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Getting Started

Requesting an Account in EMS Web App
Requesting an Account in EMS Web App

Step 1: Navigate to the EMS Web App by visiting schedule.ucdenver.edu/emswebapp

Step 2: If you have a CU Denver | Anschutz domain user account, simply login with these credentials and it will take you to the request account web page. If you do not, click the Request An Account button as shown below.
Requesting an Account in EMS Web App

Step 3: Fill out the web form with ALL required information and select **Request An Account** at the end of the document.

Request An Account

To request an account, enter your info and click **Request An Account**.

**Email & Password**

**Email Address** *

**Password** *

Password Strength

**Confirm Password** *

Enter your password again.

**About You**

**Name** *

**Phone 1** *

**Phone 2**

**Time Zone** *

Select a Time Zone

**Additional Information**

If you are a student, please provide your graduation date

Please provide your job title *

**Organization** *

Choose one

Please Identify your department(s) *

**Request An Account**

Notification regarding account approval will be sent within 2 business days.
Logging in to EMS Web App
Logging in to EMS Web App

Step 1: Navigate to the EMS Web App by visiting schedule.ucdenver.edu/emswebapp

Step 2: Click the MY HOME tab, enter your User ID, Password, and click Sign In.
Introduction to Home Page

Main Menu
The menu on the left enables you to:
- CREATE A RESERVATION
- MY EVENTS (shows your events in a calendar grid by Day, Month, or Date)
- BROWSE
  - EVENTS in a calendar grid
  - LOCATIONS (Buildings, Facilities, Regions, and Rooms)
  - PEOPLE (search for reservations by User Groups e.g., CUA-SOM-Cardiology, CUA-SOM-Student Life, CUD-CLAS-English, etc.)
- LINKS (Pertinent campus related information)

MY HOME
- My Reservation Templates (different types of reservations you can make)
- My Bookings (your reservations)
- My Infographics (a summary of your activity)

Tip: Anywhere you see "..." on a room name, you can click to expand and see the full room name.
Concept: Reservations and Bookings: What Is the Difference?

A **Reservation** is the purpose of the event. In EMS, a reservation is the who (the meeting organizer) and the what of an event. A Reservation contains one or more Bookings. For example, **you** (the **who**) can reserve some space for a **staff meeting** (the **what**).

A **Booking** is the where and the when of an event. For example, you can schedule the **large auditorium** (the **where**) for a staff meeting on the **second Monday in January** (the **when**). There are one or more Bookings in a Reservation.
Rooms and Resources

Making a Room Reservation Request
Making a Room Reservation Request

Step 1: Access the EMS Web App by navigating from any browser to schedule.ucdenver.edu/emswebapp.

Step 2: From the HOME page, enter your User ID and Password in the appropriate fields and click the Sign In button.

Step 3: Click “CREATE A RESERVATION” and scroll down and find your desired request template and click the book now button.
Making a Room Reservation Request

Step 4: Fill out the **Date and Time** of your event on the left side of the page. If you require this room on a recurring basis, click on the **Recurrence** button and add the appropriate information (see the section on **Making a Recurring Room Reservation** for detailed instructions). Enter the **Number of People**. This will narrow your room selection to only the spaces that will fit the number of attendees for your event.

When you have filled in all of the information for your event, click the **Search** button.
Making a Room Reservation Request

Step 5: A list of available rooms for your request will populate the right side of the page. Choose the room that meets your needs by selecting the **Add Sign (+)** to the left of the room.

Tip: For more information about the building and room, click on the **Room** or **Location** name.
Making a Room Reservation Request

Step 6: The room you have selected moves to the top of the page. If you only need one room, click the Next Step button and proceed to Step 9.

Tip: If you require additional rooms for this event, you can choose an additional room for this reservation from the list or you can select a different building from the left side of the page and select the Add/Remove button to the right of the Locations area.
Select the building you desire and click the *Update Locations* button.

A new set of rooms will populate the right side of the page, leaving your previous selection above the new list. You can now, using the *Add (+)* button to the left of the room list, select another space for your event.
Making a Room Reservation Request

Step 7: Once all the rooms that you need for your event are showing at the top of the page, click the *Next Step* button at the top of the page.

Note: For instructions explaining how to add services for your room request, see *Making Room Request with Service Request* in the next section.

Step 8: If no services are needed, click the *Next Step* button again to advance to the *Reservation Details* page.

Step 9: Fill out the information in the *Reservation Details* section. Fields bordered in red are required.
Step 10: In the **Group Details** section, the **Group** field should be pre-selected. For 1st Contact, find your name. The rest of the information in the **Group Details** section should auto-populate with data that was entered in the system when your Web App user account was created.

<table>
<thead>
<tr>
<th>Reservation Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Event Details</strong></td>
</tr>
<tr>
<td>Event Name *</td>
</tr>
<tr>
<td>Special Event</td>
</tr>
<tr>
<td><strong>Group Details</strong></td>
</tr>
<tr>
<td>Group *</td>
</tr>
<tr>
<td>CUA-CSA-DIT Technology Support Serv</td>
</tr>
<tr>
<td>1st Contact Phone</td>
</tr>
<tr>
<td>303-724-7710</td>
</tr>
<tr>
<td>1st Contact Email Address *</td>
</tr>
<tr>
<td>2nd Contact</td>
</tr>
<tr>
<td>(none)</td>
</tr>
<tr>
<td>2nd Contact Email Address</td>
</tr>
</tbody>
</table>
Making a Room Reservation Request

Step 1: In the **Attachments** section, if you have a document that you would like to add to this event or you want to provide something for the setup crew to see (room diagrams, setup instructions that are very detailed, etc.), click the **Select your files** button and browse to the location on your computer where the document lives or simply drag and drop the file here. Follow the prompts on your screen and the document will upload.

![Attachments](Image)

Step 12: In the **Additional Information** section, answer all of the questions by choosing your responses from the drop down menus. Questions with a **red** border are required.

![Additional Information](Image)
Making a Room Reservation Request

Step 13: You will be required to provide **Billing Information**. Every reservation requires a billing speed type or billing address. Fields with a red border are required.

**Tip:** If you are a university employee, enter the speed type for your event. If you are an affiliate, enter your billing address and an invoice will be sent to you. If you are a sponsoring department and the bill for your event will be paid by an outside agency, enter that billing address in this field.

![Billing Information form](image)

**Step 14:** If you do not require additional services for your event, scroll to the bottom or top of the page and click the **Create Reservation** button. If you require additional services, see **Making a Room Reservation with Service Requests** section.

![Billing Information form](image)

**Step 15:** Upon successful completion of the reservation, you will see the page below. Here you can add the event to your calendar or edit the reservation. If you want to edit your reservation later, see the **Change Existing Reservations** section.

![Room Request form](image)

**Reservation Created**

What would you like to do now?

- Add to my calendar.
- Edit this reservation.
Making a Room Reservation Request

Step 16: If you wish to change your reservation after it has been created, click the menu button at the top left of the window and select *My Events*.

![My Events button](image)

Step 17: Your events will be listed. To make changes, click your desired event *Name*. For instructions on how to make changes to an event, see the *Change Existing Reservations* section.

![My Events table](image)
Making a Room Reservation with Service/Resource Requests
Room Reservation with Services/Resources

Step 1: Access the EMS Web App by navigating from any browser to
schedule.ucdenver.edu/emswebapp.

Step 2: From the HOME page, enter your User ID and Password in the appropriate fields and click the Sign In button.

Step 3: Click “CREATE A RESERVATION” and scroll down and find your desired request template and click the book now button.
Room Reservation with Services/Resources

Step 4: Fill out the **Date and Time** of your event on the left side of the page. If you require this room on a recurring basis, click on the **Recurrence** button and add the appropriate information (see the section on **Making a Recurring Room Reservation** for detailed instructions). Enter the **Number of People**. This will narrow your room selection to only the spaces that will fit the number of attendees for your event. When you have filled in all of the information for your event, click the **Search** button.
Room Reservation with Services/Resources

Step 5: A list of available rooms for your request will populate the right side of the page. Choose the room that meets your needs by selecting the *Add (+)* button to the left of the room.

