Welcome to VEMS

This Guide will explain how to

Log in 3-4

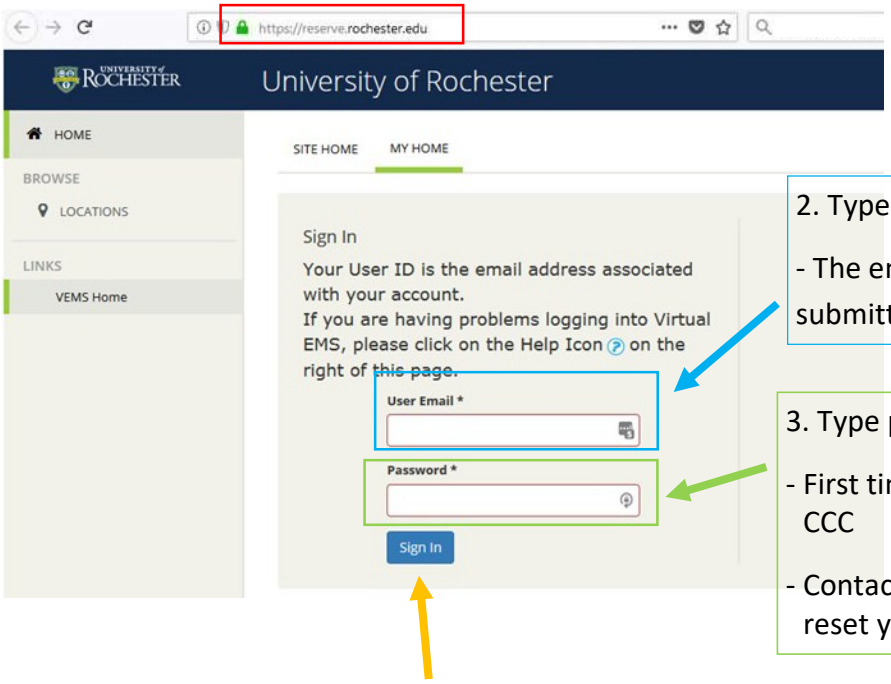
Change your password 5-6

Request a room 7

- One time reservations 8-10
- Recurring reservations 11-14
- Reservation details 15
- Reservation request submitted 16
- To view your reservations 17
- View, edit, and cancel reservations 18-19

HOW TO LOG IN

1. Navigate web browser to: https://reserve.rochester.edu



2. Type user email

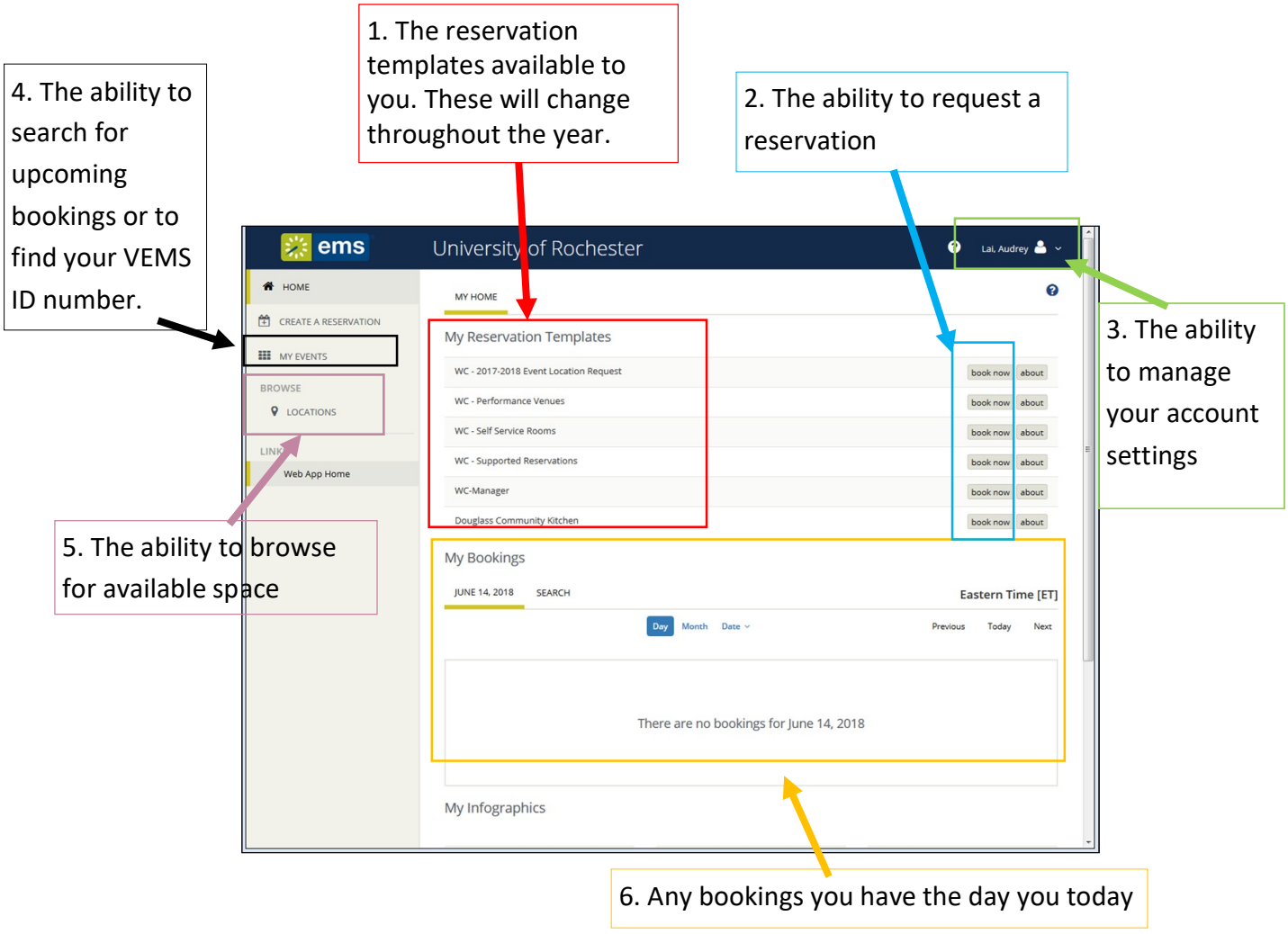
- The email written on the submitted VEMS Contact form

3. Type password

- First time user: Password will be sent via CCC
- Contact WCSA (wcsa@rochester.edu) to reset your password

4. Click “Sign In”

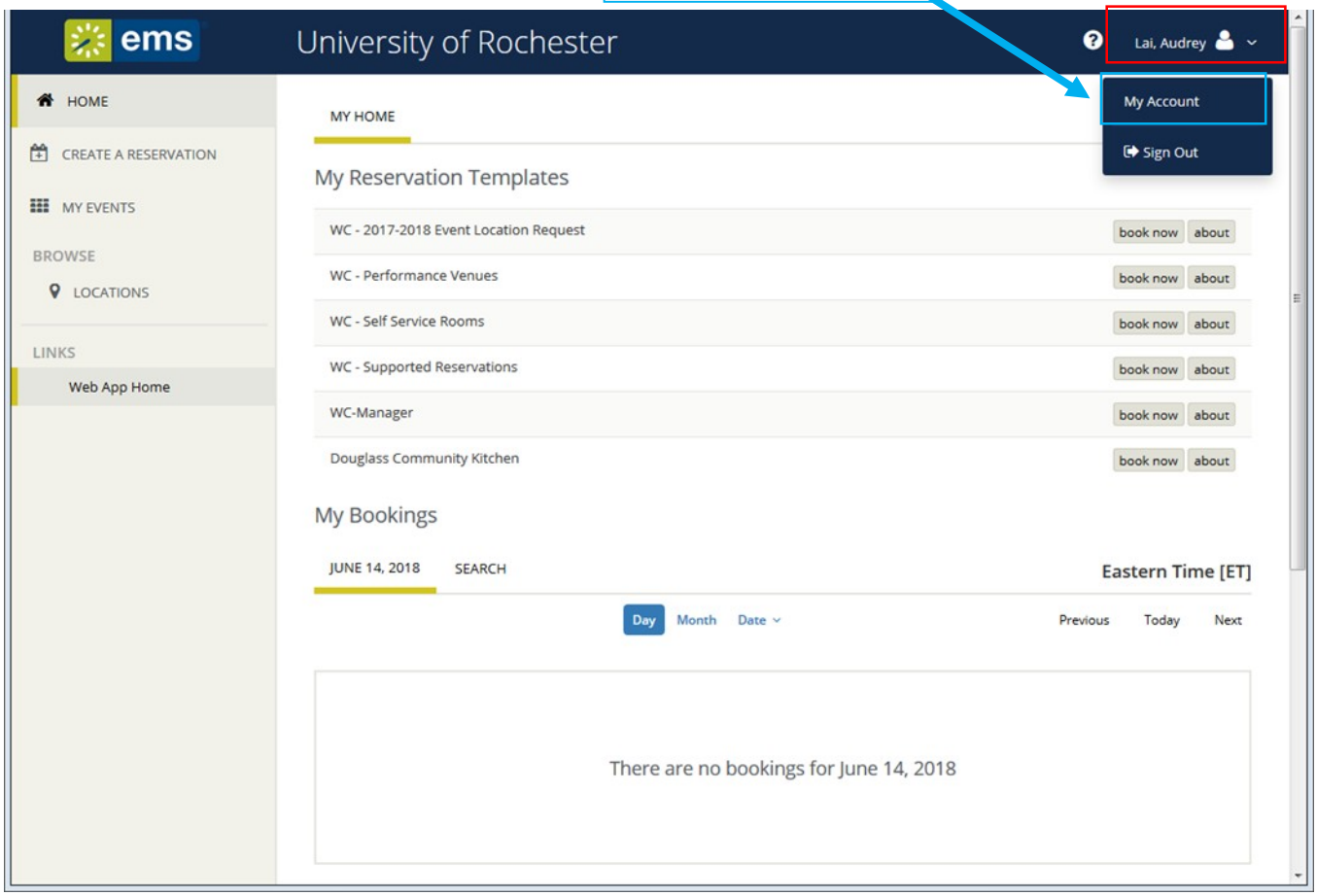
After logging in, you will be directed to the VEMS home page. The following are available.

