



EMS WEB APP TRAINING

August 2023

University of California, Los Angeles

Recreation Department





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CONTACT



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HELPFUL GUIDELINES

Reservation Request Guidelines:

UCLA Registered Campus Organizations and Departments

JWC Meeting/Studio Spaces = 5 business days*

All Other Recreation Spaces = 20 business days**

Major Event Requests= 30 business days and must go through an additional approval process with the University

Off Campus Groups/Individuals = 30 business days.

**Meeting spaces and studios are classified as spaces that have an existing set-up and do not require additional special permissions such as fire and/or food permits, additional tables or chairs, etc.*

*** Event spaces are classified as spaces that require but, are not limited to, set-up of tables or chairs, A/V, staffing, fire and/or food permits, fire marshal approval, custodial services, etc.*

Please note that a reservation request does not constitute as a confirmed reservation.

Reservation Tips:

1. Your reservation time is your venue access time. Be sure to request enough time for your set up/clean up needs, catering set up, etc.
2. Include a general event itinerary with times and activities and a brief description of how the room should be set up.
3. Be sure to request tables, chairs and any AV needs you have for your event space.
4. Include all bookings under one reservation.
5. Check on your reservation, add/cancel bookings by clicking on “My Account” and “View My Reservations”.
6. View the Help Site for navigation questions -

[https://success.emssoftware.com/EMS_V44/Using_EMS/Using_Virtual_EMS_\(VEMS\)](https://success.emssoftware.com/EMS_V44/Using_EMS/Using_Virtual_EMS_(VEMS))



Outdoor Amplified Sound:

Amplified sound cannot be used during 10th and finals week. To view the Academic Calendar [click here](#).

Ticketed Events:

Tickets must be sold through the [UCLA Central Ticket Office](#) (CTO). You are not allowed to sell tickets independently (i.e. Eventbrite). There is an administrative charge for setting up the ticket sales, as well as, staffing if you need sales on site at your event. All ticketing revenue is collected by CTO and then distributed to the producing group after the event.

Event Insurance:

Registered Campus Organizations: some events require event insurance, check with your SOLE Advisor and Event Manager for specifics and deadlines.

University Departments: some events may require insurance, please check with your Event Manager for needs.

All off campus groups/individuals: are required to have event insurance. You are also required collect insurance from any vendors brought to campus who are not preapproved by the University. Check with your Event Manager on specifics and deadlines.

Event Operation Charges:

Registered Campus Organizations/Student Affairs Departments: are responsible for all direct costs incurred by UCLA Recreation that are necessary for the proper operation and maintenance of the facility.*

Non-Student Affairs Departments and Off Campus Groups/Individuals: in addition to the rental fee, the rental group is responsible for all direct costs incurred by UCLA Recreation that are necessary for the proper operation and maintenance of the facility.*

** These costs include, but are not limited to, equipment rental, facility operations staff (set up/strike and event staff), environmental services staff, ushering, lifeguards, paramedics, security, traffic personnel, sport officials and scoreboard operators. The amount of staff assigned to an event will be determined based on the size and nature of the event. Groups will also be charged for any special cleaning, maintenance or repair resulting from the event or activity.*



Recreation Cancellation Policy:

Registered UCLA Organizations and Departments

All meetings, small scale banquets, and practices must be cancelled no later than 3 business days prior to the event date. If this deadline is not met, the student organization/department runs the risk of being responsible for all costs associated with the event and may forfeit any campus funding for these costs. If this deadline is not met by a Department, UCLA Recreation will use the FAU or recharge provided in your EOL to cover the costs of this event.

All larger scale events must be cancelled no later than 10 business days prior to the event date. If this deadline is not met, the student organization will be responsible for all costs associated with orders the venue manager is unable to cancel. If this deadline is not met by a Department, UCLA Recreation will use the FAU or recharge provided in your EOL to cover the costs of this event.