For more information about the building and room, click on the *Room* or *Location* name.
Step 6: The room you have selected moves to the top of the page. If you only need one room, click the *Next Step* button and proceed to Step 9.

**Tip:** If you require additional rooms for this event, you can choose an additional room for this reservation from the provided list. If the room is not listed here and you know what building it is located in, you can select a different building from the left side of the page and select the *Add/Remove* button to the right of the *Locations* area.
Room Reservation with Services/Resources

Step 7: To request a room by using the Locations area, select a different building from the left side of the page and select the Add/Remove button to the right of the Locations area.

Step 8: Select the building you desire and click the Update Locations button.
Room Reservation with Services/Resources

Step 9: A new set of rooms will populate the right side of the page, leaving your previous selection above the new list. You can now add the new space by clicking the Add (+) button to the left of the room listed.

Step 10: Once all the rooms that you need for your event are showing at the top of the page, click the Next Step button at the top of the page. This will take you to the Services section. You can also click the Services tab.
Room Reservation with Services/Resources

Step 11: If you do not require services, continue to step 14. If you require services, continue through the service request, checking your required items. As you are selecting your required service needs, warning boxes or special instructions boxes will become available for you to read. The special instructions boxes are the areas to include specific information about your request. **NOTE:** Services are different for each campus and will populate here according to the requestor’s location. Not all services are available to all locations.

```
[Image of a screenshot showing a step-by-step guide for room reservation with services and resources.]
```
Room Reservation with Services/Resources

Step 12: Click the service you desire, answer any questions or provide any additional information and the service will be moved over to the Services Summary section to the right.

<table>
<thead>
<tr>
<th>Services Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Parking and Transportation, 8:00 AM - 9:00 AM, Event Use</strong></td>
</tr>
<tr>
<td>- 1 Parking Spaces - 3 Business Hours (M-F)</td>
</tr>
<tr>
<td>- 1</td>
</tr>
<tr>
<td><strong>HouseKeeping, 8:00 AM - 9:00 AM, Event Staffing</strong></td>
</tr>
<tr>
<td>- 1 Event Staffing</td>
</tr>
<tr>
<td>- 1 Post - Meal Trash Pickup</td>
</tr>
<tr>
<td><strong>Setup, 8:00 AM - 9:00 AM, Setup</strong></td>
</tr>
<tr>
<td>- 1 Table - 6 Rectangular</td>
</tr>
</tbody>
</table>

**Tip:** To make changes to your request, click the Edit icon next to your request name.

**Tip:** To remove a request, click the Remove icon to the right of your request item.
Room Reservation with Services/Resources

Step 13: You will be required to provide Billing Information. This field is located at the bottom of the page. Every reservation requires a billing speed type or billing address.

Tip: If you are a university employee, enter the speed type for your event. If you are an affiliate, enter your billing address and an invoice will be sent to you. If you are a sponsoring department and the bill for your event will be paid by an outside agency, enter that billing address in this field.

Step 14: Once you have requested all the services you require, click the Next Step button at the top right of the page. This will take you to the Reservation Details page.

Step 15: Fill out the information in the Reservation Details section. Fields bordered in red are required.
Room Reservation with Services/Resources

Step 16: In the Group Details section, the Group field should be pre-selected. For 1st Contact, find your name. The rest of the information in the Group Details section should auto-populate with data that was entered in the system when your Web App user account was created.
Room Reservation with Services/Resources

Step 17: In the **Attachments** section, if you have a document that you would like to add to this event or you want to provide something for the setup crew to see (room diagrams, setup instructions that are very detailed, etc.), click the **Select your files** button and browse to the location on your computer where the document lives or simply drag and drop the file here. Follow the prompts on your screen and the document will upload.

![Attachments section]

Step 18: In the **Additional Information** section, answer all of the questions by choosing your responses from the drop down menus. Questions with a **red** border are required.

![Additional Information section]

Office of Information Technology
UNIVERSITY OF COLORADO
DENVER | ANSCHUTZ MEDICAL CAMPUS
Room Reservation with Services/Resources

Step 19: If you have not already, you will be required to provide Billing Information. Every reservation requires a billing speed type or billing address.

Tip: If you are a university employee, enter the speed type for your event. If you are an affiliate, enter your billing address and an invoice will be sent to you. If you are a sponsoring department and the bill for your event will be paid by an outside agency, enter that billing address in this field.

Step 20: Scroll to the bottom or top of the page and click the Create Reservation button.

Step 21: Upon successful completion of the reservation, you will be taken to the page below. Here you can add the event to your calendar or edit the reservation. To edit your reservation, see the Change Existing Reservations section.

Room Request

Reservation Created

What would you like to do now?
› Add to my calendar.
› Edit this reservation.

Office of Information Technology
UNIVERSITY OF COLORADO
DENVER | ANSCHUTZ MEDICAL CAMPUS
Step 22: If you wish to change your reservation at a later date, click the menu button at the top left of the window and select *My Events*.

Step 23: Your events will be listed. To make changes, click your desired event *Name*. For instructions on how to make changes to an event, see the *Change Existing Reservations* section.
Making Service/Resource Only Requests

Service Only Requests are requests you make when you require a service from Facilities Management in a space where there is no room reservation in EMS. Departmental conference rooms, personal offices, races, etc. are examples of this.
Services/Resources Only Requests

Step 1: Access the EMS Web App by navigating from any browser to schedule.ucdenver.edu/emswebapp.

Step 2: From the HOME page, enter your User ID and Password in the appropriate fields and click the Sign In button.

Step 3: Click “CREATE A RESERVATION.”

Tip: For service specific information, click the about button to the right of the service you are requesting.

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Book Now</th>
<th>About</th>
</tr>
</thead>
<tbody>
<tr>
<td>CU Anschutz - Audio Visual Equipment and Support</td>
<td>book now</td>
<td>about</td>
</tr>
<tr>
<td>CU Anschutz Facilities - Parking Only Request</td>
<td>book now</td>
<td>about</td>
</tr>
<tr>
<td>CU Anschutz Facilities - Police Only Request</td>
<td>book now</td>
<td>about</td>
</tr>
<tr>
<td>CU Anschutz Facilities - Road closure only request</td>
<td>book now</td>
<td>about</td>
</tr>
<tr>
<td>CU Anschutz Facilities - Setup Only Request</td>
<td>book now</td>
<td>about</td>
</tr>
<tr>
<td>CU Denver - Audio Visual Equipment and Support</td>
<td>book now</td>
<td>about</td>
</tr>
<tr>
<td>CU Denver Facilities - Electronic Security Only</td>
<td>book now</td>
<td>about</td>
</tr>
<tr>
<td>CU Denver Facilities - Setup Only Request</td>
<td>book now</td>
<td>about</td>
</tr>
<tr>
<td>Housekeeping Only Request</td>
<td>book now</td>
<td>about</td>
</tr>
</tbody>
</table>

The about provides pertinent information relating to the service you are requesting. You can book your service by clicking the Book Now With This Template button or click the Close button to go back.
Facilities Support Services can help you with your special event setup needs. We require that requests be submitted by 4:00pm at least 4 days prior for guaranteed service. We will make every effort to accommodate requests with less than 4 days notice, but cannot guarantee service. If we can accommodate the request, a short term notice fee of $100.00 will be assessed. Please call the Facilities Management Customer Service Center at 303-724-1777 to be directed to the appropriate person to assist you with your short term notice event setup.

**Services available:**

- Staff to arrange and rearrange event spaces and rooms (i.e. conference rooms), Monday – Friday from 6:00am to 5:00pm on the Anschutz Medical Campus
- Rental includes setup and breakdown of tables, chairs, small
Step 4: Scroll down and find your desired service request template and click the **book now** button.

