

## Virtual EMS (Event Management System) Information and Instructions

### Website/Log-In/Account

- Virtual EMS Website: From Inside Scripps, select Students, Faculty, or Staff menus and select “Facility Reservations” from the options presented. Click on the link to the “Virtual EMS Reservation System” to access the site.
- To check for available space, click the “Browse” link in the top navigation bar.
- To reserve a room, click the “My Account” tab.
  - Log-in using your GroupWise email address (i.e. ssmith@scrippscollege.edu); password is your 8-digit Scripps ID number beginning with the number **2**.
    - **Students Note:** Under “My Account” tab – click “Create an Account” and follow the directions on the “Account Management” page.
    - **Faculty/Staff Note:** If you are unsuccessful logging in, go to “Create an Account.”
- Once logged in, you may wish to change your password; select “My Account”, “Edit My Account.”

### Web Reservation Request and Available Services

- Click on the “Reservations” tab and select “Web Reservation Request” to start your room request.
  - Web requests must be made **at least two business days in advance**.
  - Classroom requests for use other than scheduled classes for next semester will not be accepted until **after class assignments have been made** (November 15 for spring; April 15 for fall).
- Follow the instructions on the website (point by point) to complete your request for a room.
  - **Only facilities that are available (not already booked) and meet the number of attendance will appear in the “Find Space” results.**
  - Make your selection by clicking on the + sign. Click “Continue” to navigate to the “Details” page.
- Enter your event information into the form on the “Details” page.
  - Be sure to use the appropriate Event Type.
  - The second half of this page refers to resource services on campus including Media Services, Campus Maintenance, Catering, Food Service, Grounds, Performing Arts Center Technical Services, and Music/Concert Setup (for some locations).

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- **Resource services needed for your event should be selected at the time you make your facility request.** NOTE: If you do not know at the time you make your room request what resource items will be needed, you **MUST** check the “Resources to be determined” box. This informs the scheduler to reserve setup time and alerts the appropriate service department.
- **To request these services through VEMS, there is a cutoff time of 5-7 business days prior to the event date.** If a resource does not appear due to this cutoff time, contact the department by email to make your request.
- Depending on the event and facility/resources requested, the reservation scheduler will reserve extra time for setup and teardown (before and after the event start/end times).
- When you have finished, click “Submit” at the bottom of the “Details” page.

### Reservation Summary and Cancellations

After clicking the Submit Reservation button, a “Reservation Summary” page appears, and an email summary of your request is sent to you and the 2<sup>nd</sup> contact (if applicable).

**Your room request is not confirmed until you receive an email confirmation from the reservation scheduler (within two business days).** The space is being held until confirmed.

From the “Reservation Summary” page you can:

- a) Check the status of your room request. **The status, “Web Request” will change to a confirmed status when the facility has been booked.**
- b) Add a booking to your reservation; for example – for the same event, request another location, date and time.
- c) Edit a booking (i.e. event name, event type, location, date, time, attendance). The request is sent to the appropriate reservation scheduler for final confirmation.
- d) View the resource services you selected.
- e) Add services and resource items to a booking; edit resource items.
- f) Cancel bookings and resource services.

Cancellation of bookings (at least two business days of event) and cancellation of resource services (at least 3-4 business days of event) should be made through VEMS.

- To cancel a service or specific item after the cutoff days, contact the resource department directly by email (see page 3).
- To cancel a booking within two business days of the event, email the reservation scheduler from whom you received confirmation.

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- A cancellation notice is automatically sent to the resource service departments when the booking is cancelled.

To check for confirmation of each resource service you selected, click on "View/Reservation Summary" located just above the "Bookings" menu bar (on the right side).

- Look for a confirmed notation under "Status for Service Request" for each resource category selected, which confirms services to be rendered for your event.
- An email confirmation will not be sent from each service department. **You are responsible for checking the status of your service request on the website**, and for contacting the service department to verify final arrangements.

### View My Requests

- Under the "Reservations" tab, click "View My Requests," which lists all of your current "Web Reservation Requests" and "Service Only Requests."
- Click on the "Event Name" of the request/reservation you wish to view. The "Reservation Summary" page appears; continue with a particular action (edit, cancel, add booking/service, etc.) as described above.
- Past events are automatically moved to "Historical", which can be viewed by clicking the "Historical" tab.

**Don't forget to Log Out (under My Account) when you are finished.**

### Resource Services

<b>Contact information</b>	<b>Cutoff time to cancel through VEMS (Business days by 4:00pm)</b>
<a href="#">Campus Maintenance</a>	3 days
<a href="#">Media Services</a>	3 days
<a href="#">Catering/Food Service</a>	4 days
<a href="#">Tech Services, Performing Arts Center</a>	4 days
<a href="#">Grounds Department</a>	3 days
<a href="#">Music Concert Setup – Balch/Boone</a>	4 days
<a href="#">Music Concert Setup – Garrison Theater</a>	4 days