Off Campus

All meetings, small scale banquets, and practices must be cancelled no later than 3 business days prior to the event date. If this deadline is not met, the off campus client will be responsible for all costs associated with the events.

All larger scale events must be cancelled no later than 10 business days prior to the event date. If this deadline is not met, the off campus client will be responsible for all costs associated with orders the venue manager is unable to cancel.

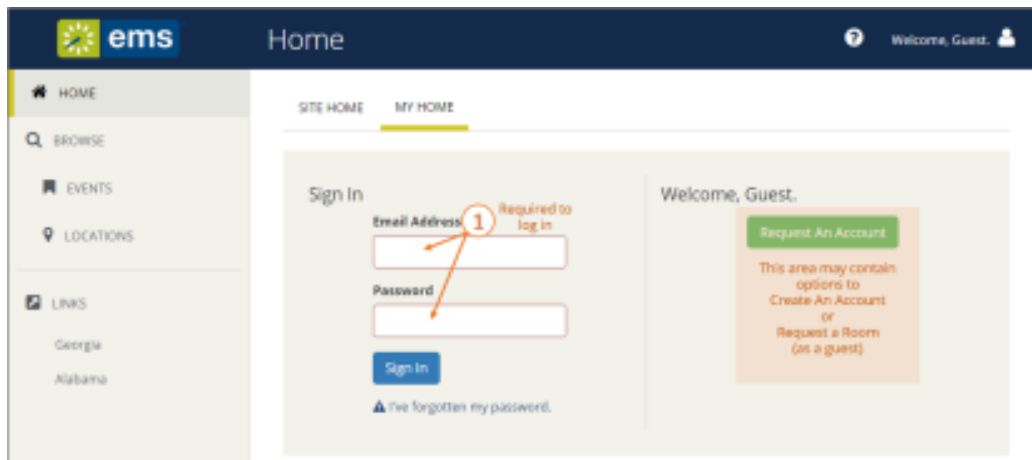


GET STARTED WITH THE EMS WEB APP

Log in and out

Log In

- Open an Internet browser session and navigate to your EMS Web App URL. Note: use Google Chrome on a laptop or desktop computer. Do not use on a tablet or cell- phone. The EMS Web App home page opens and prompts you to sign in.
- In the Email Address field, enter the email address and password for your EMS User Account.
- Click Sign In. The window changes to show your MY HOME and offer more options for creating reservations and for browsing events, locations, and people.
- You must be logged in in order to make a reservation. If it says: “Welcome, Guest” in the upper right hand corner, then you are not logged in. If it says: “Welcome, your name”, then you are logged in.



Log Out

- To log out, click the dropdown arrow under your name in the upper right hand corner of the EMS Web App window.
- Click Sign Out



Introduction to the Home Page

Once you have signed in to EMS, you will see a menu on the left and your home page on the right. To begin making a reservation, click CREATE A RESERVATION. To explore events, locations, and people, use the options under BROWSE.