<table>
<thead>
<tr>
<th>Service Request</th>
<th>Book Now</th>
<th>About</th>
</tr>
</thead>
<tbody>
<tr>
<td>CU Anschutz - Audio Visual Equipment and Support</td>
<td>book now</td>
<td>about</td>
</tr>
<tr>
<td>CU Anschutz Facilities - Parking Only Request</td>
<td>book now</td>
<td>about</td>
</tr>
<tr>
<td>CU Anschutz Facilities - Police Only Request</td>
<td>book now</td>
<td>about</td>
</tr>
<tr>
<td>CU Anschutz Facilities - Road Closure Only Request</td>
<td>book now</td>
<td>about</td>
</tr>
<tr>
<td>CU Anschutz Facilities - Setup Only Request</td>
<td>book now</td>
<td>about</td>
</tr>
<tr>
<td>CU Denver - Audio Visual Equipment and Support</td>
<td>book now</td>
<td>about</td>
</tr>
<tr>
<td>CU Denver Facilities - Electronic Security Only</td>
<td>book now</td>
<td>about</td>
</tr>
<tr>
<td>CU Denver Facilities - Setup Only Request</td>
<td>book now</td>
<td>about</td>
</tr>
<tr>
<td>Housekeeping Only Request</td>
<td>book now</td>
<td>about</td>
</tr>
</tbody>
</table>

Step 5: Fill out the **Date and Time** and **Location Details** sections on the left side of the page. The building selection will always be the **Facilities Service Request** building. Enter your actual building and room information in the **Location** field.

Make sure you read the information on the right side of the page for each service you are requesting. Once you have read the information, click the **Next Step** button.
Services/Resources Only Requests

Step 6: Click the service you desire, answer any questions or provide any additional information and the service will be moved over to the Services Summary section to the right.

Tip: To make changes to your request, click the Edit icon next to your request name.

Tip: To remove a request, click the Remove icon to the right of your request item.
Services/Resources Only Requests

Step 7: You will be required to provide Billing Information. This field is located at the bottom of the page. Every reservation requires a billing speed type or billing address.

**Tip:** If you are a university employee, enter the speed type for your event. If you are an affiliate, enter your billing address and an invoice will be sent to you. If you are a sponsoring department and the bill for your event will be paid by an outside agency, enter that billing address in this field.

**Billing Information**

Speed Type(preferred) or Billing Address *

Step 8: Once you have added all of your required services, click the **Next Step** button at the top right of the page.

**Services Summary**

<table>
<thead>
<tr>
<th>Setup, 1:30 PM - 2:30 PM, Setup</th>
</tr>
</thead>
<tbody>
<tr>
<td>💥 1 Coat Rack ⚒</td>
</tr>
<tr>
<td>💥 1 Recycle Bin ⚒</td>
</tr>
<tr>
<td>💥 1 Table - 6' Rectangular ⚒</td>
</tr>
<tr>
<td>💥 1 Trash Can ⚒</td>
</tr>
</tbody>
</table>
Step 9: In the **Group Details** section, the **Group** field should be pre-selected. For 1st Contact, find your name. The rest of the information in the **Group Details** section should auto-populate with data that was entered in the system when your Web App user account was created. Fields bordered in **red** are required.
Services/Resources Only Requests

Step 10: In the **Attachments** section, if you have a document that you would like to add to this event or you want to provide something for the setup crew to see (room diagrams, setup instructions that are very detailed, etc.) click the **Select your files** button and browse to the location on your computer where the document lives or simply drag and drop the file here. Follow the prompts on your screen and the document will upload.

Step 11: In the **Additional Information** section, answer all of the questions by choosing your responses from the drop down menus. Questions with a red border are required.

Step 12: If you have not already, you will be required to provide **Billing Information**. Every reservation requires a billing speed type or billing address.

**Tip**: If you are a university employee, enter the speed type for your event. If you are an affiliate, enter your billing address and an invoice will be sent to you. If you are a sponsoring department and the bill for your event will be paid by an outside agency, enter that billing address in this field.

Step 13: Scroll to the bottom or top of the page and click the **Create Reservation** button.
Making a Recurring Room Reservation
Making a Recurring Room Reservation

Step 1: Access the EMS Web App by navigating from any browser to schedule.ucdenver.edu/emswebapp.

Step 2: From the HOME page, enter your User ID and Password in the appropriate fields and click the Sign In button.

Step 3: Click “CREATE A RESERVATION” and scroll down and find your desired request template and click the book now button.
Making a Recurring Room Reservation

Step 4: Enter the start **Date and Time** of your event on the left side of the page.

Step 5: Click on the **Recurrence** button and add the appropriate recurring information. When you have filled in all of the recurring information for your event, click the **Apply Recurrence** button.
Making a Recurring Room Reservation

Step 6: Enter the **Number of People**. This will narrow your room selection to only the spaces that will fit the number of attendees for your event. When you have filled in all of the information for your event, click the **Search** button.
Making a Recurring Room Reservation

Step 7: A list of available rooms for your request will populate the right side of the page. Choose the room that meets your needs by selecting the **Add (+)** button to the left of the room.

**Tip:** Room recurrence availability is displayed under the **Available** column. Some rooms are available 5/5 occurrences, others are only available for part of the recurrence pattern (i.e., 2/5, 3/5, 4/5).

<table>
<thead>
<tr>
<th>Room</th>
<th>Available</th>
<th>Location</th>
<th>Floor</th>
<th>TZ</th>
<th>Cap</th>
<th>Match</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACAD-2500</td>
<td>2/5</td>
<td>Student Commons Building</td>
<td>(none)</td>
<td>MT</td>
<td>150</td>
<td></td>
</tr>
<tr>
<td>ACAD-2500A</td>
<td>3/5</td>
<td>Student Commons Building</td>
<td>(none)</td>
<td>MT</td>
<td>75</td>
<td></td>
</tr>
<tr>
<td>ACAD-1600</td>
<td>3/5</td>
<td>Student Commons Building</td>
<td>(none)</td>
<td>MT</td>
<td>172</td>
<td></td>
</tr>
<tr>
<td>ACAD-2500A</td>
<td>3/5</td>
<td>Student Commons Building</td>
<td>(none)</td>
<td>MT</td>
<td>75</td>
<td></td>
</tr>
<tr>
<td>BUS-2100 Classroom</td>
<td>4/5</td>
<td>Business School</td>
<td>(none)</td>
<td>MT</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>CU-1000</td>
<td>5/5</td>
<td>CU-Denver Building</td>
<td>(none)</td>
<td>MT</td>
<td>38</td>
<td></td>
</tr>
<tr>
<td>CU-1100</td>
<td>5/5</td>
<td>CU-Denver Building</td>
<td>(none)</td>
<td>MT</td>
<td>44</td>
<td></td>
</tr>
<tr>
<td>ACAD-1500</td>
<td>3/5</td>
<td>Student Commons Building</td>
<td>(none)</td>
<td>MT</td>
<td>172</td>
<td></td>
</tr>
<tr>
<td><strong>BUS-1800 CO. Bank Lecture Hall 98 ppl</strong></td>
<td>5/5</td>
<td>Business School</td>
<td>(none)</td>
<td>MT</td>
<td>54</td>
<td></td>
</tr>
<tr>
<td>BUS-2200</td>
<td>5/5</td>
<td>Business School</td>
<td>(none)</td>
<td>MT</td>
<td>40</td>
<td></td>
</tr>
</tbody>
</table>

Step 8: Your selected room is now displayed at the top of the page. Click the **Next Step** button.
Making a Recurring Room Reservation

Step 9: If you prefer one room as a primary room and would like to pick another room for the remaining meetings, click the preferred room and EMS will provide you with some options for the remaining meetings. For example, here we will select room Bus-2100 Prologis Classroom with a 4/5 availability.

Tip: EMS informs us that we still have 1 conflict to resolve.
Making a Recurring Room Reservation

Step 10: We will select BUS-2200 as the location for our fifth meeting. Now all dates have been requested. Click the Next Step button to continue with the request process.

Step 11: Select any services you require and click the Next Step button. For instructions explaining how to request services, see the Making a Room Reservation with Services/Resource Requests section.

