What is EMS (Event Management System)?
EMS is the event scheduling software used to request events on The College at Brockport’s campus, as well as the MetroCenter campus downtown. It offers a single point of access for booking campus spaces, prevents double-bookings, and allows users to request vital services for their events.

EMS can be accessed at emsweb.brockport.edu/virtualems

Why should I use EMS?
Because it’s the easiest and in most cases the most effective way to make reservation and service requests for events! There are other great reasons too—it facilitates coordination of the many vital campus services like dining, catering, audio/visual support, and furniture setup for event programming and allows you to communicate your needs with the people who will be supporting your event somehow.

How do I reserve space on campus?
Student Organization Officers: Log in to myBrockport to submit an event request. If you do not have a log in, contact the Office of Student Union & Activities at (585) 395-5646 to begin the process of setting up your account.

Students: Currently, individual students may reserve space in the Drake Memorial Library only using EMS. Log in using your Net ID and password. Students may use other campus space if a faculty member agrees to sponsor your event and makes the request on their behalf.

Faculty/Staff: Log in to EMS with your Brockport Net ID and password to reserve space in Drake Library online. For all other spaces, use the paper room reservation form and send it to the appropriate scheduler. See the event planning website for further information.
• For events taking place in more than one building, all request forms can be sent to Conferences & Events at conferences.events@basc1.org.

External/Off-campus Users: Contact Conferences & Events at (585) 395-5648 or conferences.events@basc1.org to inquire about space or make a reservation.

• Please note: All external/off-campus users of College facilities must complete a Revocable Permit and provide a Certificate of Liability Insurance prior to the event. The Office of Conferences and Events or your on-campus facility contact can help you through the process.

Is there help documentation or a "how to" guide?
There sure is! Click a link below or visit the EMS Homepage for “Helpful Links.”
Virtual EMS “How to” for Drake Library Reservations

What browsers are compatible with EMS?
Google Chrome, Internet Explorer 7.0-11.0, Firefox, and Safari.

Who has access to EMS?
Currently, only Brockport faculty/staff and students may log in to the Event Management System (EMS) using their Net ID and password.

A space appears available under "Browse" yet it cannot be requested when attempting to schedule it. Why?
There may be a scheduling policy in the specific building that prevents scheduling the space. Some buildings are not available on weekends, holidays or evenings.

I can request space, but not a service that I need. Why?
There are set cutoff times for service requests, and if it is not available you may be within that cutoff period. Contact your Event Coordinator to initiate a request for the service. The earlier you request space and services, the better! We will do our best to accommodate late requests, however we cannot guarantee that the services can be provided.

What equipment is included in a space?
Each space comes with a standard setup and features. Some spaces will already come with equipment, but for other spaces you’ll have to submit a request for the equipment you’ll need. To find out what the standard setup is, or what features the room has, click on the room name link to access the Location Details box, which has sub-tabs containing this information.
There are a few ways to access this box: “Room Setups & Capacities” feature, “Check Space Availability” feature, and within the request form on the “Location” tab. For each method, click the room name link. This will open a Location Details box, where you can click on the sub-tabs to access more information. Hint: When accessing room information within a request form, you must complete the date, time, attendance, and setup type fields then click “Find Space” to generate a list of rooms.

What is an Event Coordinator, and how do I find out who mine is?
An Event Coordinator is your College liaison who will help you navigate the event planning process and connect you with the necessary Venue Managers and Service Providers to help you create and execute a successful event. All requests in support of your event should go through the Event Coordinator.
Your Event Coordinator is listed on your confirmation email or the document attached to the email.
How do I schedule a recurring event?
After you have found an available space, within the Where and When dialog click the "Recurrence" button and enter your start and end time. Choose daily, weekly, monthly or random. Enter the number of weeks and click the days you need. Under "Range of Recurrence," enter the start date and the number of occurrences needed or enter the date of the last occurrence. Then click the "Apply Recurrence" button.

When I use the “Room Setups & Capacities” feature I don’t see the building/space I want. Why?
Make sure you are logged into the system (your name will appear in the upper right hand corner of the screen). Although this option is available to the public, not all buildings are available for view unless you do so. If you are logged in and still don't see the building you want, under "Browse & Search," select "Room Setups & Capacities," then click "Filter" on the far right side of the screen. When the dialog box opens enter the date and use the "Facilities" drop-down menu to view buildings. Select your desired facility/building and click "Apply" to see availability.

