THE CITADEL

EMS Web App Reference Guide

The EMS Web App is a browser-based interface to EMS that helps you find and book available workspace as well as schedule and manage meetings, events, services, and more. With the Web App (formerly known as Virtual EMS), you are empowered to self-serve for specific meetings or workspaces or request reservations for managed spaces.

Table of Contents

Definition of Terms 3
Where to access EMS Web App 3
Requested Space 3
Questions/Need Assistance? 4
SITE Home/Sign In 4
Tool Bar 5
Making a Reservation 6
Search Filters 8
View Your Events (current & past reservations) 14
Editing a Reservation 15

Definition of Terms

- **EMS Web App** – The Citadel's space scheduling program for students, faculty, and staff.
- **Booking** – An individual meeting or event. A booking is a single date, time, and location. There can be multiple bookings within a reservation.
- **Reservation** – A group of bookings indicating the name of the event or meeting, the host, and contact for the event or meeting. A reservation can contain multiple bookings (e.g. a recurring meeting).
- **Space** – Any conference room, meeting room, classroom, lab, outdoor area, or athletic space available through EMS Web App.
- **Status** – Defines the status of a reservation or booking.
    - Web Request – the space requires approval before use
    - Confirmed – the space is booked and ready for use
    - Tentative – a requested space has been tentatively confirmed
    - Academic Bumped – a requested space has been denied use due to an academic class being scheduled in that space
    - Canceled – a booking has been canceled or denied by either the web user or admin user

Where to Access EMS Web App

https://ems.citadel.edu/VirtualEMS/ or through Lesesne Gateway Home > Links > Submit a Room Reservation Request (EMS).

Requested Space

All space has an approval process i.e. system or manual. System approval is automatic, space requiring manual approval have different approval windows (see below):

Space	***Comments / Restrictions***
Auditorium – Multi-Purpose	New bookings within a range of 180 days; booking cut-off is 48 hrs.
Auditorium – Theater	Auto-confirm; academic scheduling restriction*
Chapel	New bookings within a range of 730 days; new booking cut-off is 72 hrs.

Space	*Comments / Restrictions*
Conference Rm & Meeting Space	New bookings within a range of 365 days; new booking cut-off is 48 hrs.
Learning Room	Auto-confirm; academic scheduling restriction*
Outdoor Space – Non-Athletic	New bookings within a range of 365 days; new booking cut-off is 72 hrs.
Reception/Banquet Hall Request	New bookings within a range of 180 days; new booking cut-off is 48 hrs.
Riverview Room	New bookings within a range of 90 days;
Sports/Athletic Facility	New bookings within a range of 90 days
Swain Boating Center	New bookings within a range of 45 days

*Academic scheduling restriction – To accommodate academic scheduling, new bookings will not be allowed until after course registration is completed for the new semester. This information is noted on the EMS Web App site home.

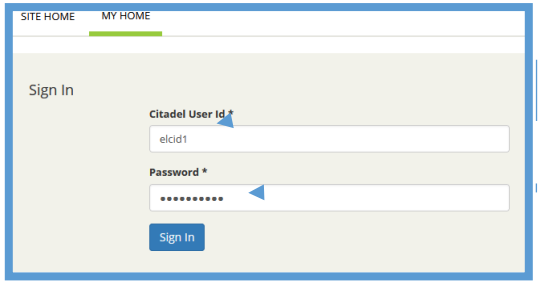
Questions/Need Assistance?

For questions or require assistance, contact the Director of Space Management at 843-953-6052 or adrake2@citadel.edu.

SITE HOME/Sign In

Welcome, Information page provides details of the system, changes, and new features.

Go to My Home, and the Sign In window will be displayed.