Step 12: Once you have requested all the services you require, click the Next Step button at the top right of the page. This will take you to the Reservation Details page.
Making a Recurring Room Reservation

Step 13: Fill out the information in the **Reservation Details** section. In the **Group Details** section, the **Group** field should be pre-selected. For 1st Contact, find your name. The rest of the information in the **Group Details** section should auto-populate with data that was entered in the system when your Web App user account was created. Fields with a red border are required.
Making a Recurring Room Reservation

Step 14: In the **Attachments** section, if you have a document that you would like to add to this event or you want to provide something for the setup crew to see (room diagrams, setup instructions that are very detailed, etc.), click the **Select your files** button and browse to the location on your computer where the document lives or simply drag and drop the file here. Follow the prompts on your screen and the document will upload.

![Attachments](image)

Step 15: In the **Additional Information** section, answer all of the questions by choosing your responses from the drop down menus. Questions with a **red** border are required.

![Additional Information](image)
Making a Recurring Room Reservation

Step 16: If you have not already, you will be required to provide **Billing Information**. Every reservation requires a billing speed type or billing address.

**Tip:** If you are a university employee, enter the speed type for your event. If you are an affiliate, enter your billing address and an invoice will be sent to you. If you are a sponsoring department and the bill for your event will be paid by an outside agency, enter that billing address in this field.

![Billing Information]

Step 17: If you do not require additional services for your event, scroll to the bottom or top of the page and click the **Create Reservation** button.

![Billing Information]

Step 18: Upon successful completion of the reservation, you will be taken to the page below. Here you can add the event to your calendar or edit the reservation. To edit your reservation, see the **Change Existing Reservations** section.

**Room Request**

**Reservation Created**

What would you like to do now?

- Add to my calendar.
- Edit this reservation.
Making a Recurring Room Reservation

Step 19: If you wish to change your reservation after it has been created, click the menu button at the top left of the window and select *My Events*.

Step 20: Your events will be listed. To make changes, click your desired event *Name*. For instructions on how to make changes to an event, see the *Change Existing Reservations* section.
Changing Existing Reservations
Concept: Reservations and Bookings: What Is the Difference?

A Reservation is the purpose of the event. In EMS, a reservation is the who (the meeting organizer) and the what of an event. A Reservation contains one or more Bookings. For example, you (the who) can reserve some space for a staff meeting (the what).

A Booking is the where and the when of an event. For example, you can schedule the large auditorium (the where) for a staff meeting on the second Monday in January (the when). There are one or more Bookings in a Reservation.
Editing Reservation Details
Editing Reservation Details

Step 1: Login to the EMS Web App (see login instructions on page 9). Click on **MY EVENTS** on the side bar.

Step 2: Scroll to find the reservation you want to update or use the **Search Reservations** feature. You can view current, past or cancelled reservations.

**Tip:** When searching, you can use any part of or all of the Event Name or Reservation ID.
Editing Reservation Details

Step 3: To open the reservation for editing, click the Reservation Name from the Name column.

<table>
<thead>
<tr>
<th>CURRENT</th>
<th>PAST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>EMS Team Meeting: EMS ID: 147070</td>
<td></td>
</tr>
<tr>
<td>EMS Test</td>
<td></td>
</tr>
<tr>
<td>Special Event</td>
<td></td>
</tr>
<tr>
<td>Special Event</td>
<td></td>
</tr>
</tbody>
</table>

Step 4: To edit Reservation Details (useful if you need to add an additional contact to the reservation or change the Billing Information) click on the RESERVATION DETAILS tab in the upper left portion of the event reservation page.
Editing Reservation Details

Step 5: Make your desired reservation detail change and click the **Save Reservation Details** button. Fields with a red border are required.
Add Services/Resources
Add Services/Resources

Step 1: Login to the EMS Web App (see login instructions on page 9). Click on **MY EVENTS** on the side bar.

Step 2: Scroll to find the reservation you want to update or use the **Search Reservations** feature. You can view current, past or cancelled reservations.

**Tip:** When searching, you can use any part of or all of the Event Name or Reservation ID.
Add Services/Resources

Step 3: To open the reservation for editing, click the Reservation Name from the Name column.

<table>
<thead>
<tr>
<th>CURRENT</th>
<th>PAST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
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<td></td>
</tr>
<tr>
<td>EMS Test</td>
<td></td>
</tr>
<tr>
<td>EMS Test</td>
<td></td>
</tr>
<tr>
<td><strong>Special Event</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Special Event</strong></td>
<td></td>
</tr>
</tbody>
</table>

Step 4: To Add Services, click on the Add Services link in the Reservation Tasks area on the upper right portion of the event reservation page.

Reservation Tasks

- Add Services
- Booking Tools
- ✗ Cancel Reservation
- View Reservation Summary
- View Service Availability
- Send Invitation
- Add to My Calendar
Add Services/Resources

Step 5: Select your desired services. As you are selecting your added service needs, warning boxes or special instructions boxes will become available for you to read. The special instructions boxes are the areas to include specific information about your request. **NOTE:** Services are different for each campus and will populate here according to the requestor’s location. Not all services are available to all locations.

**Special Event (233596)**

Select Services

HouseKeeping

<table>
<thead>
<tr>
<th>Start Time</th>
<th>End Time</th>
<th>Service Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00 AM</td>
<td>11:00 AM</td>
<td>Event Staffing</td>
</tr>
</tbody>
</table>

Event Services

- Event Staffing
- Post - Event Cleanup
- Pre - Event Cleanup
- Restroom Servicing

Parking and Transportation

<table>
<thead>
<tr>
<th>Start Time</th>
<th>End Time</th>
<th>Service Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00 AM</td>
<td>11:00 AM</td>
<td>(Select Service Type)</td>
</tr>
</tbody>
</table>

Additional Information

Name(s) of Event to be Advertised

Event Specifications

Attendees Paying for their Parking | Bus &/or Van Parking
Step 6: Click the service you desire, answer any questions or provide any additional information and the service will be moved over to the Services Summary section to the right.

**Tip:** To make changes to your request, click the Edit icon next to your request name.

Tip: To remove a request, click the Remove icon to the right of your request item.
Add Services/Resources

Step 7: If you have not already, you will be required to provide Billing Information. Every reservation requires a billing speed type or billing address.

**Tip:** If you are a university employee, enter the speed type for your event. If you are an affiliate, enter your billing address and an invoice will be sent to you. If you are a sponsoring department and the bill for your event will be paid by an outside agency, enter that billing address in this field.

### Billing Information

**SpeedType(preferred) or Billing Address** *

![Search icon]

Step 8: Once you have completed the Add Service, click the **Next Step** button at the top right of the page.

### Services Summary

- **HouseKeeping, 8:00 AM - 9:00 AM, Event Staffing**

  - 1 Post - Event Cleanup
  - 1 Restroom Servicing
Add Services/Resources

Step 9: You can select which booking(s) you wish to add the service to by checking the check box to the left of each booking then click the Add Services button.

<table>
<thead>
<tr>
<th>Select Services / Special Event (233599)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Add Services</strong></td>
</tr>
<tr>
<td><strong>Date</strong></td>
</tr>
<tr>
<td>✔ Thu Feb 8, 2018 8:00 AM - 9:00 AM</td>
</tr>
<tr>
<td>✔ Fri Feb 9, 2018 8:00 AM - 9:00 AM</td>
</tr>
<tr>
<td>✔ Sat Feb 10, 2018 8:00 AM - 9:00 AM</td>
</tr>
<tr>
<td>✔ Sun Feb 11, 2018 8:00 AM - 9:00 AM</td>
</tr>
<tr>
<td>✔ Mon Feb 12, 2018 8:00 AM - 9:00 AM</td>
</tr>
</tbody>
</table>

Step 10: This will take you back to the Reservation Details page. You can continue to add more services if you wish.