How can I see what the room looks like?
There are a few ways to find images and more room details: “Room Setups & Capacities” feature, “Check Space Availability” feature, and within the request form on the “Location” tab. For each method, click the room name link. This will open a Location Details box and photos (if any) are displayed in thumbnails on the bottom of the “Room Details” tab. Click each one to see a larger photo. Information on setup types, features and availability can also be found by clicking on the other sub-tabs within this box.
• Hint: When accessing room information within a request form, you must complete the date, time, attendance, and setup type fields then click “Find Space” to generate a list of rooms.
• Back to FAQ List
I wish to schedule a specific room, but it does not appear in the "Location" list in the request form. Why?

There are a few reasons for this:

- Some spaces are not available to schedule online or to a certain user group, and currently some departmental conference rooms are not scheduled in EMS at all.
- You may be requesting a time outside of normal building hours.
- The search terms you set are excluding the room from the results. EMS uses the information you provide for Attendance and Setup Type to narrow down the rooms available to you; if your Attendance number exceeds the maximum capacity of the room for the setup type chosen, the space will not appear as an option. If you’re using the “features” filter, try clearing it to see if your desired room comes up.

If the room you want is already in use, either adjust the date and time of your event or look for an alternate room.

If you’re trying to book a room outside of normal business hours, contact the appropriate Venue Manager below so they can assist you with your request. If you’re requesting space in multiple buildings, contact the Office of Conferences & Events at (585) 395-5648 or conferences.events@basc1.org; they will input your requests and collect approvals for you!

<table>
<thead>
<tr>
<th>Venue</th>
<th>Venue Manager</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Buildings</td>
<td>Conferences &amp; Events</td>
<td>395-5648</td>
<td><a href="mailto:conferences.events@basc1.org">conferences.events@basc1.org</a></td>
</tr>
<tr>
<td>Multi-Building Events</td>
<td>Conferences &amp; Events</td>
<td>395-5648</td>
<td><a href="mailto:conferences.events@basc1.org">conferences.events@basc1.org</a></td>
</tr>
<tr>
<td>Hartwell Dance Theatre</td>
<td>Dance Department</td>
<td>395-2153</td>
<td><a href="mailto:pcallan@brockport.edu">pcallan@brockport.edu</a></td>
</tr>
<tr>
<td>Hartwell Dance Studios</td>
<td>Dance Department</td>
<td>395-2153</td>
<td><a href="mailto:pcallan@brockport.edu">pcallan@brockport.edu</a></td>
</tr>
<tr>
<td>New York Room</td>
<td>Garnishes Catering</td>
<td>395-2379</td>
<td><a href="mailto:patty.sorel@basc1.org">patty.sorel@basc1.org</a></td>
</tr>
<tr>
<td>Presidential Dining Room</td>
<td>Garnishes Catering</td>
<td>395-2379</td>
<td><a href="mailto:patty.sorel@basc1.org">patty.sorel@basc1.org</a></td>
</tr>
<tr>
<td>Tuttle Athletic Complex</td>
<td>Athletics</td>
<td>395-5928</td>
<td><a href="mailto:nbull@brockport.edu">nbull@brockport.edu</a></td>
</tr>
<tr>
<td>Athletic Fields</td>
<td>Athletics</td>
<td>395-5928</td>
<td><a href="mailto:nbull@brockport.edu">nbull@brockport.edu</a></td>
</tr>
<tr>
<td>Tuttle Ice Arena</td>
<td>Campus Rec</td>
<td>395-5351</td>
<td><a href="mailto:bdickins@brockport.edu">bdickins@brockport.edu</a></td>
</tr>
<tr>
<td>SERC</td>
<td>Campus Rec</td>
<td>395-2774</td>
<td><a href="mailto:rklancer@brockport.edu">rklancer@brockport.edu</a></td>
</tr>
<tr>
<td>Recreation Fields</td>
<td>Campus Rec</td>
<td>395-2774</td>
<td><a href="mailto:rklancer@brockport.edu">rklancer@brockport.edu</a></td>
</tr>
<tr>
<td>Seymour College Union</td>
<td>Student Union &amp; Activities</td>
<td>395-5645</td>
<td><a href="mailto:elampert@brockport.edu">elampert@brockport.edu</a></td>
</tr>
<tr>
<td>Outdoor Spaces</td>
<td>Student Union &amp; Activities</td>
<td>395-5645</td>
<td><a href="mailto:elampert@brockport.edu">elampert@brockport.edu</a></td>
</tr>
<tr>
<td>Drake Memorial Library</td>
<td>Library, Information &amp; Technology Services</td>
<td>395-2368</td>
<td><a href="mailto:troberts@brockport.edu">troberts@brockport.edu</a></td>
</tr>
<tr>
<td>Computer Labs 30, 44 and 44A</td>
<td>Library, Information &amp; Technology Services</td>
<td>395-2368</td>
<td><a href="mailto:troberts@brockport.edu">troberts@brockport.edu</a></td>
</tr>
<tr>
<td>Computer Lab 53</td>
<td>Library, Information &amp; Technology Services</td>
<td>395-5541</td>
<td><a href="mailto:lrobinso@brockport.edu">lrobinso@brockport.edu</a></td>
</tr>
<tr>
<td>Training Lab 55A</td>
<td>Library, Information &amp; Technology Services</td>
<td>395-5022</td>
<td><a href="mailto:bstjohn@brockport.edu">bstjohn@brockport.edu</a></td>
</tr>
<tr>
<td>Kiefer Room and all other spaces</td>
<td>Library, Information &amp; Technology Services</td>
<td>395-2482</td>
<td><a href="mailto:jkegler@brockport.edu">jkegler@brockport.edu</a></td>
</tr>
<tr>
<td>Departmental Conference Rooms</td>
<td>Various</td>
<td>Not scheduled in EMS currently. Typically scheduled by department secretary.</td>
<td></td>
</tr>
</tbody>
</table>
clicking on the group button, it no longer opens the master list of groups but the list of groups can be seen by starting a reservation. In both cases the fix is in user preferences.

