University Center Facilities Application

How-To Instructions

Table of Contents

Things To Know Before Starting Your Request

What is EMS???

EMS is a premiere room and event management software used by UTC to reserve everything from class-rooms and meeting rooms to the various exterior event spaces on campus. UTC has used the software since the early 2000s.

Why are we using Web Requests Through EMS to reserve space in the UC?

The University Center decided to start using Web Requests Through EMS in hopes to provide better customer service and a better customer experience for everyone on campus. Web Requests Through EMS allows you to see real-time room availability when you make a room request. You'll no longer submit a request only to find out that the room is not available. Also, you'll be able to provide the University Center staff with important information about your event, and you can request more equipment for your meeting or event? Need an extension cord or 4 easels in the Chickamauga Room? You can request it. And just like rooms, the equipment you request is inventories in real-time as well.

Lastly, this will also be much more efficient for the UC staff. Previously, all requests were manually entered in to EMS by the staff. This will drastically cut down the time needed for data entry so we can better serve you.

Through the University Center Facilities Application you can…

- Book rooms in the University Center up to 450 prior to your event date.
- Have up up to 20 Bookings in one request. (The definition of a Booking can be found below.)

But you cannot…

- Reserve space less than 32 hours before the start time. The 32-hour period does not include weekends. If you need to request a room less than 32 hours before the start time please call the University Center Office during regular business hours at 423-425-4455.
- Book a room that is too small for your expected attendance. If your attendance will be 25, you cannot reserve a room that only holds 20 people.

Important Definitions

Booking: In EMS, "Booking" refers to a single room, reserved on a single date, at a specific time. For example, a meeting in the Heritage Room on Monday, January 8, 2019, from 3:00pm-4:30pm is one bookings.   If that meeting is a recurring weekly meeting and occurs 16 times between January and April, that is 16 bookings.

Reservation: In EMS, "Reservation" refers to the umbrella under which a set a bookings fall. Some Reservations include just one Booking. For example, the SGA Leadership Banquet occurs in the Tennessee Room, and no other rooms, dates, or times are reserved with it. There is only one Booking under the "SGA Leadership Banquet" Reservation.

Two examples of multiple Bookings under one Reservation would be a recurring weekly staff meeting, or multiple rooms reserved on the same day for a conference.

Service: A Service is any item or individual requested for your event that are not permanently in the requested room. Items can include technology, tables and chairs, a Media Technician, etc. Because not all items are compatible with all rooms, the request form is designed to only show the Services compatible with your requested room(s). If multiple rooms are requested, the Services listed will include those available in the room with the greatest number of Services (usually Tennessee, Chattanooga, or the Auditorium).

One-Time Meeting Requests or
Requesting Multiple Rooms on the Same Day & Same Times

After logging in you will click "Book Now" for the University Center Facilities Application.

After clicking "Book Now" you'll come to the screen where you will select the date and time for your meeting.

Date: Click the calendar icon to pull up the calendar to select you desired date.

Start & End Times: For entering your Start and End Times, you can either manually type in the requested time, or you can click the clock icon and select your desired time.

Note: If you click the clock icon you can only request times beginning on the 15-minute intervals. If you need your meetings to start at a time not on the 15-minutes intervals (ex. 3:10pm) you must manually enter that time.

