

## EMS FAQs

Q: Do I have to log in to look at a calendar of events?

A: You don't need to log in to "browse" events. Click "Browse", "Events". Click "filter" on the upper right and choose "VIMS" in the "Facilities" drop-down menu. You can add other filters to narrow your results. Apply the filter. You can also view the results in different formats by choosing options from the upper left.

Q: How do I add events from EMS to my personal Outlook calendar, iCalendar, or similar?

A: Click on the event you would like to add. Click "Download .ics file" to download the event on the date you clicked, or click "Add all bookings to personal calendar" to add all events/dates in the reservation.

Note: if the dates in the reservation do not follow a pattern (weekly, 3<sup>rd</sup> Tuesday, etc.), many calendars will not allow all dates to be added at once.

Q: I would like to make a reservation, but I haven't attended a training session. How do I reserve space?

A: Call or email your department's business manager or administrative assistant with your request.

Q: Is there an advantage to logging in if I'm browsing for space or events?

A: More information is shown for reserved events if you browse while logged in.

Q: How do I log in?

A: Click "My Account" in the blue menu bar, then "Log in". User Id is CAMPUS\\_\_\_\_\_ (fill in your W&M id) Password -use your W&M password.

Q: Can I add classes in EMS?

A: All classes must be entered by the Registrar's Office. Please coordinate class schedules and changes with Sue Presson.

Q: Can I search for space for a recurring event?

A: Yes. Click "Recurrence" and choose the pattern to apply. If dates are random, you can choose that also. Available space will be returned indicating the number of dates available. For example 8/8 would indicate the space is available 8 of the 8 days you requested. Hovering over this will indicate which date is not available, if applicable.

Q: I attended the training session, but can't remember how to reserve a room.

A: Take your cursor to "Reservations" in the blue menu bar and click "To Reserve Space at VIMS".

Boxes with a red asterisk are required. Click "Find Space" to see available space that will accommodate your request.

To see more information on available rooms, click on the room.

To reserve a room, click the green +.

Open the "Details" tab to complete the reservation. When completed, click "Submit Reservation".

If your drop-down under "Groups" is blank, you need to associate a group with your log in. To do this, click on the magnifying glass and enter "VIMS" in the "Group Name Contains" box. Click the magnifying glass again. Then click the green plus sign to add this group. Now your group will be in your "Group" drop-down. If your name isn't in the contact list, choose "temporary contact" and fill in the information. Contact Susan Maples at x 7846 if you would like to add yourself or others to the drop-down list for your group.

Q: How do I save a contact's name, email, and phone number so I don't need to enter it each time?

A: Contact Susan Maples at x 7846 to have the information added to your group's profile.

Q: I need to add coffee or other setups to an event occurring within the next two weeks.

A: Within two weeks of your reservation, service orders cannot be added online. Contact Robin Rennie x 7137 or Judy Wyant x 7066.

Q: I'm trying to reserve a meeting for 1pm in a room that has a meeting scheduled to end at 1pm. Why doesn't it show available?

A: A 10-minute set-up time is automatically added to each reservation request.

Q: Can I add service requests after a reservation has been made?

A: Yes. Choose the reservation from "View My Requests" and add, change, or cancel services using the icons.

Q: What is the difference in a "Reservation" and a "Booking?"

A: A Reservation is the Event (a class, meeting, or conference). The Bookings are the reserved spaces within the Reservation. Bookings for different days, times, or rooms can all be in one reservation.

Q: Is it important to have all related bookings in one reservation?

A: Yes. All dates for a recurring event should be in the same booking to allow someone looking at the calendar to see all the dates by clicking on one event. Individuals can also download all the dates to their personal calendar with one click if the bookings are in one reservation. Also, different rooms reserved for one event should be in the same reservation. This allows Facilities to better organize your event, and you will receive one confirmation and invoice with all the applicable details.

Q: How do I add a booking to an existing reservation?

A: Choose the reservation from "View My Requests" and click "Add Booking" in the upper right.

Q: Can I add multiple rooms when making a reservation?

A: Yes, by clicking the green "+" next to each. If you choose multiple spaces, do not add services until the reservation has been submitted – otherwise the requests will apply to each room reserved.

Q: Can I change or cancel a reservation made by someone else in my department?

A: No, you will need to contact the person that made the reservation. If that is not possible, please contact Susan Maples at x 7846 or Robin Rennie at x 7137.

Q: Can I reserve space on main campus?

A: Contact each department directly for assistance. Currently some spaces can be requested, but not confirmed on-line.