**My Events / Special Event beginning Feb 8, 2018 (233599)**

<table>
<thead>
<tr>
<th>Reservation Details</th>
<th>Additional Information</th>
<th>Attachments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Edit Reservation Details</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Event Name</td>
<td>Special Event</td>
<td></td>
</tr>
<tr>
<td>Event Type</td>
<td>Conference</td>
<td></td>
</tr>
<tr>
<td>Group</td>
<td>CU-IT-IT-IT Technology Support Services</td>
<td></td>
</tr>
<tr>
<td>1st Contact Name</td>
<td>Steve Waever</td>
<td></td>
</tr>
</tbody>
</table>

**Reservation Tasks**

- Add Services
- Cancel Services
- Booking Tools
- Cancel Reservation
- View Reservation Summary
- View Service Availability
- Send Invitation
- Add to My Calendar

**Bookings**

**Note:** After adding service to a reservation, you can cancel these services by clicking the Cancel Services link in the Reservation Tasks area. See Cancelling Services on page 83.
Cancelling Services
Cancelling Services

Step 1: Login to the EMS Web App (see login instructions on page 9). Click on **MY EVENTS** on the side bar.

Step 2: Scroll to find the reservation you want to update or use the **Search Reservations** feature. You can view current, past or cancelled reservations.

**Tip:** When searching, you can use any part of or all of the Event Name or Reservation ID.

**Tip:** Reservations with existing services have a **Check Mark (✓)** under the **Services** column.
Cancelling Services

Step 3: To open the reservation for editing, click the Reservation Name from the Name column.

<table>
<thead>
<tr>
<th>CURRENT</th>
<th>PAST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>EMS Team Meeting: EMS ID: 147070</td>
<td></td>
</tr>
<tr>
<td>EMS Test</td>
<td></td>
</tr>
<tr>
<td>EMS Test</td>
<td></td>
</tr>
<tr>
<td>Special Event</td>
<td></td>
</tr>
<tr>
<td>Special Event</td>
<td></td>
</tr>
</tbody>
</table>

Step 4: To cancel services, click on the Cancel Services link in the Reservation Tasks area on the upper right portion of the event reservation page.

**Tip:** The Cancel Services link will only show up in the Reservation Tasks area if you previously added a service(s) from the Reservation Tasks.

Note: If you requested services when you first booked the reservation, you will have to cancel the service from the booking. See Cancelling Services/Resources for an Existing Booking on page 119.
Cancelling Services

Step 5: Select a Service Category from the Select A Service Category pulldown, select the check box for the bookings for which you want to cancel the service and click the Cancel Services button.

Note: You will not be presented with a cancellation confirmation window. You will return to the reservation home page.
Editing the Date or Time (Using the Booking Tools)

Booking Tools allows you to change the Date and Time of one or all of the bookings associated with the reservation.
Editing the Date or Time (Using the Booking Tools)

Step 1: Login to the EMS Web App (see login instructions on page 9). Click on **MY EVENTS** on the side bar.

Step 2: Scroll to find the reservation you want to update or use the **Search Reservations** feature. You can view current, past or cancelled reservations.

**Tip:** When searching, you can use any part of or all of the Event Name or Reservation ID.
Editing the Date or Time (Using the Booking Tools)

Step 3: To open the reservation for editing, click the Reservation Name from the Name column.

<table>
<thead>
<tr>
<th>CURRENT</th>
<th>PAST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>EMS Team Meeting;-- EMS ID: 147070</td>
<td></td>
</tr>
<tr>
<td>EMS Test</td>
<td></td>
</tr>
<tr>
<td>EMS Test</td>
<td></td>
</tr>
<tr>
<td>Special Event</td>
<td></td>
</tr>
<tr>
<td>Special Event</td>
<td></td>
</tr>
</tbody>
</table>

Step 4: Click the Booking Tools link in the Reservation Tasks area.

Reservation Tasks

- Add Services
- Cancel Services
- **Booking Tools**
  - ✗ Cancel Reservation
- View Reservation Summary
- View Service Availability
- Send Invitation
- 🗓️ Add to My Calendar
Step 5: If you want to change the date, click on the Date drop-down menu. There are options for Reschedule Booking Earlier, Reschedule Booking Later and Reschedule Booking to Specific Date. Choose the action you desire for this booking.
Editing the Date or Time (Using the Booking Tools)

After you have made your date change selection, enter how many days or the specific date.

My Events

EMS Test (233597)

Number of days

Specific date
Editing the Date or Time (Using the Booking Tools)

Step 6: If you want to change the time, click on the TIME drop-down menu. There are options for *End Booking Earlier, End Booking Later, Reschedule Booking Earlier, Reschedule Booking Later, Reschedule Booking to Specific Time, Start Booking Earlier and Start Booking Later*. If any of these items is an action you would like to perform, select it from the drop-down menu.

<table>
<thead>
<tr>
<th>Time</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>No change to time</td>
<td></td>
</tr>
<tr>
<td>End Booking Earlier</td>
<td></td>
</tr>
<tr>
<td>End Booking Later</td>
<td></td>
</tr>
<tr>
<td>Start Booking Earlier</td>
<td></td>
</tr>
<tr>
<td>Start Booking Later</td>
<td></td>
</tr>
<tr>
<td>Reschedule Booking Earlier</td>
<td></td>
</tr>
<tr>
<td>Reschedule Booking Later</td>
<td></td>
</tr>
<tr>
<td>Reschedule Booking To Specific Time</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>End Time</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>4:00 PM</td>
<td>Mountain Time</td>
</tr>
</tbody>
</table>

Step 7: After you have made your time change selection, enter the number of hours or the specific time.

<table>
<thead>
<tr>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Start Booking Earlier</strong></td>
</tr>
<tr>
<td>Hours: 1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 PM</td>
<td>Mountain Time</td>
<td>P26-MPC-1102</td>
</tr>
</tbody>
</table>
Editing the Date or Time (Using the Booking Tools)

**Time**

- **Reschedule Booking To Specific Time**: 
  - **Start Time**: 2
  - **End Time**: 3
  - **Time Zone**: Mountain Time

**Specific time**

Step 8: Select the booking(s) you want to adjust by placing a check in the box next to the booking name. Click **Update Bookings**.

**My Events**

- **EMS Test (233597)**

**Booking Tools**

**Date**

- **Reschedule Booking Earlier**: 
  - **Day(s)**: 1

**Time**

- **Reschedule Booking To Specific Time**: 
  - **Start Time**: 2
  - **End Time**: 3
  - **Time Zone**: Mountain Time

<table>
<thead>
<tr>
<th>Date</th>
<th>Start Time</th>
<th>End Time</th>
<th>Time Zone</th>
<th>Location</th>
<th>Status</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thu Jan 25, 2018</td>
<td>3:00 PM</td>
<td>4:00 PM</td>
<td>Mountain Time</td>
<td>P26-MPC-1102</td>
<td>Web Request</td>
<td></td>
</tr>
</tbody>
</table>
Step 9: When you click *Update Bookings* in the previous step, the page below will display your results.

### My Events

<EMS Test (233597)>

<table>
<thead>
<tr>
<th>Booking Tools</th>
<th>Update Bookings</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date</strong></td>
<td><strong>Time</strong></td>
</tr>
<tr>
<td>No change to date</td>
<td>No change to time</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Start Time</th>
<th>End Time</th>
<th>Time Zone</th>
<th>Location</th>
<th>Status</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wed Jan 24, 2018</td>
<td>2:00 PM</td>
<td>3:00 PM</td>
<td>Mountain Time</td>
<td>P26-MPC-1102</td>
<td>Web Request</td>
<td>Success</td>
</tr>
</tbody>
</table>
Adding a Booking
Adding a Booking

Step 1: Login to the EMS Web App (see login instructions instructions on page 9). Click on **MY EVENTS** on the side bar.

Step 2: Scroll to find the reservation you want to update or use the **Search Reservations** feature. You can view current, past or cancelled reservations.

**Tip:** When searching, you can use any part of or all of the Event Name or Reservation ID.
Adding a Booking

Step 3: To open the reservation for editing, click the **Reservation Name** from the **Name** column.

