Reserving Rooms at FSM

Overview: Event Management Software (EMS)

EMS (Event Management Software) is the database where all public spaces are reserved at Feinberg School of Medicine. This is also the system where CCM Equipment and Surgical Suites are reserved. An end user can have a personal VEMS (Virtual EMS) account set up in order to reserve space directly through the VEMS portal. This user guide will help establish basics to reserving through the system. If additional assistance is required, please reach out to the FSM Facilities Coordinator at 312.503.1871.

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Virtual EMS Basics

Logging In

1. Open the Virtual EMS (VEMS) website at https://fsmfacility.northwestern.edu/virtualems/.
2. Log into VEMS. Hover over the “My Account” Button, and click “Log In.”

3. Enter your Northwestern email address as your User ID and your VEMS Password, then click “Login.”

4. Note the buttons that are available upon accessing the account:
Change Account Password

1. Once logged into VEMS, choose “My Account”, then “Edit My Account.”

2. Enter and confirm a new password, then click the Save button.
Creating a New Reservation

Reserving Space

1. Log into Virtual EMS. (See “Virtual EMS Basics – Logging In” for more details).
2. Hover over the Reservations button and choose the appropriate link (many users have multiple links). For this example, the “Lurie, McGaw, Rubloff Room Requests” web profile will be used.
3. Fill in the required reservation information.

Required Information:

- **Date:** Either type the date into the box directly or use the Calendar button to select the correct date.
- **Recurrence:** If the meeting will repeat on a regular basis, you can use the Recurrence button to set up how frequently the meeting will take place. (Very similar to an Outlook calendar reoccurrence).
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- **Start Time/End Time:** Time can either be directly typed in at time boxes, or selected with the “time picker (clock)” button to select a start time. The reservation will automatically default to 1 hour long, so adjust the end time as needed.
  - Note: When entering in time in the start time box, the time will default to AM, so double check that the times are set as you need them.
- **Facilities:** This will default to encompass all rooms within the chosen template; for most users you should not need to change it.
- **Attendance:** This field is required. EMS will not allow reservations for fewer than two people.
- If you are reserving a classroom, or planning an event where the number of attendees is not yet known, use the maximum number of people who might attend the meeting in the “Attendance” box.
- Click the “Find Space” button.

4. A list of all available rooms that meet your criteria will appear. Results are limited to rooms available during the requested time, and those that meet the capacity requirements for the size of the meeting. **If all of the rooms that meet your criteria are booked, the list may be empty.**

5. Select desired space and click on the green plus sign next to that room in order to select it. Once a room has been selected, it will appear in the “Selected Locations” section at the top of the screen.
   a. Note, at this point if there was another booking that should be included in this reservation, it can be added by beginning the process over again in the “When and Where/Find Space” section. This process can continue until all bookings needed are included in this one reservation request. All will appear at the top of the screen under “Selected Locations.” These multiple bookings can occur across different dates/times/spaces. (To remove, click the red X sign next to the booking).
6. Double check that you have selected the correct room and click the Continue button to move to the Details tab and enter information about the meeting and the person making the reservation (if applicable).

7. Fill in the **Event Details** and **Department Details** sections:
   a. **Event Name.** Enter a descriptive title for the event. For example, “Business Administrators Monthly Meeting”; “Epi Bio 560 Statistical Consulting”; “Neurology Grand Rounds.”
   b. **Event Type.** While many choices are listed, most reservations will typically use one of the following options:
      - *Instruction* – to be used for any kind of training or instruction, including curriculum events, department training or library instruction sessions.
      - *School / Department Administration* – to be used for departmental meetings.
   c. **Department.** This should auto-populate to your department.
   d. **1st Contact.** Choose the name of the primary contact for the event from the drop down list. All information (phone, fax, email) will auto-populate once a name is selected. If the primary contact’s name is not in the drop down list then choose “(temporary contact),” then enter the full name, phone and email for the primary person responsible for the meeting.
   e. **2nd Contact.** If applicable, either choose another name from the drop down list or choose “(temporary contact),” then enter the full name, phone and email for the secondary person responsible for the meeting.
8. Review the other sections of the reservation
   a. **Other Information.** Each template has its own set of required questions, please read these carefully and respond as needed.
      - **Examples:**
        1. *Will audio visual equipment be needed for this event?* Select ‘Yes’ if you plan to use the AV available in the room.
        2. *Will alcohol be served at the event?*
        3. *Will you be using the Video-conference equipment*
        4. *Will food or beverage be provided for this event?*
   b. **A/V Technician Notes, Attendee Notes, Catering Notes, General Services Notes.** Use these boxes to make notes to yourself or the room manager.
   c. **Billing Information.** Enter a valid chartstring by clicking on the magnifying glass. This will route to a section that requires the fund, department and account code to be entered into each respective field. Depending on fund, the project and chartfield may be required as well. This string will be used for damages, no show fees, late cancellation fees or catering.
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9. Review the information entered and click the Submit button. A window summarizing and confirming the reservation will appear.

Checking Room Availability and Finding Reservations

Checking Room Availability
In order to look up the availability of a location prior to trying to booking a reservation, the quickest way is to “Browse for Space” for the preferable date(s).

1. Log into VEMS (https://fsmfacility.northwestern.edu/virtualems/Login.aspx).
2. Hover over Browse. Click “Browse for Space.”
3. Choose the correct day by using the green Arrow buttons.
4. To select a future date more quickly or to see only rooms in a specific location, click the Filter button and enter the appropriate date.