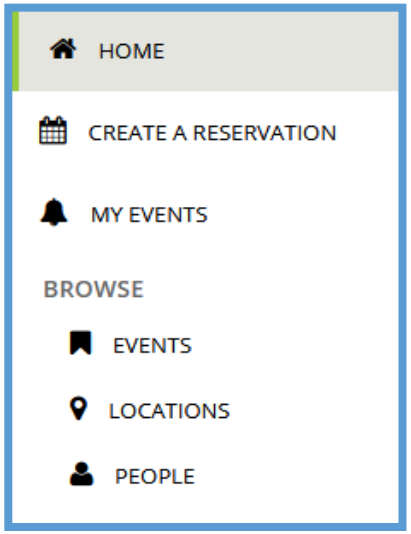


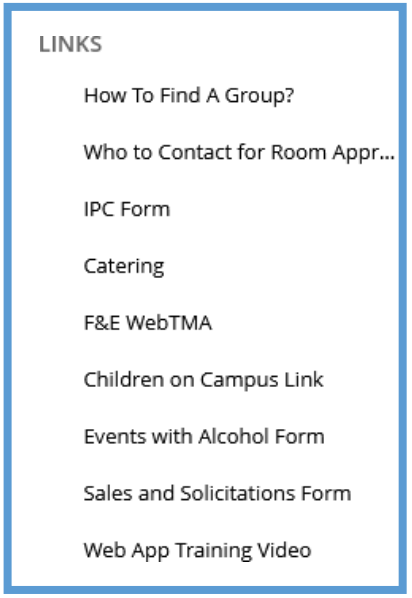
<Enter> Citadel User Id

<Enter> Citadel Password

Tool Bar

Once a user signs in, the toolbar images on the left, represents the toolbar found on the n the left-hand side of the screen:



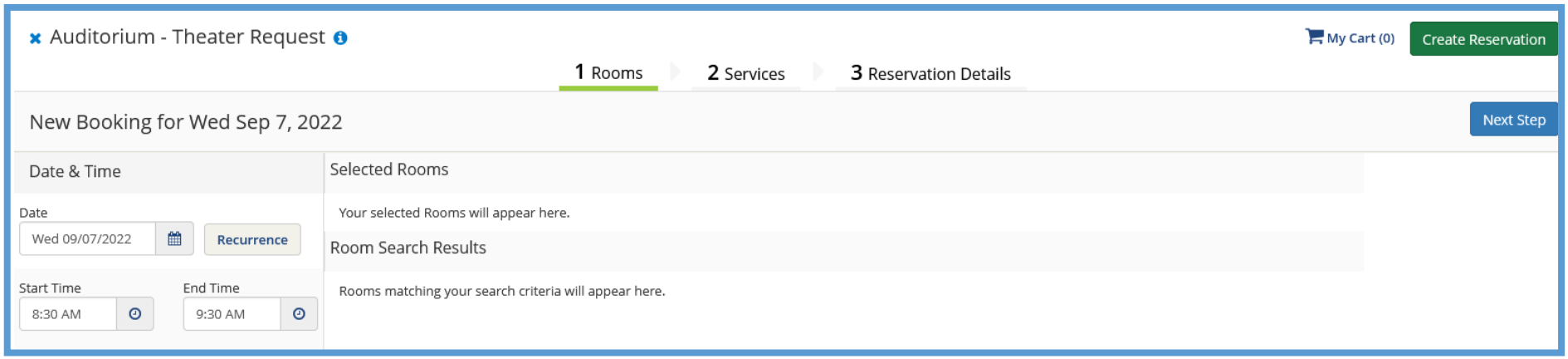


1. Create a Reservation
    a. My Reservation Templates – Users have access to several templates that will allow them to book space in buildings across campus. Many of these templates are organized by specific buildings or by room type. ex. "Swain Boating Center Request" or "Auditorium-Theater Request."
        i. Select the "about" button to learn more about the policies and procedures related to reservations in that reservation template.
        ii. Select the "book now" button that fits where you are trying to book and proceed to the next screen.
2. My Events – After submitting your request you can always come back to edit your request, add services, or edit the event description. My Events will always appear below Create A Reservation.
3. Browse – This allows users to view rooms on campus, with the room specifications and availability
    a. Browse Events: Gives access to an Events Calendar or listing that displays all events including academic classes taking place on campus.
    b. Browse Locations: Provides a grid view showing the availability of rooms across campus.
    c. People: An option to search by an organization to see what bookings they have for the current day.
4. Links – Various helpful links regarding specific functions like "How To Find A Group" or hyperlinks to various "online forms" or applications.

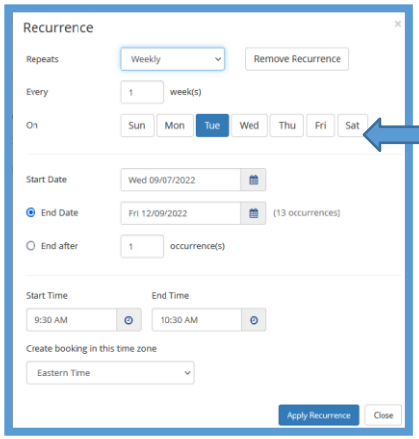
Making a Reservation

1. To make a reservation, click on the "book now" button on the reservation form that best corresponds with the space you would like to book. In this example an Auditorium – Theater style is selected.

