



Oral Roberts University

EMS Users Manual

ORU FACILITY SERVICES
CONFERENCE & EVENT SERVICES
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ORU
8/27/2013

Event Management Systems (EMS) @ ORU

<https://ntsrv183.int.oru.edu/VirtualEms/>

Table of Contents

A. EMS Parameters.....	Page 3
B. How to Request a Facility and Event Equipment	Page 4
C. Adding Services.....	Page 8
D. How to Edit or Cancel a Reservation.....	Page 11

A. EMS Parameters

New Bookings

Bookings must be requested at least seven (7) days prior to the event. A space may appear open, but be aware that other pending requests do not appear for public view. It is important to understand you are **requesting the space, not reserving space**. Additional approvals might be necessary prior to confirming the space. Do **not** publish, print, advertise, or send out invitations until you have received a confirmation email from the Calendar Office or Student Association Clubs and Organizations Staff.

Adding Services

All additional services including Audio, Visual, Electrical, and Event equipment must be requested via this online system at least 7 (seven) days prior to the event. When booking spaces, do not assume everything is permanent to a space, i.e. chairs need to be requested for the Conference Rooms. If a podium is needed for the event and there is normally one in the room, request it anyway to ensure it will be at your event.

Room Availability

A room that shows available may not be. A final confirmation email will be sent by the Calendar Office once the event is confirmed. If an email has not been received from the Calendar Office with-in five business days of submitting the request, either approving or disapproving the request, please contact the Calendar Office at calendaroffice@oru.edu or x6418.

Cancellations

Please advise the Calendar Office of any cancellation at least three (3) business days prior to the event.

Reschedules

A minimum of seven (7) days notice is needed when rescheduling an event in order to ensure proper scheduling of services.

Booking by Semester

The system will allow new bookings up to a year in advance. To ensure proper scheduling during busy seasons, all requests, including services, must be submitted a minimum of 30 (thirty) days prior to the beginning date of events. Busy seasons include, but are not limited to: Homecoming Week, Registration, Whole Person Scholarship and College Weekend. All events requiring the use of either multiple dates or multiple rooms must also submit their request (including services) a minimum of 30 (thirty) days prior to ensure proper scheduling.

Priority Order

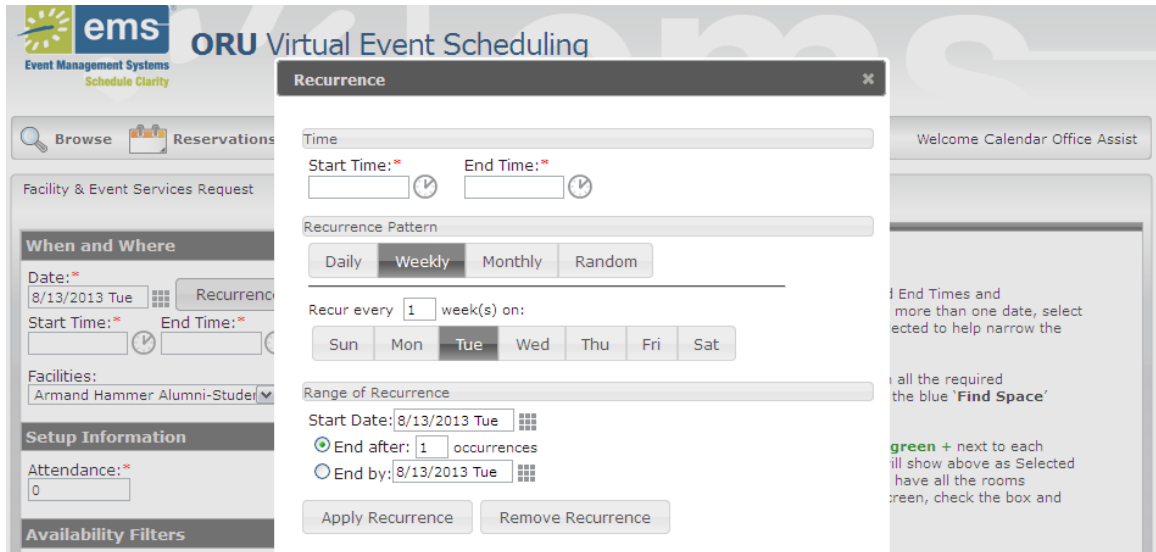
Incoming requests will be handled on a first come, first serve basis.

