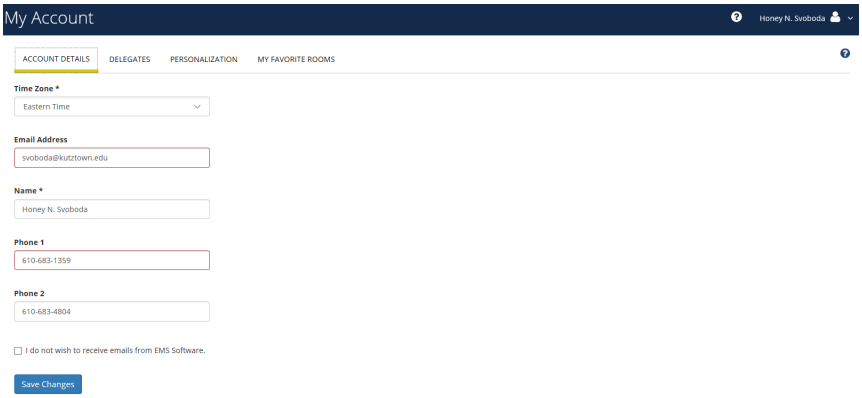
Once your account has been activated by the Conference & Events Services team and you log in for the first time you'll come to your home screen. It looks like this:



A description of this screen follows. I will use my personal account to show you how these appear as an active user account. We will start with a description of what the various items tell you or allow you to do.



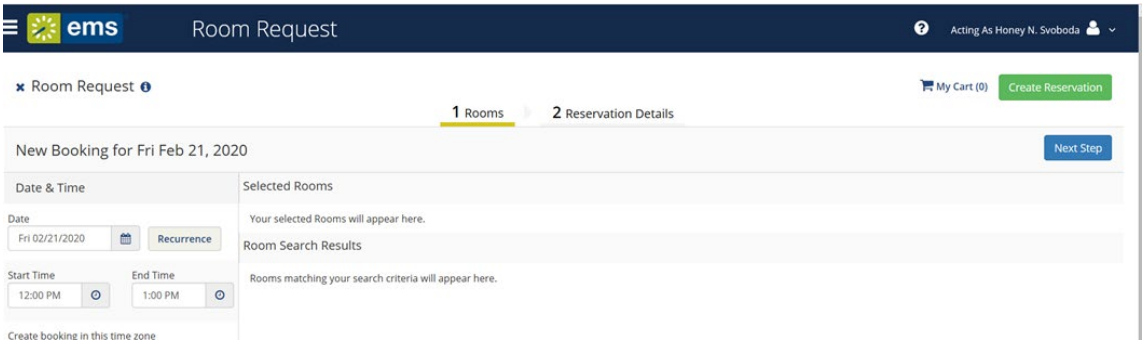
Once you have a established an account, you can add some personalization to your account. Press on the down arrow on the right of your name which is located on the top right corner to get to this screen. The first screen is a repeat of information you've already provided while setting up your account. If you have changes you need to make, you may do so here under ACCOUNT DETAILS.



You may want to assign DELEGATES to allow another campus EMS Web App user to make reservations and room requests and so forth on your behalf. You may need to do this, for example, to get someone else to handle your EMS work during your absence.

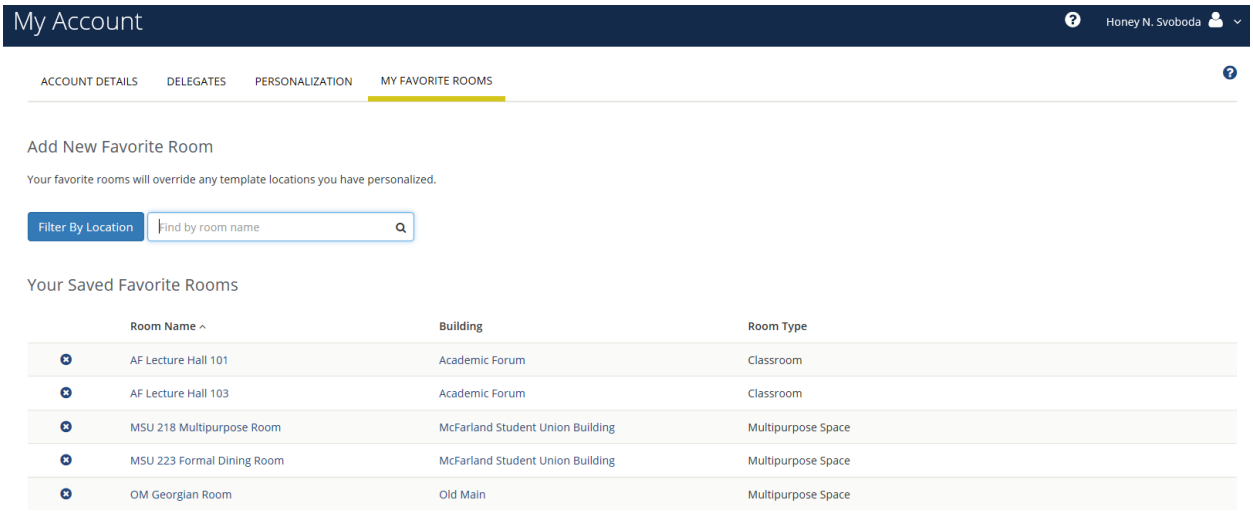
You can add one or more EMS users to act as your delegate. Then they can log in and request to "Act As" you. You can keep track of their actions on your behalf, and any event cancellations, changes, room requests, etc. that they create on your behalf will appear to other EMS users as yours.

Here is an example of another Conference & Event Service's staff member making reservations on my behalf. You'll notice on the right-hand side the words "Acting As".

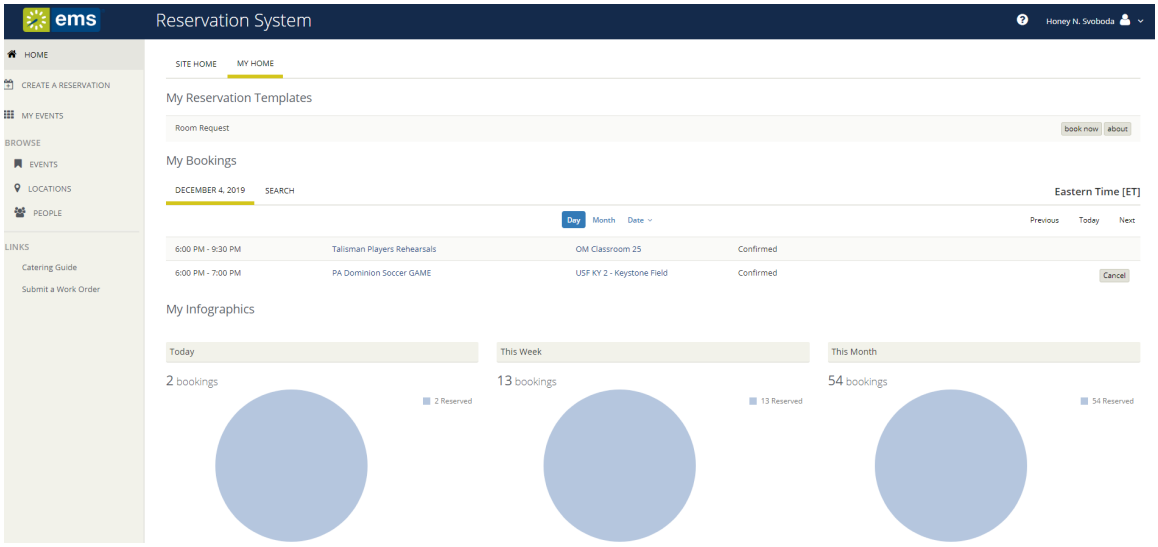


PERSONALIZATION is where you can locate filters you've created for your use. You can create, modify or delete any saved filters for use in your reservation requests.

MY FAVORITE ROOMS is a great way to search for rooms you use often. If you add rooms here under your account information you can later choose to search in these rooms only.



NAVIGATING THE EMS RESERVATION SYSTEM



Starting from the left-hand side of the screen, here is a brief description of what you can accomplish from this screen with a detailed description to follow.

HOME: will bring you back to the "Home" screen as pictured above.

CREATE A RESERVATON: will allow you to create a reservation request for use of University-owned facilities.

MY EVENTS: is a comprehensive listing of all of your current reservations

BROWSE:

Events - shows the User all events that are currently scheduled in either a daily, weekly, monthly, weekly or monthly format. Filters can be used to narrow what is shown in this view by either Building, Room, Customer Name, Event Name or Event Type.

Locations – shows all events scheduled by building. The default is today's date but any date can be chosen. Filters can be used to narrow what is shown by Location(s). Additional filters can be used to sort by Capacity, Features, Floors, Rooms, Room Types and Setup Types.

People – shows you all events booked by department or student organization. You must match the name of the department or student organization according to how it is listed in EMS. A drop-down menu of possible matches will show once you start typing. The only filter available in this view is by date.

LINKS:

Catering Guide – Brings you to the Kutztown University Dining Services (currently Catertrax) website for online catering web orders. A new window will open so you will not lose your place in the EMS program.

Submit a Work order – Brings you to the TMA work order facilities for submitting work orders to the KU Facilities department. A new window will open so you will not lose your place in the EMS program.

Moving to the middle section of the screen, here is a brief description of what you can accomplish from this screen with a detailed description to follow for those areas which require it.

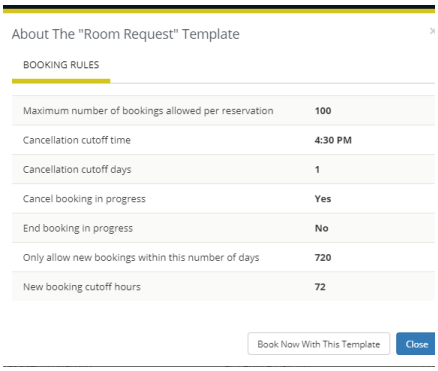
Site Home: will refer you to the My Home screen. There is nothing set up here to view currently.

My Home: will show you your available reservation template along with a summary of your upcoming events.

My Reservation Templates: shows you your Room Request template and two buttons:

Book now: brings you to the Room Request screen to start your reservation request.