Main Menu

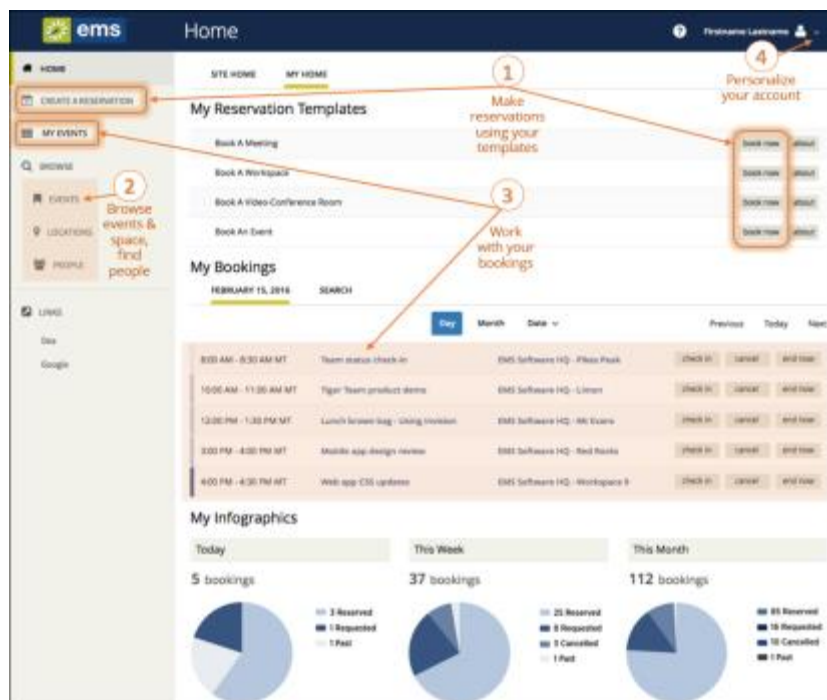
The menu on the left enables you to:

- **CREATE A RESERVATION**
- **MY EVENTS** (shows your events in a calendar grid by **Day**, **Month**, or **Date**)
- **BROWSE**
 - **EVENTS** in a calendar grid
 - **LOCATIONS** (Buildings, Facilities, Regions, and Rooms)
 - **PEOPLE**
- **LINKS** (your favorite shortcuts)

My Home

Information on your home page varies depending on your Administrator's settings and User Preferences. For most users, the page shows three regions:

- **My Reservation Templates**—different types of reservations you can make
- **My Bookings**—your reservations
- **My Infographics**—a summary of your activity

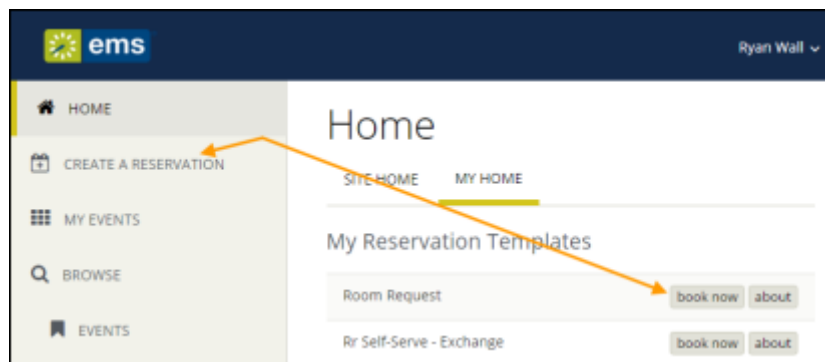




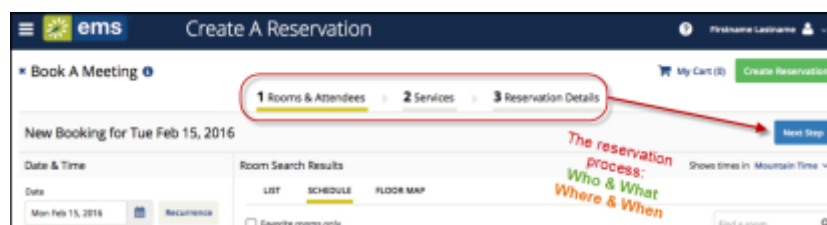
Create a Reservation in the EMS Web App

How to make a singular reservation

- You can begin making a reservation by clicking the “Create a Reservation” option (on the left menu)
- Click “Book Now” under the appropriate template.



- Next, the Create a Reservation screen appears, where EMS Web App will lead you through the reservation process. Enter information (including all required fields) using the **Next Step** button to advance through the process.
- It is extremely important to list a contact. If you are the signatory and not the main person planning the event, please list the event producer as the first contact and yourself as the second contact.
- If the space you want does not appear, then it means it is not available. You can check availability by browsing locations first to see if the space you want is available.