B. How to Request a Facility and Event Equipment

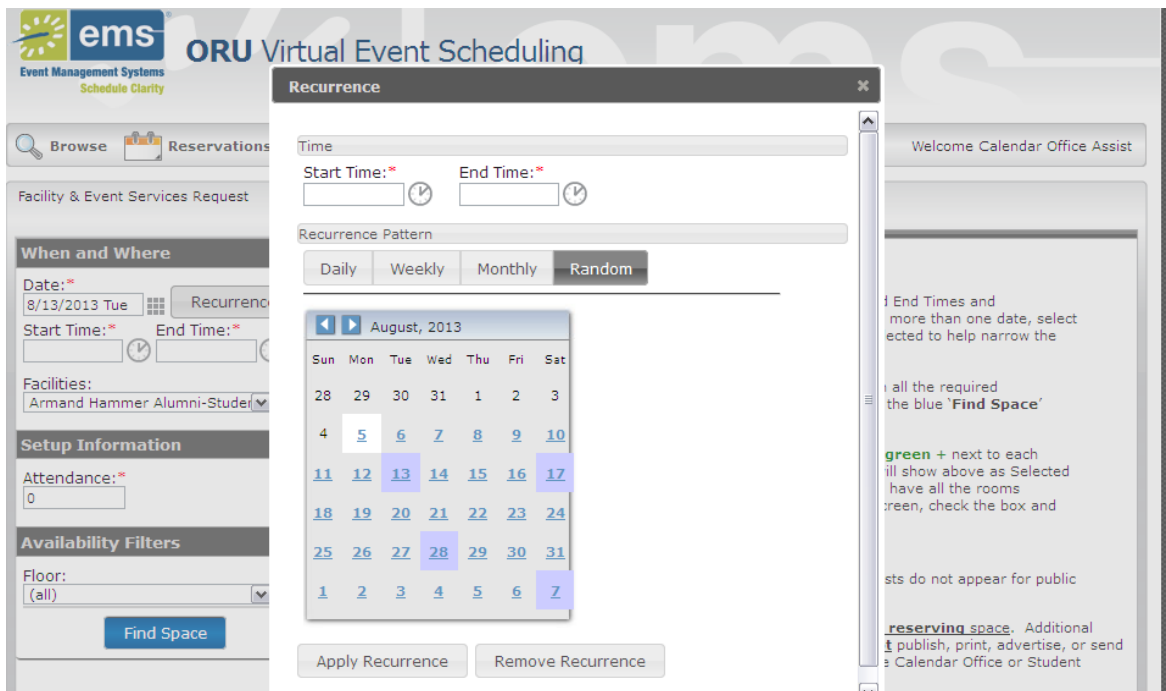
Step 1: After Logging in, the reservations option appears on the menu bar. To make a reservation, click on **Reservations** and select **Facility & Event Services Request**. To view prior reservations, click on **View My Requests**.

Step 2: Fill in the required information in the fields located on the left side of the screen, noted with an asterisk (*). This will include the **Date**, **Start Time**, **End Time** and Estimate **Attendance**. If you would like to narrow your Facility search, please select the **Facility** and / or **Floor**.

Step 3: If your event request is more than one day, please click on **Recurrence**. Enter the **Start Time** and **End Time** for all reservations (this can be adjusted later if they differ) and choose the Recurrence Pattern (Daily, Weekly, Monthly or Random). If the Recurrence Pattern is Daily, Weekly or Monthly, select the **Recurrence Pattern** and **Range of Recurrence**.