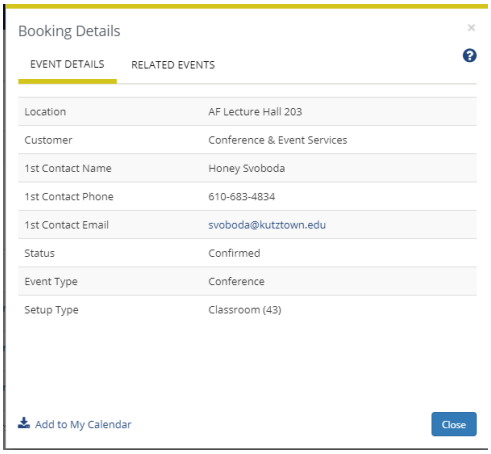
About: tells you details on the template as listed below:

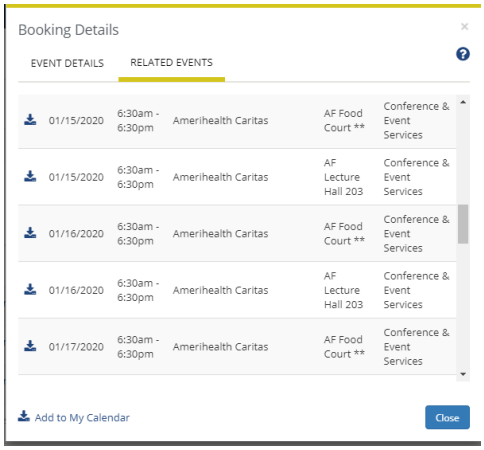


This information has to do with how bookings (the actual rooms/dates requests) are treated within the reservation (the 'parent' of the bookings which holds the critical information of the User such as department, contact info, etc.). One reservation can contain up to 100 bookings.

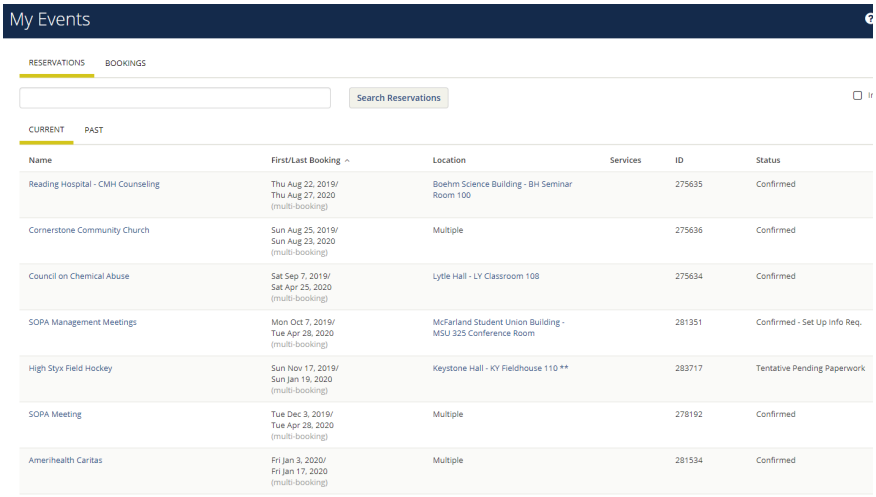
It also allows you to get to the Room Request screen to start your reservation request.

My Bookings: shows you a listing of all events reserved under your User record. The default view is today's date. It can be changed to list in a monthly view or by specific date. More information on the reservation can be viewed by clicking on the name of the event. These are the windows that you will see by clicking on EVENT DETAILS or RELATED EVENTS:

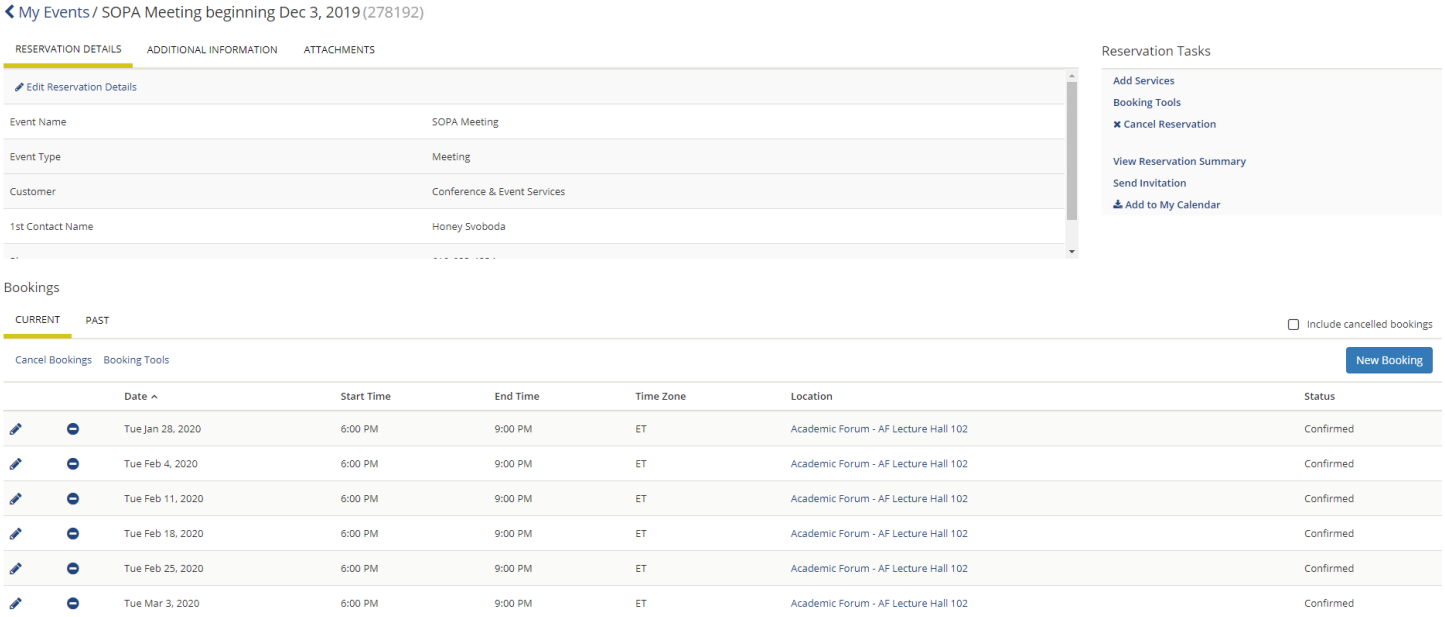




My Infographics: shows you the number of events you have requested and/or scheduled for the day, week and month. If you click on any of the circles it will bring you to a listing of ALL of your current reservations:



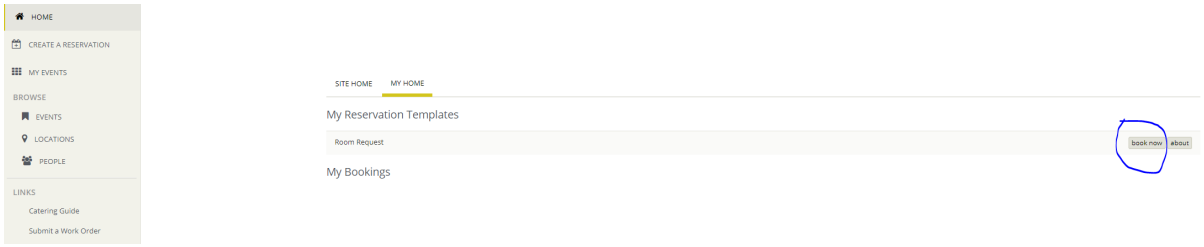
Any of these reservations can then be opened for more details. They can be managed fully from this screen, including adding more reservations, canceling the reservation as a whole or as individual bookings, adding it to your outlook calendar, etc. This will be discussed in detail further as we get into the reservation process in this manual.



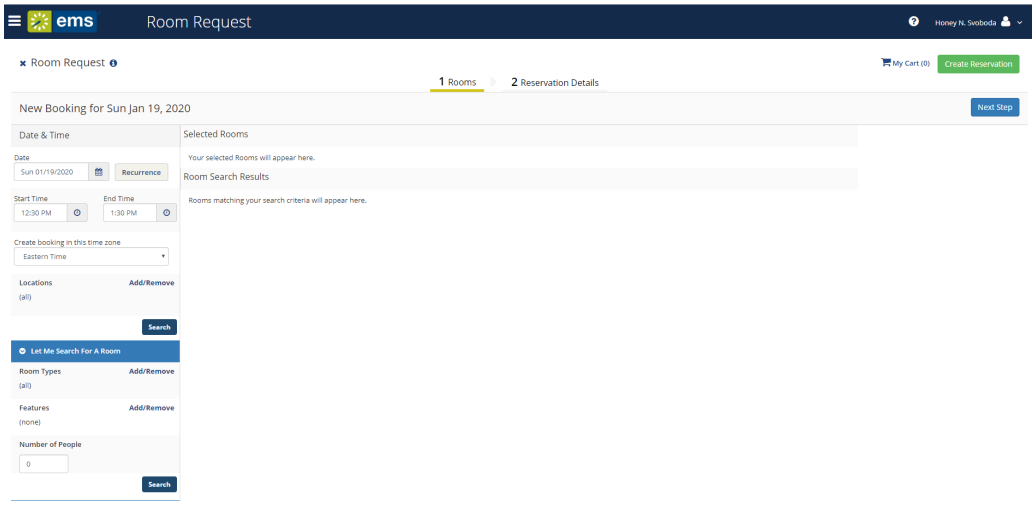
If you click the bookings tab it will simply show you the bookings for the current day.

CREATING A RESERVATION

You can choose to create a reservation by either choosing ‘Create a Reservation’ from the left-hand menu or by choosing ‘Book now’ from the middle section’s ‘My Reservation Template’. Choosing ‘Create a Reservation’ will bring you to the My Reservation Template screen, so simply choosing it from the Home screen will cut back one step.

