

January 10, 2018

In preparation for the implementation of Outlook Integration to EMS on January 12, 2018, it is necessary to make the following two changes.

1. Not Approved/Not Available status – We changed the status type of the Not Approved/Not Available status to “Cancel” from “Info Only”. This is necessary for the Outlook Integration to be able to send cancellations for Outlook Calendar events that were originally sent when the requestor submitted the reservation.

Now that the status type of the Not Approved/Not Available status is “Cancel”, additional steps are necessary when selecting this status while processing a reservation. You will now get additional fields to complete to include “Reason:”, “Who Cancelled:” and “Notes:”. This works the same way as if you had chosen the status of “Canceled”. You must complete the “Reason:” and “Who Cancelled:” fields to continue to the next step. The “Notes:” field is optional.

Please Note: The new Not Approved/Not Available status will no longer show on the Book in the EMS desktop. This is because the new status is actually a “Canceled” status type so that the Outlook integration can send cancellations for Outlook calendar events.

(Reservation No. 760021) - Change Booking Status

Status: **Not Approved/Not Available** Current Reservation Status: Confirmed

Reconfirm Date:

Update Reservation Status:

Send Confirmation If Successful:

Reason:

Who Cancelled:

Notes:

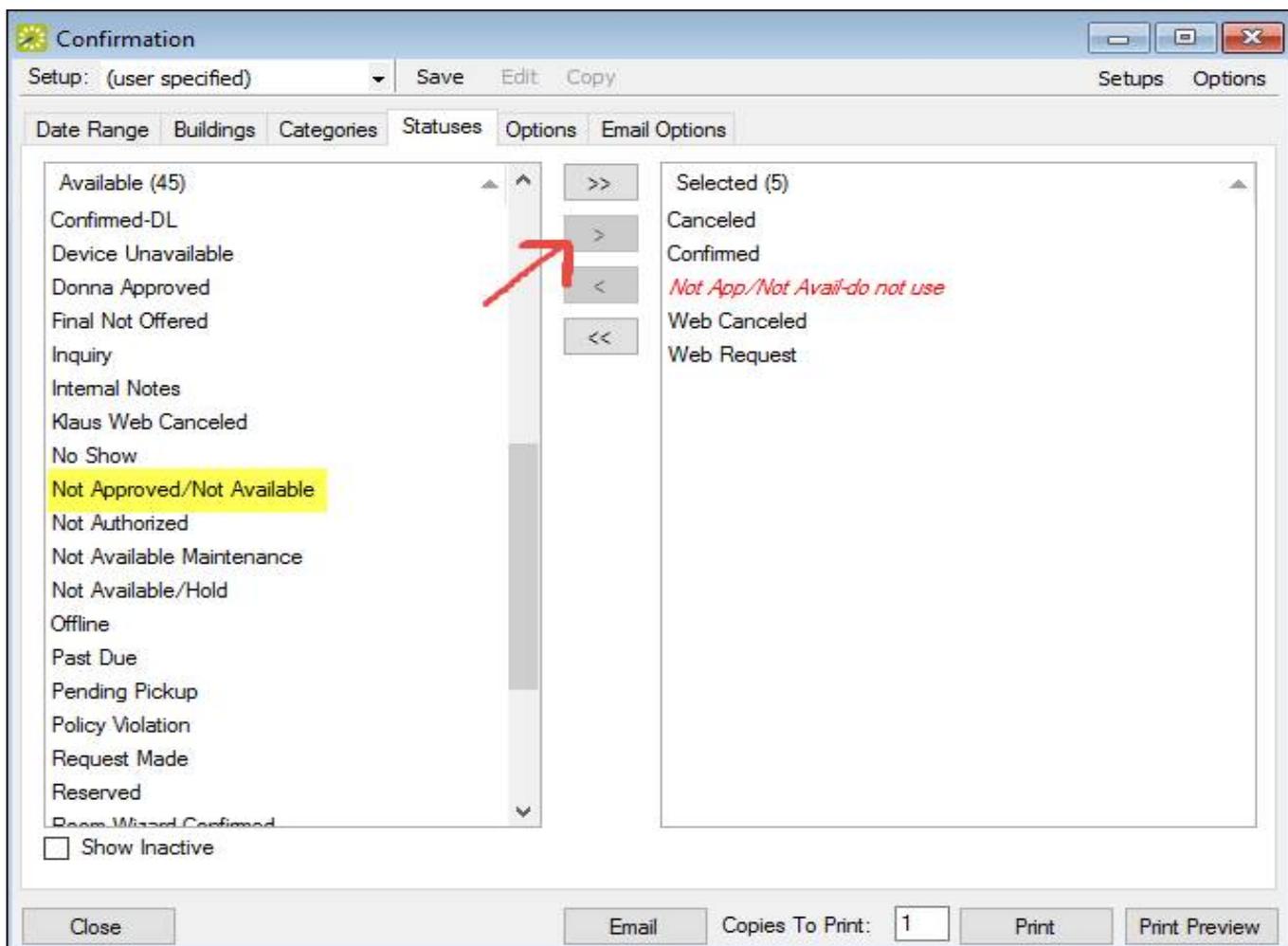
If you use this status, please be aware of the following one time setup you may need to make.

