All,

I am sending these meeting notes from the last EMS User Group meeting to all desktop users of the EMS system as we covered some very important topics. Please take some time to review the topics below as there are exciting things going on with the EMS reservation system.

We are also posting all EMS User Group meeting notes on the new Event Manager website (topic 5 below) at http://space.gatech.edu/ems-user-meeting-notes

I hope you find these meeting notes interesting and helpful.

Agenda Items:

1. Auto login for EMS Desktop Client – active Dec. 1, 2017.
We discussed how this change will look. EMS desktop client users will no longer be prompted to enter their GT login credentials. The desktop client will pull the credentials from the network based on how you are logged into the computer. If trying to access the EMS desktop client off campus (off the GT network), will need to use mycloud.gatech.edu in a browser. We reviewed the help document at http://space.gatech.edu/sites/default/files/images/Accessing_the_EMS_Desktop_Client_via_MyCloud.pdf that explains the process. NOTE: If not already granted, access to mycloud can be requested from the users local IT support. Access to the EMS desktop client via mycloud can be requested by sending an email to support@emscampus.gatech.edu.

2. Enhancement – Outlook integration – demo and status update.
This is a feature of the EMS system that integrates the creation and sending of an Outlook calendar invite as part of the reservation request process. We are currently piloting this feature in two departments. Plans are to implement this feature to faculty and staff (no students) in January 2017. We reviewed the help document at http://space.gatech.edu/sites/default/files/documents/Outlook_interface_in_GT_Events_ver_1.1.pdf that explains the process. CPSM will provide communication to faculty and staff, along with training webinars, as appropriate. Look for this communication soon.

3. Mobile App – status update.
One of the new features introduced in the 44.1 version is a Mobile App (to make reservation requests) designed specifically for smartphones and other mobile devices. We are currently testing the Mobile App with an expected release in late January 2018. The Mobile App will be most beneficial for instant reservation rooms. CPSM will provide communication, along with training and help documentation as appropriate. Look for this communication after the first of the year.

4. Reservation attendance – need correct numbers.
For reporting and planning purposes, we ask that event managers review attendance numbers in all reservations. If they do not seem correct, please follow up with the requestor for accurate, even if they

are estimates, numbers. Thanks for your help!

5. New GT Events and Event Managers website
The Event Managers site at http://space.gatech.edu/event-managers contains helpful information for
Event Managers such as yourself. Also, for future EMS User Group meetings, the minutes will be posted
there instead of being sent via email.
Please visit the site. We welcome your feedback.
The GT Events site at http://space.gatech.edu/gt-events contains helpful information for users of the GT
Events reservation application. It replaces the previous gtevents.gatech.edu site.

6. Reservations with multiple buildings – update and discussion.
This is a topic that came up at the March User Group meeting. This centers around multiple buildings
being on one reservation and event managers not being able to see the other building when processing
the request. We had agreement in the March meeting to give VIEW ONLY rights for all other buildings to
event managers – this has been completed.
Since our last user group meeting, we verified that these type reservations will still show up in your
dashboard, BUT they will show as CONFIRMED if another Event Manager processed the reservation
first. The takeaway is to never assume a reservation in your dashboard in CONFIRMED status was
already review by you. Make sure to review any in confirmed status as your booking may still be in Web
Request status. If this is the case, just process the request as usual.

There was additional discuss around this topic centering on the fact that requestors get confused when
they receive a confirmation where only one building's room was confirmed. They assume the entire
reservation was confirmed. If the other building's room on the reservation is NOT confirmed, that is
where the confusion comes in.

How can we make this less confusing? Please let us know any suggestions you can come up with.

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