How to make a reservation with multiple bookings

- Follow the instructions from above and stop when you get to select your date & time.
- Select your first date
- Click “Reoccurrence”
- You can choose from daily, weekly, monthly or random.
- Enter information and click “Apply Recurrence” when finished
- Continue to finalize your reservation by entering your information using **Next Step** button to advance through the process.

How to add another booking to an existing reservation

- To navigate to the reservation you want to add to, click My Events on the side bar of the Home Page
- Click on the reservation name you want to add to
- Scroll down to the bottom right and click “New Booking”
- Select either one date or multiple if reoccurring
- Finish entering your information and select the location you desire.
- Click the + to the left of the space name
- When you finish, click “Update Reservation” in the upper right hand corner.



- Now all of your new bookings populate on the next page.

How to edit reservations and bookings

- How to edit reservation details
 - To navigate to the reservation you want to edit, click My Events on the side bar of the Home page.
 - Click on the reservation name you want to edit
 - To edit the reservation details, navigate to reservation details and then reservation details tab
 - Click "Edit Reservation Details"
 - Edit any available field
 - Click the "Save Reservation Details" buttons at either the bottom or top right hand of the page.
- How to edit booking date/time
 - To navigate to the reservation you want to edit, click My Events on the side bar of the Home page.
 - Click on the "Booking" tab at the top of the page
 - Select the date of the booking and then click on the event
 - Booking details pop up will appear on your screen. Click the edit link next to your event name.
 - Adjust the date/time of your event
 - **Please note: this will adjust your status to Requested and an event manager will need to review your change**
- How to cancel a reservation
 - Click My Events on the side bar of the Home page
 - Click the event name
 - Click "x Cancel Reservation" on the right hand side
 - Answer the following questions
 - Click "Yes, Cancel Reservation"
 - The status of your reservation should now say "Cancelled"
- How to cancel a booking(s) within a reservation
 - Click My Events on the side bar of the Home page
 - Click the event name
 - Click the red circle left of the date you want to cancel.
 - Answer the following questions
 - Click "Yes, Cancel Booking"



EMS Web App FAQs

1. What is the difference between MY EVENTS and BROWSE EVENTS

These two menu options on the left side of the EMS Web App enable you to accomplish different tasks:

MY EVENTS = Reservation Management

Clicking **My Events** displays all reservations and bookings linked to your profile and enables you to manage your reservations, change details, and create new bookings.

BROWSE EVENTS = Explore the Schedule

Clicking **Browse > Events** provides a view of events on the calendar for you and all users in your organization. This view helps you locate available time slots for space before requesting or making a reservation.

2. How do I search for available space? What if I only want to make a reservation if a specific room is available?

Use the BROWSE options from the main menu.

3. Can I let someone else make reservations on my behalf?

If you are the event officer for the group, the signatory must make the reservation and can list you as one of the contacts in addition to themselves.

4. How do I check if a room I want is available?

The EMS Web App LOCATIONS menu option helps you explore facilities and booked space and is especially useful when you know which space you want and need to find time slots when the space is available. Once you have located an available time slot, you can click CREATE A RESERVATION from the main menu to book space.

From the left menu in EMS Web App, click BROWSE > LOCATIONS. The Browse Locations page shows available rooms in a calendar view.

Under LET ME SEARCH FOR A SPACE, you can narrow your facility search by selecting a specific set up type, space type, feature or number of people. After you click SEARCH, you can view the location options as LIST or SCHEDULE view. You can also try and find your space by clicking the SPACE (room) or LOCATION alphabetically and scrolling through.

(Continue to next page)



5. Why can't I make a reservation or why are some options not available to me?

This is probably because the space/time/date is unavailable or capacity doesn't work in the space. You can confirm by going to the BROWSE option on the left and select LOCATIONS (see instruction from question #4). You may not have access to all spaces and options. If you believe this is a mistake, please contact us.