

# Welcome to VEMS

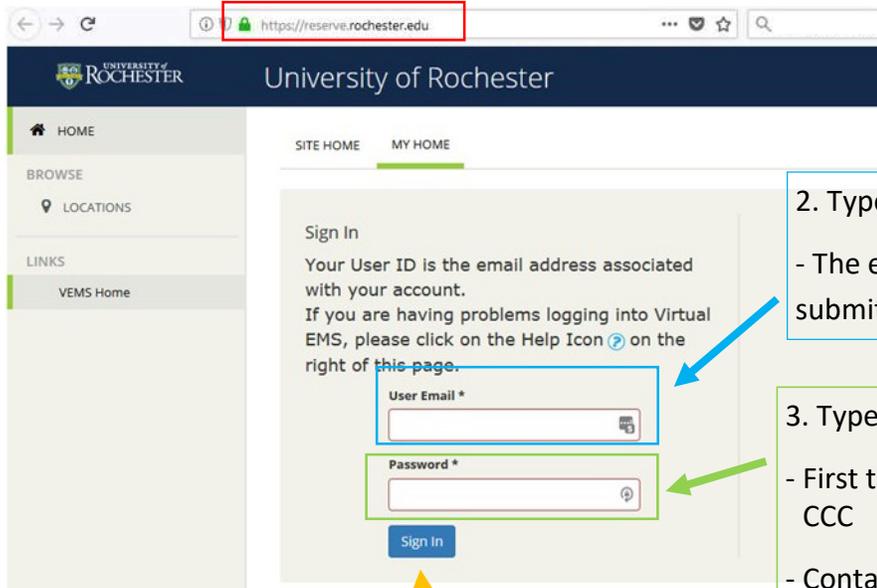


## This Guide will explain how to

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# 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](mailto: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.

The screenshot shows the VEMS home page for the University of Rochester. The page is divided into several sections: a navigation sidebar on the left, a main content area with 'My Reservation Templates' and 'My Bookings', and a user profile dropdown in the top right. Six callouts with arrows point to specific features:

- 1. The reservation templates available to you. These will change throughout the year.** (Red box) points to the 'My Reservation Templates' section, which lists various reservation types like 'WC - 2017-2018 Event Location Request' and 'WC - Performance Venues'.
- 2. The ability to request a reservation** (Blue box) points to the 'book now' buttons next to each reservation template.
- 3. The ability to manage your account settings** (Green box) points to the user profile dropdown in the top right corner, which shows the user's name 'Lai, Audrey'.
- 4. The ability to search for upcoming bookings or to find your VEMS ID number.** (Black box) points to the 'SEARCH' button in the 'My Bookings' section.
- 5. The ability to browse for available space** (Pink box) points to the 'LOCATIONS' link in the left sidebar.
- 6. Any bookings you have the day you today** (Yellow box) points to the 'My Bookings' section, which currently displays 'There are no bookings for June 14, 2018'.

# 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"

The screenshot displays the University of Rochester EMS web application interface. At the top, the 'ems' logo and 'University of Rochester' text are visible. In the top right corner, the user's name 'Lai, Audrey' is shown next to a person icon and a dropdown arrow. A red box highlights this area, with a red arrow pointing to it from the first instruction. A blue box highlights the 'My Account' option in the dropdown menu, with a blue arrow pointing to it from the second instruction. The main content area shows 'MY HOME' with a list of reservation templates and a 'My Bookings' section for June 14, 2018, which is currently empty.

ems My Account

ACCOUNT DETAILS PERSONALIZATION MY FAVORITE ROOMS

HOME  
CREATE A RESERVATION  
MY EVENTS  
BROWSE  
LOCATIONS  
LINKS  
Web App Home

Time Zone \*  
Eastern Time

Email Address  
alal4@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

To create a reservation request select "Book Now" in the appropriate template line

MY HOME

UNIVERSITY of ROCHESTER

University of Rochester

HOME

CREATE A RESERVATION

MY EVENTS

BROWSE

EVENTS

LOCATIONS

PEOPLE

LINKS

AS&E Registrar

Athletics & Recreation

Eastman School - Registrar

Event and Classroom Manage...

Interfaith Chapel

Memorial Art Gallery

River Campus Libraries

Simon Business School

Wilson Commons Student Activ...