2. The Room Request page will display based on the Request Form you have selected

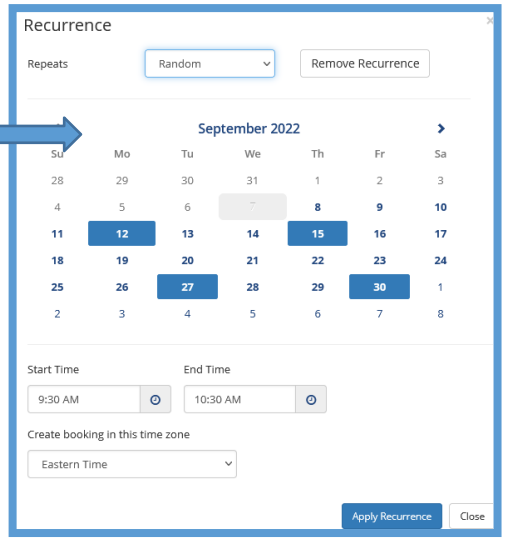


3. Choose a date (Options)
    1. Select the calendar icon to choose the date(s) from a calendar layout.
    2. Enter a date in the date field.
    3. Select the recurrence button for a recurring meeting to select daily, weekly, monthly, or random recurrences.

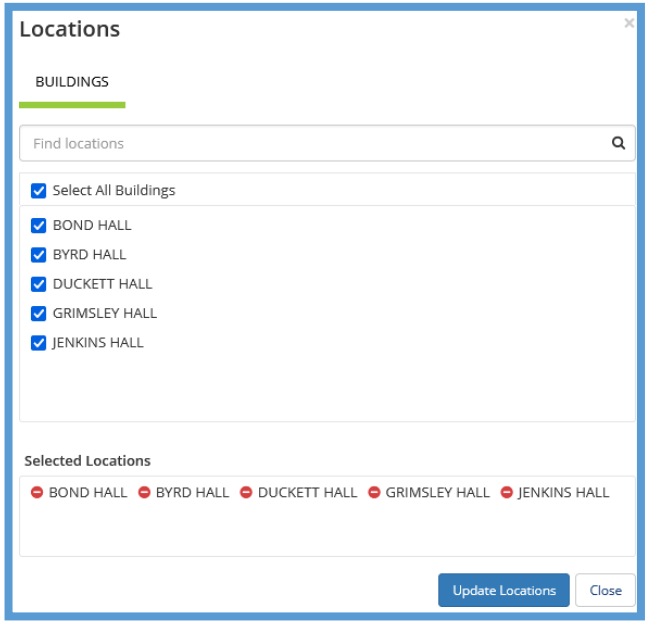


4. Recurring meeting examples:
   Random meeting examples:

Recurring	Random
Recurring = Daily, Weekly, or Monthly Every = 1 (every week); 2 (every other week). On = Select Day(s) Date = Start/End Date Time – Start/End Time	Random = Select multi-days from the calendar Time = Start/End Time



5. Select a Location
6. Select "Add/Remove"
7. The buildings assigned to that template will display in a window. Select a specific building or all buildings.
8. Click "Update Locations" to close the window.



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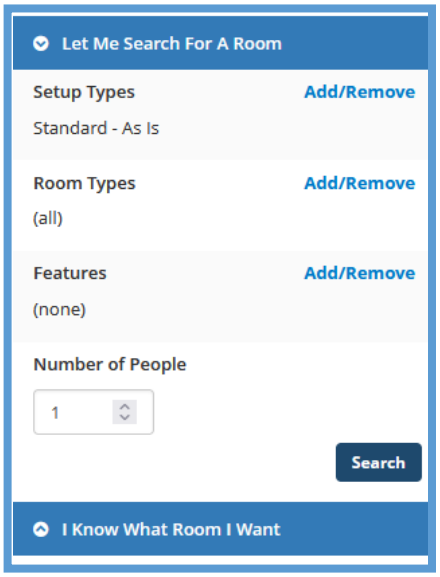
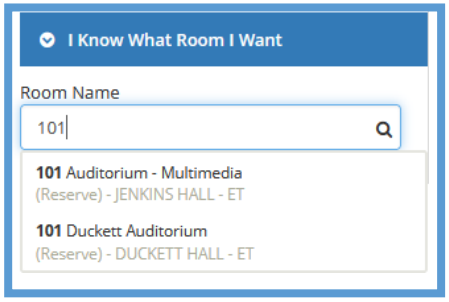
Search Filters