If the Recurrence Pattern is **Random**, then enter the **Start Time** and **End Time**. Select the dates requesting, they will show in highlighted in blue as below.



Once the Pattern Recurrence dates are set, select **Apply Recurrence**. On the main page, select the blue **Find Space** button.

Step 4: On the right side of the screen, a grid of rooms available for request will appear. Click on the Green + (+) to add the room to the request. More than one room may be selected during this process by selecting the Green +'s. The rooms will move to the **Selected Locations** at the top. In order to remove a room from the **Selected Locations**, click on the red x (x) and it will move back to the **Availability** section.

The screenshot shows the 'Location' tab of the 'Facility & Event Services Request' form. On the left, there are sections for 'When and Where' (Occurs on the following dates: 10/14/2013), 'Facilities' (Hamill Center), 'Setup Information' (Attendance: 15), and 'Availability Filters' (Floor: (all)). On the right, the 'Selected Locations' table is active, showing two entries for 10/14/2013: 'Fireside' and 'Internet Cafe', both with a status of 'Request' and a setup count of 15. Below this is the 'Availability' table, which lists four locations: 'Zoppelt Hallway' (Capacity 25), 'Hamill Dining Hall' (Capacity 720), 'Hamill Dining Hall Lobby' (Capacity 20), and 'Eagle's Nest' (Capacity 75). Each location has a green plus sign (+) in the 'SELECT' column.

Step 5: Click on the **Details** tab and fill in the required information: **Event Name, Event Type and Group (Department Name)**. Once the correct **Group** (Department) is selected, the **Contact** information should fill in automatically. If the requestor is someone other than you, please put their information in the fields provided for the **2nd Contact** by using **Temporary Contact** from the drop down menu.

The screenshot shows the 'Details' tab of the 'Facility & Event Services Request' form. The 'Event Details' section contains 'Event Name' (Test Event) and 'Event Type' (Meeting). The 'Group Details' section contains 'Group' (Calendar Office Assistant), '1st Contact' (Calendar Office Assistant), 'Phone' (918.495.6418), 'Email' (hfradd@oru.edu), and '2nd Contact' (temporary contact). The '2nd Contact' dropdown menu is open, showing options for '(none)' and '(temporary contact)'. There are also fields for 'Fax' and 'Email' for the 2nd contact. At the bottom, there is an 'Attachments' section with an 'Attach File' button.

Step 6: Attach Diagrams and Rundowns as needed via the **Attach File** tab. Include **Other Information**, When **Access** is needed to the room (what time it needs to be set up by), if **Food Service** is requested and what the **BEO number** is. If there is **no BEO number** (but one is forthcoming) please enter **TBD**. If there is **no Food Service** requested, please put **n/a**. **Audio, Electrical, Event Service** and **Visual needs** will also be selected here. (**Electrical Needs** are for Outdoor Events or when Additional Electrical is needed beyond what a normal room will handle. For example, Registration and Career Expo usually need outlets for 20+ tables). See **Page 8** for more information regarding adding Services. Prior to submitting the request, the **Terms and Conditions** will need to be read and agreed to. Finally, submit the request by clicking the Yellow **Submit** button.

The screenshot shows a web form with the following sections:

- Attachments:** Contains an "Attach File" button.
- Other Information:** Includes a help icon and three required text input fields: "When do you need access to the room?:", "Will there be any food or drinks?:" (with a dropdown arrow), and "What is your BEO number for food service?:".
- Audio Services:** A section header with a plus icon.
- Electrical Services:** A section header with a plus icon.
- Electrical Needs:** A section header with a plus icon.
- Event Services:** A section header with a plus icon.
- Visual Services:** A section header with a plus icon.
- Visual Services:** Includes a plus icon, a checkbox "I have read and agree to the terms and conditions" with a "View" link, and a yellow "Submit" button.