MY HOME

My Reservation Templates

Event - 30 day

Request a Room without services - 3 Day

Supported Reservations - 8 Day

My Bookings

NOVEMBER 19, 2018 SEARCH

Eastern Time [ET]

Day Month Date

Previous Today Next

There are no bookings for November 19, 2018

Take me to the next day containing bookings.

My Infographics

Today This Week This Month

0 bookings 0 bookings 0 bookings

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

ems Room Request

WC - Self Service Rooms

My Cart (0) Create Reservation

1 Rooms 2 Reservation Details

New Booking for Mon Jun 18, 2018 Next Step

**Date & Time**

Date: Mon 06/18/2018 Recurrence

Start Time: 5:00 PM End Time: 6:00 PM

Create booking in this time zone: Eastern Time

Locations: Add/Remove (all)

**Selected Rooms**

Your selected Rooms will appear here.

**Room Search Results**

Rooms matching your search criteria will appear here.

Search

Click "Search"

Let Me Search For A Room

I Know What Room I Want

Room Name

## Making a single day reservation

The screenshot shows the EMS Room Request interface. The header includes the EMS logo, the title "Room Request", and the user name "Lai, Audrey". The main content area is titled "WC - Self Service Rooms" and shows a progress bar with two steps: "1 Rooms" (active) and "2 Reservation Details". A "Create Reservation" button is visible in the top right. The main section is titled "New Booking for Mon Jun 18, 2018" and includes a "Next Step" button. The interface is divided into two columns: "Date & Time" and "Selected Rooms". The "Date & Time" column contains fields for Date (Mon 06/18/2018), Recurrence, Start Time (5:00 PM), End Time (6:00 PM), and a time zone dropdown (Eastern Time). The "Selected Rooms" column contains a "Room Search Results" section with a "Search" button and a "Room Name" input field. A yellow box highlights the "Add/Remove" button in the "Locations" section. Three yellow arrows point from a text box to the "Add/Remove", "Let Me Search For A Room", and "I Know What Room I Want" buttons.

**Annotations:**

- You can further filter results by
- Click "Add/Remove" to select specific buildings
- Click "Let me search for a room" to search for room types
- Click "I know what room I want" to search by an exact match of the room name

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.

New Booking for Mon Jun 18, 2018

Date & Time  
Date: Mon 06/18/2018  
Start Time: 5:00 PM  
End Time: 6:00 PM  
Create booking in this time zone: Eastern Time

Locations  
Douglass Commons

Room Search Results

LIST SCHEDULE

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.

Room	Location	Floor	TZ	Cap	Price	Filter Match
Green Room Meeting Space	Douglass Commons	3rd Floor	ET	7		
Meeting Room 302	Douglass Commons	3rd Floor	ET	19		
Meeting Room 307	Douglass Commons	3rd Floor	ET	8		
Meeting Room 308	Douglass Commons	3rd Floor	ET	8		
Meditation Room	Douglass Commons	3rd Floor	ET	18		
Meeting Room 401	Douglass Commons	4th Floor	ET	30		

Next Step

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"

Attendance & Setup Type

To continue, please enter the number of attendees and desired setup type for this Room.

No. of Attendees  
0

Add Room Cancel

# Making a recurring reservation

ems Room Request

Lai, Audrey

WC - Self Service Rooms

My Cart (0) Create Reservation

1 Rooms 2 Reservation Details

New Booking for Mon Jun 18, 2018

Next Step

Date & Time

Date: Mon 06/18/2018

Recurrence

Start Time: 5:00 PM

End Time: 6:00 PM

Create booking in this time zone: Eastern Time

Locations: (all)

Add/Remove

Search

Let Me Search For A Room

I Know What Room I Want

Room Name

Selected Rooms

Room Search Results

1. Click for recurrence

2. The following pop-up window will appear.

3. Change Daily to Weekly

Recurrence

Repeats: Daily

Remove Recurrence

Every: 1 day(s)

Weekdays Only

Start Date: Mon 06/18/2018

End Date: Tue 06/19/2018 (2 occurrences)

End after: 1 occurrence(s)

Start Time: 11:00 AM

End Time: 12:00 PM

Create booking in this time zone: Eastern Time

Apply Recurrence

Close

## Making a recurring reservation

**Recurrence** [?] [x]

Repeats: Weekly [v] [Remove Recurrence]

Every: 1 week(s)

On: Sun Mon Tue Wed Thu Fri Sat

Start Date: Wed 08/31/2022 [calendar icon]

End Date: Wed 12/14/2022 [calendar icon]

End after: 1 occurrence(s)

Start Time: 1:30 PM [clock icon] End Time: 2:30 PM [clock icon]

Create booking in this time zone: Eastern Time [v]

[Apply Recurrence] [Cancel]

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

LIST

Favorite Rooms ...