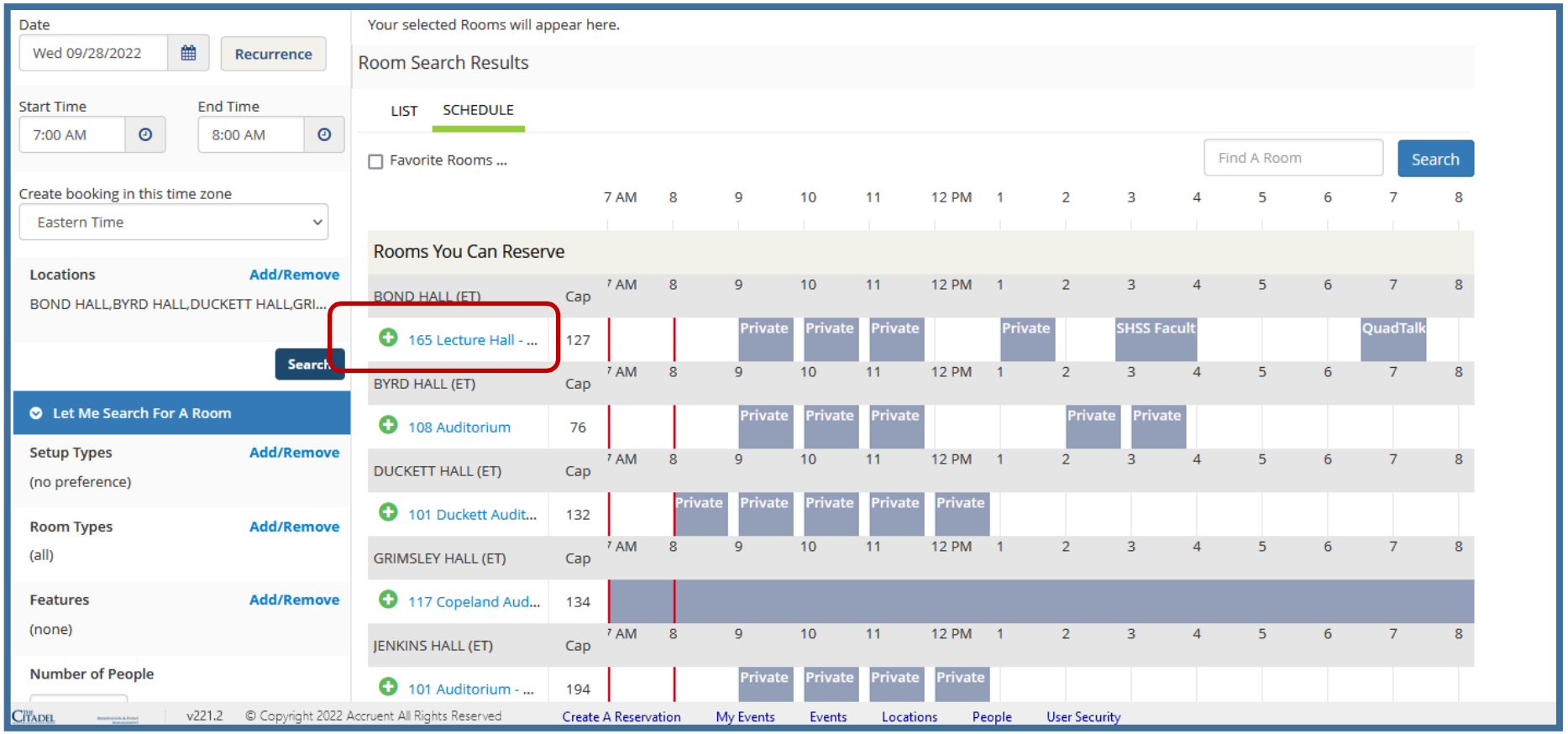
9. Filter by Setup Type
   - You can filter by Setup Type if you'd like to filter your results further; however, the system will return more results if you leave it unfiltered.
10. Filter by Room Type
    - You can filter by Room Type however; the system will return more results if you leave it unfiltered.
11. Filter by Features
    - You can filter by Features if you would like to filter your results further; however, the system will return more results if you leave it unfiltered.
12. Enter the Number of People you expect to attend your event (very important).
13. Click Search



14. Search if you know the room
    - Enter the room number*

*Remember which template is used, in this example the template is Auditorium – Theater Request and the search feature will only search for those rooms which fit the template. Example - If 295 were entered, the system would not find 295 Bond as that room is not part of the template.

15. A full list of available spaces will appear in a list or schedule format to the right of the date and time selection panel. Red lines will indicate the time you have chosen.
16. Select your space by clicking on the green plus sign to the left of the Room Name.
17. Click "Add Room" to make your selection.