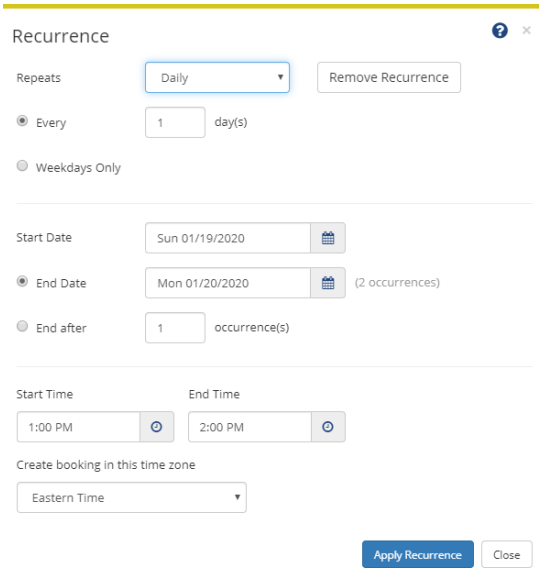


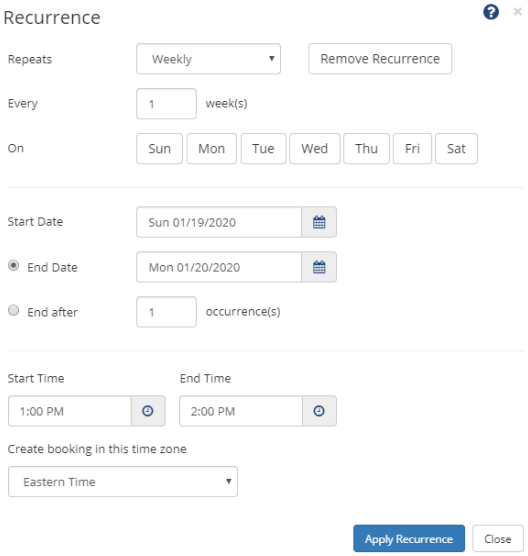
Once you choose Book Now, you will see:

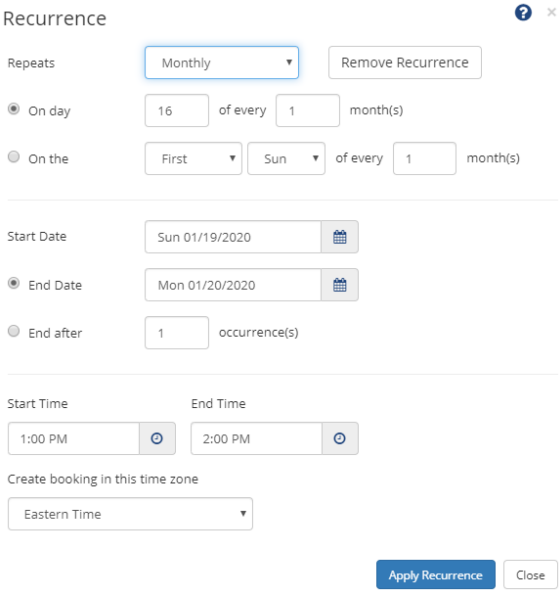


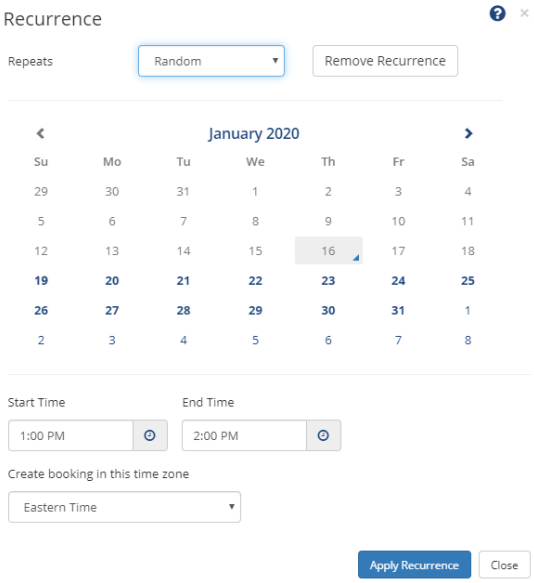
You’ll need to enter the date of the reservation request. Note, if you’d like to create a recurring event that occurs on a pattern and is the same TIME each date, you can use the recurrence feature to the right of the date field.

Please note whether you need a single date or a recurrence pattern, the first date must not start within 72 hours of the time you’re entering the request. The system will only provide available rooms that fall after this 72-hour window.









Reoccurrence patterns can be set in a daily, weekly, monthly or random pattern. As a reminder a reoccurrence is always based on the time of the event. If multiple dates with different times are needed they should be entered as separate bookings within the same record. How to accomplish keeping these like records together will be discussed later in the manual.

Daily Recurrence – should be used when you need to schedule several days that occur in a pattern based on days. You must set the recurrence using the 'Every' button. If you choose '1' you'll get every day, '2' will give you every other day, etc. If the dates pass through the weekend you can choose to keep them if needed or remove Saturday/Sunday by checking the "Weekday Only" button.

Weekly Recurrence – should be used when you need to schedule several days that occur in a pattern based on weeks. Under the 'Repeats' option, choose the 'weekly' option from the drop-down menu. You must set the recurrence using the 'Every' button. If you choose '1' you'll get every week, '2' will give you every other week, etc.

Monthly Recurrence - should be used when you need to schedule several days that occur in a pattern based on months. Under the 'Repeats' option, choose the 'monthly' option from the drop-down menu. You set the recurrence by choosing

to use 'On Day or the 'On The' option. Using 'On Day' will require you to choose the day of the month in addition to the monthly occurrence. For example, on the 15th day of every other month would look like this:



Using the 'On The' option will require you choose which occurrence of the day of the week (first through last) and the monthly recurrence. This option allows you to choose dates that occur one time per set number of months on the same week/day per occurrence. In the example above if 'On The' were chosen it would choose the first Sunday of every month.

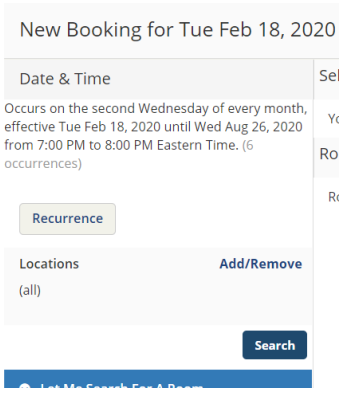
For daily, weekly and monthly recurrences, you must set a 'Start Date' and then the 'End Date' can be either a specific date or 'End After' will set the number of occurrences you choose. You'll notice if you choose the end date option it will provide a number of occurrences that happen within the designated time frame.

Random Occurrence - should be used when you need to schedule several days that do not occur in any pattern. You will be able to choose dates from a calendar. Simply use the arrows to move back and forth between months. You will only be able to choose dates that occur after 72 hours from the current time. To choose a date simply press the date. To remove a selected date just press it again.

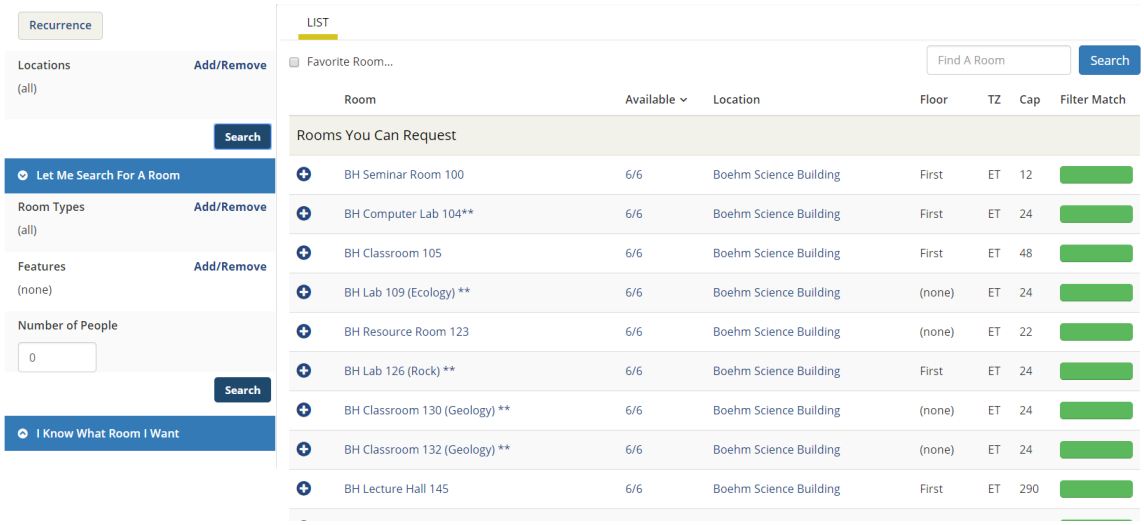
What remains the same on each recurrence option is your 'Start Time' and 'End Time'. As mentioned previously, this is they key to the recurrence feature. The time zone should always remain 'Eastern.' The start and end times should be the actual time of the event only. Additional time can be added both before and after the event through information gathered later in the room request process.

Regardless of which option you choose for your recurrence, hitting 'Apply Recurrence' will put your occurrence into effect and will bring you back to the 'Room Request' screen. You should note your recurrence as pictured.

If there is a problem with the recurrence schedule simply hit the 'Recurrence" button to go back and fix the problem.