Room	Available	Location	Floor	TZ	Cap	Price	Filter Match
Rooms You Can Request							
 212 - Hirst Lounge (Entire)	15/15	Wilson Commons	2nd Floor	ET	248		
 213 - Gowen Room	15/15	Wilson Commons	2nd Floor	ET	99		
 408 - Bridge Lounge	15/15	Wilson Commons	4th Floor	ET	109		
 409 - Havens Lounge	15/15	Wilson Commons	4th Floor	ET	77		
 Front Porch	15/15	Wilson Commons	2nd Floor	ET	75		
 200 - Feldman Ballroom - 1 Section (1/4 Ballroom)	14/15	Douglass Commons	2nd Floor	ET	220		
 Wilson Quadrangle West	14/15	Wilson Commons	Ground Level	ET	1000		
 Wilson Quadrangle East	14/15	Wilson Commons	Ground Level	ET	1000		
 Wilson Quadrangle South	14/15	Wilson Commons	Ground Level	ET	1000		
 200 - Feldman Ballroom - 2 Sections (1/2 Ballroom)	13/15	Douglass Commons	2nd Floor	ET	630		
 200 - Feldman Ballroom (Entire)	13/15	Douglass Commons	2nd Floor	ET	700		

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

LIST

Favorite Rooms ...

15 occurrence(s):  13 In 200 - Feldman Ballroom - 2 Sections (1/2 Ballroom) 2 Remaining | Skip 2

Room	Available	Location	Floor	TZ	Cap	Price	Filter Match
Rooms You Can Request							
 212 - Hirst Lounge (Entire)	2/2	Wilson Commons	2nd Floor	ET	248		
 213 - Gowen Room	2/2	Wilson Commons	2nd Floor	ET	99		
 408 - Bridge Lounge	2/2	Wilson Commons	4th Floor	ET	109		
 409 - Havens Lounge	2/2	Wilson Commons	4th Floor	ET	77		
 Front Porch	2/2	Wilson Commons	2nd Floor	ET	75		
 200 - Feldman Ballroom - 1 Section (1/4 Ballroom)	1/2	Douglass Commons	2nd Floor	ET	220		
 401 - May Room	1/2	Wilson Commons	4th Floor	ET	260		
 Wilson Quadrangle West	1/2	Wilson Commons	Ground Level	ET	1000		
 Wilson Quadrangle East	1/2	Wilson Commons	Ground Level	ET	1000		
 Wilson Quadrangle South	1/2	Wilson Commons	Ground Level	ET	1000		

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

st ⓘ

My Cart (1) Create Reservation

1 Rooms 2 Reservation Details

2022

Next Step

Selected Rooms Attendance & Setup Type

200 - Feldman Ballroom - 2 Sections (1/2 Ballroom) (13 of 15 occurrences), 213 - Gowen Room (2 of 15 occurrences)

Room Search Results

LIST

Favorite Rooms ... Find A Room Search

Room	Available	Location	Floor	TZ	Cap	Price	Filter Match
Rooms You Can Request							
<input type="checkbox"/> 212 - Hirst Lounge (Entire)	15/15	Wilson Commons	2nd Floor	ET	248		<input type="checkbox"/>
<input type="checkbox"/> 213 - Gowen Room	15/15	Wilson Commons	2nd Floor	ET	99		<input type="checkbox"/>
<input type="checkbox"/> 408 - Bridge Lounge	15/15	Wilson Commons	4th Floor	ET	109		<input type="checkbox"/>