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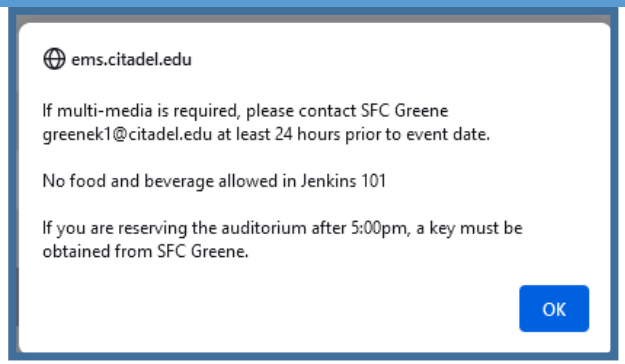
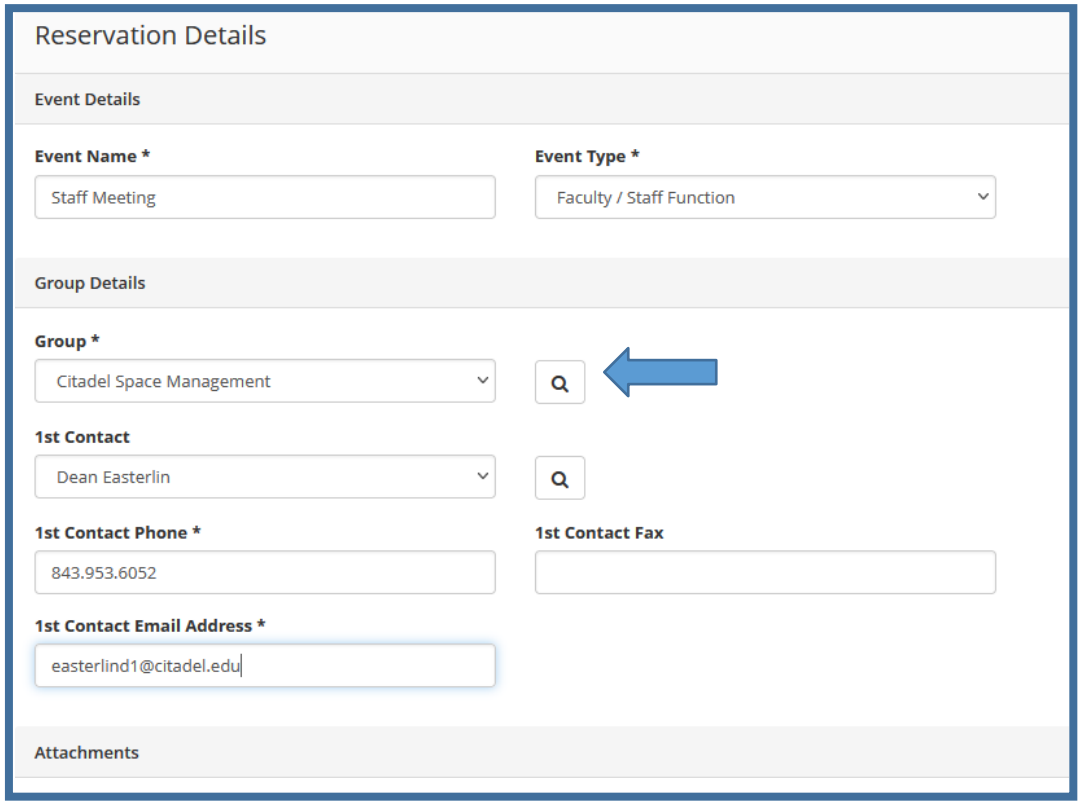
18. Room notes/messages may appear as a popup. This is information regarding the use of the facility. To clear the message click "OK."
19. Click "Next Step" or "2 Services" to continue the request.