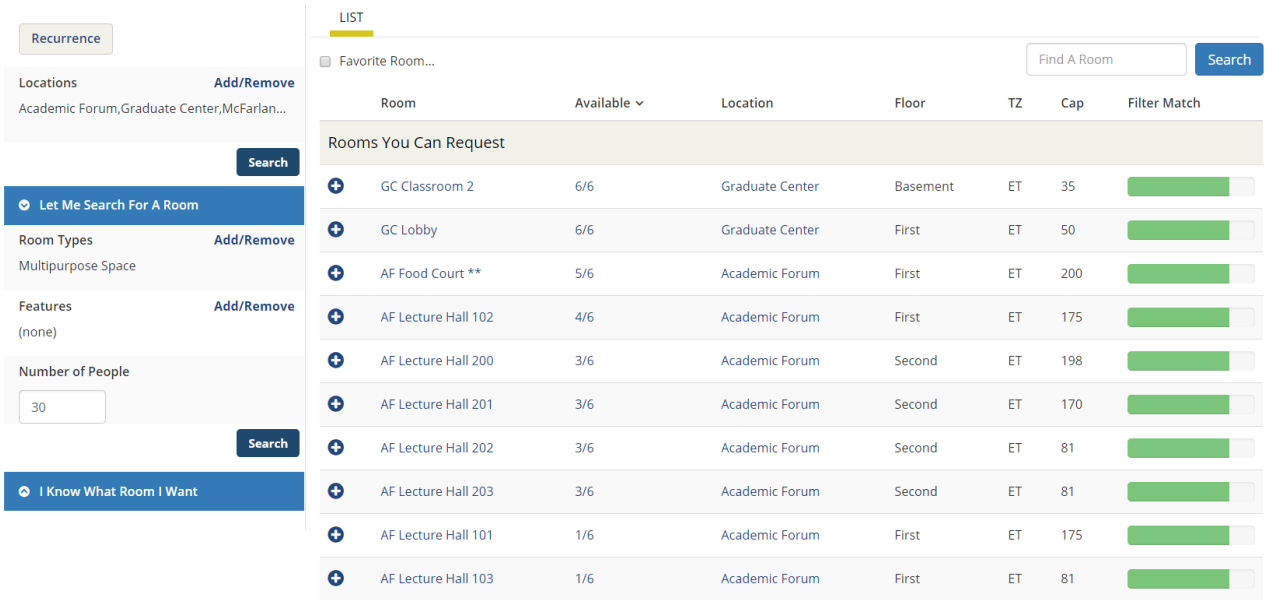
Once a date or recurrence of dates have been chosen, you can search for rooms without filters and anything that matches your parameters will populate on the right pane of the screen in building code and room:



Without the use of filters all available options will show. To add parameters to fit your room needs please fill out some or all of the filters. You may filter by location (buildings), room types, features or number of people you need to accommodate.

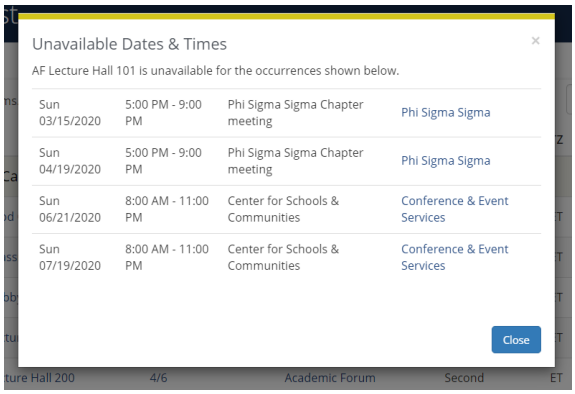
Below is a screenshot of rooms that have been returned that meet criteria of filters used to find an appropriate room. In this instance the location filter was chosen to only look for rooms within the Academic Forum, Graduate Center and McFarland Student Union building. Location is the criteria that holds the highest priority within the search for rooms and only those rooms matching the primary criteria within the top left section is included.

Below this the filter of 'Room Type' was chosen as multipurpose space. The filter of 'Number of People' was used as 30 people. The filter of 'Features' was not used in this example. These filters are considered secondary and do not necessarily prevent a room that matches the primary filters from being shown as an option.

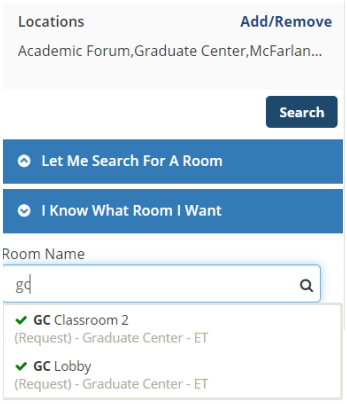


The rooms that came up as options in the right pane are available for request. Available rooms are listed in order that they meet the criteria by alphabetical room code location. In this instance the top three available rooms have all 6 occurrences available within the desired locations (the primary criteria) but they don't necessarily meet the secondary criteria of room type of a multipurpose room. If you look to the far right of the rooms options you'll see the green filter isn't completely filled for this reason. You must pay attention to the 'Available' column if you're using a recurrence to make sure the room is available for each occurrence. If you find the room you prefer but see that it isn't available for each occurrence you can see which dates are not an option. In the example below only 2/6 occurrences were available

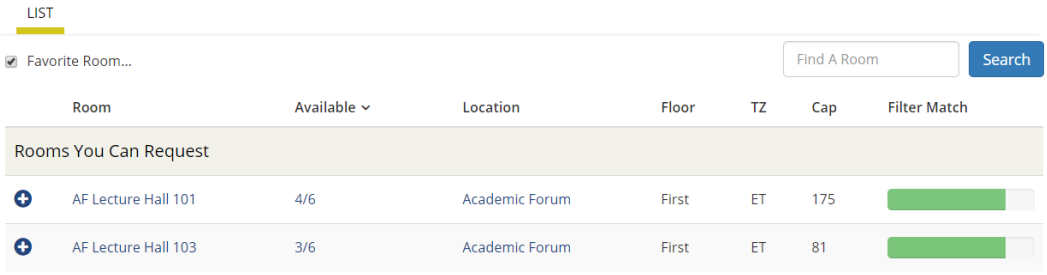
in room Academic Forum 101. You can check what's not available by pressing the '2/6' to get more information. The unavailable dates are listed along with events that are scheduled. Also, if you need more information about any room, press the blue room name and more information will be provided including features and pictures if available.



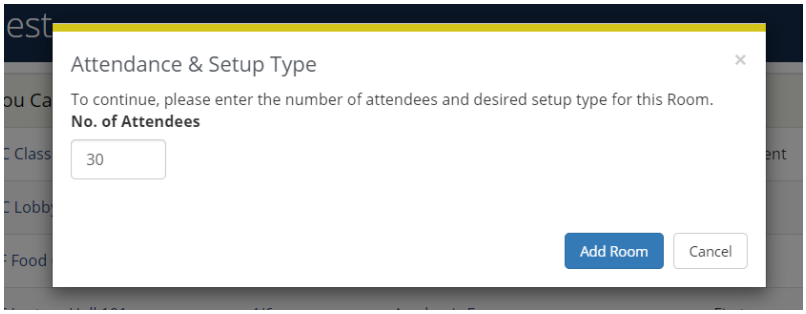
You can search for a room specifically by using the "I Know What Room I Want' option to narrow the search to only the room you're looking for. In this example by typing 'GC' into the search box two options came up as rooms matching the criteria. To use this feature, type the building code first. Only rooms with a green check mark are available to request. Find a list of building codes at the end of this manual.



One more feature that is helpful is searching for open space within your favorite rooms. If you have chosen favorite rooms you can submit your search parameters and then check the 'Favorite Room' box to see only rooms you have chosen as a favorite location. (Favorite rooms are set up in your personal account settings.)



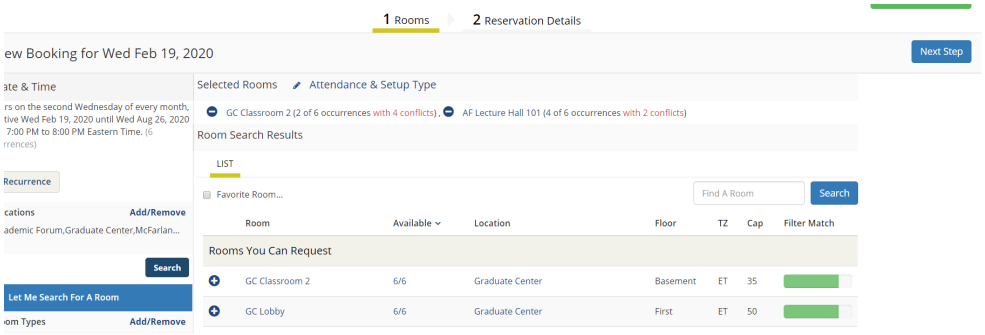
Now that you have seen the rooms that are available for your needs, you need to choose one or more to continue the request process. In order to choose a room, click on the blue plus sign ⊕ to the left of the room name. You'll then see a box asking for your 'Attendance & Setup Type'. If you entered a number in your search criteria it will automatically populate in this box. If you haven't, you must add it now and then press the blue 'Add Room' button. Of note, we do not require a setup type to be determined here which is why it is not required to move forward.