<table>
<thead>
<tr>
<th>CURRENT</th>
<th>PAST</th>
</tr>
</thead>
<tbody>
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<td>EMS Test</td>
<td></td>
</tr>
<tr>
<td>Special Event</td>
<td></td>
</tr>
<tr>
<td>Special Event</td>
<td></td>
</tr>
</tbody>
</table>

Step 4: To add a “Booking” to an existing reservation, click on the **New Booking** button in the **Bookings** area.
Adding a Booking

Step 5: Complete the Date, Time, and Number of People fields. Click the Search button.

[Image of a booking form with fields for Date, Time, and Number of People highlighted]
Adding a Booking

**Step 6**: Select the room that fits your requirements by clicking on the **Add (+) button** to the left of the room.

**New Booking for Thu Feb 8, 2018**

<table>
<thead>
<tr>
<th>Date &amp; Time</th>
<th>Selected Rooms</th>
<th>Room Search Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td></td>
<td>Room You Can Request</td>
</tr>
<tr>
<td>Start Time</td>
<td></td>
<td>L28-2201 60-seat Classroom</td>
</tr>
<tr>
<td>End Time</td>
<td></td>
<td>L28 Education 2 South</td>
</tr>
</tbody>
</table>

**Step 7**: Your newly selected room will move to the **Selected Rooms** section. Once you are finished adding any additional rooms, click the **Update Reservation** button.

**New Booking for Thu Feb 8, 2018**

<table>
<thead>
<tr>
<th>Date &amp; Time</th>
<th>Selected Rooms</th>
<th>Room Search Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td></td>
<td>Room You Can Request</td>
</tr>
<tr>
<td>Start Time</td>
<td></td>
<td>L28-2201 60-seat Classroom</td>
</tr>
<tr>
<td>End Time</td>
<td></td>
<td>L28 Education 2 South</td>
</tr>
</tbody>
</table>

**Office of Information Technology**

**UNIVERSITY OF COLORADO**

**DENVER | ANSCHUTZ MEDICAL CAMPUS**
Adding a Booking

Step 8: You will see your new booking in the **Bookings** section.
Adding Services/Resources in an Existing Booking
Adding Services/Resources in an Existing Booking

Step 1: Login to the EMS Web App (see login instructions instructions on page 9). Click on **MY EVENTS** on the side bar.

Step 2: Scroll to find the reservation you want to update or use the **Search Reservations** feature. You can view current, past or cancelled reservations.

**Tip:** When searching, you can use any part of or all of the Event Name or Reservation ID.
Adding Services/Resources in an Existing Booking

Step 3: Open a reservation with existing services by clicking the Reservation Name from the Name column.

**Note:** If your reservation does not already have any services, you will need to add service by following the Add Services instructions on page 75.

**Tip:** Reservations with existing services have a Check Mark (✔) under the Services column.

Step 4: In the Bookings section at the bottom of the page, locate your desired booking and click the Manage Services link immediately below your desired booking.

**Note:** If you want to see the existing services assigned to this booking, click the View Services link.

Bookings

---

Office of Information Technology
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DENVER | ANSCHUTZ MEDICAL CAMPUS
Adding Services/Resources in an Existing Booking

Step 5: From the Manage Services page, click your desired additional services and they will move over to the **Services Summary** area on the right.

<table>
<thead>
<tr>
<th>CU Denver Electronic Security</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Start Time</strong></td>
</tr>
<tr>
<td>8:00 AM</td>
</tr>
<tr>
<td>Access Requests:</td>
</tr>
<tr>
<td>Building Access</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CU Denver Setup</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Start Time</strong></td>
</tr>
<tr>
<td>8:00 AM</td>
</tr>
<tr>
<td>Consultation:</td>
</tr>
<tr>
<td>Setup Consultation (Free)</td>
</tr>
<tr>
<td>On Site Rental:</td>
</tr>
<tr>
<td>5' Rectangular Table</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Services Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HouseKeeping, 8:00 AM - 9:00 AM, Event Staffing</strong></td>
</tr>
<tr>
<td>📂 1 Post - Event Cleanup</td>
</tr>
<tr>
<td>📂 1 Restroom Servicing</td>
</tr>
</tbody>
</table>

Step 6: You will be prompted to add the service to additional bookings.

---

**Apply To Additional Bookings**

Do you want to apply these service changes to additional bookings?

[Yes] [No]
Adding Services/Resources in an Existing Booking

Step 7: You will be provided a list of all the other bookings associated with this reservation. Check the box next to the bookings requiring the service. Click the **Save** button when finished.

![Manage Services](image)

Step 8: Your added service(s) are displayed on the **Service Summary** section. Click the **Reservation Details** button to return to the reservation details page.

![Manage Services](image)
Cancelling Bookings
Cancelling Bookings

Step 1: Login to the EMS Web App (see login instructions instructions on page 9). Click on **MY EVENTS** on the side bar.

Step 2: Scroll to find the reservation you want to update or use the **Search Reservations** feature. You can view current, past or cancelled reservations.

**Tip:** When searching, you can use any part of or all of the Event Name or Reservation ID.
Canceling Bookings

Step 3: Click **Cancel Bookings** link in the **Bookings** section.

My Events

* My Events / Special Event beginning Feb 1, 2018 (233596)

<table>
<thead>
<tr>
<th>RESERVATION DETAILS</th>
<th>ADDITIONAL INFORMATION</th>
<th>ATTACHMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edit Reservation Details</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Event Name</th>
<th>Special Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event Type</td>
<td>Conference</td>
</tr>
<tr>
<td>Group</td>
<td>CUA-CSA-OIT Technology Support Services</td>
</tr>
<tr>
<td>1st Contact Name</td>
<td>Steve Weaver</td>
</tr>
</tbody>
</table>

Reservation Tasks

- Add Services
- Booking Tools
- ✗ Cancel Reservation
- View Reservation Summary
- View Service Availability
- Send Invitation
- Add to My Calendar

Bookings

- **Cancel Bookings**

<table>
<thead>
<tr>
<th>Date</th>
<th>Start Time</th>
<th>End Time</th>
<th>Time Zone</th>
<th>Location</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thu Feb 1, 2018</td>
<td>10:00 AM</td>
<td>11:00 AM</td>
<td>MT</td>
<td>P18 Research 1 North - P18-1000 Hensel Phelps Lecture Hall - East</td>
<td>Web Request</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Start Time</th>
<th>End Time</th>
<th>Time Zone</th>
<th>Location</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thu Feb 1, 2018</td>
<td>10:00 AM</td>
<td>11:00 AM</td>
<td>MT</td>
<td>P28 Education 2 North - P28-1105 80-seat Classroom</td>
<td>Web Request</td>
</tr>
</tbody>
</table>
Canceling Bookings

Step 4: Select the bookings you want to cancel and click the *Cancel Selected Bookings* button.

My Events

ليك *Special Event (233596)*

Cancel Bookings

[Cancel Selected Bookings]

<table>
<thead>
<tr>
<th>Date</th>
<th>Start Time</th>
<th>End Time</th>
<th>Time Zone</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thu Feb 1</td>
<td>10:00 AM</td>
<td>11:00 AM</td>
<td>Mountain Time</td>
<td>P28-1103</td>
</tr>
<tr>
<td>Thu Feb 1</td>
<td>10:00 AM</td>
<td>11:00 AM</td>
<td>Mountain Time</td>
<td>P18-1000</td>
</tr>
</tbody>
</table>

Step 5: The selected booking(s) is removed.

ليك *Special Event (233596)*

Cancel Bookings

[Cancel Selected Bookings]

<table>
<thead>
<tr>
<th>Date</th>
<th>Start Time</th>
<th>End Time</th>
<th>Time Zone</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thu Feb 1</td>
<td>10:00 AM</td>
<td>11:00 AM</td>
<td>Mountain Time</td>
<td>P28-1103</td>
</tr>
</tbody>
</table>

Step 6: Click the back arrow button to return to your reservation.

My Events

ليك *Special Event (233596)*

Cancel Bookings

[Cancel Selected Bookings]

<table>
<thead>
<tr>
<th>Date</th>
<th>Start Time</th>
<th>End Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thu Feb 1</td>
<td>10:00 AM</td>
<td>11:00 AM</td>
</tr>
</tbody>
</table>
Step 7: The cancelled booking has been removed.