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

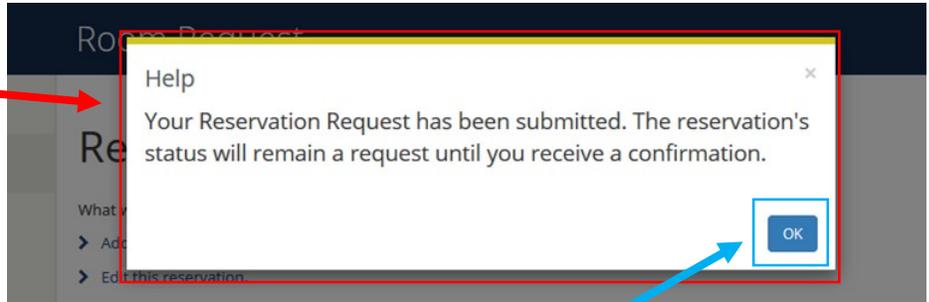
For room reservation request without services

The screenshot shows the 'Room Request' form with the following sections and callouts:

- 1. Input name of the event**: Points to the 'Event Name \*' text input field.
- 2. Choose event type from the drop down menu**: Points to the 'Event Type \*' dropdown menu, which currently shows 'Meeting\*'. A blue arrow also points to the 'Reservation Details' breadcrumb.
- 3. confirm "Client" is the name of your organization**: Points to the 'Client \*' dropdown menu, which shows '-RC Wilson Commons Student Activitie'.
- 4. Choose contact from drop-down menu**: Points to the '1st Contact' dropdown menu, which shows 'Lai, Audrey'.
- 5. Answer any questions under the additional information section (you will always be asked about second and third options and be allowed to leave notes for the reservation team.**: Points to the 'Additional Information' section, which contains a text area with the prompt '\*Please include any additional information for the Reservation Coordinator'.
- 6. Check the checkbox to confirm you read the terms and agreements**: Points to the checkbox labeled 'I have read and agree to the terms and conditions'.
- 7. Click "Create Reservation"**: Points to the green 'Create Reservation' button.

# Reservations request submitted

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

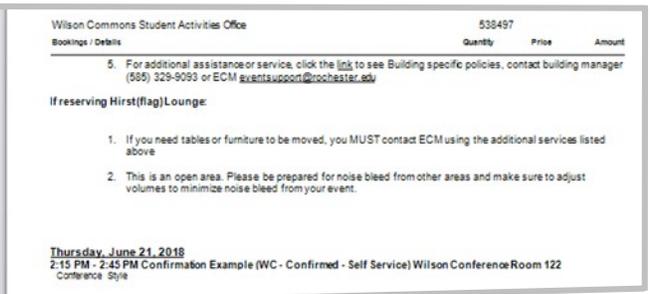
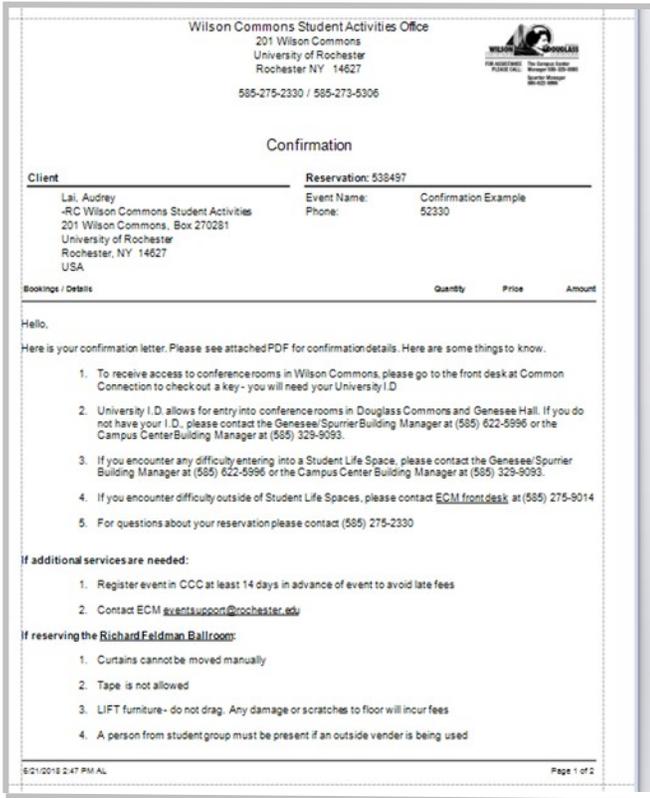