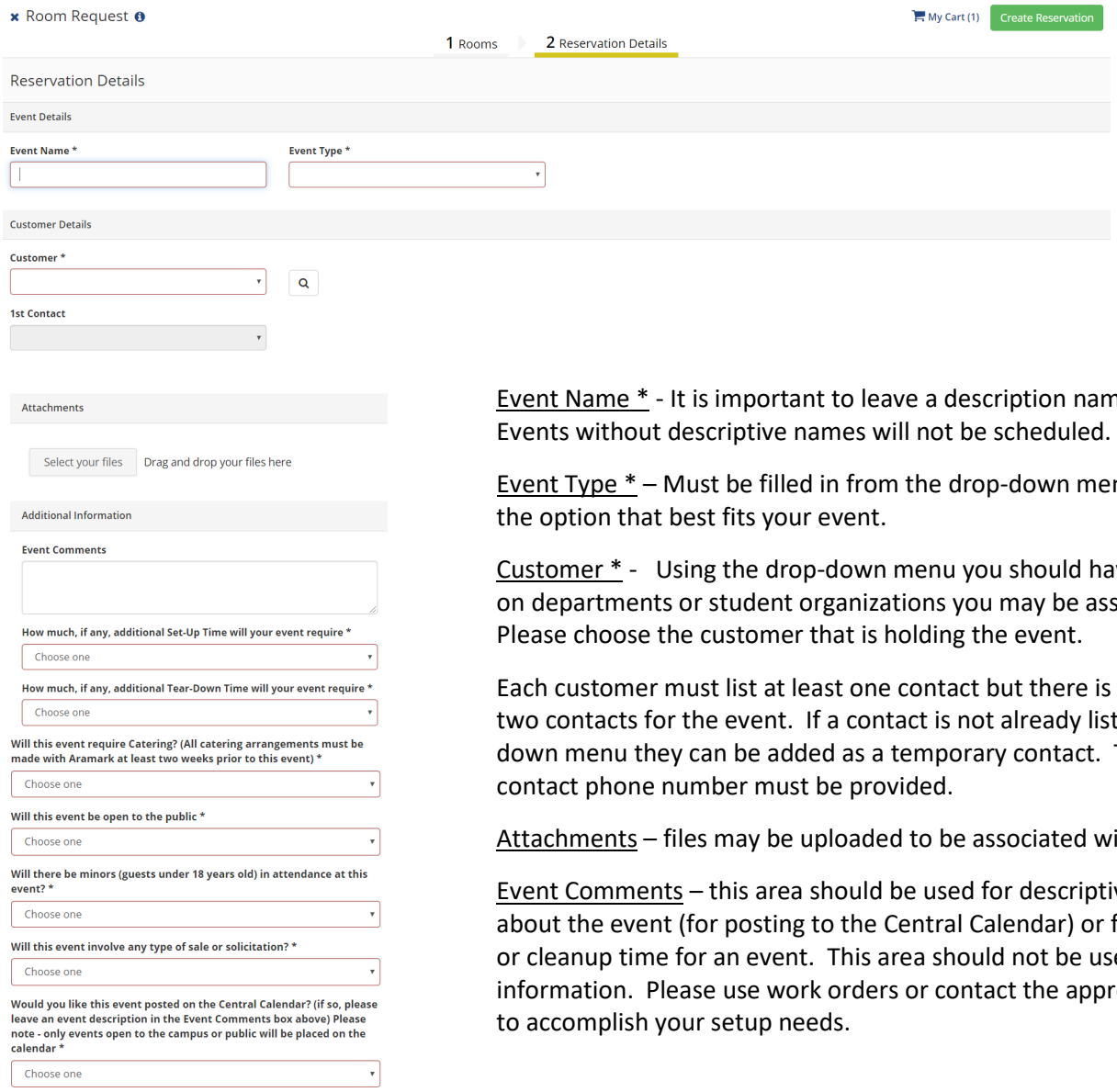
Once you've chosen a room and if you have a recurrence set that had remaining room needs you will get this screen which will allow you to fill the remaining needs or skip them. To fill them, choose the room you'd like and add it to your reservation request.



Once you have chosen rooms you'll see that rooms have been added in the section above the Room Search Results section and into the Selected Rooms section. Once all of rooms are chosen you're ready to move forward with the request. You can either choose the blue 'Next Step' button or the '2 Reservation Details' link to continue.



You must fill out reservation details next.



Event Name * - It is important to leave a description name for your event. Events without descriptive names will not be scheduled.

Event Type * – Must be filled in from the drop-down menu options. Choose the option that best fits your event.

Customer * - Using the drop-down menu you should have options based on departments or student organizations you may be associated with. Please choose the customer that is holding the event.

Each customer must list at least one contact but there is the ability to add two contacts for the event. If a contact is not already listed on the drop-down menu they can be added as a temporary contact. The name and contact phone number must be provided.

Attachments – files may be uploaded to be associated with the record.

Event Comments – this area should be used for descriptive information about the event (for posting to the Central Calendar) or for extending setup or cleanup time for an event. This area should not be used for room setup information. Please use work orders or contact the appropriate personnel to accomplish your setup needs.

The questions that follow are all required before the room request can be processed. Each question is used to process further information about the event and should be considered carefully. They are meant to add setup or tear down time to an event; alert catering about possible needs; determine if the event is closed, open to the campus only or the general public; determine if we are following the law in regards to minors on campus; determine if we are following sales and solicitation policies; and whether an event should be posted to the central calendar.

Once all of these questions have been answered, the room request is ready to submit by pressing the green 'Create Reservation' button. Please note, all questions that contain an * are required and the event will not be able to be submitted if not answered.

You will receive an automatic request confirmation via email (if you did not opt out of receiving them) from the EMS system. This confirmation means that we have received your request and it will be scheduled according to scheduling policies. See example below:

Conference & Event Services
Kutztown University
Education House - PO Box 730
Kutztown PA 19530
USA
610.683.1359 / Fax: 610.683.4804

Virtual EMS Request Summary

Customer	Reservation 286525
Honey Svoboda	Event Name: EMS TRAINING RECORD
Conference & Event Services	Phone: 610-683-4834
KU	Fax: 610-683-4804
Kutztown, PA 19530	Email Address svoboda@kutztown.edu
USA	Event Type: Workshop
	Status: Web Request

bookings	Quantity

Thank you for your REQUEST. Once your request is confirmed you will receive an additional email stating the updated status of this reservation.

Your request details are listed below:

Event Comments

This record is being entered to show how to create a reservation request online

Wednesday, March 11, 2020

7:00 PM - 8:00 PM EMS TRAINING RECORD (Web Request) GC GC Classroom 2

Classroom for 30

Wednesday, April 8, 2020

7:00 PM - 8:00 PM EMS TRAINING RECORD (Web Request) AF AF Lecture Hall 101

Classroom for 30

Wednesday, May 13, 2020

7:00 PM - 8:00 PM EMS TRAINING RECORD (Web Request) AF AF Lecture Hall 101

Classroom for 30

Wednesday, June 10, 2020

7:00 PM - 8:00 PM EMS TRAINING RECORD (Web Request) AF AF Lecture Hall 101

Classroom for 30

Wednesday, July 8, 2020

7:00 PM - 8:00 PM EMS TRAINING RECORD (Web Request) GC GC Classroom 2

Classroom for 30

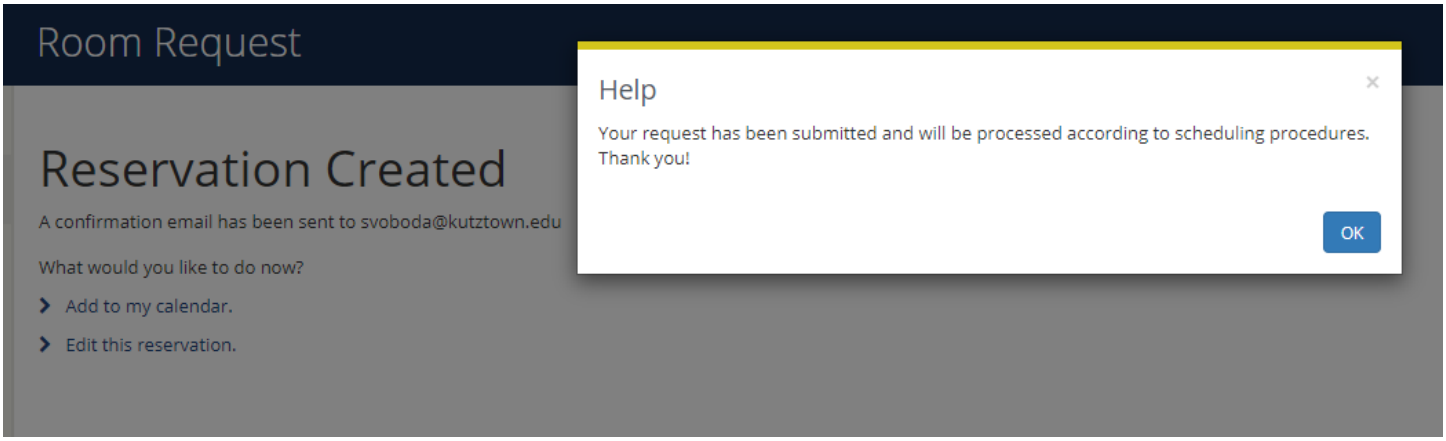
Wednesday, August 12, 2020

7:00 PM - 8:00 PM EMS TRAINING RECORD (Web Request) AF AF Lecture Hall 101

Classroom for 30

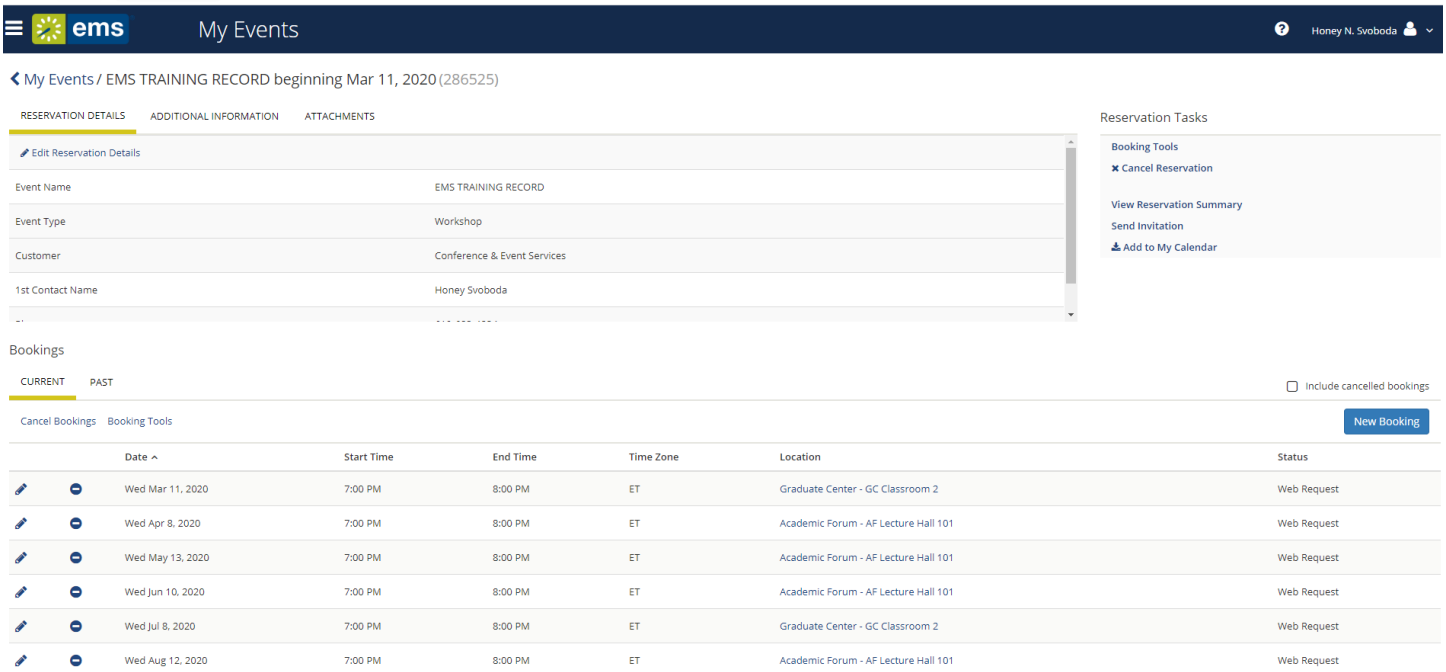
Remember you can now access all of your requested events by logging into your account online. You can change or delete any of the events submitted through your account up to three days prior to the event date. If you need further assistance please feel free to contact us. Thank you for using Virtual EMS.