Step 7: Once submitted a Summary of the request will be given. The web request will be confirmed via email from the University Calendar Office. The **Status** of the reservation will change from **Web Request** to **Confirmed** once confirmed. The status can be reviewed by logging into EMS and clicking on **View My Requests**.

The screenshot shows the EMS interface with the following details:

Navigation: Browse, Reservations, My Account, Links, Help. Welcome Calendar Office Assistant

Reservation Details: Reservation Id 4603, Event Name Test Event, Event Type Meeting, Group Name Calendar Office Assistant, 1st Contact Name (none), Phone 918.495.6418. Actions: Edit Reservation, Add Booking, Cancel Services, Cancel Bookings, Cancel All Bookings, Add booking to personal calendar, Booking Tools.

Bookings Table:

ACTIONS	SERVICES	DATE	TIME	TITLE	LOCATION	STATUS	SETUP
		10/14/2013 Mon	8:00 AM - 9:00 AM	Test Event	Fireside	Web Request	Lecture Style (15)
		10/14/2013 Mon	8:00 AM - 9:00 AM	Test Event	Eagle's Nest	Web Request	Dining Area (15)
		10/18/2013 Fri	8:00 AM - 9:00 AM	Test Event	Fireside	Web Request	Lecture Style (15)

C. Adding Services

Audio Services: Select the Audio Services for the event by checking the box and indicating the number needed in the field provided. Please include any special instructions for the Audio Service team in the box that appears after selecting the needed items. If there will be a band or multiple bands, please note these needs in the **Special Instructions** field under the Sound System selection. Please include the name of the band(s) and the input list: what instruments, how many of each, etc. Also include a contact name and number.

Audio Services

- Basic Audio Package
 - 1 Microphone
 - 1 Microphone Stand
 - 1 Sound System
- CD Player
- Direct Box
- iPod Connections
- Microphone
- Microphone Stand
- Recording
- Sound Technician
- 1 Sound System

Special Instructions:

Electrical Services: Select Electrical Services **ONLY** if the event requires more electrical than the room provides or if the event is outdoors. When selecting Electrical Services, please indicate what it is needed along with power requirements.

Electrical Services

- Electrical Needs - Beyond Room Capability/Outside
 - 1 Electrical Needs - Misc.
- Extension Cords
- Power for Computers
- Power for Sound System

Special Instructions:

Event Services: When selecting Event Services, please select the item(s) that correspond to the room being requested. The items are listed out separately for inventory control and not as an option to be moved to other locations. For example, if the meeting is in Fireside Room, select Chairs – Fireside. When holding an event in any portion of **Zoppelt Auditorium**, Zoppelt – Partition/Divider needs to be selected and in the notes indicate Open Partitions (if using all of Zoppelt) or Divide Zoppelt (if using only a portion of Zoppelt, i.e. 101-102). **When booking any space on campus, please do not assume the room set-up, include all needs.** For example, **Conference Rooms** – book chairs, **Trustees Dining Room** – book tables, chairs, podium, etc.

Event Services

Chairs-Choose the One to Match the Requested Room

- Chair - Fireside
- Chair - Folding (Red/Brown)
- Chair - GC 6th Floor (Blue)
- Chair - Holy Spirit Room (Blue)
- Chair - Armand Hammer Building (Black)
- Chair - Mabee Center CBC (Black)
- Chair - Mabee Center Folding (Red)
- Chair - Metal Stackable (Black)
- Chair - Skyline 60 (Black)
- Chair - Poly Folding (Black)
- Chair - Poly Folding (White)
- Chair - Timko Barton Performance Hall
- Chair - Zoppelt

Other

- Conventional Drape - Chapel
- Dance Floor
- Metal Stanchion
- Indoor Event Trash Can
- Metal Signs
- Outdoor Event Trash Can
- Pipe & Drape
- Podium
- Staging - Black Howard Box
- Staging - Campus Deck Stage
- Staging - World Action
- Wood Sign Post
- Zoppelt - Partition / Divider
- Diagram Attached
- Work Order

Tables

- 5' Skinny Table
- 6' Round Table
- 6' Table
- 8' Round Table
- 8' Skinny Table
- 8' Table
- 6' Round Table (Hammer Building)
- Trustees' Dining Room Round Table

Visual Services: Select the Visual Services for the event by checking the box and indicating the number needed in the field provided. Please include any special instructions for the Visual Services team in the box that appears after selecting the needed items. If selecting In-Room AV Equipment (Equipment permanently installed in the room), include in the **Special Instructions** field what in-room services are needed, i.e. Projector and Screens; please do NOT also add a projector and screen separately.