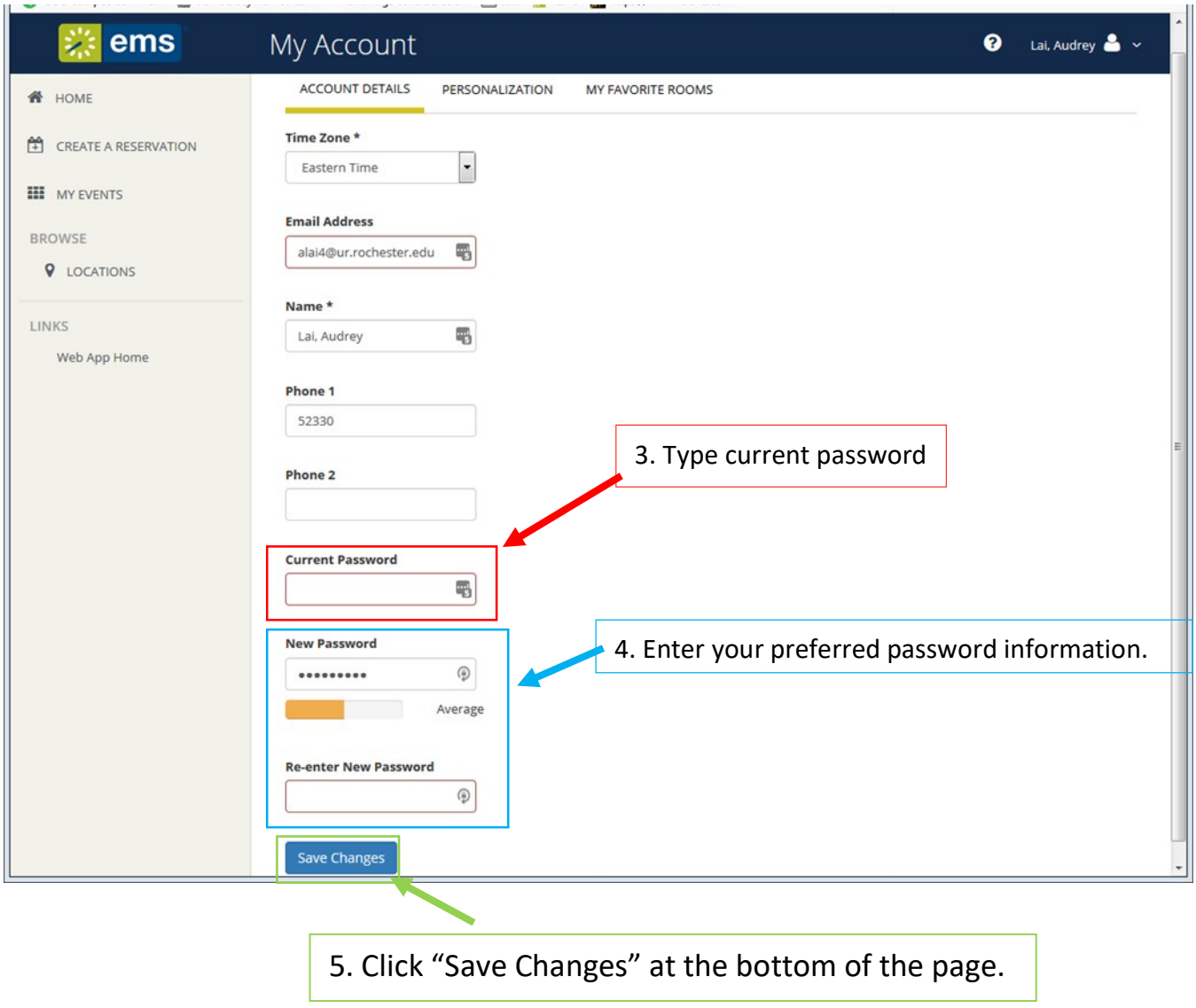


HOW TO CHANGE YOUR PASSWORD

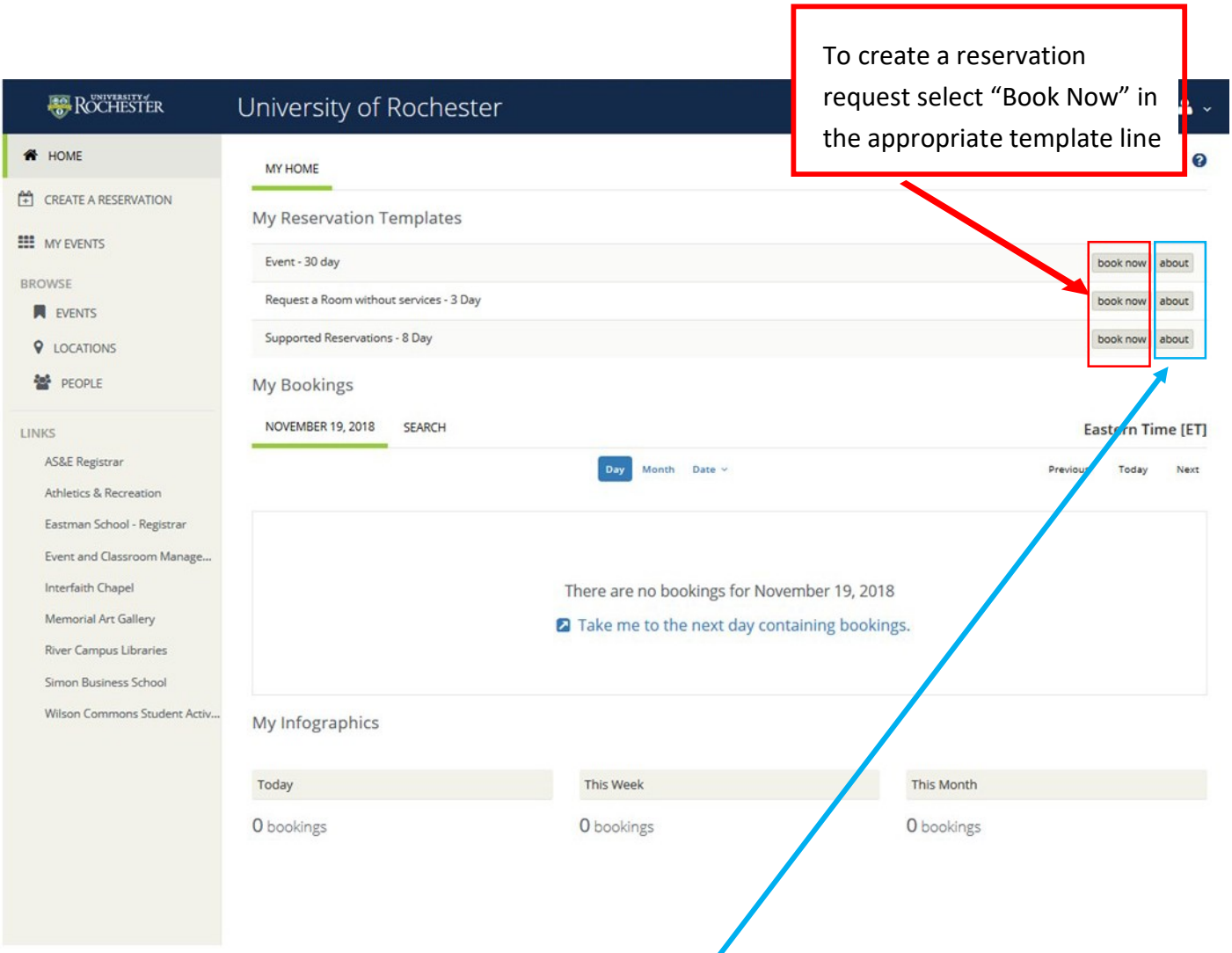
1. Click your name or the icon of a person.
-A drop down menu will appear

2. Click “My Account”




ems
My Account
Lai, Audrey
HOME
CREATE A RESERVATION
MY EVENTS
BROWSE
LOCATIONS
LINKS
Web App Home
ACCOUNT DETAILS
PERSONALIZATION
MY FAVORITE ROOMS
Time Zone *
Eastern Time
Email Address
alai4@ur.rochester.edu
Name *
Lai, Audrey
Phone 1
52330
Phone 2
Current Password
New Password
Average
Re-enter New Password
Save Changes
3. Type current password
4. Enter your preferred password information.
5. Click “Save Changes” at the bottom of the page.