2. Click "OK"

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



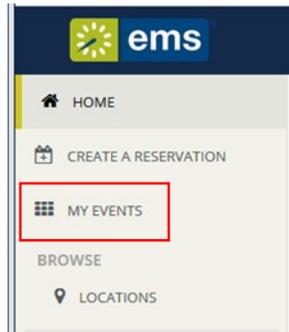
3. You have the option to add the tentative reservation to your calendar. **A reservation is not confirmed until you receive a confirmation email.**



**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

A screenshot of the 'My Events' page in the EMS system. The page has a dark blue header with the 'ems' logo and the user name 'Lai, Audrey'. Below the header, there are tabs for 'RESERVATIONS' and 'BOOKINGS', with 'RESERVATIONS' selected. A search bar and a checkbox for 'Include cancelled reservations' are visible. Below that, there are tabs for 'CURRENT' and 'PAST', with 'CURRENT' selected. A table of reservations is displayed with columns: Name, First/Last Bookin..., Location, Client, Servi..., ID, and Status. Two reservations are listed: 'test' and 'test2'. The 'ID' and 'Status' columns for both reservations are highlighted with a green box. A blue arrow points from the text box '2. Reservations will appear here' to the table area. A green arrow points from the text box '3. Your VEMS ID will be require for activity registration' to the 'ID' column. An orange arrow points from the text box '4. Status will be listed here.' to the 'Status' column.

Name	First/Last Bookin...	Location	Client	Servi...	ID	Status
test	Sun Jun 24, 2018/ Sun Jun 24, 2018 (single booking)	Douglass Commons - Meeting Room 302	-RC ...		478696	WC-Web Self Serv...
test2	Sun Jun 24, 2018/ Sun Jun 24, 2018 (single booking)	Douglass Commons - Meeting Room 302	-RC ...		478697	WC-Web Self Serv...

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.

CURRENT		PAST					
Name	First/Last Bookin...	Location	Client	Servi...	ID	Status	
test	Sun Jun 24, 2018/ Sun Jun 24, 2018 (single booking)	Douglass Commons - Meeting Room 302	-RC ...		478696	WC-Web Self Serv...	
test2	Sun Jun 24, 2018/ Sun Jun 24, 2018 (single booking)	Douglass Commons - Meeting Room 302	-RC ...		478697	WC-Web Self Serv...	

The screenshot shows the 'My Events' page for a reservation named 'test' starting on June 24, 2018. The 'RESERVATION DETAILS' section includes fields for Event Name, Event Type (Meeting\*), Client (-RC Wilson Commons Student Activities), and 1st Contact Name (Lai, Audrey). A blue box highlights the 'Edit Reservation Details' link. The 'Bookings' section shows a table with one booking for the same date and location. A blue box highlights the 'New Booking' button in the 'Booking Tools' section. A green box highlights the edit icon in the booking table.

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

The screenshot shows the 'My Events' page for a reservation titled 'test beginning Jun 24, 2018 (478696)'. The 'RESERVATION DETAILS' section includes fields for Event Name (test), Event Type (Meeting\*), Client (-RC Wilson Commons Student Activities), and 1st Contact Name (Lai, Audrey). On the right, the 'Reservation Tasks' menu is open, with 'Cancel Reservation' highlighted. Below, the 'Bookings' section shows a table with one booking for 'Sun Jun 24, 2018' from 11:00 AM to 12:00 PM at 'Douglass Commons - Meeting Room 302'. A minus sign icon in the first column of the table is highlighted.

1. Click to Cancel reservation

2. Click to cancel specific booking

	Date	Start Time	End Time	Time Zone	Location	Status
	Sun Jun 24, 2018	11:00 AM	12:00 PM	ET	Douglass Commons - Meeting Room 302	WC-Web Self Service

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

The 'Cancel Booking?' dialog shows the booking details: 'Sunday, June 24, 2018, from 11:00 AM to 12:00 PM' for 'test' at 'Douglass Commons - Meeting Room 302'. It features a 'Cancel Reason' dropdown menu, a 'Cancel Notes' text area, and two buttons: 'Yes, Cancel Booking' and 'No, Keep Booking'.

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