After entering the date and time, click "Search".
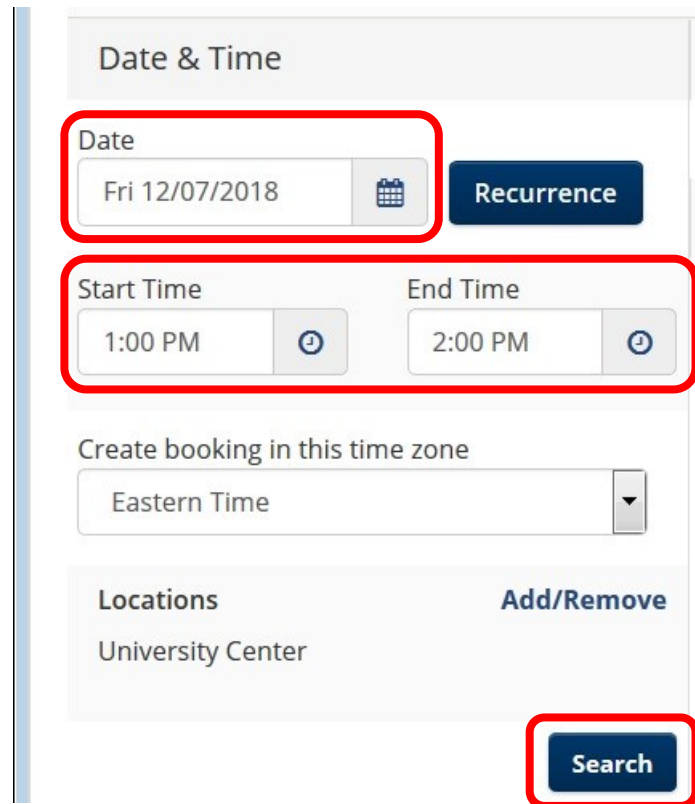
After clicking "Search", a list of all available rooms at your requested date and time will appear.

The capacity for each room is listed toward the right of the screen.

Clicking on the room name will display a pop-up window with information about that room, including set-up and technology information and a picture.

To select a room, click the green and white addition icon to the left of the room name.

Room	Location	Floor	TZ	Cap	Filter Match ⌄
Rooms You Can Reserve					
UC 206 Auditorium	University Center	Second Floor	ET	300	
UC 220 Chattanooga Room A	University Center	Second Floor	ET	150	
UC 220 Chattanooga Room A-B	University Center	Second Floor	ET	300	
UC 220 Chattanooga Room A-B-C	University Center	Second Floor	ET	400	
UC 220 Chattanooga Room B	University Center	Second Floor	ET	150	
UC 220 Chattanooga Room B-C	University Center	Second Floor	ET	250	
UC 220 Chattanooga Room C	University Center	Second Floor	ET	100	
UC 353 Chickamauga Room	University Center	Third Floor	ET	48	
UC 242 Foundation Room	University Center	Second Floor	ET	26	
UC 142 Game Room	University Center	First Floor	ET	150	
UC 339 Heritage Room	University Center	Third Floor	ET	26	
UC 357 Hiwassee Room	University Center	Third Floor	ET	25	
UC 359 Ocoee Room	University Center	Third Floor	ET	35	
UC 269 Raccoon Mountain Room	University Center	Second Floor	ET	120	

Attendance & Setup Type

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

No. of Attendees *

34

Please enter a value less than or equal to 24.

Setup Type *

Conference Table

Add Room   Cancel

Attendance and Setup Type
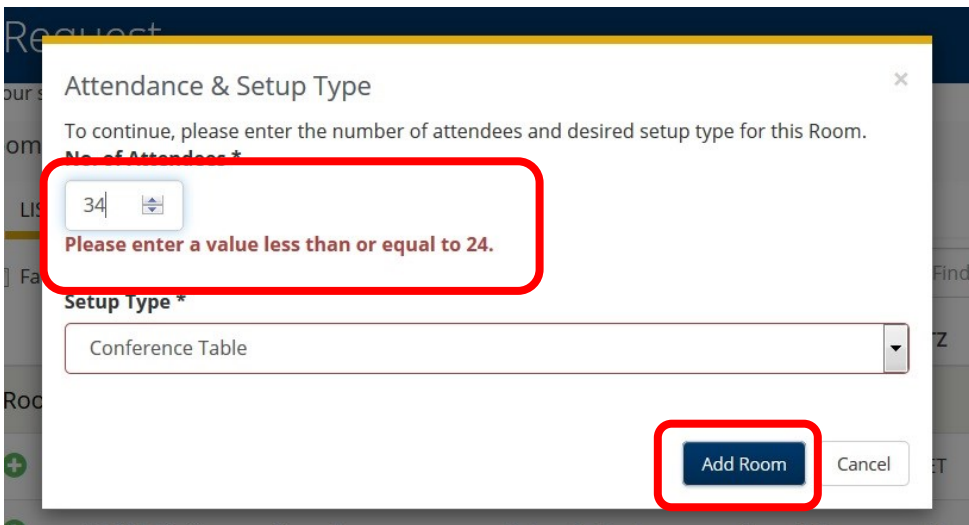Once you select a room the "Attendance & Setup Type" window will appear. Here is where you will enter your attendance number and select your room set-up.