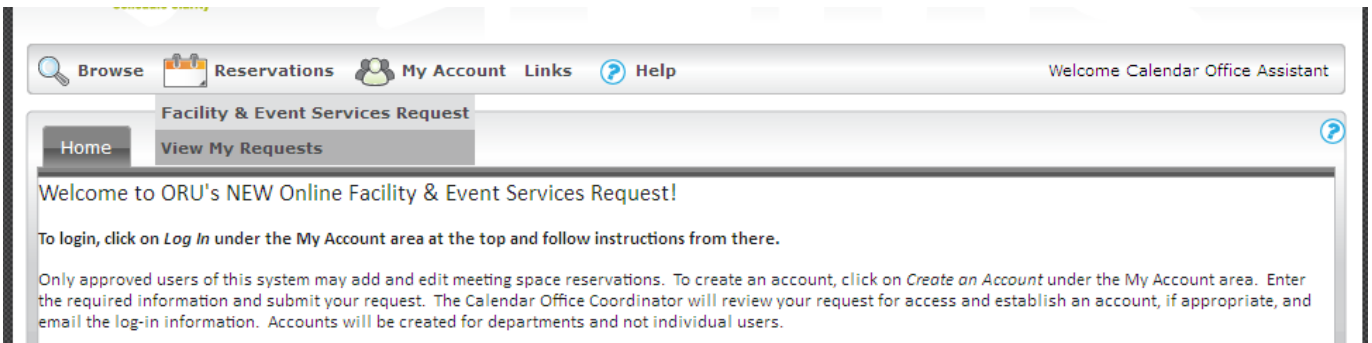
Visual Services

Visual Services

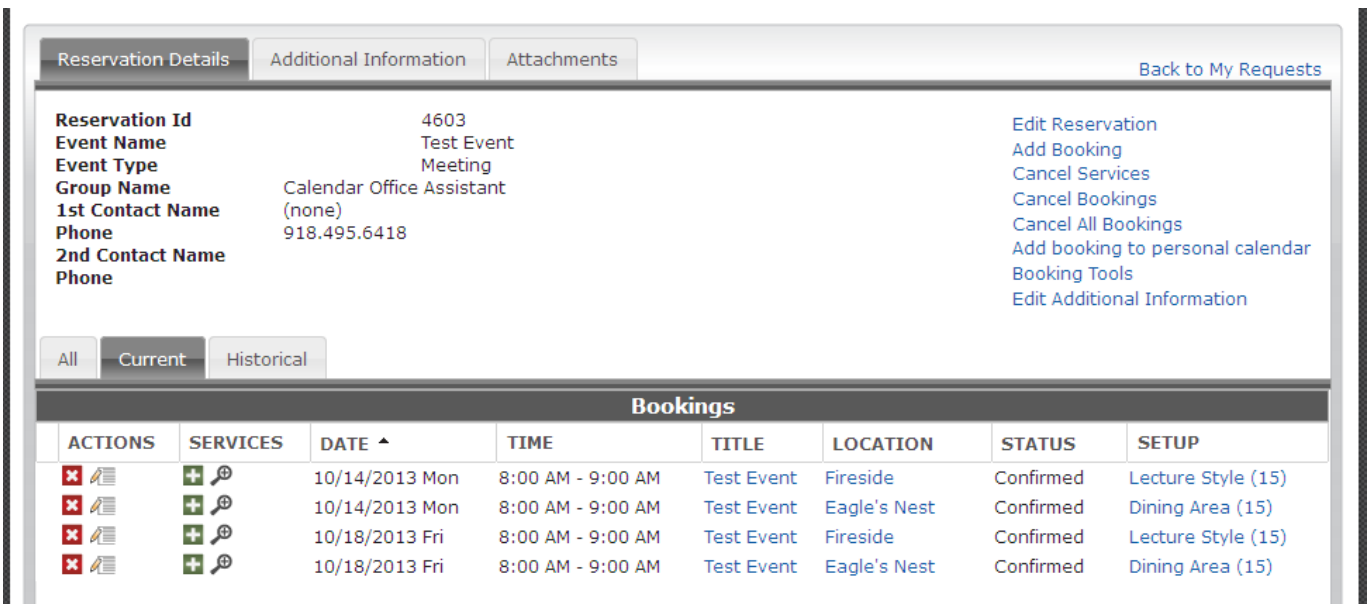
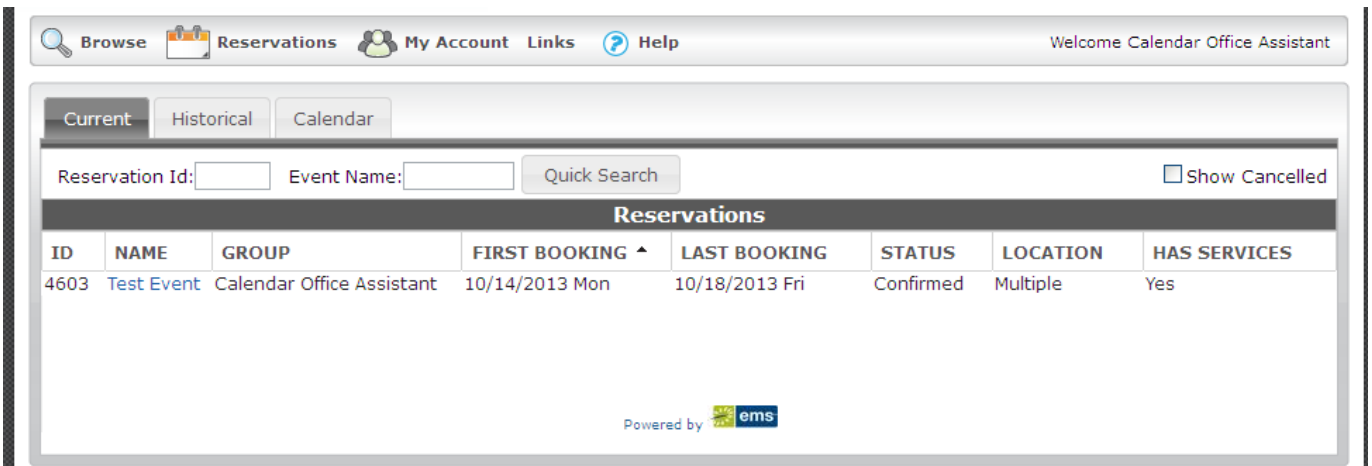
- 13" TV Monitor
- 4' Whiteboard
- 6' Screen
- 6' Whiteboard
- 8' Screen
- Boom Box Stereo System
- Computer Speaker Set
- Digital Camera
- Digital Movie Camera
- DVD Player
- Easel
- 1 In-Room AV Equipment
Special Instructions:
Enter Specific Information Here
- Laptop
- LCD Projector
- Overhead Projector
- Tripod
- TV with DVD/VCR Combo on Cart
- VCR

D. How to Edit or Cancel a Reservation

Step 1: To make edits or cancel reservations, under the Reservations tab, select **View My Reservations**.



Step 2: A list of reservation(s) will be displayed. Choose the reservation that needs to be changed or edited by selecting the **Name** of the Event shown in **blue**. If there are several events, they can be searched by using the search tools along the top bar (**Reservation ID** or **Event Name**, then click **Quick Search**).