HOW TO REQUEST ROOM RESERVATIONS



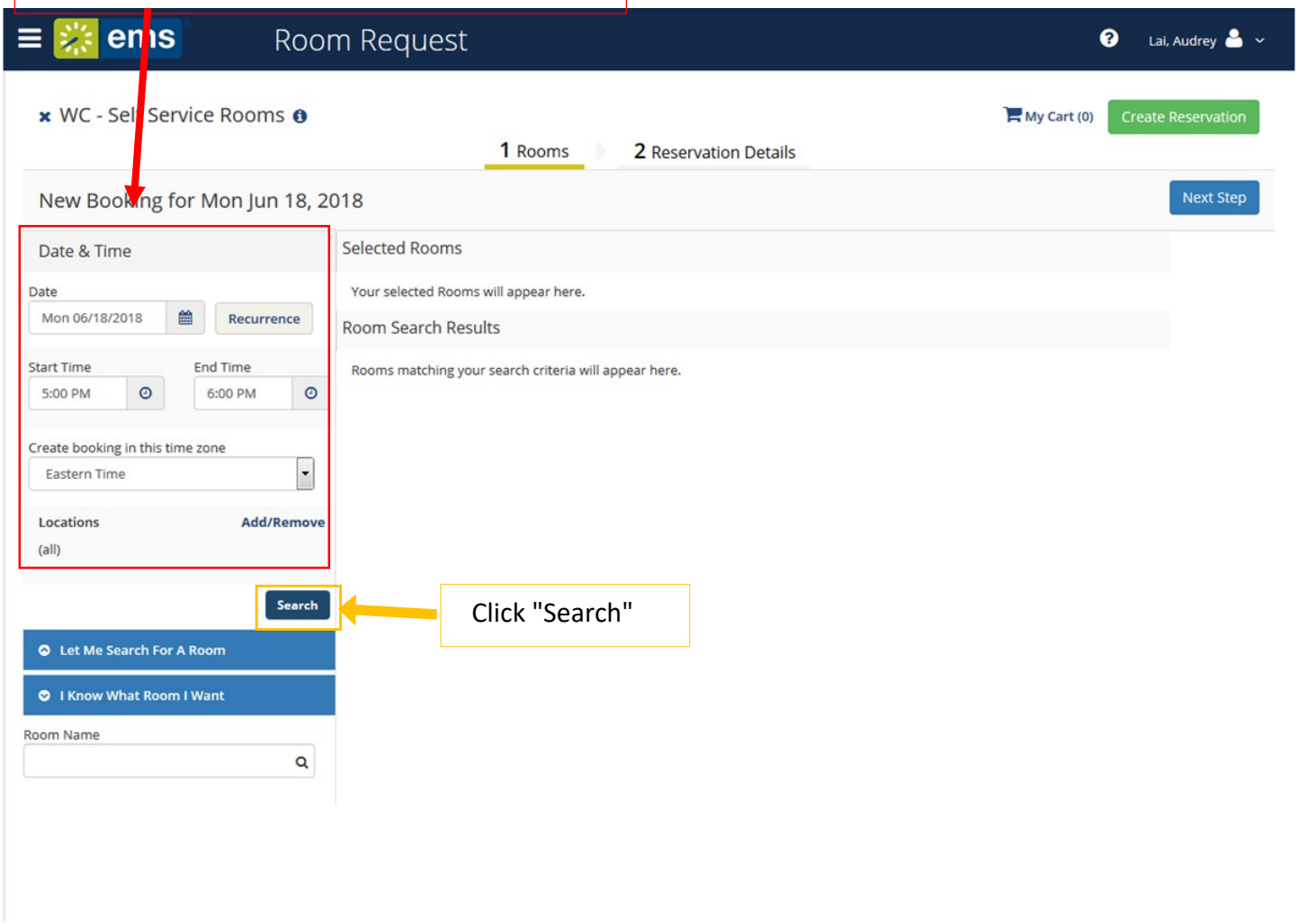
Template explanations can be found by clicking “About”

For a list of all rooms and which templates they can be found on please visit Event Planning Resources Page on the Student Activities website. On that page you will find Reservation Templates (Rooms By Template), Reservation Templates (Template By Rooms). (Please note not all templates will be available to all type of organizations)

Making a single day reservation

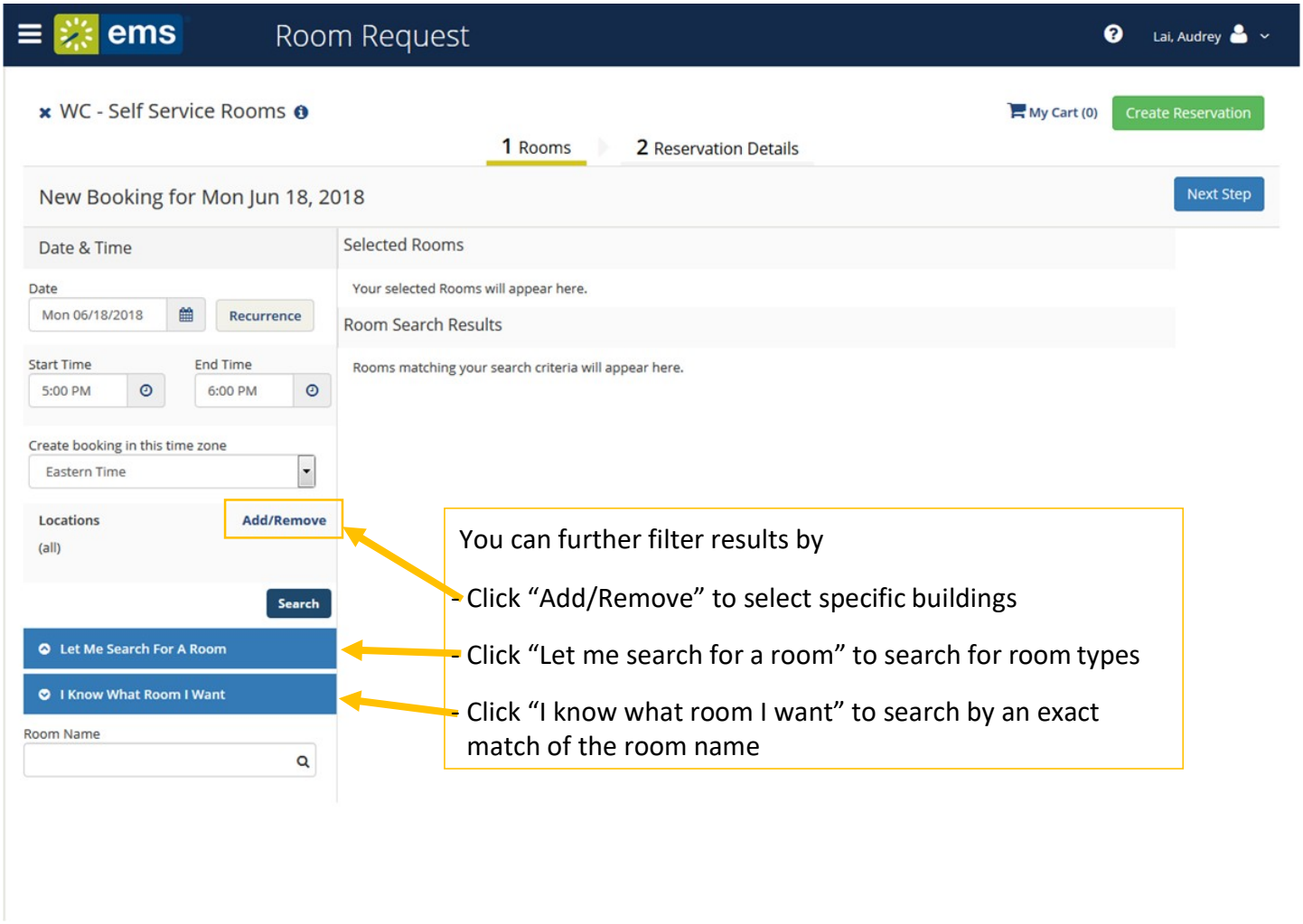
Input the following criteria

- Date (dependent on the template)
- Start and End time of event
- Time Zone (this will always be Eastern)
- Desired location



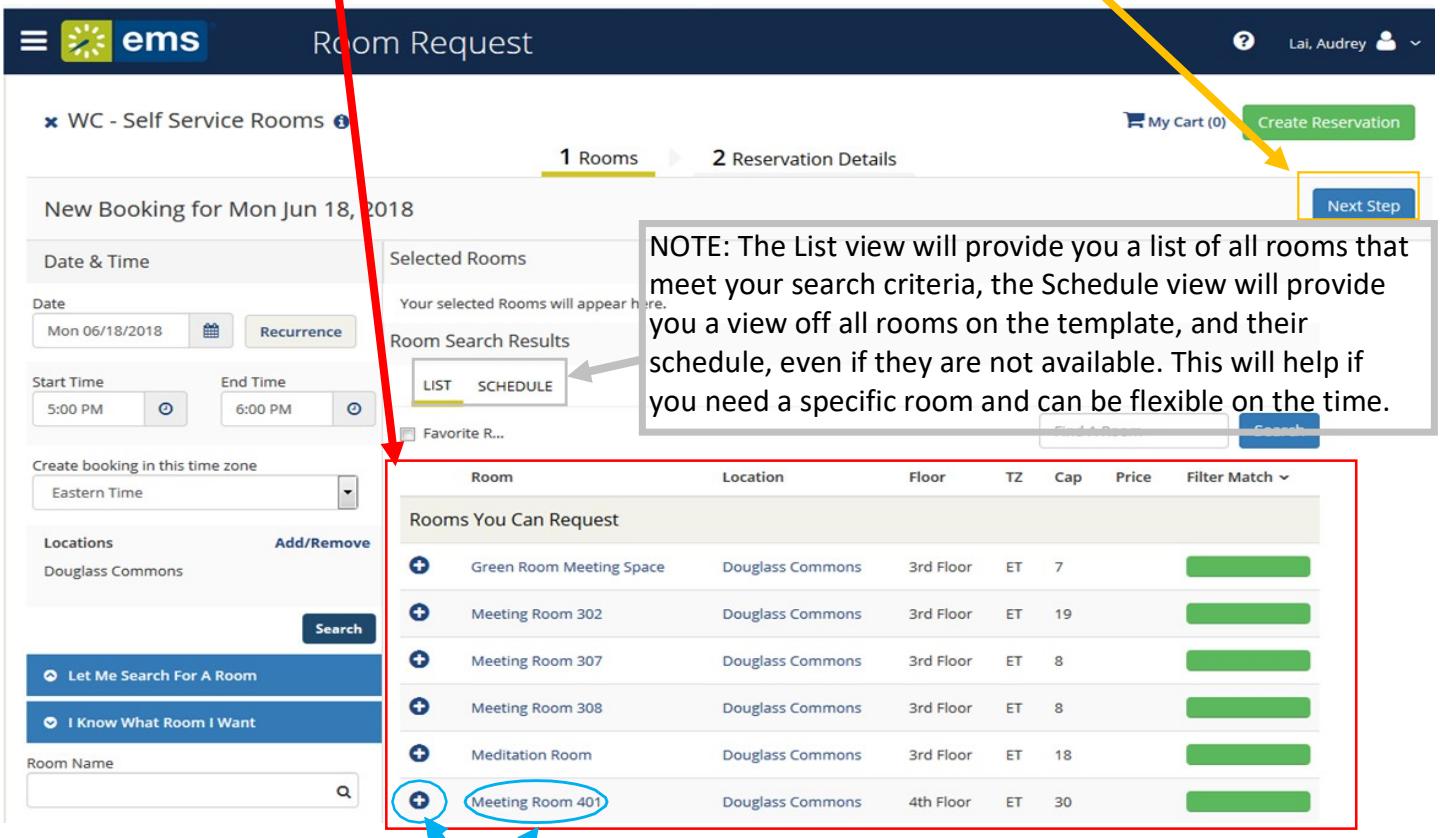
Click "Search"