Once you have entered your attendance and selected your setup type click "Add Room".

The Attendance & Setup Type window will disappear and the room you selected will be listed at the top.

Important Notes About Setup Types and Room Capacity
If you enter an attendance number greater than the room capacity you will not be allowed to reserve that room. (See above picture.)

The capacity of some rooms differ depending on the setup type selected. For example, the Heritage Room has two setup types. For the Conference Tables setup the capacity is 26. For the Luncheon setup the capacity is 20. This difference comes from there only being 20 chairs at the tables, with six additional chairs along the wall. The Luncheon setup type only count the chairs at the table.

Recurring Meeting Requests with the Same Start and End Times
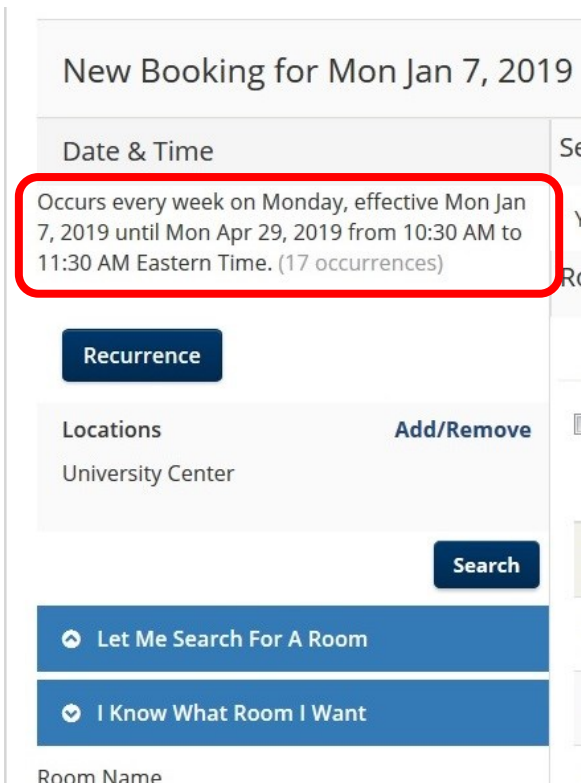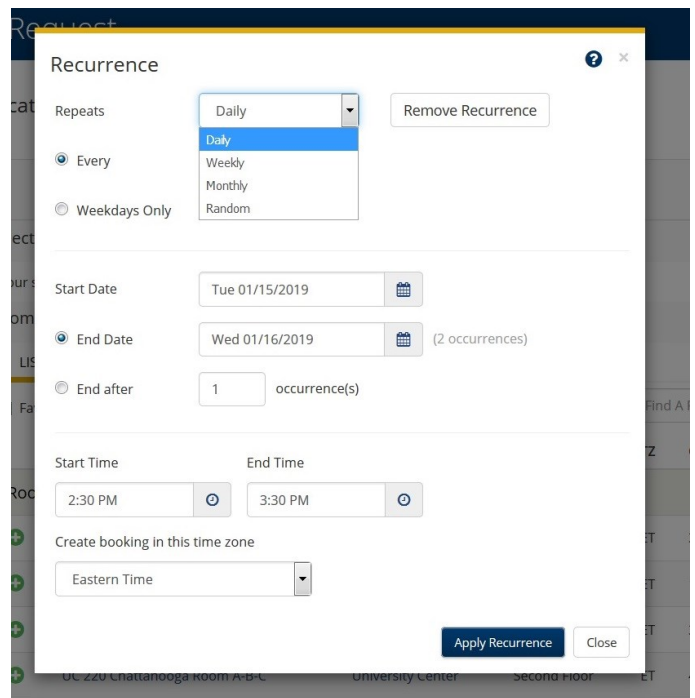
Before entering any date or time, Click the "Recurrence" button next to the date box.