Finding a Reservation (Information Only, No Editing)
In order to confirm the location or time of any given reservation, the quickest way to find that information is to use the “Browse for Space” or “Browse for Events” options.

Browse for Space
1. To use the “Browse for Space” option, follow steps 1-4 of “Checking Room availability.” Once the desired date is selected, hover over the desired reservation and a pop-up window will display the general information regarding the event.
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Browse for Events

1. Log into VEMS (https://fsmfacility.northwestern.edu/virtualems/Login.aspx).
2. Hover over Browse. Click “Browse for Events.”
3. Choose the correct day by using the green Arrow buttons.
4. To select a future date more quickly or to see only rooms in a specific location, click the Filter button and enter the appropriate date.

5. The results list will show all the room reservations based on the criteria entered, and the user should be able to find the reservation desired. Note that the reservation cannot be opened from here for editing. Hovering over the reservation name will simply show more detail about the meeting and the contact person listed for the reservation.
Modifying Reservations

Editing Reservation Details
Should a change to a reservation need to be made, the end user will need to search for the reservation a different way.

1. Log into Virtual EMS. (See “Virtual EMS Basics – Logging In” for more details.)
2. Hover over “Reservations” and choose “View My Requests.”
3. A list of all of future reservations will appear
4. Click on the appropriate name of the reservation to open it for editing.
5. At the top of the screen will be all of the event details for the “Reservation.” At the bottom of the screen will be one or all of the multiple “Bookings” for the Reservation.
   a. If the Reservation is for a recurring meeting (every week, every month), there will more than one line listed in this section.
   b. If it is a one-time reservation, there will only be one entry here.
6. To change the name of the reservation, or any contact information for the meeting, click on the “Edit Reservation” link on the right side of the screen.

7. The Event Details window will open, and here any necessary changes can be made at the reservation level. Click the “Save” button when all changes are complete.
8. A pop-up window will appear confirming the request was completed.

9. If the change is to the date, time, or location of one specific instance of the reservation, use the Edit button (the pencil icon) toward the bottom of the screen in the “Actions” column to update. If there are multiple dates available, choose the button next to the date for which the change will be made.

10. Once the pencil/edit icon is selected, it will route to the same type of search screen as when the initial reservation was created. To make a change, update the “Where and When” search box with all necessary information. Click the “Find Space” button to display a list of available rooms.
11. Click the “Select” button (green + sign) next to the room desired.

12. Click the “Update Booking” button to save the changes (note that the button may appear way at the bottom of the screen, so be sure to scroll down the window to see it). When the save is successful, a popup window will appear confirming the update.

Adding Bookings to an existing Reservation

1. Follow steps 1 – 5 of “Editing Reservations Details” to open the appropriate request. To add a single booking or recurrence click on the “Add Booking” link on the right side of the screen.

2. Once selected, it will route to the same type of search screen as when the initial reservation was created. To add the new booking, input the information needed in the “Where and When” field and click on “Find Space.”
10. Follow steps 3-5 of “Reserving Space” to select the rooms to book for the added dates. Click Submit when finished.

11. A pop up window will appear if the request was successfully completed.
12. Click ‘Ok’ and the system will be routed back the reservation window; verify that the new bookings have been added to the previous list of bookings.

Booking Tools (updating booking time/date)

1. Follow steps 1 – 5 of “Editing Reservations Details” to open the appropriate request. To update one or all of the booking dates or times (earlier or later) click on the “Booking Tools” link on the right side of the screen.
2. Once selected, it will route to a page where the booking can be selected to either update the date and/or time.

3. To update the time, choose from the drop-down menu to the appropriate time change required.
4. Update by minutes or hours and select the booking that should be updated. Either all or just one can be selected by checking the box to the right.

5. If this is successful, a screen will pop up with that status. Click finish and it will route back to the reservation page where the updated reservation will appear.
6. The same process can be used to update all or one of the existing bookings to a particular date, or date pattern.

7. If this is successful a screen will pop up with that status. Click finish and it will route back to the reservation page where the updated reservation will appear.
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Cancelling Reservations or Bookings

1. Follow steps 1 – 5 of “Editing Reservations Details” to open the appropriate request.
   a. To cancel an entire reservation, (all instances of a recurring meeting), click on the “Cancel all Bookings” link on the right side of the page.
   b. To cancel a single instance of a recurring meeting click the “Cancel Bookings” link and choose the date(s) you wish to cancel. Alternatively, click the “cancel booking” icon (red and white “x”) next to the appropriate date and time.

2. A reason must be recorded for all cancellations. Choose one from the drop down box (typically, “meeting cancelled” and enter any relevant notes. Then click “Cancel Bookings.” If successful, a pop up notice will appear notifying that the selected booking was cancelled as a confirmation.
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Editing and/or Cancelling a Co-Worker’s Reservations (Delegation Access required)

Occasionally, it may be necessary to edit or cancel a reservation that was made by a co-worker who has been set up as a delegate for the account.

1. At the right of the screen, there will be a notice that says “Welcome User Name”. Click on that drop down box, and (if there are delegates set up for this account), other web users’ names will appear in a dropdown listing that can be selected.

2. Click on the name of the person who made the reservation that needs to be edited. Now, the system will behave as if this account were that individual, and all steps in the “Editing Reservations”, “Adding Reservations,” or “Cancelling Reservations” section to make the necessary changes to the reservation will act the same.

3. Once the required changes have been made, return to the home page and click on the appropriate name once more (your name) to change the account access back (or simply log out of the system).