Making a single day reservation



1. A list of available rooms will populate here

4. After selecting the desired location, click “Next Step” and proceed to page 15 of this manual.

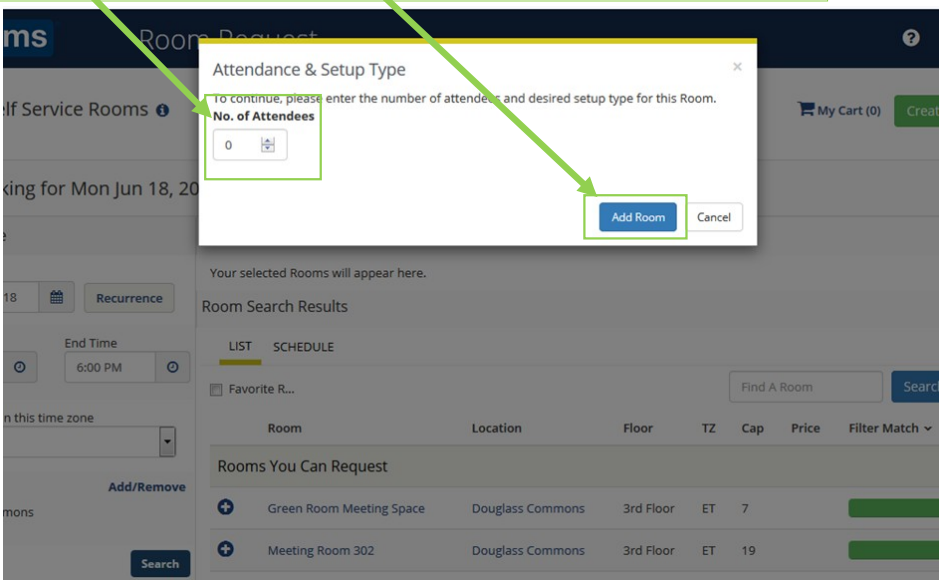


NOTE: The List view will provide you a list of all rooms that meet your search criteria, the Schedule view will provide you a view off all rooms on the template, and their schedule, even if they are not available. This will help if you need a specific room and can be flexible on the time.

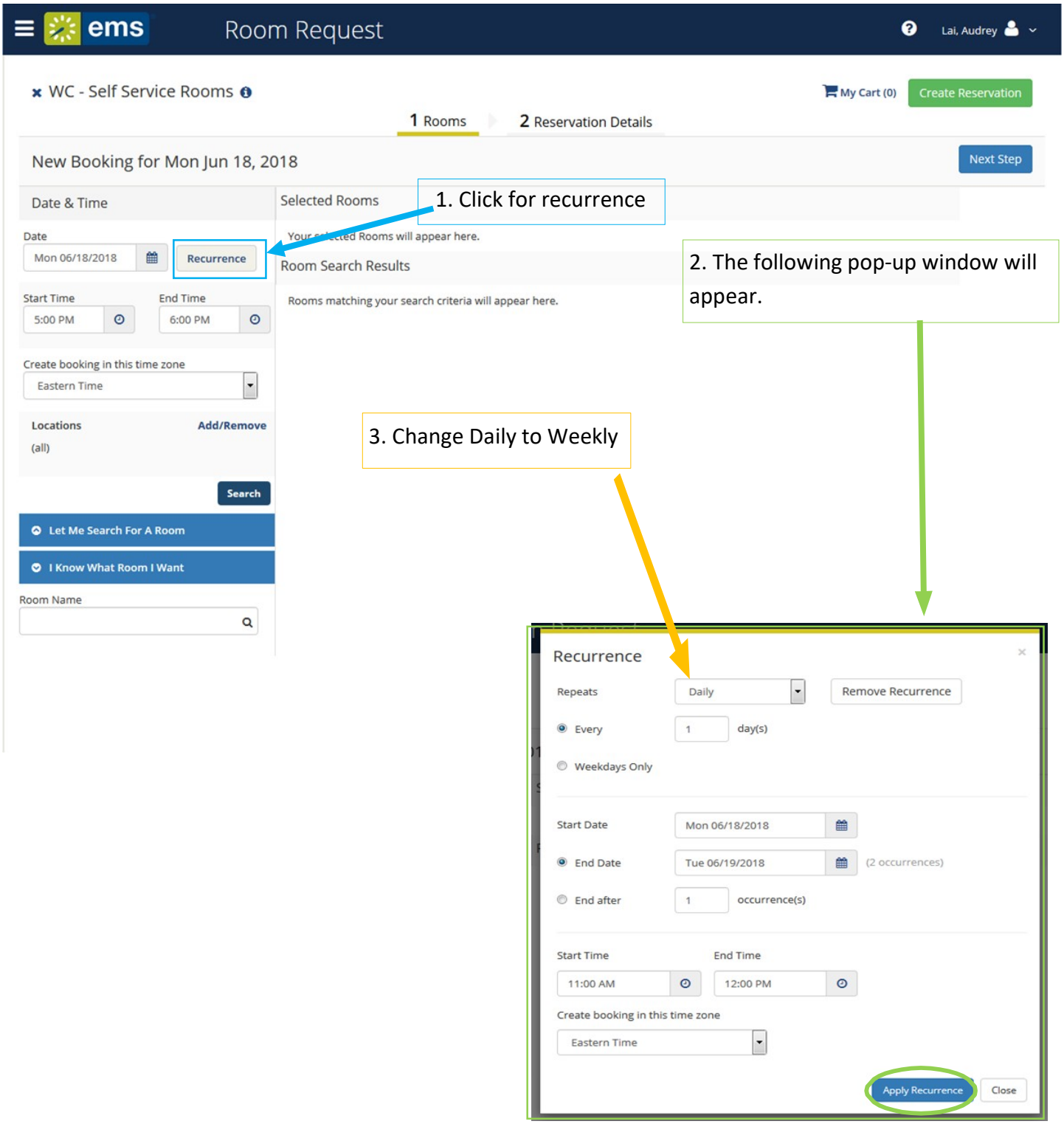
2. Select a room by clicking the ⊕ icon

You can also get more information on each room by clicking on the name of the room

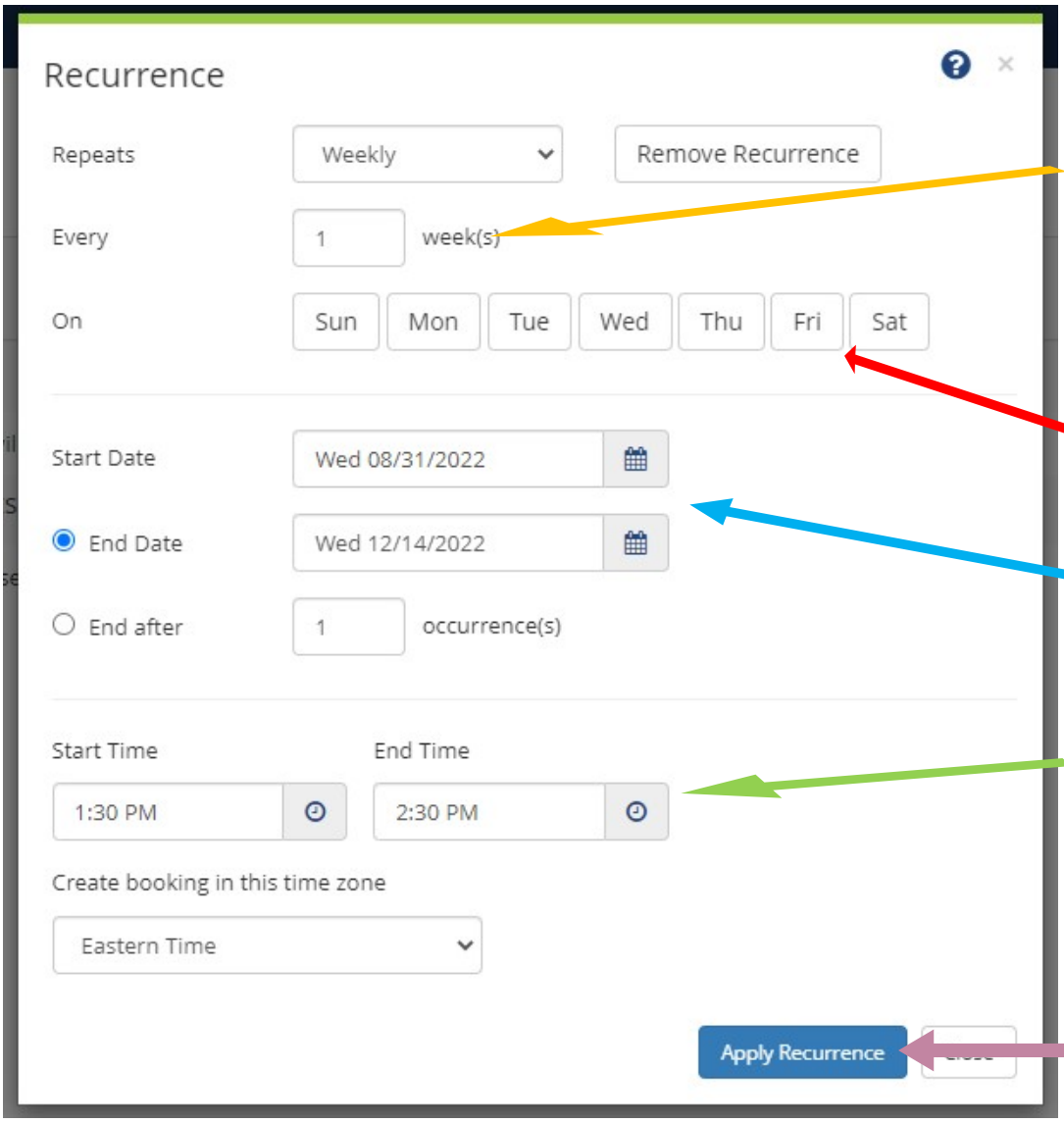
3. Once you have selected your room, a pop-up window will appear. Input the number of attendees and click “Add Room”