All Edit Directions on the following pages begin from the screen above.

To edit the Name, Event Type or Contact information of the event: Select **Edit Reservation** on the top right side of the screen, make the needed changes and Save.

The screenshot shows the 'Event Details' form. At the top, there is a navigation bar with 'Browse', 'Reservations', 'My Account', 'Links', and 'Help' icons, and a welcome message 'Welcome Calendar Office Assistant'. Below this is a sub-header 'Event Details' with a 'Back To Reservation Details' link. The form contains the following fields:

- Event Name:** Text input field containing 'Test Event'.
- Event Type:** Dropdown menu set to 'Meeting'.
- Group Details:**
 - Group:** Dropdown menu set to 'Facility Services Intern'.
 - 1st Contact:** Dropdown menu set to '(temporary contact)'. Below it are fields for 'Name:' (Test Person), 'Phone:' (918.495.6418), and 'Email:' (test@oru.edu).
 - 2nd Contact:** Dropdown menu set to '(temporary contact)'. Below it are fields for 'Name:' (Test Person Back-up), 'Phone:' (918.495.6418), and 'Email:' (test@oru.edu).

At the bottom of the form are 'Save' and 'Cancel' buttons.

To change the Date or Time of booking(s): Select **Booking Tools** from the menu on the top right. Either the date or time can be changed for one or all of the bookings by using the drop down menus. The best option to change the Date is **Reschedule Booking to Specific Date**. The best option to change the time is to use **Reschedule Booking to Specific Time**. Enter the new time and or date and select the reservation(s) to be adjusted and select save.

This feature can be used to change either one or multiple bookings.

The screenshot shows the 'Booking Tools' form. At the top, there is a navigation bar with 'Browse', 'Reservations', 'My Account', 'Links', and 'Help' icons, and a welcome message 'Welcome Calendar Office Assistant'. Below this is a sub-header 'Booking Tools' with a 'Back To Reservation Details' link. The form contains the following fields:

- Date:** A dropdown menu set to 'Reschedule Booking To Specific Date' and a date input field.
- Time:** A dropdown menu set to 'Reschedule Booking To Specific Time', a 'Start:' time input field, an 'End:' time input field, and a 'Time zone:' dropdown menu set to 'Central Time'.

Below the form is a table titled 'Booking Tools' with the following data:

<input type="checkbox"/>	NAME	DATE	START ^	END	LOCATION	STATUS
<input type="checkbox"/>	Test Event	10/14/2013 Mon	8:00 AM	9:00 AM	Eagle's Nest	Confirmed
<input type="checkbox"/>	Test Event	10/14/2013 Mon	8:00 AM	9:00 AM	Fireside	Confirmed
<input type="checkbox"/>	Test Event	10/18/2013 Fri	8:00 AM	9:00 AM	Eagle's Nest	Confirmed
<input type="checkbox"/>	Test Event	10/18/2013 Fri	8:00 AM	9:00 AM	Fireside	Confirmed

At the bottom of the form are 'Save' and 'Cancel' buttons.

Another way to change booking information: Next to the red **x** under **Actions**, select the pencil/writing tablet icon on the line with the booking to change.

Reservation Details | Additional Information | Attachments | [Back to My Requests](#)

Reservation Id 4603 [Edit Reservation](#)
Event Name Test Event [Add Booking](#)
Event Type Meeting [Cancel Services](#)
Group Name Calendar Office Assistant [Cancel Bookings](#)
1st Contact Name (none) [Cancel All Bookings](#)
Phone 918.495.6418 [Add booking to personal calendar](#)
2nd Contact Name [Booking Tools](#)
Phone [Edit Additional Information](#)

All | Current | Historical

Bookings							
ACTIONS	SERVICES	DATE ^	TIME	TITLE	LOCATION	STATUS	SETUP
		10/14/2013 Mon	8:00 AM - 9:00 AM	Test Event	Fireside	Confirmed	Lecture Style (15)
		10/14/2013 Mon	8:00 AM - 9:00 AM	Test Event	Eagle's Nest	Confirmed	Dining Area (15)
		10/18/2013 Fri	8:00 AM - 9:00 AM	Test Event	Fireside	Confirmed	Lecture Style (15)
		10/18/2013 Fri	8:00 AM - 9:00 AM	Test Event	Eagle's Nest	Confirmed	Dining Area (15)

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From this screen the **Event Name, Event Type, Date, Time, Facility, or Attendance** can be changed by entering the updated information in the fields provided and then click the yellow **Update Booking** button.