A new window will appear for you to set the parameters for your recurrence (frequency, start and end dates, start and end times). From the dropdown box at the top of the window you can set recurrences for daily, weekly, or monthly as well as select random dates for a recurring meeting.

If you make a mistake when selecting your parameters you can click "Remove Recurrence" to reset the window.

Once your recurrence parameters are set click "Apply Recurrence" and it will take you back to the Date/Time Screen, but instead of the date and time selections you will see your recurrence parameters as well as the number of occurrences in your selection.

Next, click "Search" to pull up the list of available rooms.

Helpful Tip For Recurring Meetings

Don't forget that there is a maximum of 20 bookings per reservation. For weekly meetings, group the bookings by semester. Put all Fall bookings on one request, all Spring Bookings on a different request, and all Summer bookings on another request. Also, to make it easy to keep up with which reservation you are looking at, put the semester in the event name. (ex. Fall Semester Weekly Staff Meeting)

After clicking "Search", the list of rooms will appear, but this list includes the number occurrences the room is available. (i.e. 15/17 means the room is available for 15 of the 17 meeting dates/times in your recurrence.)

	Room	Avail	Location	Floor		Cap	
➕	UC 333 Walden Ridge Room	16/17	University Center	Third Floor	ET	8	
➕	UC 206 Auditorium	15/17	University Center	Second Floor	ET	300	
➕	UC 242 Foundation Room	15/17	University Center	Second Floor	ET	26	
➕	UC 339 Heritage Room	15/17	University Center	Third Floor	ET	26	
➕	UC 239 Tennessee Room	14/17	University Center	Second Floor	ET	500	
➕	UC 220 Chattanooga Room A	12/17	University Center	Second Floor	ET	150	

Unavailable Dates & Times ✕

UC 339 Heritage Room is unavailable for the occurrences shown below.

Mon 01/07/2019	5:00 AM - 12:30 AM	Building Open Times - University Center	
Mon 01/14/2019	5:00 AM - 12:30 AM	Building Open Times - University Center	
Mon 01/21/2019		Request violates building hours	
	12:00 AM - 12:00 AM	Building Open Times - University Center	
Mon 01/28/2019	5:00 AM - 12:30 AM	Building Open Times - University Center	
	10:30 AM - 11:30 AM	Recurring Meeting - Different Room	University Center
Mon 02/04/2019	5:00 AM - 12:30 AM	Building Open Times - University Center	
Mon 02/11/2019	5:00 AM - 12:30 AM	Building Open Times - University Center	

If you click on the fraction for a room it will show you a list of each of your dates and let you know the specific dates your room is not available. In the example to the left you will see conflicts on January 21st ("Request Violates Building Hours") and January 28th (another meeting already scheduled in the room).

The "Request Violates Building Hours" message in this case means in the University Center is closed that particular day. (January 21, 2019 is Martin Luther King, Jr. Holiday, and the campus is closed.)

After selecting your room it will appear at the top of the screen in the Selected Rooms area, and it will show how many occurrences will be in that room.

Below that you will see the list of rooms has been updated along with their availability for the remaining occurrences that could not be scheduled in your first room.

You can then select the best room option to cover your remaining dates. You can repeat this process as many times as necessary to meet your recurring meeting needs.

Note: If you hover your mouse over the "2 Remaining" link it will show you which 2 dates are not currently covered.

Selected Rooms   ✏ Attendance & Setup Type

⊖ UC 339 Heritage Room (15 of 17 occurrences with 2 conflicts)

Room Search Results

LIST

☐ Favorite …

Room	Available ⌄	Location
17occurrence(s): ⊖ 15 In UC 339 Heritage Room 2 Remaining	Skip 2		

Rooms You Can Reserve

|	Room		Location
➕	UC 206 Auditorium	1/2	University Ce
➕	UC 220 Chattanooga Room A	1/2	University Ce

Recurring Meeting Requests with Different Start and End Times

When you need to book a series of meetings that will not have a consistent start and end time you will follow a similar process to booking a one-time meeting.