<table>
<thead>
<tr>
<th>Date</th>
<th>Start Time</th>
<th>End Time</th>
<th>Time Zone</th>
<th>Location</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thu Feb 1, 2018</td>
<td>10:00 AM</td>
<td>11:00 AM</td>
<td>MT</td>
<td>P18 Research 1 North - PSB-1000 Herod Phelps Lecture Hall - East</td>
<td>Web Request</td>
</tr>
</tbody>
</table>
Cancelling Services/Resources for an Existing Booking
Cancelling Services/Resources

Step 1: Login to the EMS Web App (see login instructions instructions on page 9). Click on **MY EVENTS** on the side bar.

![Image of EMS Web App interface]

**Room & Services Requests**

- **My Reservation Templates**
  - CU Anschutz - Classrooms
  - CU Anschutz - Common Conference Rooms
  - CU Anschutz - Department Conference Rooms

Step 2: Scroll to find the reservation you want to update or use the **Search Reservations** feature. You can view current, past or cancelled reservations.

**Tip:** When searching, you can use any part of or all of the Event Name or Reservation ID.

<table>
<thead>
<tr>
<th>Name</th>
<th>First/Last Booking</th>
<th>Location</th>
<th>Group</th>
<th>Services</th>
<th>ID</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>RMS Team Meeting - RMS (ID: 147070)</td>
<td>Tue Aug 23, 2016/ Tue Jul 10, 2018 (multi-booking)</td>
<td>Multiple</td>
<td>CUA-C...</td>
<td>147070</td>
<td></td>
<td>Department Confir...</td>
</tr>
<tr>
<td>EMS Test</td>
<td>Thu Jan 18, 2018/ Thu Feb 8, 2018 (multi-booking)</td>
<td>L15 Academic Office 1 - L15-100</td>
<td>CUA-C...</td>
<td>✔️</td>
<td>233598</td>
<td>Web Request</td>
</tr>
<tr>
<td>EMS Test</td>
<td>Thu Jan 25, 2018/ Thu Jan 25, 2018 (single booking)</td>
<td>P206 Education 1 - P206-MPC-1102</td>
<td>CUA-C...</td>
<td></td>
<td>233597</td>
<td>Web Request</td>
</tr>
<tr>
<td>Special Event</td>
<td>Thu Feb 1, 2018/ Thu Feb 1, 2018 (multi-booking)</td>
<td>Multiple</td>
<td>CUA-C...</td>
<td>✔️</td>
<td>233596</td>
<td>Web Request</td>
</tr>
<tr>
<td>Special Event</td>
<td>Thu Feb 8, 2018/ Mon Feb 12, 2018 (multi-booking)</td>
<td>Multiple</td>
<td>CUA-C...</td>
<td>✔️</td>
<td>233599</td>
<td>Web Request</td>
</tr>
</tbody>
</table>

Step 3: Open a reservation with existing services by clicking the **Reservation Name** from the **Name** column.
**Cancelling Services/Resources**

**Tip:** Reservations with existing services have a **Check Mark (✓)** under the **Services** column.

<table>
<thead>
<tr>
<th>Name</th>
<th>Location</th>
<th>Services</th>
<th>ID</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMS Team Meeting—EMS ID: 147070</td>
<td>Tue Aug 23, 2016/ Tue Jul 10, 2018 (multi booking)</td>
<td>✓</td>
<td>147070</td>
<td>Department Confirmed</td>
</tr>
<tr>
<td>EMS Test</td>
<td>L15 Academic Office 1 - L15-1300 Conference Room</td>
<td></td>
<td>233598</td>
<td>Web Request</td>
</tr>
<tr>
<td>EMS Test</td>
<td>Wed Jan 18, 2018/ Thu Feb 8, 2018 (multi booking)</td>
<td></td>
<td>233597</td>
<td>Web Request</td>
</tr>
<tr>
<td>Special Event</td>
<td>Multiple</td>
<td></td>
<td>233596</td>
<td>Web Request</td>
</tr>
<tr>
<td>Special Event</td>
<td>Thu Feb 1, 2018/ Thu Feb 1, 2018 (multi booking)</td>
<td></td>
<td>233599</td>
<td>Web Request</td>
</tr>
</tbody>
</table>

**Step 4:** To cancel services associated with a booking, scroll down to the **Booking** section, locate your desired booking, and click the **Manage Services** link immediately below your desired booking.

**Tip:** If you want to see the existing services assigned to this booking, click the **View Services** link.

**Step 5:** Click the **Subtract (-)** button next to the service you wish to cancel.
Cancelling Services/Resources

Note: You will not be prompted to verify if you want to cancel the service, once you click the Subtract (-) button, it will be cancelled from the booking.

Services Summary

HouseKeeping, 8:00 AM - 9:00 AM, Event Staffing

- 1 Post - Meal Trash Pickup $0.00
- 1 Post - Event Cleanup $0.00

HouseKeeping (2), 8:00 AM - 9:00 AM, Event Staffing

- 1 Post - Event Cleanup $0.00
- 1 Restroom Servicing $0.00

To return to the Reservation details, click the Reservation Details button.
Making Other Resource Requests

Telephone Conference Requests
Telephone Conference Requests

Step 1: Login to the EMS Web App (see login instructions instructions on page 9). Click **CREATE A RESERVATION**, scroll down and click the **Telephone conference book now** button.
Telephone Conference Requests

Step 2: Fill out the Date and Time as well as the Location Details sections on the left side of the page. The Building in the Location Details selection will always be Audio Only Conference.

Note: Make sure you read the information on the right side of the page detailing the advance booking policy.

Please note requests for telephone conferences must be submitted at least 48 hours prior to the start of the conference.

✗ Telephone conference ✗

New Booking for Fri Jan 26, 2018

Date & Time

Audio conference
Must be submitted at least 48 hour(s) prior to the start of the booking
✓ Available to the following Building
   • Audio Only Conference

Location Details

Buildings
Audio Only Conference

Location ✗
Telephone Conference Requests

Step 3: To proceed either click step 3 Reservation Details or click the Next Step button twice.

Note: There are no additional service available for this request in step 2 Services.

Audio conference
Must be submitted at least 48 hour(s) prior to the start of the booking
*Available to the following Building
• Audio Only Conference

Step 4: Fill out the Event Details, Group Details, Attachments, and Other Information sections.

Note: Fields bordered in red are required.
Telephone Conference Requests

Step 5: Provide your speed type or billing address in the Billing Information section.

Billing Information

SpeedType(preferred) or Billing Address *

Step 5: When finished, click the Create Reservation button at the bottom or top of the window.

Create Reservation

Step 6: When you have successfully submitted a telephone conference request, you should receive this message:

Your request for an Audio Conference has been received.
You will receive a confirmation within 48 hours which will include conference decals.
Videoconferencing and Event Recording Requests
Videoconferencing and Event Recording

Step 1: Login to the EMS Web App (see login instructions instructions on page 9). Click CREATE A RESERVATION, scroll down and click the Videoconferencing and Event Recording book now button.
Videoconferencing and Event Recording

Step 2: Once the request form appears, fill out the **Date & Time** section on the left side of the page. The **Location** selection will always be the **Video Conference** building.

**IMPORTANT:** If you use the recurrence button to schedule multiple dates in a series, please submit a separate request for each set of dates that occur on the same day of the week (*i.e.* all Mondays in your series submitted in one request, all Tuesdays in your series submitted in a separate request).

**Note:** If you use the “**Let Me Search for a Room**” option, the number of people can be a general estimate. **Do not put an attendance over 100 even if your event audience will be larger than 100 or one of the virtual videoconferencing rooms will not appear for selection.**

Once you have completed the Date & Time information, click the **Search** button.

---

Step 3: Click on one of the **Add (+)** buttons to select an available virtual **Video Conference** “room.”
Step 4: Your selected virtual room will move to the top under the Selected Rooms section. Click the Next Step button to proceed.
Videoconferencing and Event Recording

Step 5: Fill out the Event Details, Group Details, Attachments, and Additional Information sections.