Reservation Details | [Back To Reservation Details](#)

Event Name Test Event **Group Name** Calendar Office Assistant
Date Monday, October 14, 2013 **1st Contact Name** (none)
Location Fireside **Phone** 918.495.6418
Event Time 8:00 AM - 9:00 AM **2nd Contact Name**
Phone

Facility & Event Services Request

Location

List | Grid

Monday, October 14, 2013 | 12 Hours

Room	Cap	4	5	6	7	8	9	10	11	12 PM	1	2	3
Hamill Center													
Eagle's Nest	75					Test Ev							
Fireside	125					Test Ev							
Hamill Dining Hall	720												
Hamill Dining Hall Lobb	20												
Internet Cafe	75												
Zoppelt Hallway	25												

Update Booking

Event Details
Event Name: Test Event
Event Type: Meeting
When and Where
Date: 10/14/2013 Mon
Start Time: 8:00 AM **End Time:** 9:00 AM
Facilities: Hamill Center
Setup Information
Attendance: 15
Availability Filters
Floor: (all)

To add, delete or change services: Click on the **Green +** associated with the booking services in need of editing.

Reservation Details | Additional Information | Attachments | [Back to My Requests](#)

Reservation Id: 4603
 Event Name: Test Event
 Event Type: Meeting
 Group Name: Calendar Office Assistant
 1st Contact Name: (none)
 Phone: 918.495.6418
 2nd Contact Name:
 Phone:

[Edit Reservation](#)
[Add Booking](#)
[Cancel Services](#)
[Cancel Bookings](#)
[Cancel All Bookings](#)
[Add booking to personal calendar](#)
[Booking Tools](#)
[Edit Additional Information](#)

All | Current | Historical

Bookings							
ACTIONS	SERVICES	DATE ^	TIME	TITLE	LOCATION	STATUS	SETUP
		10/14/2013 Mon	8:00 AM - 9:00 AM	Test Event	Fireside	Confirmed	Lecture Style (15)
		10/14/2013 Mon	8:00 AM - 9:00 AM	Test Event	Eagle's Nest	Confirmed	Dining Area (15)
		10/18/2013 Fri	8:00 AM - 9:00 AM	Test Event	Fireside	Confirmed	Lecture Style (15)
		10/18/2013 Fri	8:00 AM - 9:00 AM	Test Event	Eagle's Nest	Confirmed	Dining Area (15)

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Adding Services are done by selecting the **Green +** and Canceling Services are done by selecting the **Red X**.

Browse | Reservations | My Account | Links | Help | Welcome Calendar Office Assistant

Booking Details | [Back To Reservation Details](#)

Event Name: Test Event
 Date: Monday, October 14, 2013
 Location: Eagle's Nest
 Event Time: 8:00 AM - 9:00 AM
 Group: Calendar Office Assistant
 Setup Type: Dining Area (15)
 Status: Confirmed
 Event Type: Meeting

Available Services

- Electrical Services
- Set-Up Notes
- Visual Services

Existing Services

+ X Audio Services						
ACTIONS	QTY	ITEM	PRICE	NOTES	SPECIAL INSTRUCTIONS	
	1	iPod Connections	\$ 0.00			

+ X Event Services						
ACTIONS	QTY	ITEM	PRICE	NOTES	SPECIAL INSTRUCTIONS	
	15	Chair - Fireside	\$ 0.00			

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