Select the date and times of the first occurrence and then select your desired room from the availability list. That room will be shown in the "Selected Rooms" area of the screen.

Repeat this process for each additional meeting occurrence, selecting the new dates and times.

You will notice that with each selection the room names appears in the "Selected Rooms" area, even if you are selecting the same room for more than once.
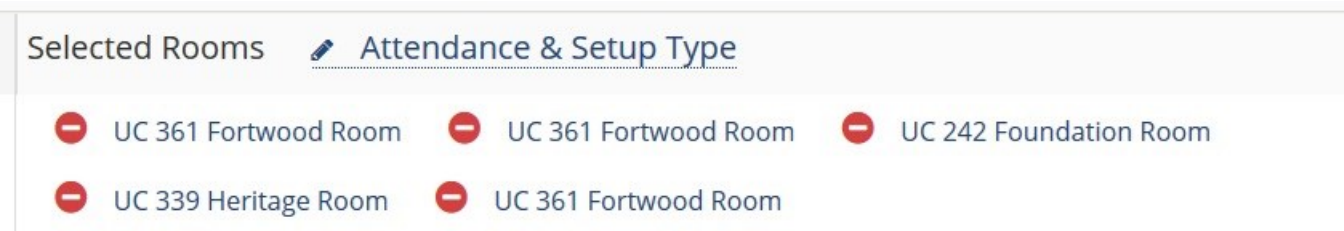
At the top of the page you will see a shopping cart icon label "My Cart".
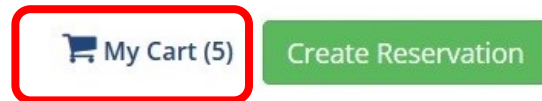
Clicking "My Cart" will show you the dates, times, and rooms that you have selected. From this page you can delete a specific book-ing , change your attendance number, or change the set-up type of the room.
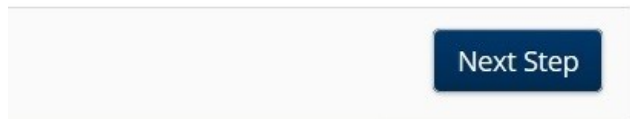
		Date	Start Time	End Time	Time Zone	Location	Attendance	Setup Type	Status	Conflict
✏	⊖	Wed 01/02/2019	1:30 PM	2:30 PM	Eastern Time	UC 361 Fortwood Room	20	Conference Table	Reserve	
✏	⊖	Thu 01/10/2019	1:30 PM	2:30 PM	Eastern Time	UC 361 Fortwood Room	15	Conference Table	Reserve	
✏	⊖	Wed 01/16/2019	10:30 AM	11:30 AM	Eastern Time	UC 242 Foundation Room	20	Conference Table	Reserve	
✏	⊖	Tue 01/22/2019	11:30 AM	12:30 PM	Eastern Time	UC 339 Heritage Room	15	Conference Table	Reserve	
✏	⊖	Thu 01/31/2019	12:30 PM	1:30 PM	Eastern Time	UC 361 Fortwood Room	15	Conference Table	Reserve	

Selecting Services

Services on the request form allow you to tell the University Center more details about what will be needed for your event, including A/V equipment, event equipment, staffing needs, and whether your event will include catering. Services are tailored to the specific space that you have requested. Below you will see the Services page for the Heritage Room compared to the page for the Chattanooga Rooms.

Heritage Room Services

Services For Your Reservation

Catering

Catering ⌃

UC Audio Visual Equipment

Cords, Cables, & Adaptors ⌃

UC Event Equipment

Miscellaneous ⌃

UC Staffing

Start Time [ET]	End Time [ET]	Service Type
🕐	🕐	Media Tech Coverage ▾

UC Staffing ⌃

Event and Set-Up Notes

Chattanooga Rooms Services

Services For Your Reservation

Catering

Catering ⌃

UC Audio Visual Equipment

Audio ⌃

Visual ⌃

Lighting ⌃

Cords, Cables, & Adaptors ⌃

UC Event Equipment

Tables ⌃

Chairs ⌃

Miscellaneous ⌃

UC Staffing

Start Time [ET]	End Time [ET]	Service Type
🕐	🕐	Media Tech Coverage ▾

UC Staffing ⌃

Event and Set-Up Notes

Service Categories

There are 5 categories of services for each room, and various sub-categories depending on the type of equipment.