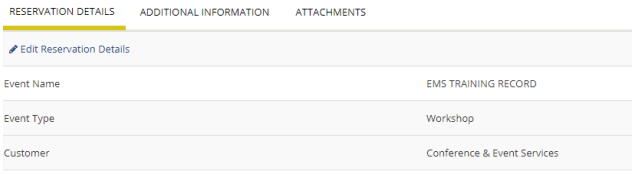
Your screen will move to this:



Once you hit the blue 'OK' button you will have the ability to either add the event to your Outlook calendar or edit the request. Please note – the add to calendar link seems to work better in some browsers over others.

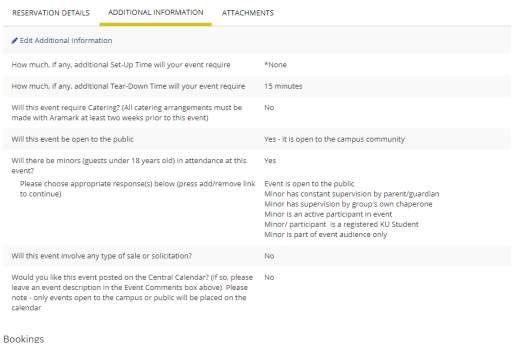
If you choose to edit your request you'll come to this screen:

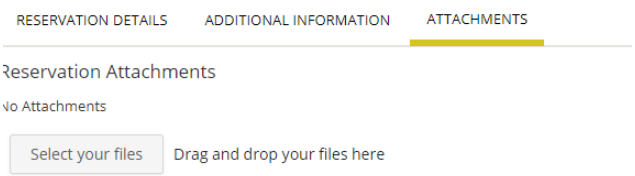




If you'd like to Edit Reservation Details you can choose this option from the top left pencil and will have access to change items in the record. Items you can change would be event names, department/customer name, contacts.

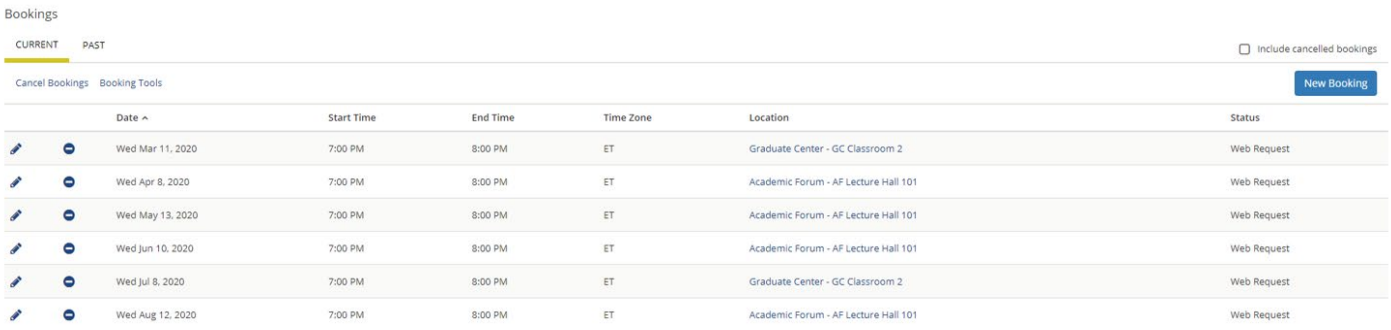
If you would like to change responses to any of the required questions, you'll need to hit the blue pencil under the Additional Information tab to make changes in this area.



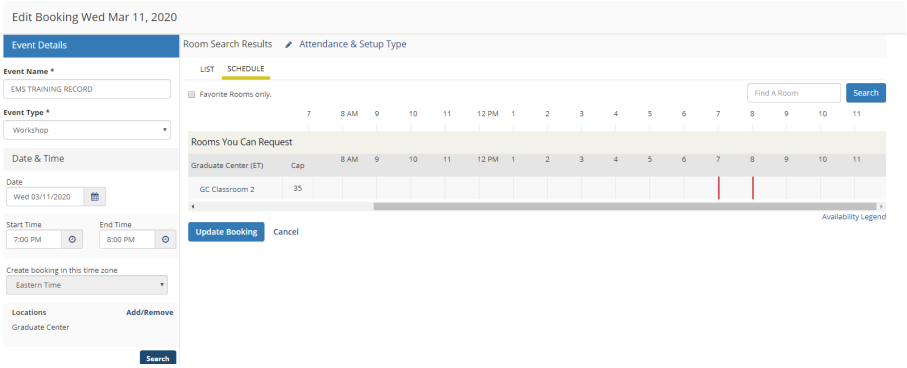


To add attachments to your document you can do so here. Attachments can be anything you'd like to keep with the record but keep in mind, there are limited people that can actually see them. A description or picture for the Central Calendar would be good options to use as an attachment.

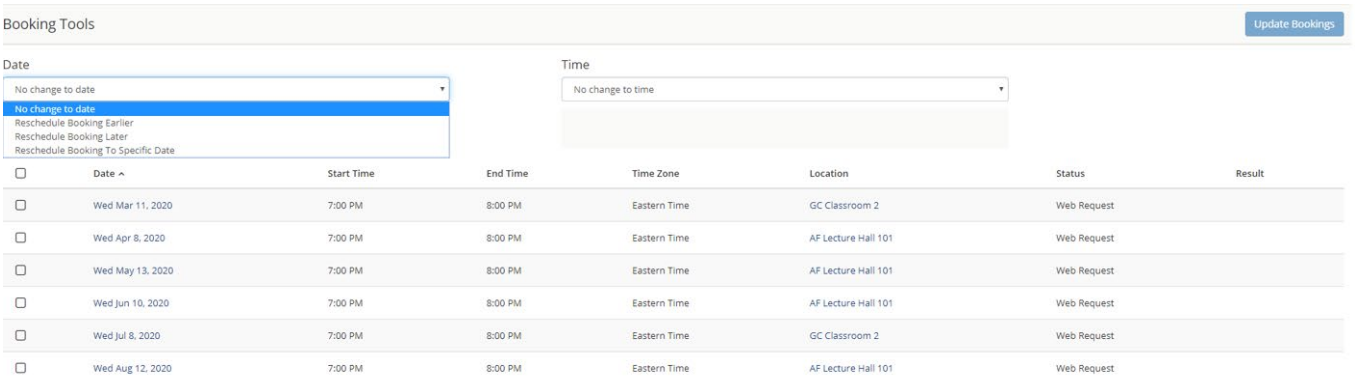
To edit the dates or times, you can either choose to change one at a time by using the blue pencil to the left of the date that needs to be changed or to change multiple pieces at one time you can use the Booking Tool option.



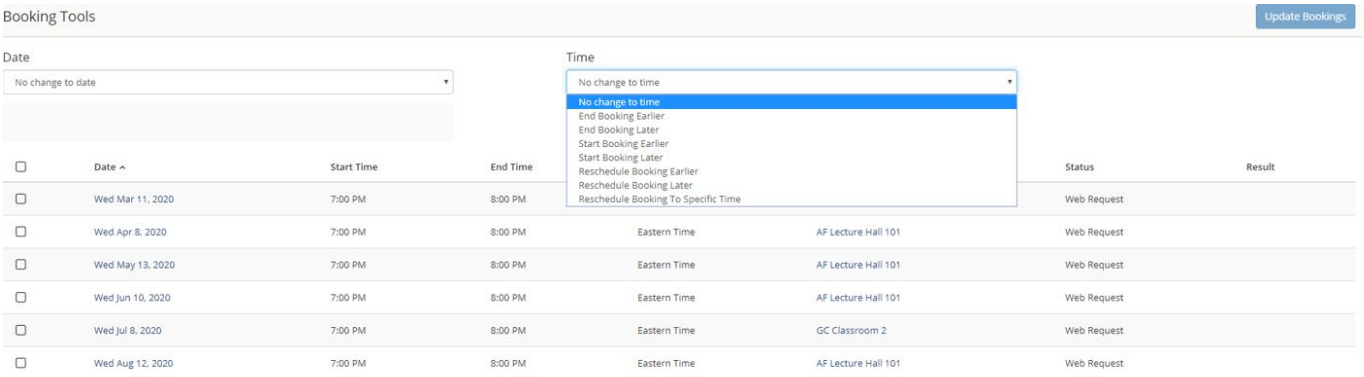
To change a single booking click on the blue pencil to the left of the date to be changed and this screen will appear. You can change the event name, event type, date, or time from this screen. The legend shows what is immediately before or after your requested event time (your time is listed in red). Once changes have been made hit update booking and those changes will be saved. You will then be returned to the screen shown above with the changes reflected.