Making a recurring reservation



Making a recurring reservation



Select who often you want the reservation to recur select 1 for weekly or 2 for every other week

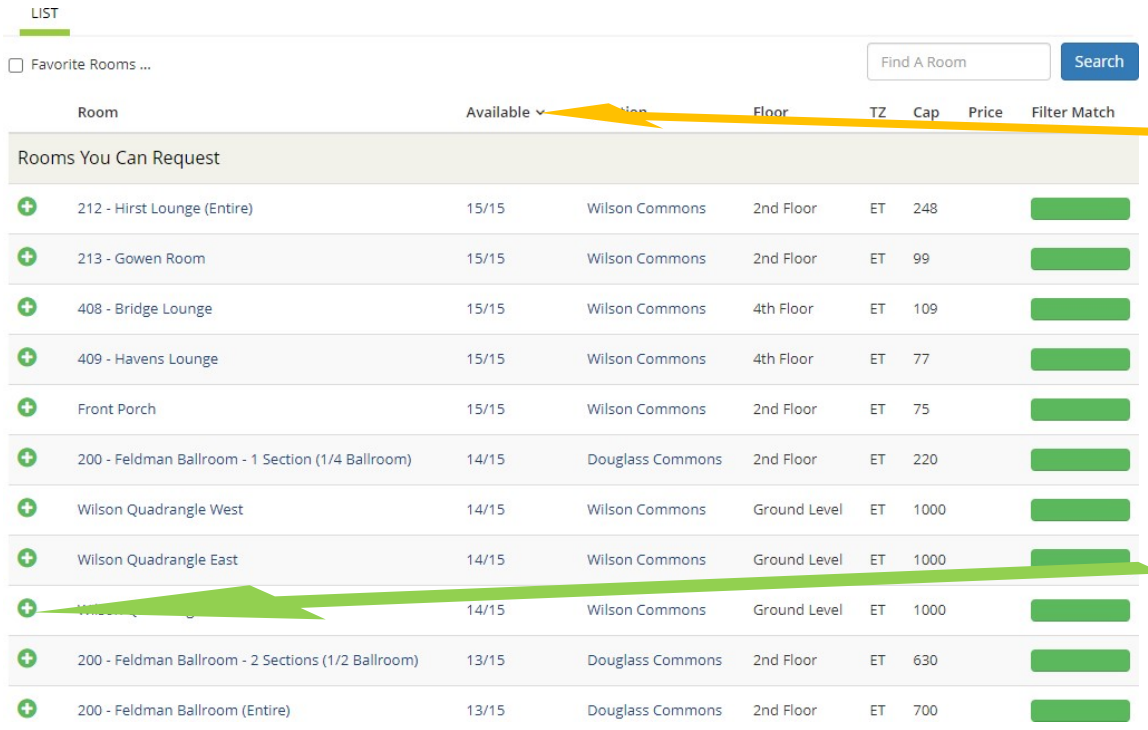
Select the day of the week you want the reservation to be on

Select the first and last meeting of your series

Select the start and time of your meeting

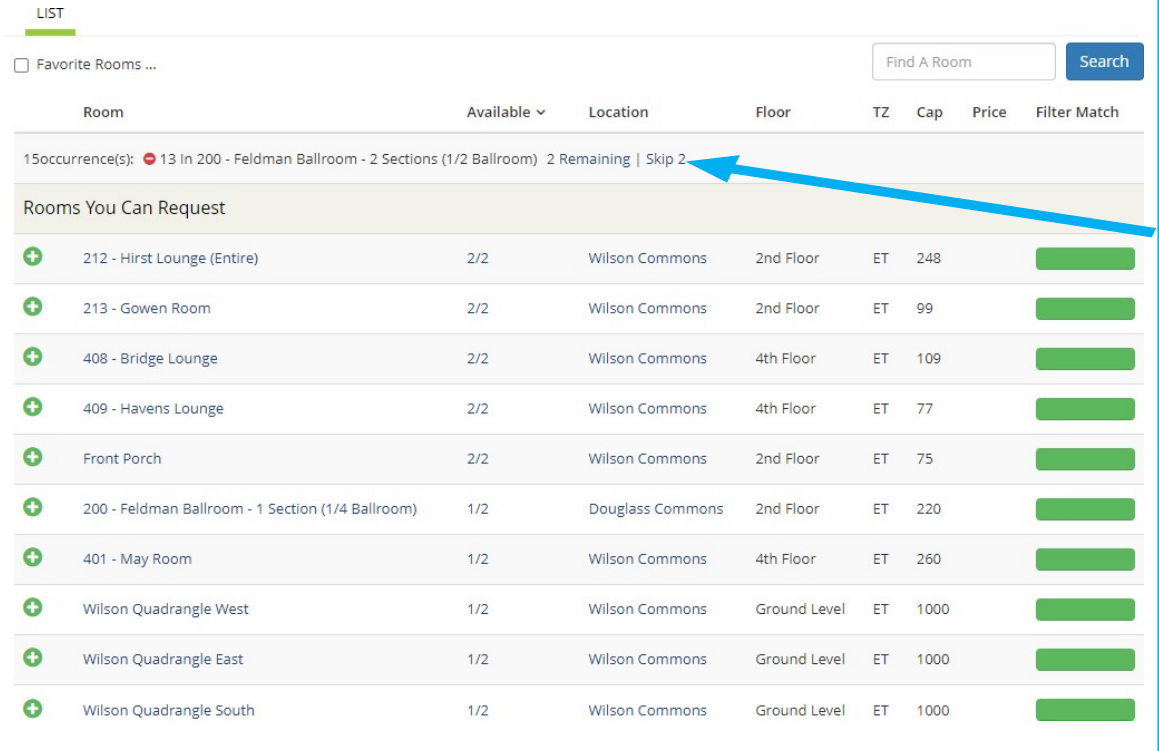
Click Apply Recurrence

Making a recurring reservation



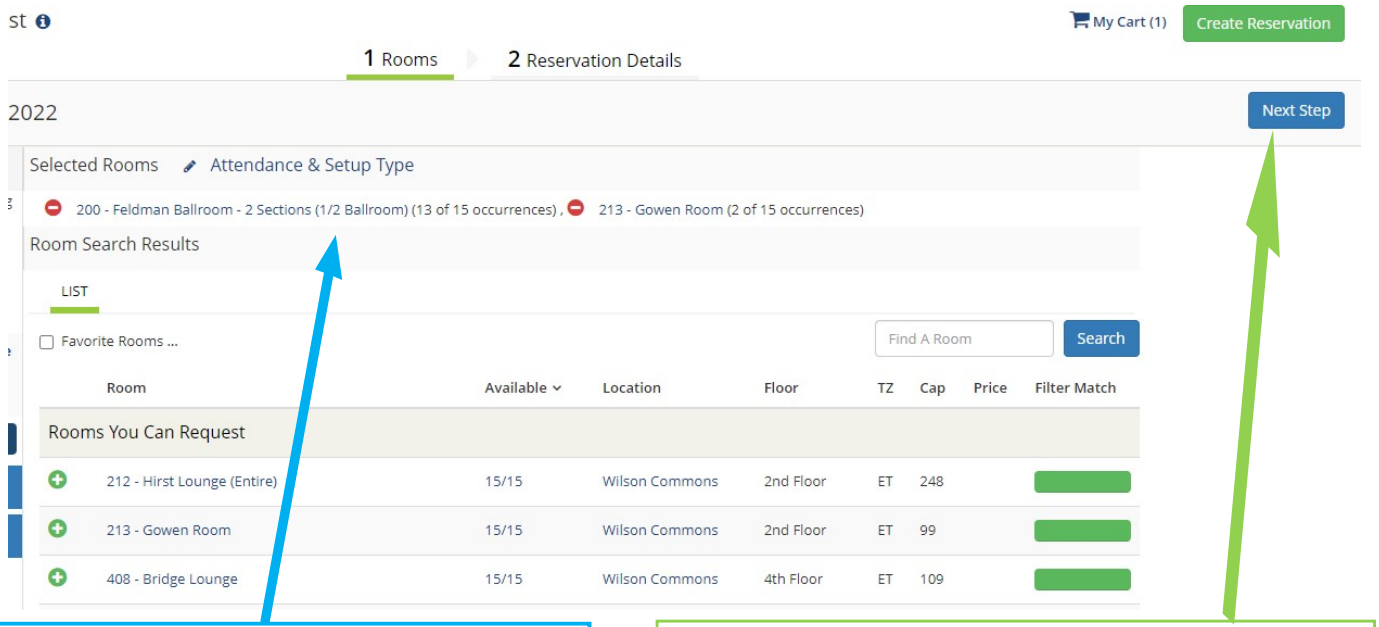
The "available" column will tell you how many days in your series each room is available.