You may need to add the “Not Approved/Not Available” status to your confirmation setup in order to send confirmation emails when using this status for the first time after the change on January 12, 2018.

To do this, while performing the confirmation process, click on the “Statuses” tab at the top. You should find the “Not Approved/Not Available” status on the left side under “Available”. Highlight the “Not Approved/Not Available” status and either double click or click on the “>” arrow to move the status over to the “Selected” column. For these setting changes to be saved, simply complete the Confirmation Email sending process.

Please Note: if you are using a saved “Setup:” – something other than (user specified) - please click “Edit” at the top, make the change, and then click “Save”. This must be completed on all Setups that use this status.

If the Not Approved/Not Available status is already in the “Selected” column, the above one time setup action is not required.



PLEASE ALSO NOTE:

If you have any reporting that includes the “Not Approved/Not Available” status, you will need to re-add this status to those reports on the “Statuses” tab in the same manner as outlined above.

2. **Web Conflict status** – We changed the name of the Web Conflict status to “**Web Room Not Available**”. This change is necessary because the Outlook Integration retains bookings that are in conflict. These conflicts will show as a booking on the reservation in both the EMS desktop and to the requestor in GT Events. The status verbiage of “Web Room Not Available” is more understandable than Web Conflict. This condition will only occur on a recurring reservation where the chosen room was not available for one or more of the dates.

You do not need to make any configuration changes on your end for this change. Simply be aware that you may see the “Web Room Not Available” status on reservations and know that means there was a conflict and the room was not reserved for that date. Also, you will begin to see “Outlook Appointment” on the Reservation Summary tab when the requestor choose to send outlook appointments.

Navigator - Test web conflict (Reservation No. 760030)

Open Reservation View Alerts

Test web conflict (Reservation No. 760030)

- 1/1/2018 Mon 7:30 AM - Atrium
- 1/8/2018 Mon 7:30 AM - Atrium
- 1/15/2018 Mon 7:30 AM - Atrium
- 1/22/2018 Mon 7:30 AM - Atrium
- 1/29/2018 Mon 7:30 AM - Atrium
- 2/5/2018 Mon 7:30 AM - Atrium
- 2/12/2018 Mon 7:30 AM - Atrium
- 2/19/2018 Mon 7:30 AM - Atrium
- 2/26/2018 Mon 7:30 AM - Atrium
- 3/5/2018 Mon 7:30 AM - Atrium

Reservation Summary Properties Reminders (0) Comments (0) Attachments (0) User Defined Fields (2) Transactions (0)

Event Name: **Test web conflict**
 Group: **Capital Planning & Space...** Status: **Web Request**
 1st Contact: **Denton, Darius** Event Coordi...: **(none)**
 Phone: **1234567890** Salesperson: **(none)**
 Reservation No.: **760030** Everyday User: **Denton, Darius**

Outlook Appointment

Drag a column header here to group by that column.

	Date	Start	End	Building	Room	Event	Event Type	Status
	1/1/2018 Mon	7:30 AM	1:30 PM	Klaus Event Spaces - Open 8 AM to 5 PM	Atrium	Test web conflict	Dinner	Web Request
	1/8/2018 Mon	7:30 AM	1:30 PM	Klaus Event Spaces - Open 8 AM to 5 PM	Atrium	Test web conflict	Dinner	Web Request
	1/15/2018 Mon	7:30 AM	1:30 PM	Klaus Event Spaces - Open 8 AM to 5 PM	Atrium	Test web conflict	Dinner	Web Request
	1/22/2018 Mon	7:30 AM	1:30 PM	Klaus Event Spaces - Open 8 AM to 5 PM	Atrium	Test web conflict	Dinner	Web Request
	1/29/2018 Mon	7:30 AM	1:30 PM	Klaus Event Spaces - Open 8 AM to 5 PM	Atrium	Test web conflict	Dinner	Web Room Not Available
	2/5/2018 Mon	7:30 AM	1:30 PM	Klaus Event Spaces - Open 8 AM to 5 PM	Atrium	Test web conflict	Dinner	Web Request
	2/12/2018 Mon	7:30 AM	1:30 PM	Klaus Event Spaces - Open 8 AM to 5 PM	Atrium	Test web conflict	Dinner	Web Request
	2/19/2018 Mon	7:30 AM	1:30 PM	Klaus Event Spaces - Open 8 AM to 5 PM	Atrium	Test web conflict	Dinner	Web Request
	2/26/2018 Mon	7:30 AM	1:30 PM	Klaus Event Spaces - Open 8 AM to 5 PM	Atrium	Test web conflict	Dinner	Web Request
	3/5/2018 Mon	7:30 AM	1:30 PM	Klaus Event Spaces - Open 8 AM to 5 PM	Atrium	Test web conflict	Dinner	Web Request

Below is the link to the GT Event Training Materials page of our support website if questions arise.

<http://space.gatech.edu/gt-events-training-material>

Links to our help documents can be found here, including “How to invite attendees to your event” which covers the Outlook integration.