Catering—This category allows the UC to know whether your event will have catering, and which type of catering you will have. (Refreshments, Buffet Meal, Plated Meal, Boxed Meal). Remember, all catering must be provided by Aramark.

Audio Visual Equipment—This category allows you to select items for your audio and visual needs, including projectors, screens, microphones, special event lighting, and any cords, cables or adaptors you might need.

Event Equipment—This category includes items such as tables, chairs, stage, podium, pipe & drape, easels, etc. For some items you can also provide more specific details. For example, when selecting round tables you can tell us how many chairs you would like at the tables and how you would like the chairs set (i.e. 6 Chairs per tables set so that no one has their back to the front of the room.)

Staffing—This category allows you to request a Media Technician to staff your event. Just a friendly reminder, there is a 2-hour minimum on weekdays and 3-hour minimum on weekends for Media Tech coverage at a cost of $15.00 per hour.

Event & Set-Up Notes—This category allows you to give specific information about your event or set-up.

When you select an item a window will appear with information about that item.

At the top of the window you will see a brief description of the item.

If you click on the picture it will provide a larger image, and give you access to view other available images.

You can see the real-time available inventory for each item. The form will not allow you to request more items than are available.

You can provide any special instructions or notes about any item you select. For example, if you request 2 wireless microphones you might have include a note requesting "1 Handheld Mic and 1 Lapel Mic.

When selecting tables and chairs for a banquet, it is not required that you enter the correct amount of each that you are requesting. While those details would be appreciated, it is more important that you select the specific item and include any notes for the UC staff.

Services Summary

As you select your items the information you provide will appear in the Services Summary box on the right of the screen.

All information your provide will be visible, including any special instructions you may have given.

If you need to edit any of your selections while you are completing your request you can click the item name in the Services Summary box and it will reopen the window for that item.

To cancel any items completely you just click the red and white subtraction icon to the left of the item.

Once you finish selecting your Services, please review the list to make sure everything is accurate.

Microphone - Wireless   ✕

Wireless Microphone - Either Handheld or Lapel/Countryman. Please indicate which type you would like in the Special Instructions box below.

[−] [1] [+]   (available inventory: 3)

Special Instructions

[   ]

[OK] [Cancel]

Services Summary

⊖   UC Audio Visual Equipment

⊖   2   Microphone - Wireless ✎
            1 Handheld Mic and 1 Lapel Mic

⊖   1   AV Cart ✎

            Will you need the
            UC to provide a
            computer for the
            cart?
              • I will be
                need a
                comptuer
                provided
                by the UC.

⊖   1   Projector Screen - 5'x7' ✎

⊖   UC Event Equipment

⊖   1   6' Round Table ✎

            Chairs Per Table
              • 6 Chairs
                Crescent

⊖   1   Stage ✎

            Stage Size
              • 12'w
                x 8'd

⊖   1   Podium - Acrylic ✎

            Please put on stage.

⊖   Catering

⊖   1   Yes, I will need catering. ✎

            Which type(s) of
            food service will
            your event have?
              • Buffet Meal

Reservation Details

The Reservation Details page is the final step for completing your request. This page is where you enter the basic details about your event, including the event name, the event contact's information, and answer questions that have appeared on previous reservation forms of the University Center. The page is divided into three separate areas: Event Details, Group Details, and Additional Information

Event Details

This information includes the Event Name (this is visible on the building and public schedule) and the Event Type.