To select a room to request simply click the green "plus" sign



If you select a room that it not available for every day of your request the system will then allow you to request a 2nd (3rd, 4th etc. if needed) room for the days your primary room is not available. You can also choose to skip those dates.
To select a room, you will follow the same process as before.

Making a recurring reservation

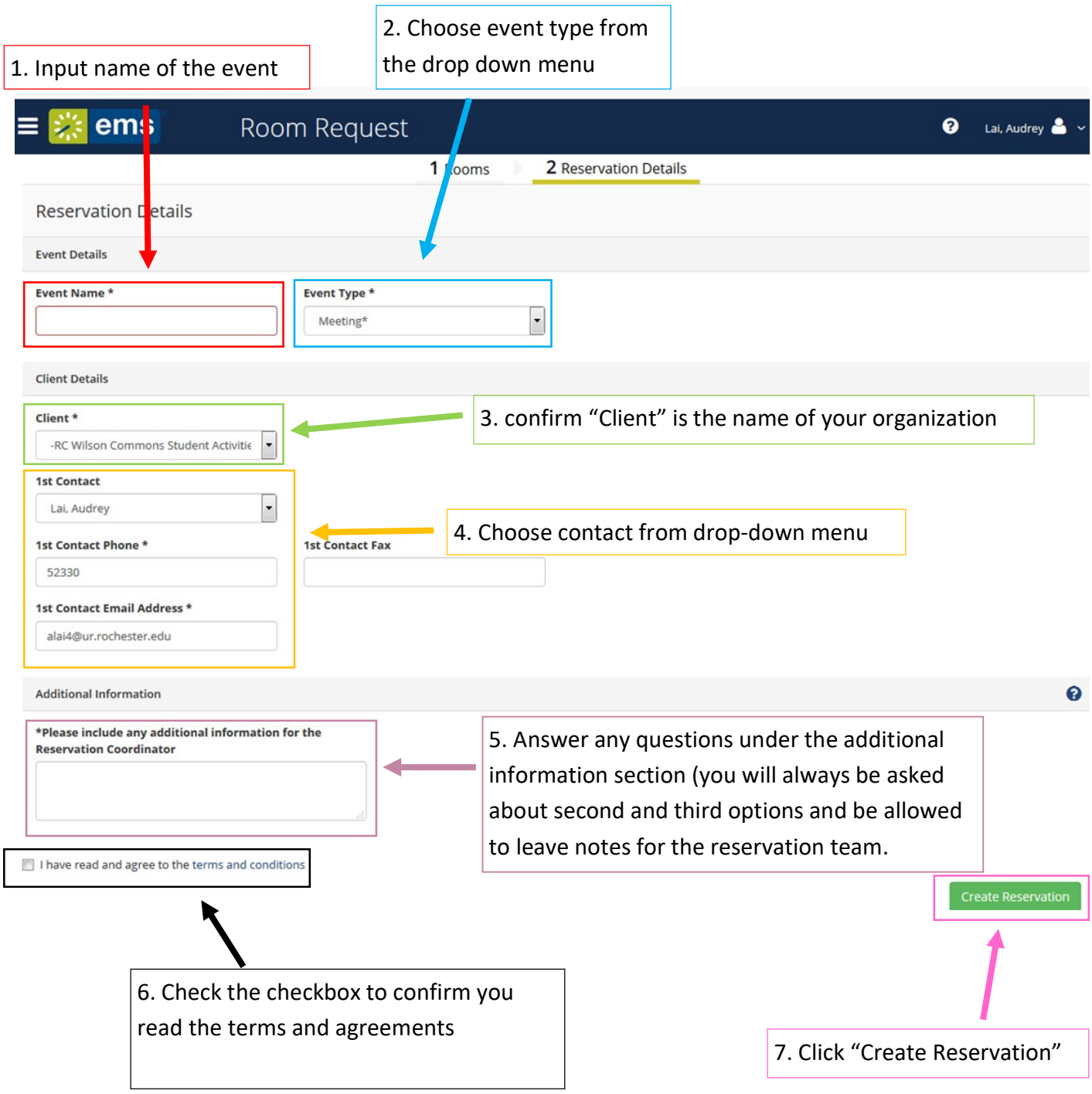


When you are done selecting rooms you will be able to see the number of days that each room you requested is going to be added to your request.

After selecting your desired location(s), click “Next Step”

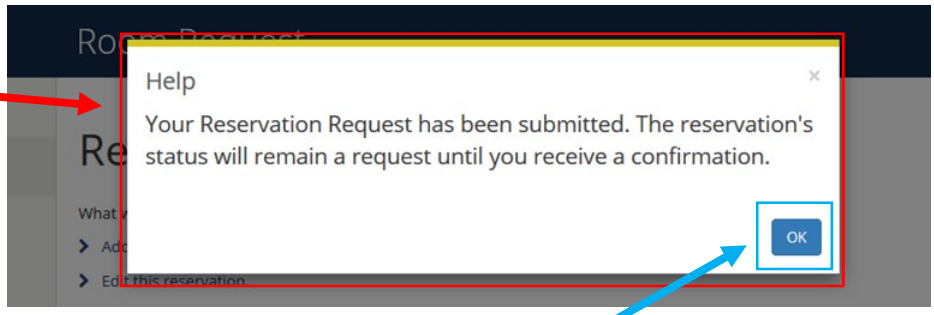
Reservation Details

For room reservation request without services



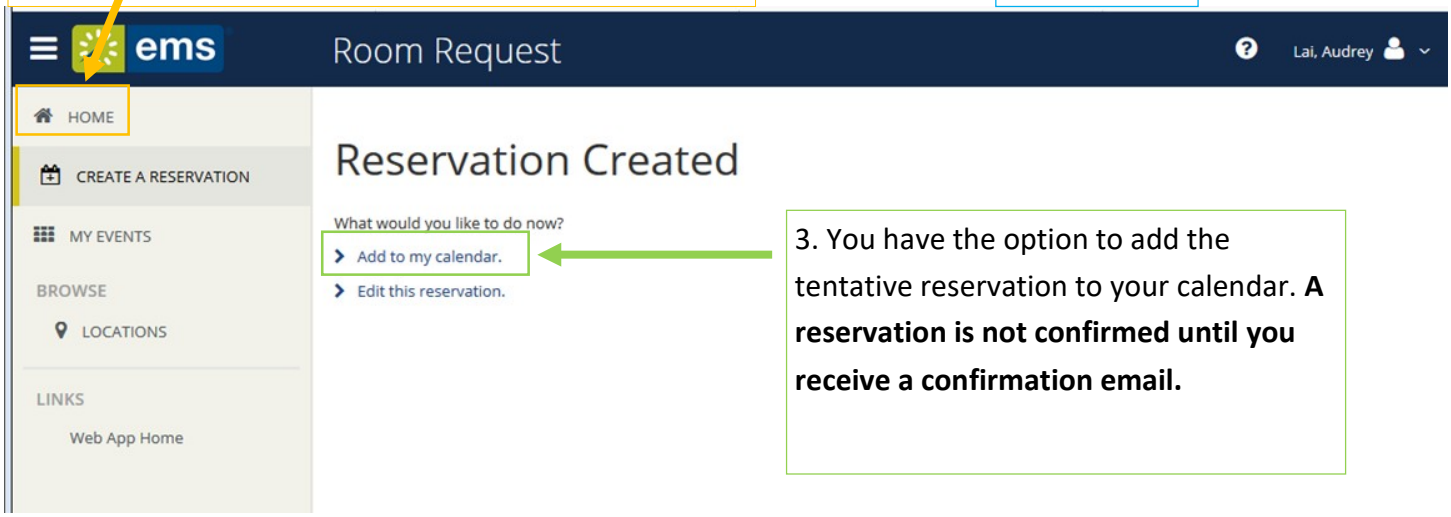
Reservations request submitted

1. A pop-up will appear to confirmed the request has been submitted.

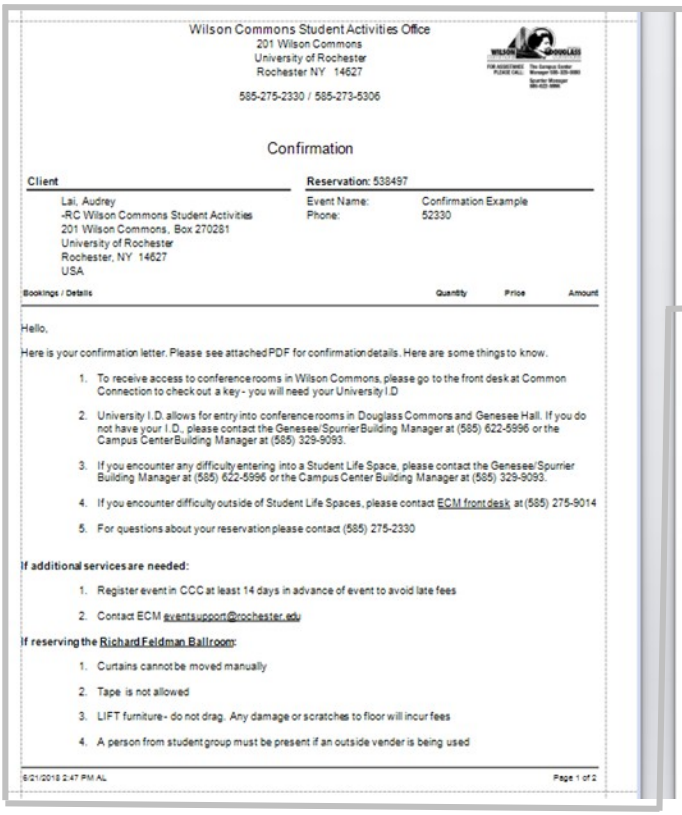


2. Click "OK"

4. Clicking "Home" returns you to the VEMS home page



3. You have the option to add the tentative reservation to your calendar. **A reservation is not confirmed until you receive a confirmation email.**



Wilson Commons Student Activities Office
201 Wilson Commons
University of Rochester
Rochester NY 14627

585-275-2330 / 585-273-5306

Confirmation

Client
Lai, Audrey
-RC Wilson Commons Student Activities
201 Wilson Commons, Box 270281
University of Rochester
Rochester, NY 14627
USA

Reservation: 538497
Event Name: Confirmation Example
Phone: 52330

Bookings / Details — Quantity — Price — Amount

Hello,

Here is your confirmation letter. Please see attached PDF for confirmation details. Here are some things to know.