**Note:** Fields bordered in red are required.

---

Step 6: Provide your speed type or billing address in the Billing Information section. Fields with a red border are required.

---

Step 7: When finished, click the Create Reservation button at the bottom or top of the window.
Videoconferencing and Event Recording

Step 8: When you have successfully submitted a Videoconferencing/Recording/Streaming request, you should receive this message:

Your request has been submitted.

You should receive a confirmation within 3 business days

Video help desk 303-724-8121

If you need additional Audio Visual equipment please call 303-724-8129
Audiovisual Equipment and Support Requests
Audiovisual Equipment and Support

Step 1: Login to the EMS Web App (see login instructions instructions on page 9). Click CREATE A RESERVATION, scroll down and click the book now button for either CU Denver – Audio Visual Equipment and Support or CU Anschutz – Audio Visual Equipment and Support, depending on the appropriate campus for which you would like to request audiovisual equipment or support.

Step 2: Once the request form appears, fill out the Date and Time and Location Details sections on the left side of the page. The building selection will always be the Equipment Checkout building. Enter your actual building and room information in the Location field.

Make sure you read the information on the right side of the page for each service you are requesting. Once you have read the information, click the Next Step button.
### Audiovisual Equipment and Support

**Step 3:** Select your desired **AV Equipment.**

<table>
<thead>
<tr>
<th>Services For Your Reservation</th>
</tr>
</thead>
</table>

**AV Equipment - Anschutz Campus**

<table>
<thead>
<tr>
<th>Audio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microphone Stand</td>
</tr>
<tr>
<td>Sound System (Indoor)</td>
</tr>
<tr>
<td>Sound System (Outdoor)</td>
</tr>
<tr>
<td>Conference Phone - Polycom w/2 ext. mics</td>
</tr>
<tr>
<td>Audio Recorder</td>
</tr>
<tr>
<td>Microphone - Hand held Wireless</td>
</tr>
<tr>
<td>Microphone - Lavalier (wireless)</td>
</tr>
<tr>
<td>Microphone - Wired</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Computer</th>
</tr>
</thead>
<tbody>
<tr>
<td>HDMI to VGA Video Adaptor</td>
</tr>
<tr>
<td>Microphone USB</td>
</tr>
<tr>
<td>Slide Advanceder - Remote Control</td>
</tr>
<tr>
<td>Web Cam</td>
</tr>
<tr>
<td>Laptop PC</td>
</tr>
<tr>
<td>Mac Video Adapter</td>
</tr>
<tr>
<td>Computer Speakers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Miscellaneous</th>
</tr>
</thead>
<tbody>
<tr>
<td>DVD/VHS Player</td>
</tr>
<tr>
<td>Flat Screen Monitor 32”-46”</td>
</tr>
<tr>
<td>Power Strip Extension Cord</td>
</tr>
<tr>
<td>Projection screen portable</td>
</tr>
</tbody>
</table>
Audiovisual Equipment and Support

Step 4: Fill out the desired quantities and any Special Instructions.

Microphone - Hand held Wireless - $15.00 Half Day, $30.00 Full Day based on Reserved hours.

Image for illustration purposes only. Actual item may vary.

Note: If requesting technical assistance, be sure and provide any special instructions.

Technical Assistance and Setup - $22.50

A technician will deliver and setup equipment requested on this page

Special Instructions
Audiovisual Equipment and Support

Step 5: Your selected equipment will move over to the **Services Summary** area on the right. When finished selecting equipment, click the **Next Step** button.

### Services For Your Reservation

<table>
<thead>
<tr>
<th>AV Equipment - Anschutz Campus</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Audio</td>
<td></td>
</tr>
<tr>
<td>Microphone Sound</td>
<td>Sound System (Indoor)</td>
</tr>
<tr>
<td>Sound System (Outdoor)</td>
<td>Conference Phone - Polycom w/2 ext.</td>
</tr>
<tr>
<td>Audio Recorder</td>
<td>Microphone - Hand held Wireless</td>
</tr>
<tr>
<td>Microphone - Laser (wireless)</td>
<td>Microphone - Wired</td>
</tr>
<tr>
<td>Computer</td>
<td></td>
</tr>
<tr>
<td>HDMI to VGA Video Adapter</td>
<td>Microphone USB</td>
</tr>
<tr>
<td>Slide Advancer - Remote Control</td>
<td>Web Cam</td>
</tr>
<tr>
<td>Laptop PC</td>
<td>Mac Video Adapter</td>
</tr>
</tbody>
</table>

### Services Summary

<table>
<thead>
<tr>
<th>AV equipment - Anschutz Campus</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Microphone - Hand held Wireless</td>
<td>$15.00 Half Day, $30.00 Full Day based on Reserved hours.</td>
</tr>
<tr>
<td>1 Microphone USB</td>
<td>$5.00 Half Day, $10.00 Full Day based on Reserved hours.</td>
</tr>
<tr>
<td>1 Podium (Small)</td>
<td>$10.00 Half Day, $20.00 Full Day based on Reserved hours.</td>
</tr>
<tr>
<td>1 Laser Pointer</td>
<td>$5.00 Half Day, $10.00 Full Day based on Reserved hours.</td>
</tr>
</tbody>
</table>
Audiovisual Equipment and Support

Step 6: Fill out the Event Details, Group Details, Attachments, and Additional Information sections.

**Note:** Fields bordered in red are required.

Step 7: Provide your speed type or billing address in the Billing Information section. Fields with a red border are required.

Step 8: When finished with your order, click the Create Reservation button at the top or bottom of the page.
Audiovisual Equipment and Support

Step 9: When you have successfully submitted an Audiovisual Equipment and/or Support request, you will receive this message:

Help

Your request has been submitted.
Additional equipment or substitutions may be required
COSTS ARE ESTIMATED

You will receive a confirmation once your request has been reviewed and scheduled

OK
Web Conferencing Using Zoom
Web Conferencing Using Zoom

Zoom is the university supported software for web conferencing. Zoom is a unified cloud based web and video conferencing platform that is offered by OIT as a self-service collaboration solution.

- To get started log in to Zoom with your university credentials at [https://ucdenver.zoom.us/](https://ucdenver.zoom.us/)

- Need audiovisual support with your Zoom meeting?
  - For A/V support on the CU Anschutz campus, request this “CU Anschutz - Audio Visual Equipment and Support” service here in EMS (from the My Home tab).
  - For A/V support on the CU Denver campus, request this “CU Denver - Audio Visual Equipment and Support” service here in EMS (from the My Home tab).

- Need to utilize TSS High Definition room equipment for your Zoom meeting or do you need to link your Zoom meeting to an existing videoconference?
  - Request this “Videoconferencing/Streaming/Recording” service here in EMS (from the My Home tab).
  - Enter your Zoom meeting ID into the “Remote Site(s)” text box

- Please make your request through this system at least three days in advance of your event.

- For additional questions regarding these services, please contact:
  - CU Anschutz classroom support: (303) 724-8129
  - CU Denver classroom support: (303) 315-2055
Important Information
Contacts and Helpful Links

Contacts

Room Reservation Requests
CU Anschutz – EMS Support – 303.724.8118
CU Denver – Office of the Registrar – 303.315.2600

Facilities Service Requests
CU Anschutz – Facilities Management Dispatch – 303.724.1777
CU Denver – Facilities Management Dispatch – 303.315.7777

Classroom and Audio/Video Related Questions
OIT Main Help Desk – 303.724.4357 (4-HELP)
Technology Support Services (TSS) – 303.724.8114
Classroom Support Help Desk
   CU Anschutz – 303.724.8129
   CU Denver (for CU Denver Owned Buildings) – 303.315.2055

Links
EMS Web Application:  https://schedule.ucdenver.edu/emswebapp
Events on Campus Website:  www.ucdenver.edu/eventsoncampus

Supplemental documentation
This User Guide as well as other supplemental user documentation is available on the Site
Home page of the EMS Web App schedule.ucdenver.edu/emswebapp.