To change multiple events at one time, for their date or time only, please select booking tools to get to this screen:



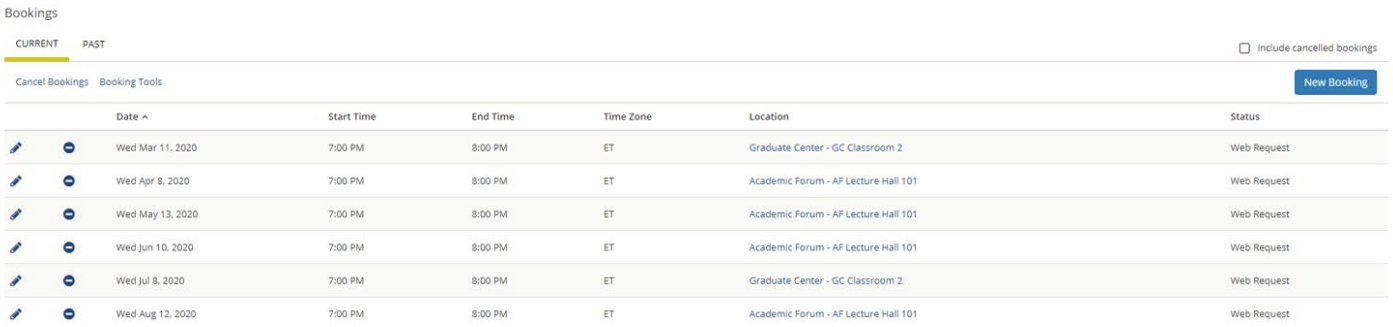
While using this tool it's important to have one option chosen from each section (see above and below for options on each). The default will be no changes to either the date or time. Depending on the choices you make another box will open asking how many days, a specific date, or how much time or specific time is needed for the change. Only the events that are checked off will be changed once you apply the change by hitting the blue 'Update Booking' button.



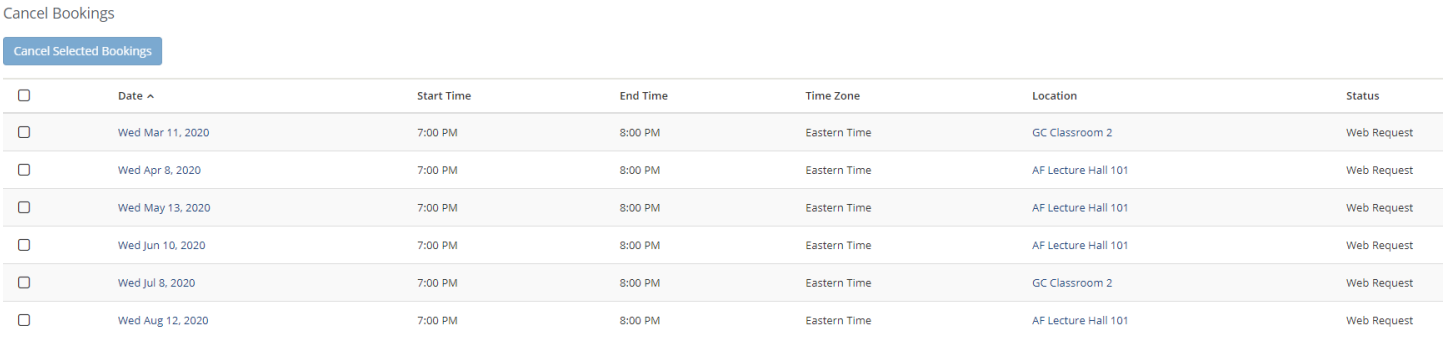
Once changes are made you'll be returned to the reservation event main page to see your changes reflected here. One thing to note when making changes to any event, the booking if it is actually confirmed (scheduled) will return to web request status. Changes to date or time will need to be confirmed by Conference & Event Service personnel again to make sure there are no conflicts.

To cancel bookings, it is handled in a similar fashion. Events can be cancelled either singularly or multiple events in the same record can be handle in by using the 'Cancel Bookings' option. Additionally, the entire reservation can be cancelled all at once.

To cancel single a single booking, simply press the blue minus sign shown in the example below.

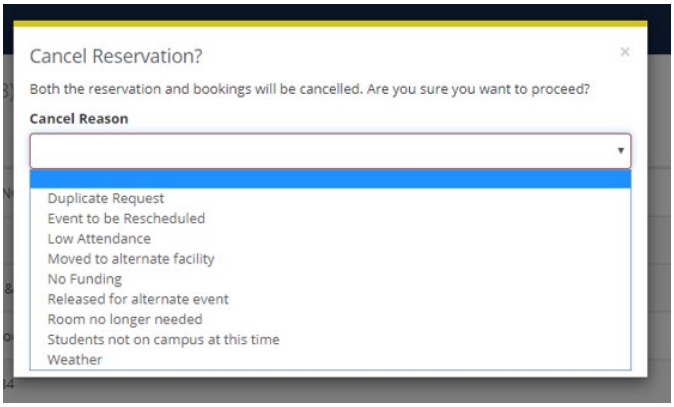


To cancel multiple bookings at once, choose the Cancel Booking option and select the dates that need to be changed and press the blue "Cancel Selected Bookings' button.



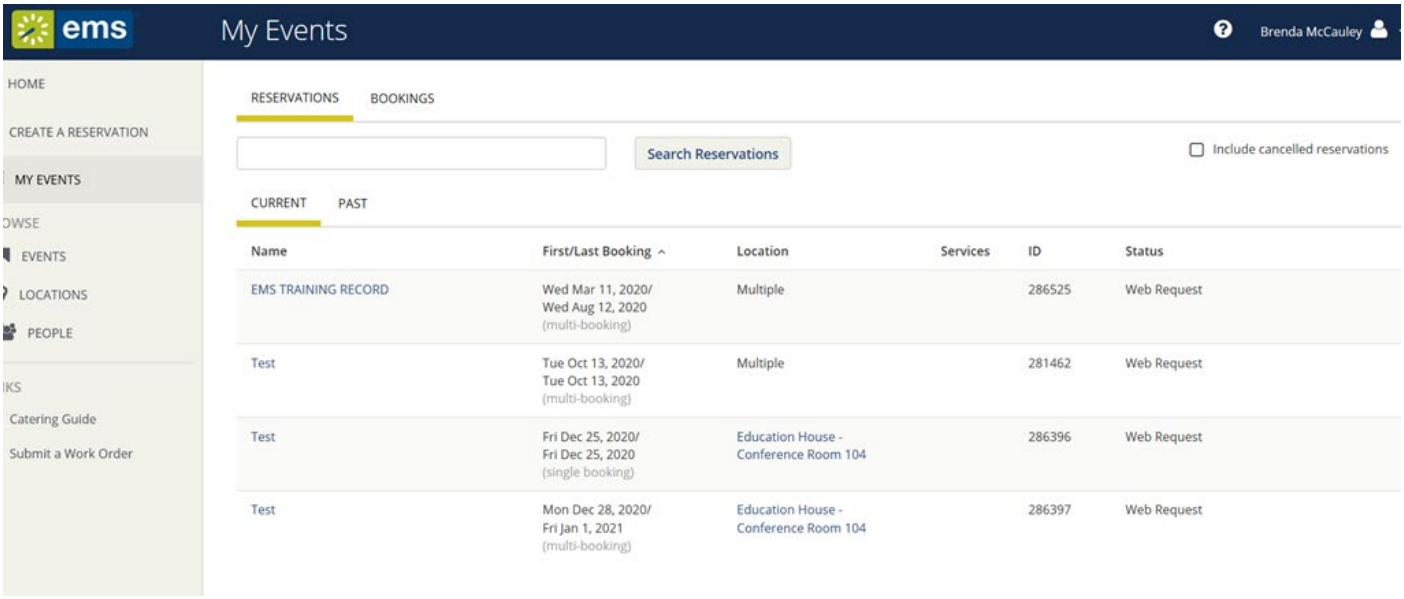
Additionally, the entire reservation and all of its bookings can be cancelled from the reservation's main page by choosing cancel reservation. In all cases, once a cancellation is selected, a box will open asking for the cancellation reason. Choose the option that fits best and leave any notes you'd like associated with the record (if any).



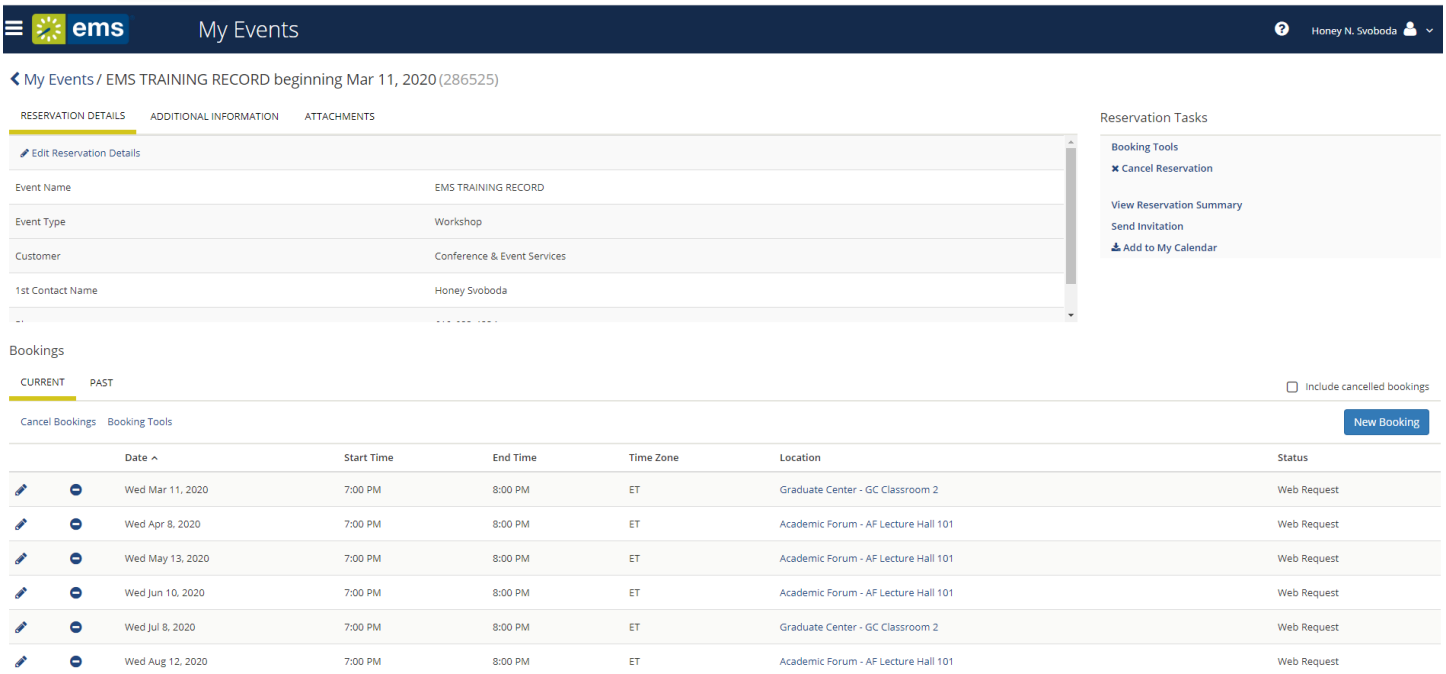


MY EVENTS

In order to find a comprehensive listing of all of the events listed under your User record, press the 'My Events' link on the left-hand menu to get to the screen below. From here you can see all of the reservations that are associated with your user record.

