

**From:** [emspowerusers-request@lists.gatech.edu](mailto:emspowerusers-request@lists.gatech.edu) on behalf of [info@emscampus.gatech.edu](mailto:info@emscampus.gatech.edu)  
**To:** [emspowerusers@lists.gatech.edu](mailto:emspowerusers@lists.gatech.edu)  
**Subject:** [emspowerusers] EMS User Group meeting notes May 16 & 17, 2018  
**Date:** Friday, May 18, 2018 1:42:16 PM  
**Attachments:** [image001.png](#)

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All,

Please find below the meeting notes from the May 16 & 17, 2018 EMS User Group meeting.

These notes, along with previous meeting notes, are posted on the EMS Event Manager website at <http://space.gatech.edu/event-managers>.

Agenda Items:

1. Pricing – review your pricing and update as necessary

Please take time to review any pricing you have in the EMS system for accuracy.

2. Manually creating reservations – how to look up the correct group and user (internal department groups should not be manually created)

We covered how to look up a requestor's department (using the Outlook Address Book) and then choosing the requester from the populated user list.

All Georgia Tech internal departments (including the student group and student organizations) and users are automatically added to the EMS system. You should never need to manually create an internal department or user. Please email us at [info@emscampus.gatech.edu](mailto:info@emscampus.gatech.edu) if you have trouble finding an internal department or user.

3. Manually creating reservations – adding User Defined Fields (i.e. - Food?, Alcohol?, Youth?) and including User Defined Fields in the confirmation email

Four User Defined Fields are now automatically added to all manually created reservations. They are Food, Alcohol, Youth and GT Events Calendar. You will want to select the appropriate answer for each when completing a manually created reservation. See item #4 below for including User Defined Fields in the confirmation email.

4. Confirmation email – how to display text in the body of the email instead of as an attachment

We recommend the following settings when sending a confirmation email.

On the "Options" tab, check "Print User Defined Fields:" and "Display Messages As HTML:"

On the "Email Options" tab in the "Email Format:" field, select "Detail"

5. UDF "Youth Present" added to campus wide templates - discuss adding to department templates as requested

The question "Will you have participants under the age of 18?" will be presented when a requester is using the campus wide EVENT and CLASSROOM reservation templates. If "yes" is selected, they are prompted to register at <https://youthprograms.gatech.edu>.

**If you would like this question added to your departmental reservation template, please let us know via email at [info@emscampus.gatech.edu](mailto:info@emscampus.gatech.edu).**

6. Processing recurring events with Outlook Calendar turned on – discuss processing a “Room Not Available - Web” booking status to “Not Approved/Not Available”

When processing a recurring reservation request where a room was not available and the resulting booking has a status of “Room Not Available – Web”, first edit that individual booking and change the status to “Not Approved/Not Available”. This will remove the Outlook Calendar entry for the date and time that was not available. Continue processing the request as usual from this point.

7. Confirmation process when multiple buildings are on a reservation – discuss how it will look in the dashboard if other event manager gets to it first; changing dashboard notify rule to booking level instead of reservation level

If a reservation has multiple buildings and the other building event manager processes the request first, the reservation will show in “Confirmed” status in your dashboard. Do not assume “Confirmed” reservations have been processed by you. The fastest way to determine if you have processed a confirmed reservation is to “click once” on it in the dashboard. The booking information will appear at the bottom of the dashboard. If the booking color is “GREEN”, you have already processed it. If the booking color is “GRAY”, the request still needs to be processed by you.

8. New reservation/booking statuses – discuss changing “Web Request” to “Room Request Submitted – Web” to eliminate confusion (**will take a vote**)

In an effort to provide clear information in the email sent when a requester submits a reservation request, we propose changing the status of a submitted request from “Web Request” to “Room Request Submitted – Web”. We wanted to get your agreement before making this change. A vote was conducted at each meeting and the change was **approved**.

**NOTE: This will change the status of the requests coming into your dashboard. Once we make this change, reservation requests will come in with the status of “Room Request Submitted – Web”.**

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

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For latest announcements concerning the campus reservation system, visit

[Announcements](#)