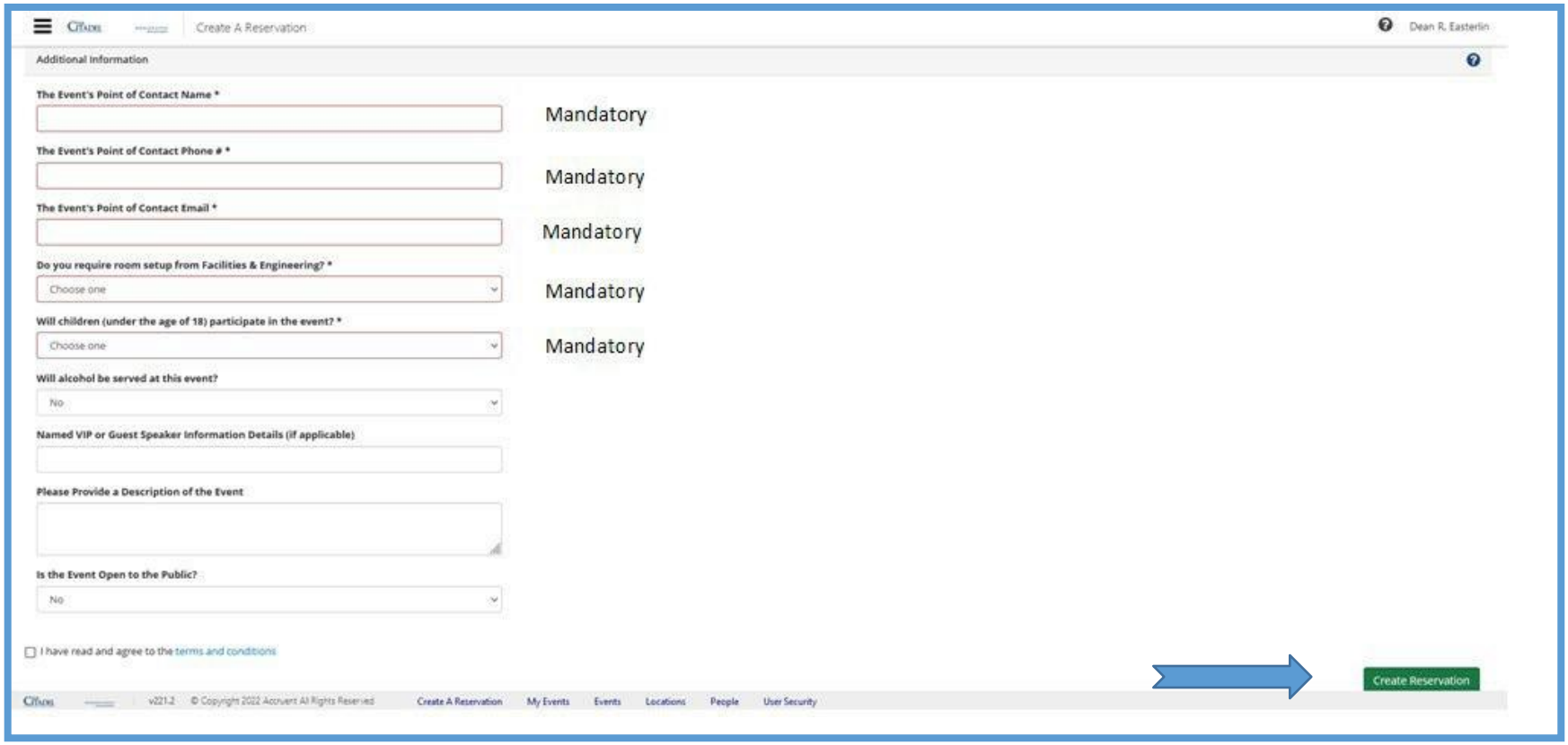
20. If applicable, you will enter your service needs for the event during this step. Available services will be listed.
    a. Be sure to enter a start and end time for the equipment needs.
    b. You will also enter any notes for the building administrator in the Setup Notes section.
    c. Once you have selected services and added your setup notes, click "Next Step."

21. Enter the Reservation Details:
    a. Event Name – Name of the Meeting or Event
    b. Event Type – Select the option that best describes what kind of meeting or event you are planning
    c. Group Details- The group you are connected to. How to find your group?
        - Look for the magnifying glass to the right of the Group* field.
        - Click this icon and a search window will appear. From this window you can search your group, note all Citadel-related groups begin with the word "Citadel <blank>", all academic departments "Citadel Department of <blank>" Type in your search, and when your group appears click on it and close the window. Now the group will appear in the group field or if you have, multiple groups appear by using the drop-down arrow.



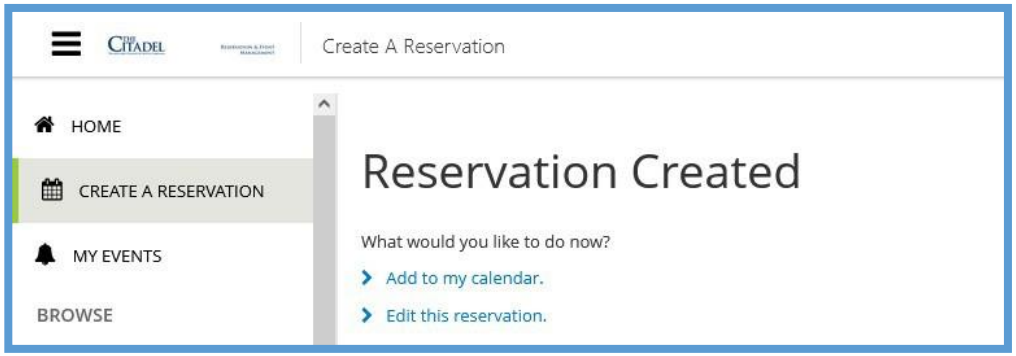
- The contact will default to the group's primary contact (if available) or allow selection from the drop-down. This can be changed in two different ways 1) Using the (temporary contact) from the drop-down arrow insert the name/phone/email. 2) If the contact needs to be attached to the group, please email adrake2@citadel.edu with your name, email, and phone to update.