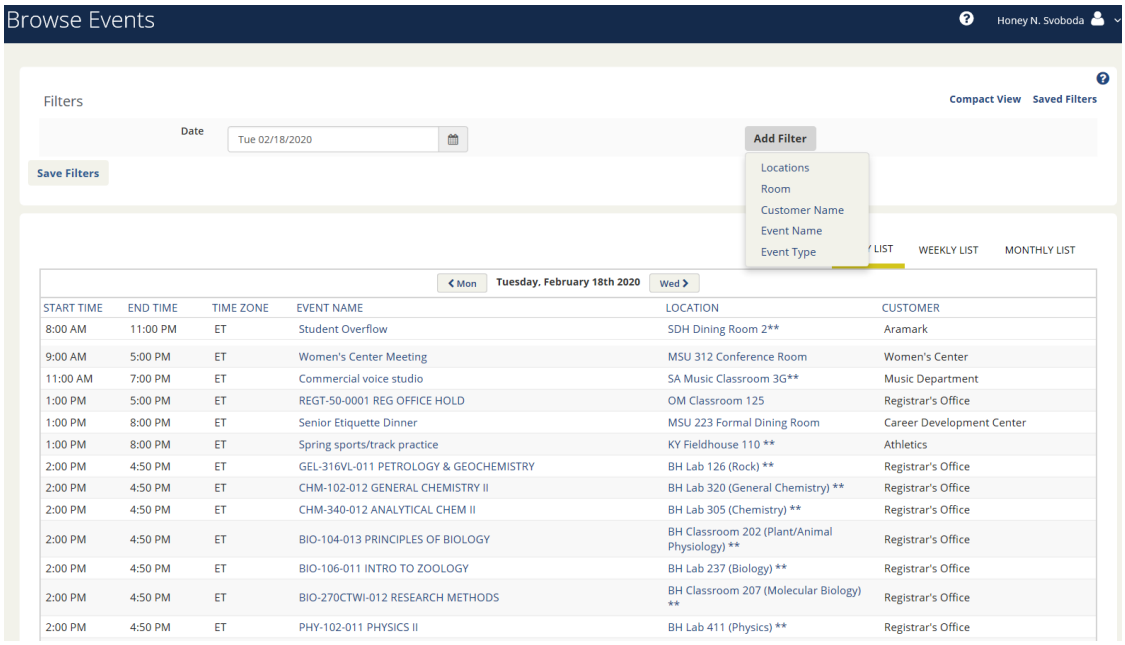


In order to make any changes to the records or to view their current status, please click on the event name to get to the screen below. Any changes you can make to the record were described above in the CREATE A RESERVATION section. You can view current or past reservations but you can only change current reservations that are not within the 72-hour window for making changes. Any changes that are required within this window should be emailed to ConferenceServices@kutztown.edu.

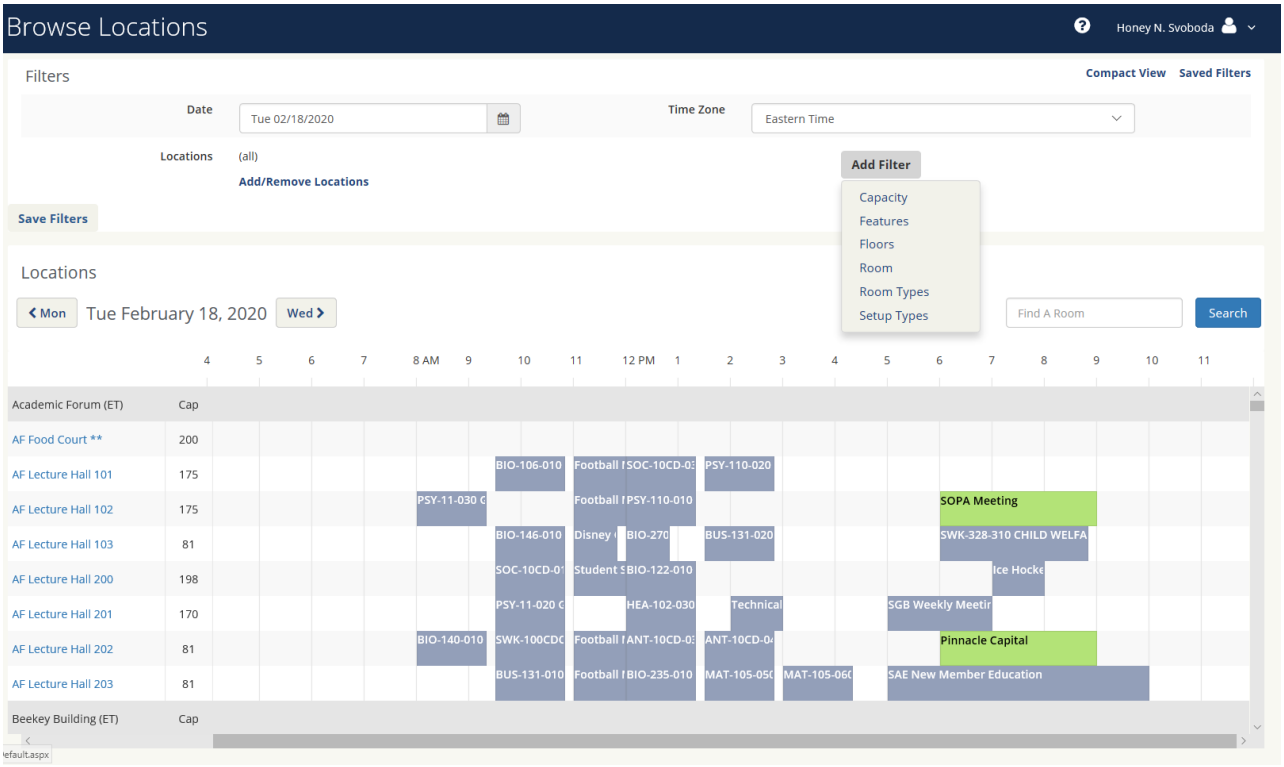


BROWSE

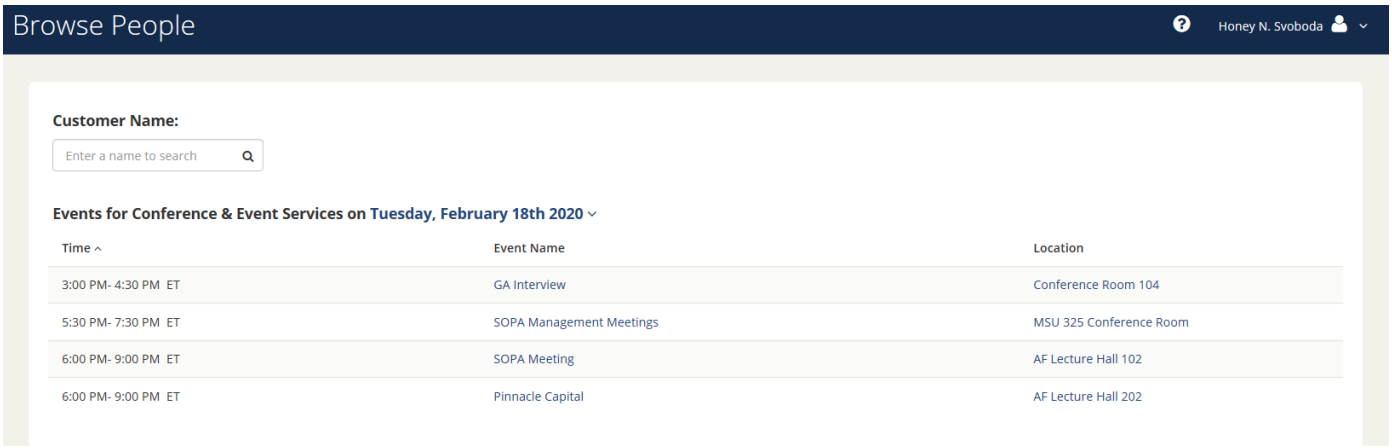
Events - shows the User all events that are currently scheduled in either a daily, weekly, monthly, weekly or monthly format. Filters can be used to narrow what is shown in this view by either Building, Room, Customer Name, Event Name or Event Type.



Locations – shows all events scheduled by building. The default is today's date but any date can be chosen. Filters can be used to narrow what is shown by Location(s). Additional filters can be used to sort by Capacity, Features, Floors, Rooms, Room Types and Setup Types.



People – shows you all events booked by department or student organization. You must match the name of the department or student organization according to how it is listed in EMS. A drop-down menu of possible matches will show once you start typing. The only filter available in this view is by date. Here is an example when searching Conference & Event Services:



Building codes to help navigate the system:

AF - Academic Forum
BH – Boehm Science Building
BK – Beekey Education Building
DF – deFrancesco Building
EH – Clarence Schock Education House
EX – Exterior Locations
GR – Graduate Center
HO – Honors Building
KY – Keystone Hall
LY – Lytle Hall
MSU – McFarland Student Union
MC – Multicultural Center
OM – Old Main
HC – PA German Cultural Heritage Center
LC – Rickenbach Learning Center
RS - Risley Hall
SA – Schaeffer Auditorium
SDH – South Dining Hall
SH – Sharadin Arts Building
SF – Sports Field/Court
SR – Student Recreation Center

If at any time in the reservation process you run into a problem or concern, please feel free to reach out to the office of Conference & Event Services for assistance. You can reach the office at 610-683-1359 or via email at conferenceservices@kutztown.edu. Thank you for using the EMS Room Scheduling program.

KUTZTOWN UNIVERSITY
CONFERENCE AND EVENT SERVICES