1) Go to Settings > Preferences – check box for “Do Not Save Window Coordinates.”
2) Reset the window coordinates: Go to Settings > Preferences > “Reset Window Coordinates.”

**How do I know if my request is approved?**
The status of your event will be changed to “confirmed” and you will receive a confirmation email outlining all the dates, times, locations and services that have been approved for your event. You can also check the status of your requests through the “View My Requests” tab in EMS. Processing time depends on the complexity of the request, but someone from the Brockport Events Team will be in touch within two business days to let you know how things are going.

**I requested a specific room or set-up type. Why is the room or set-up type on my confirmation e-mail different?**
Venue Managers do their best to honor all requests. Due to building resources and fire and life safety standards, there are times that room and set-up preferences cannot be met. In these cases, the next best alternative will be booked.

**Can I cancel a room/space reservation in EMS?**
Yes, as long as it’s at least two business days prior to your event start date.
To cancel a reservation in EMS, follow these steps:
1. Select “View My Requests” from the main toolbar in EMS.
2. Click on the name of the event you want to cancel, and then on the Reservation Details page, click “Cancel Bookings.” (Hint: If you want to cancel all bookings, click “Cancel All Bookings” as a shortcut.)
3. Under the section “Bookings available to cancel,” check the box next to the booking(s) you want to cancel, and then click Cancel Bookings.
4. In the pop-up window, select a reason for the cancellation from the drop-down menu and then click Cancel Booking(s). A confirmation pop-up window will be displayed that your selected bookings were cancelled.
To cancel a reservation within a cutoff time, contact your Event Coordinator via phone or email.

**Can I access the reservation system off campus?**
Yes! Just log in with your Brockport Net ID and password.

**My session timed out in the middle of a room/space request. Why?**
The system may time out after a period of inactivity; if this happens, you'll have to log back in again and then restart the reservation process. (Note: Some of your input might still be saved.)

**Is there a mobile version of EMS?**
Yes! If you access EMS from a mobile device you are automatically redirected to the mobile version.