d. Additional Information:



- Answer the appropriate Other Information Questions.
- Answer boxes outlined in red are mandatory.
- Click on "terms and conditions" to read the terms and conditions for the space you are requesting before clicking the checkbox.
- Click "Create Reservation"

22. Reservation Created

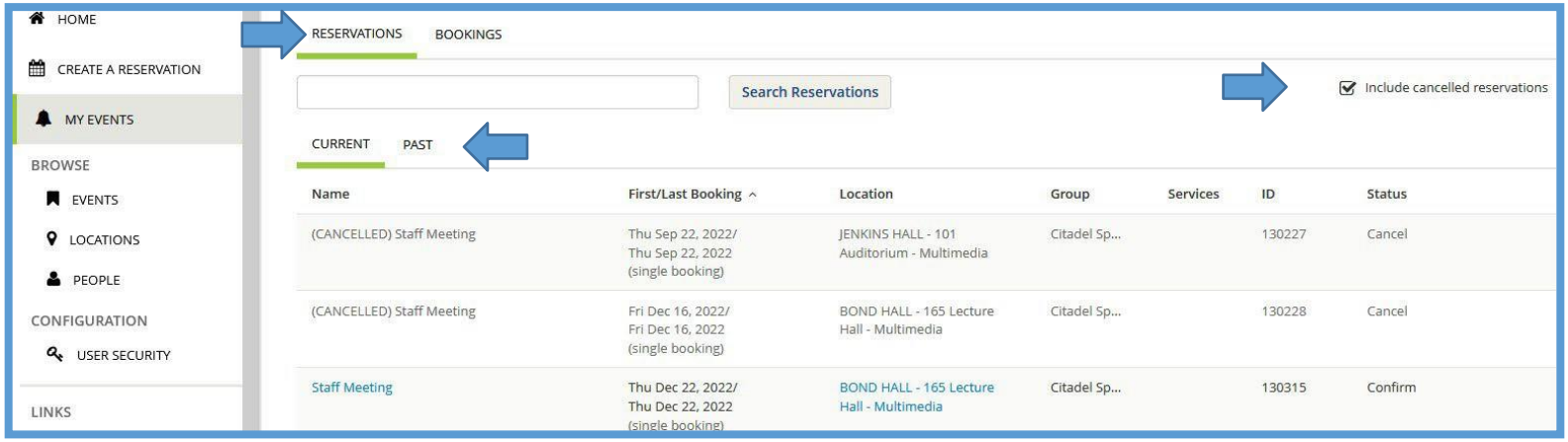


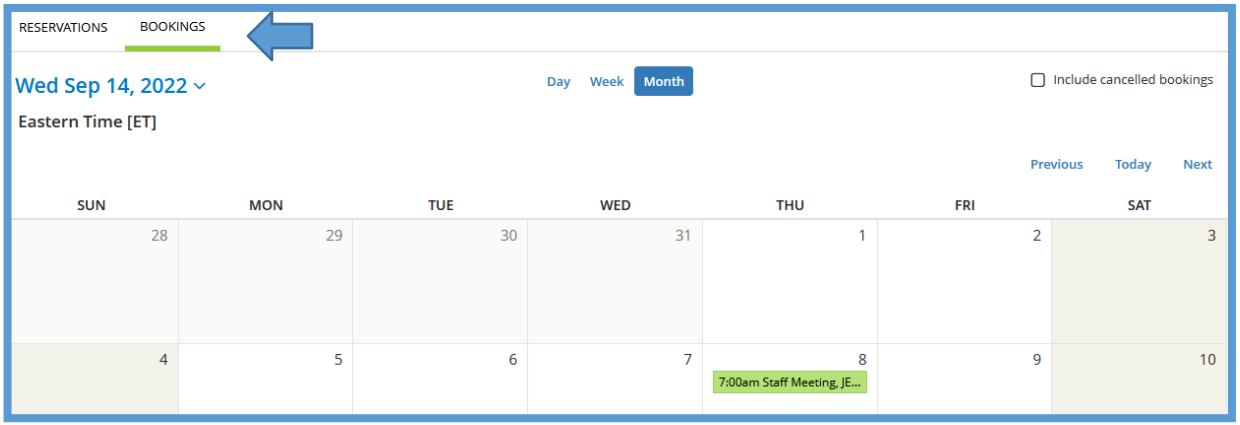
a. Add to my calendar
   - Allows a user to place the reservation on Outlook Calendar

b. Edit this reservation – See My Events

View Your Events (current & past reservations)

1. My Events on the left-hand toolbar will take you to a summary of your reservations or bookings.
   a. From here you will be able to cancel or edit any reservation you have made. Also, use the Search Reservation feature to find reservations.
   b. If you ever need to see your past reservations, click on the Past tab, next to the current tab.
   c. If you ever need to see reservations that are canceled, click the checkbox next to Include canceled reservations.





   d. View Bookings by Day, Week, or Month. Also, use the Search Booking (Day view only) to find the booking.