1. To receive access to conference rooms in Wilson Commons, please go to the front desk at Common Connection to check out a key - you will need your University I.D
2. University I.D. allows for entry into conference rooms in Douglass Commons and Genesee Hall. If you do not have your I.D., please contact the Genesee/Spurrier Building Manager at (585) 622-5996 or the Campus Center Building Manager at (585) 329-9093.
3. If you encounter any difficulty entering into a Student Life Space, please contact the Genesee/Spurrier Building Manager at (585) 622-5996 or the Campus Center Building Manager at (585) 329-9093.
4. If you encounter difficulty outside of Student Life Spaces, please contact ECM front desk at (585) 275-9014
5. For questions about your reservation please contact (585) 275-2330

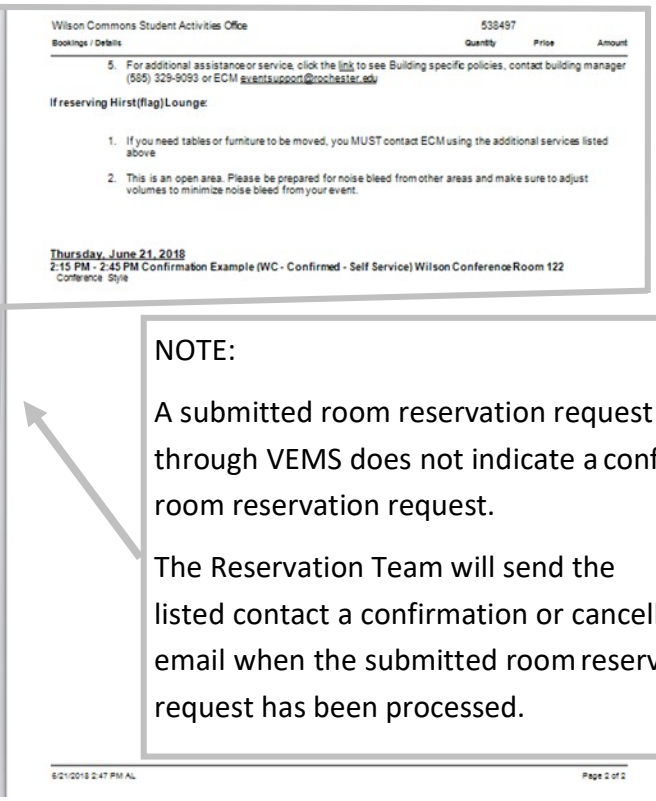
If additional services are needed:

1. Register event in CCC at least 14 days in advance of event to avoid late fees
2. Contact ECM eventsupport@rochester.edu

If reserving the Richard Feldman Ballroom:

1. Curtains cannot be moved manually
2. Tape is not allowed
3. LIFT furniture - do not drag. Any damage or scratches to floor will incur fees
4. A person from student group must be present if an outside vender is being used

6/21/2018 2:47 PM AL — Page 1 of 2



Wilson Commons Student Activities Office — 538497

Bookings / Details — Quantity — Price — Amount

5. For additional assistance or service, click the link to see Building specific policies, contact building manager (585) 329-9093 or ECM eventsupport@rochester.edu

If reserving Hirst(flag)Lounge:

1. If you need tables or furniture to be moved, you MUST contact ECM using the additional services listed above
2. This is an open area. Please be prepared for noise bleed from other areas and make sure to adjust volumes to minimize noise bleed from your event.

Thursday, June 21, 2018
2:15 PM - 2:45 PM Confirmation Example (WC - Confirmed - Self Service) Wilson Conference Room 122
Conference Style

6/21/2018 2:47 PM AL — Page 2 of 2

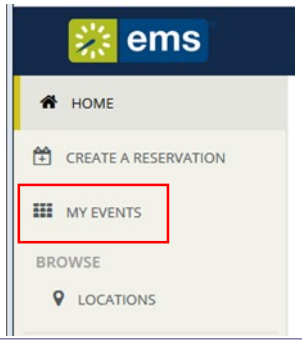
NOTE:

A submitted room reservation request through VEMS does not indicate a confirmed room reservation request.

The Reservation Team will send the listed contact a confirmation or cancellation email when the submitted room reservation request has been processed.

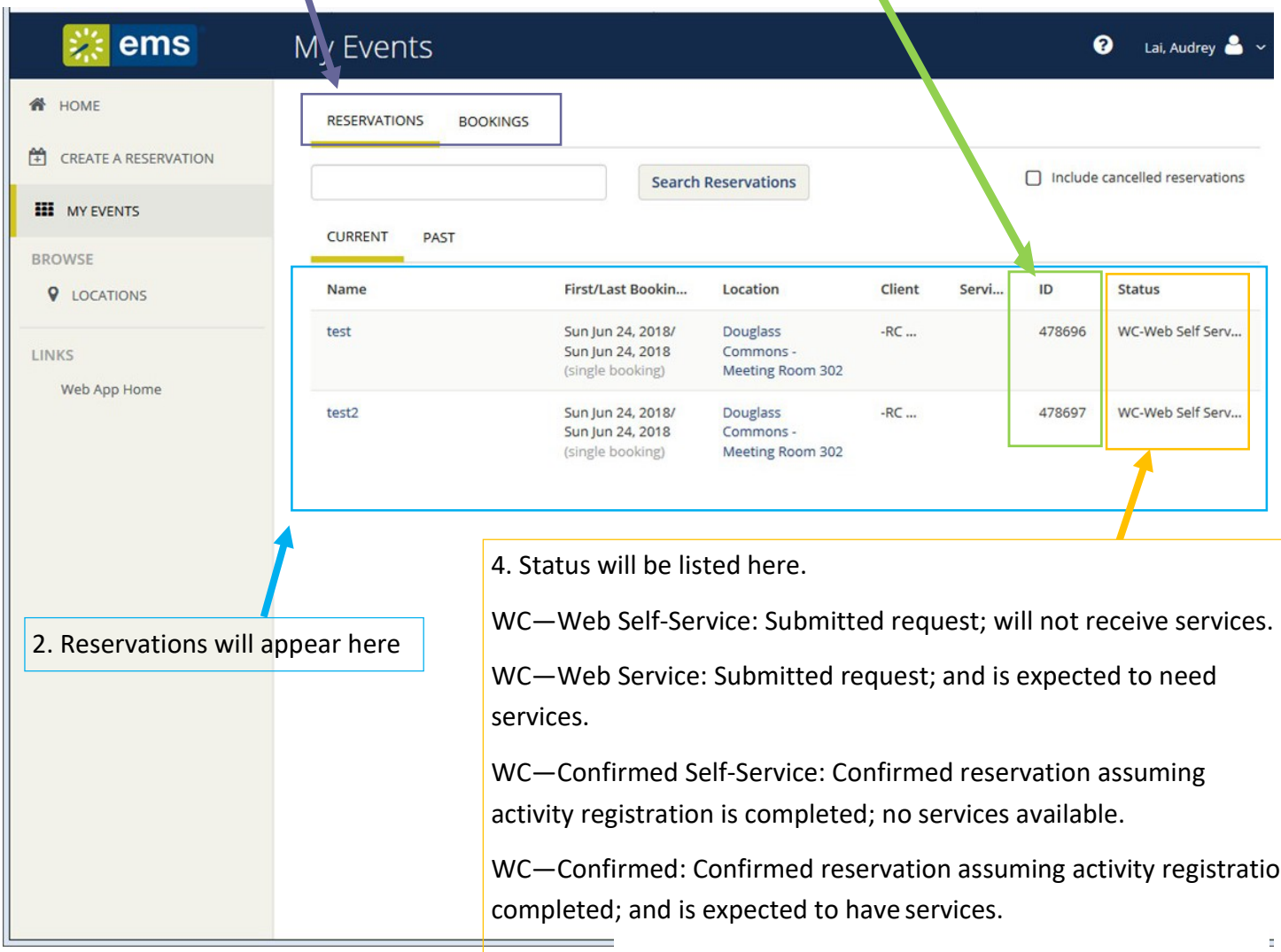
TO VIEW YOUR RESERVATIONS

1. Click “My Events”



3. Your VEMS ID will be require for activity registration

6. Toggle between “Reservations” and “Bookings” view



2. Reservations will appear here

4. Status will be listed here.

WC—Web Self-Service: Submitted request; will not receive services.

WC—Web Service: Submitted request; and is expected to need services.

WC—Confirmed Self-Service: Confirmed reservation assuming activity registration is completed; no services available.

