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To: info@emscampus.gatech.edu
Subject: September 2017 EMS User Group meeting notes
Date: Wednesday, September 20, 2017 3:42:47 PM
Attachments: [image001.png](#)

All,

Thanks for two great EMS User Group meetings this past Wednesday and Thursday. Attendance was light due to the campus closing on Monday and Tuesday. This is certainly understandable as everyone was catching up!

I am sending these meeting minutes to everyone who accepted the invitation, whether you attended or not, so you can be informed of what occurred in the meetings.

Agenda Items:

1. Using packages in Categories/Resources.

We ran through a demonstration of how a resource package works. Basically, it combines resources (such as a projector, screen and computer) into one packaged resource. This helps minimize the possibility of the customer leaving out a needed resource (service) when making a request. A package can also be helpful if you are using the “maintain inventory” feature on a resource.

If you would like further information on resource packages, just email me at info@emscampus.gatech.edu.

2. Upcoming enhancement – Outlook integration – demo.

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 will pilot this feature in an already chosen department beginning later this month. We will provide Information on implementing this feature campus wide after the pilot.

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 now have an active project for the Mobile App and, barring any unforeseen issues, hope to implement sometime after the first of the year. We see the Mobile App being particularly useful for instant reservation type rooms. More to follow!

4. 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. This may cause the request not to show in the other event managers dashboard after the request is processed by the 1st event manager. We had agreement in the March meeting to give VIEW ONLY rights for all other buildings to event managers – this has been completed. We now need to discuss and agree on how these multiple building reservations will be

processed so that they will not be missed by either event manager. I will add this as a topic to future EMS User Group meetings.

Other items discussed of interest to everyone:

1. Is it possible to have the EMS desktop client open multiple times to aid in reservation processing? I am checking into this and will respond with additional information as soon as possible.
2. Does pricing at the resource package level override individual resource pricing? I am checking into this and will respond with additional information as soon as possible.
3. Browsing in the updated GT Events application does not show the entire room name if it is very long. This leaves out the room number in some cases. Solution: We will make adjustments to the room name so it show the room number when browsing.

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

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