Event Details

Event Name *	Event Type *
	Meeting / Conference ▾

Group Details

Group *

University Center ▾ 🔍

1st Contact

Aaron Grisham ▾ 🔍

1st Contact Phone   1st Contact Fax

4317

1st Contact Email Address *

aaron-grisham@utc.edu

2nd Contact

(none) ▾

2nd Contact Phone   2nd Contact Fax

2nd Contact Email Address

Group Search Window

Groups you can book for

Group name starts with 🔍

	Group	Group Type
⊟	Campus Recreation	Student Development
⊟	Environmental Task Force	Student Development
⊟	Residence Life & Housing	Student Development
⊟	University Center	Student Development

Group Details

This information includes the department/office/ organization name along with the contact information for the primary and secondary contact (if application) for the reservation.

The Group list is populated according the to account-holder's groups in EMS. You can see all Groups you a contact for by using the dropdown list.

If you need to reserve for a group you are not a part of (ex. you are on a committee a committee run by a different department) you can click the magnifying glass icon and search for other departments, organizations, etc.. Once you select that Group it will show up on your Groups dropdown until you remove it from the list with the blue subtraction icon.

For the Contacts, your name will be auto-populated as the 1st Contact. If someone else needs to be listed as the 1st Contact, you can select their name from the dropdown list.

A 2nd Contact is not required for you reservation, but if two people need to receive the confirmation email you should add them as a second contact.

Contact Dropdown List Example

1st Contact

(temporary contact) ▾

(temporary contact)
Aaron Grisham
Caesar Wood
Dayle Hoefling
June Knowles
Maurice Dorsey

"Additional Information" Questions

These questions give the University Center information about your event that will help know if something needs our attentions.

Reserved Time—Reserved time is time before or after your event typically reserved for preparation and/or breakdown. When selecting this time it is not automatically reserved on your reservation. It will be added to your reservation by the University Center staff.

MasterCalendar—MasterCaldendar is the public-facing calendars of the University. Some events, such as simple meetings, should not be added to MasterCalendar. Special events, such as guest lectures, public forums, or events open to all students should be added to MasterCalendar. If you select "Yes" for MasterCalendar you will be asked which calendar to add it to. If you aren't sure which calendar is should go on, just pick the best fit and a University official will make sure it is correct.

Reserved Time

MasterCalendar Options

Event Description—The Event Description box allows you describe your event. If you select "yes" for MasterCalendar this description will be displayed if someone clicks on your event. Therefore, it is important that you double-check grammar, punctuation, etc. to ensure your departments or organization is putting its best face forward.

Target Audience—The Target Audience is the intended audience for your event. Please note, if your target audience is "Non-UTC Community Members" there may be facility, technology and/or staffing fees charged.

Money Exchanged—If money is exchanged during an event security will be required by the University Center. Also note, if books are sold during an event that must be coordinated through the UTC Bookstore.

If "Yes" to the "Money Exchanged" question...

Anyone Under Age 18—If your event will bring anyone under the age of 18 years old on campus you may be required to complete additional paperwork before your event is confirmed.

IMPORTANT NOTE: If you do not answer this question truthfully it may put the University at risk of legal action!

Under Age 18 Options

Will your event bring anyone under the age of 18 years old on campus? *

Choose one

| Choose one |
| No |
| Yes. They will be with a parent/guardian. |
| Yes. As a group with a teacher/counselor. |

Guests Will Include—"Guests Will Include" lets the University know who might be on campus for a particular event.

UTC Campus Community—These are the faculty, staff, and students of UTC.

General Public—If your event is open to anyone from the surrounding community

Specific Invited Public Guests—If your event is not open to the general public, but you have invited certain community member to attend.

"Guests Will Include" Options

☐ UTC Campus Community

☐ General Public

☐ Specific Invited Public Guests

Terms and Conditions—In the request form, click on the hyperlinked "Terms and Conditions" and read over them before you click the checkbox.

☐ I have read and agree to the terms and conditions

Create Reservation—Once you have finished filling out the form, click the green "Create Reservation" button in either top-right or bottom-right corner of the page.

Create Reservation

You will be redirected to a page that says "Your Request has been submitted!"
From this page you can also create a new reservation or see all of the events you have submitted through this online request by clicking "My Events".