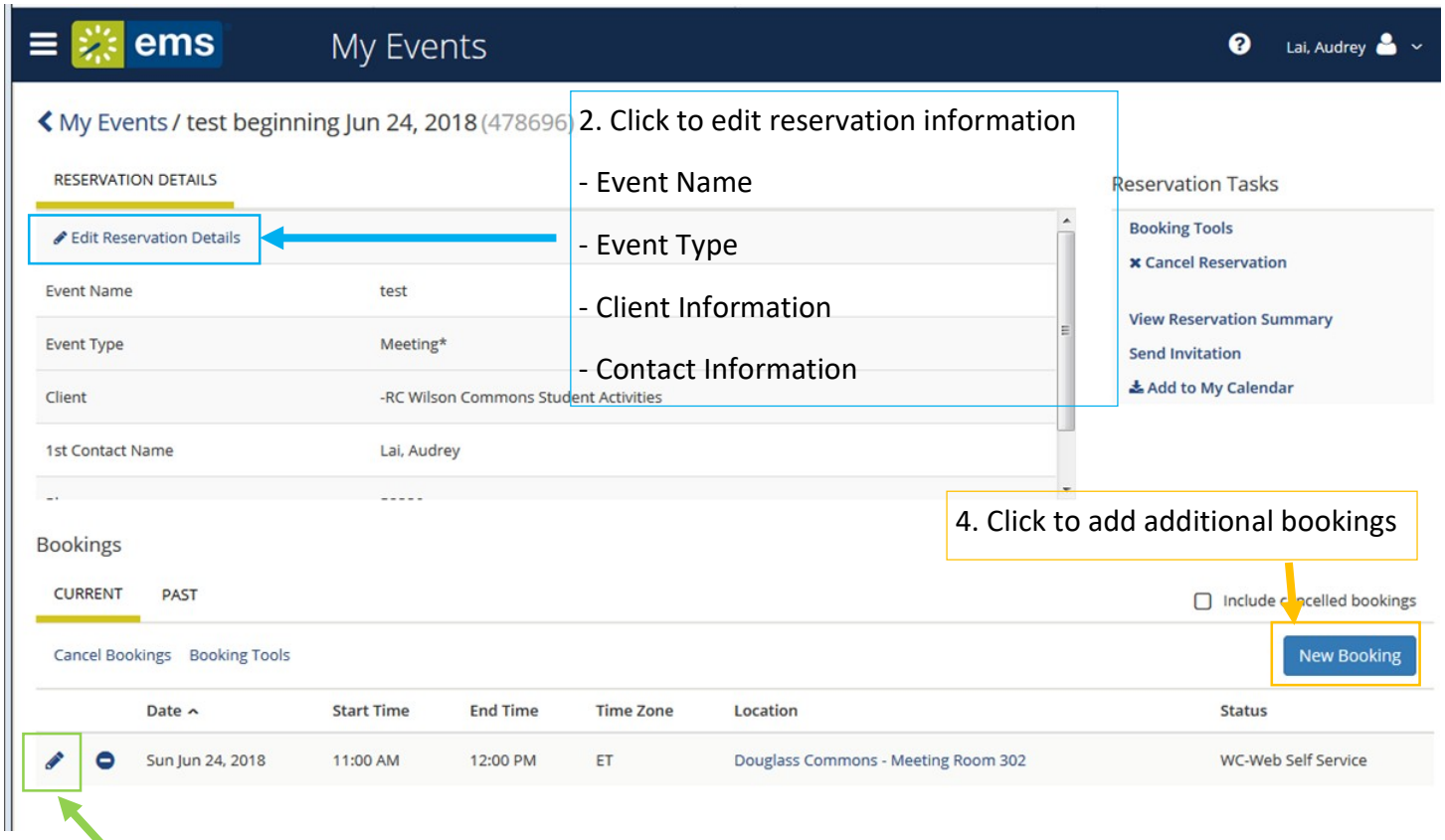
WC—Confirmed: Confirmed reservation assuming activity registration is completed; and is expected to have services.

WC—Denied: Reservation request was denied, there is possibility to resubmit by editing the location, time or date

WC- Special Review or WC-Tentative: Your reservation request has been sent for additional review.

TO EDIT YOUR RESERVATIONS

1. Click name of reservation to edit or cancel reservation.



2. Click to edit reservation information

- Event Name
- Event Type
- Client Information
- Contact Information

4. Click to add additional bookings

3. Click to open a new web page for you to edit

-Date

-Location

-Time

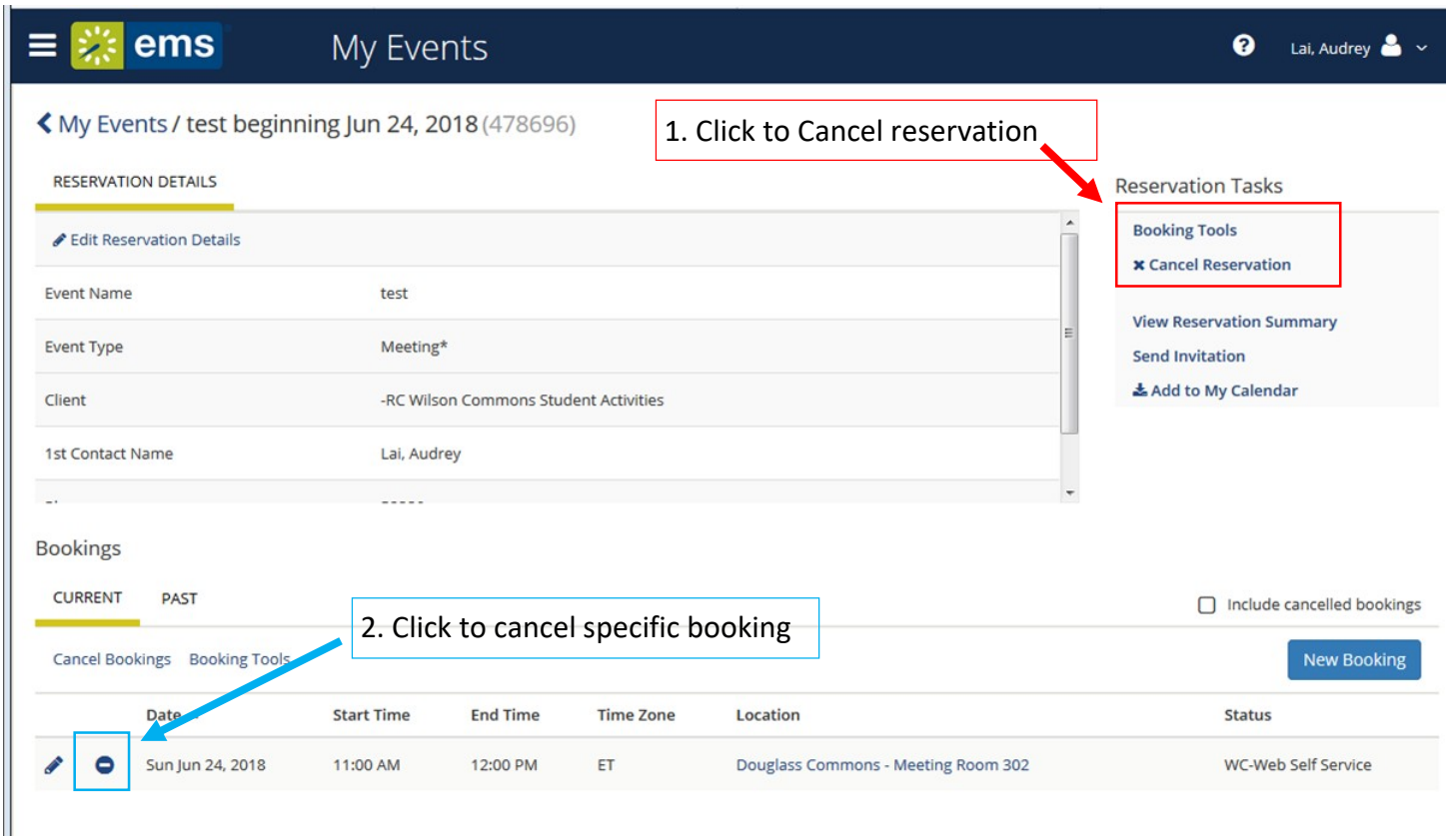
This can be done for all WC status. This CANNOT be done when a reservation has a status of “Cancelled”

NOTE:

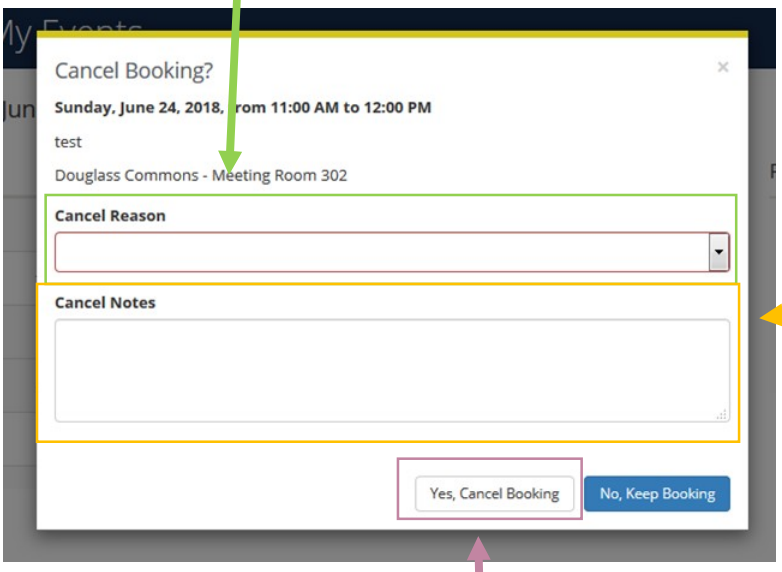
Editing a RESERVATION (step 2) changes or cancels all booking in a recurring set.

To edit ONE SPECIFIC BOOKING, please go to step 3

TO CANCEL YOUR RESERVATION



3. A pop-up will appear, select the reason for cancelling from the drop-down menu



4. Input any notes

5. Confirm booking or reservation cancellation

NOTE:

Cancelling a RESERVATION (step 1) changes or cancels all booking in a recurring set.

To cancel **ONE SPECIFIC BOOKING**, please go to step 2