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**Subject:** June 2017 EMS User Group meeting notes  
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**Attachments:** [image001.png](#)

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All,

Thanks for two great EMS User Group meetings this past Thursday, June 15. I really enjoyed seeing each of you.

I wanted to follow up and provide information on the items that were discussed in the meeting.

1. Feedback from the EMS 44.1 system upgrade – overall, your comments were positive. Thank you.

Below are opportunities that were mentioned:

- Refine communication to departmental CSRs concerning EMS desktop client install. There were situations where the CSRs needed additional information for successful installation of the client.
- Provide help document for using EMS via Citrix.
- Provide GT Events application training.
- Provide help documents for using the GT Events application.
- Recommunicate the upgrade to faculty, staff and students at the start of the Fall Semester.

Thank you for sharing. We will implement all these items.

One of you also asked if re-sending of confirmation emails is available in this version. I checked with EMS and re-sending of confirmation emails is still not available.

Here are a couple of options that may help in the meantime.

- You can blind carbon copy yourself on the original confirmation email and then file it for later reference. This would allow you to resend it from your email address.
- You can take a screen shot of the original confirmation email, including the original sent date and time at the top and then paste it into a new email.

2. EMS 44.1 new features – we covered the following items:

- Enhanced notification rules – these are the rules that are used to make items (new web requests, status changes, etc.) appear in your dashboard and also send an email in some cases. Please let us know if you are interested in any of the new features we discussed.
- Automated Reports Delivery – reports, like the daily setup worksheet, can be automated to send to an email address. You now have access to set up automated report delivery. It can be found on the Reports menu. Please let us know if you need assistance setting this up this feature.

Other items discussed:

It was mentioned that some of you are having issues using the EMS desktop client on a smartphone via Citrix. We are looking into this and will communicate more information as soon as possible.

Thanks again for your participation and please let me know if you have any questions.

Darius

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