THE UNIVERSITY OF TENNESSEE
CHATTANOOGA   Room Request

🏠 HOME

📅 CREATE A RESERVATION

▦ MY EVENTS

Your Request has been submitted!

What would you like to do now?

❯ Add to my calendar.

All requests for space in the University Center will go through the same approval process as with previous request forms. Your event will be in a statue of "Pending Reservation" until you receive an official confirmation email from the University Center.

Managing Your Current Reservations

After logging in, click "My Events" on the left side menu on the reservation template page. A list of all of your upcoming reservations will be displayed, including the dates, locations, whether they have Services, and their status.

You can edit the some of the Reservation and Booking information by clicking the name of the event you need to change. You can also add or cancel Bookings, edit Services, or cancel entire Reservations.

Adding a New Booking to an Existing Reservation

If you need to add a new Booking to an exiting Reservation you can do so by clicking the "New Booking" button on the right side of the screen above the list of bookings in that Reservation. You will be taken to the "Rooms" page of the request form, where you can select your new date(s), time(s), and room(s). Because you are adding to an existing Reservation you do not have to complete the other event information required for a new Booking.

Helpful Tip: When reserving space for meetings, make sure you give the Event Name a specific descriptor. Notice in the example above there are two reservations named "Staff Meeting". If a change needs to be made to one of those meetings, different names would make it easier to determine which is the correct one your are looking for.

Adding Services To An Existing Reservation

If your Reservation does not have any Services (audio or event equipment, catering, staffing) and you want to add Services you can do so by clicking the "Add Services" button in the "Reservation Tasks" box on the right side of the screen.

Reservation Tasks

Add Services

✖ Cancel Reservation

⬇ Add to My Calendar

Bookings

CURRENT   PAST

Cancel Bookings   Booking Tools

Date ∧	Start Time
✏ ⛔ Thu Apr 18, 2019	6:00 PM

View Services | Manage Services

Editing Services on an Existing Reservation

If your reservation has any Services you can view those items by clicking the "View Services" link at the bottom of the list of bookings.

If you need to make any changes to your Services clicking "Manage Services" will take you to the Services page of the request form. The services you have already selected will be displayed in the "Services Summary" box on the right of the screen. You can make changes to any of those services, or you can add new ones to the list.

Important Note: Adding or editing Services will not change the status of your event unless you change a "Staffing" Service. If you add or edit "Staffing" the status will change to Pending and you will receive an updated confirmation from the University Center staff.

Cancelling a Reservation

If you need to cancel a Reservation in EMS you can do so through the link in the "Reservation Tasks" box on the right of the screen. After clicking "Cancel Reservation" you will be need to select a reason from the dropdown menu and you have the option to provide additional comments. Then click "Yes, Cancel Reservation."

IMPORTANT: Cancelling a Reservation will cancel all Bookings under that Reservation. If you only want to cancel a Booking, see the "Cancelling a Booking" section below.

Helpful Tip

If you are unsure of the difference between a Booking and a Reservation, see page 3 of this Guide for definitions and examples of each.

Reservation Tasks

Add Services

✖ Cancel Reservation

⬇ Add to My Calendar

Managing Individual Bookings

If you need to make changes to any individual booking you can do so in the Bookings list of the reservation page you selected. If you need to change the attendance or setup type for a booking you can do so in the corresponding box for each booking.

You can change the date, time, or location of a specific booking by clicking the pencil icon on the far left of each booking line.

Bookings

Cancelling a Booking

If you need to cancel a Booking in EMS you can do so under the "Bookings" list at the bottom of your selected event's information page.

If you need to cancel only one Booking, click the red subtraction icon on the left side of the date/room line you wish to cancel. A pop-up window will appear for you to select the reason from the dropdown menu and enter any additional comments.

If you want to cancel multiple bookings, but not the entire reservation, you can click the "Cancel Bookings" above the list of bookings. That will bring up a window for you to select multiple dates/rooms to cancel. You'll then be prompted to select the reason and provide comments, if you have any.