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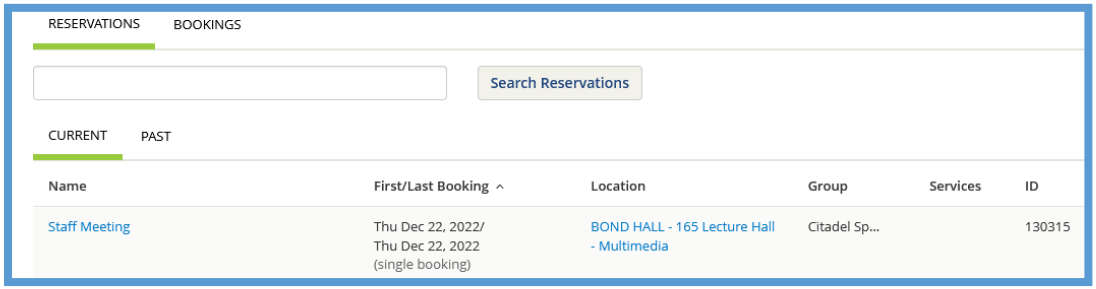
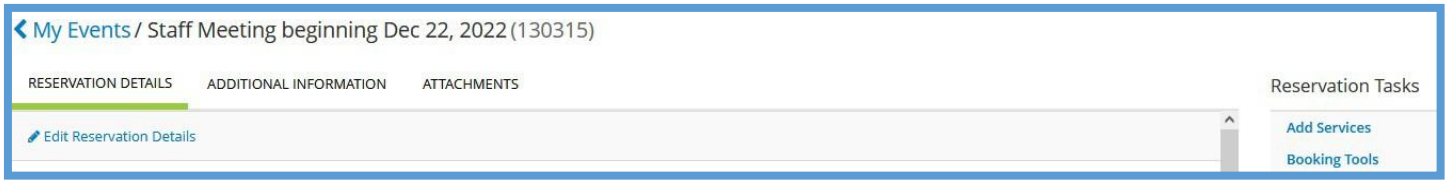
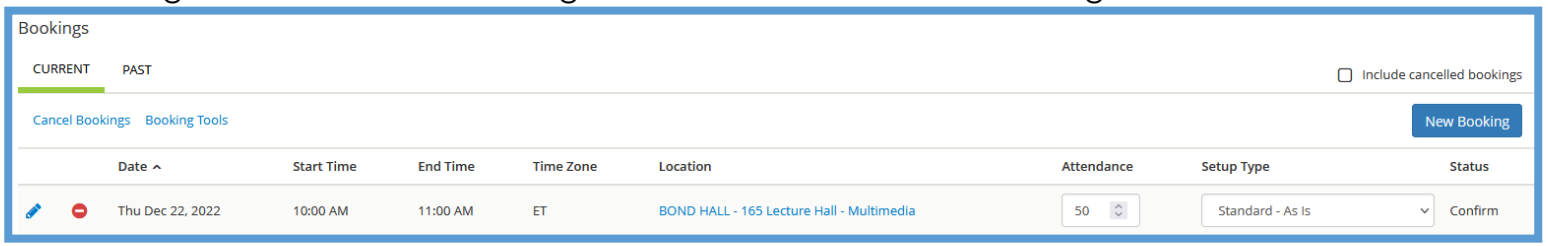
Edit a Reservation

1. To edit reservation details, booking details, add booking, and change dates or times.
    a. Find your event via View Your Events.
    b. Open the Reservation screen by selecting the event name.
    c. Under the heading "RESERVATION DETAILS", select "Edit Reservation Details." (Other options = ADDITIONAL INFORMATION OR ATTACHMENT; select edit xxxxx).





    d. Update event information.
    e. To edit booking details, click on the pencil icon.
        - Update event details; add a room, change time or date. Confirm by clicking "Update Booking".
    f. To edit select Booking Tools to make changes to date and time.
    g. Select the "New Booking" button to add additional bookings to this reservation.



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