EMS Web App (formerly Virtual EMS)

**Entering a Reservation:**

The default screen when you open the Web App is “My Home”. Here, you will see a list of your templates and bookings. To make a reservation choose the proper template and click on the “book now” button. You may also do this from the “Create A Reservation” page. You can navigate here from the list on the left hand side of the page.

Once you click “book now” you will move to the reservation screen (see next page):
When you have chosen the room you want, click on the blue plus sign next to the room, and it will appear at the top of the page. You will be asked to confirm set up type and number of attendees.
To move to the next step, you may either click one of the tabs at the top or the “Next Step” button. At this time, you are not able to add services to reservations through the Web App, so the next step is “Reservation Details”.

The Reservation Details page is basically the same as it was in Virtual EMS. At the bottom right or top right, click the “Create Reservation” button to finish. You will see this:

<table>
<thead>
<tr>
<th>Room Request</th>
<th>Reservation Created</th>
</tr>
</thead>
<tbody>
<tr>
<td>What would you like to do now?</td>
<td></td>
</tr>
<tr>
<td>Add to my calendar.</td>
<td></td>
</tr>
<tr>
<td>Edit this reservation.</td>
<td></td>
</tr>
</tbody>
</table>

If necessary, you may edit the reservation or add it to your calendar.
Editing a Reservation:

Please keep in mind that when you edit an existing reservation it will revert back to a web request even if it was previously confirmed.

To edit a reservation, you need to navigate to “My Events”. Although “My Bookings” looks promising, this section only provides information.
“My Events” shows you all of your reservations, both current and past. From this page, you can search for specific reservations and then enter that reservation to edit it. Click on the name of the reservation to enter that reservation.

<table>
<thead>
<tr>
<th>Date</th>
<th>Start Time</th>
<th>End Time</th>
<th>Time Zone</th>
<th>Location</th>
<th>Attendance</th>
<th>Setup Type</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wed Jan 18, 2017</td>
<td>9:30 AM</td>
<td>11:00 AM</td>
<td>ET</td>
<td>Smith House - English Room</td>
<td>2</td>
<td>Conference</td>
<td>Confirmed</td>
</tr>
<tr>
<td>Thu Jan 19, 2017</td>
<td>10:00 AM</td>
<td>11:30 AM</td>
<td>ET</td>
<td>Smith House - English Room</td>
<td>2</td>
<td>Conference</td>
<td>Confirmed</td>
</tr>
<tr>
<td>Fri May 17, 2017</td>
<td>10:00 AM</td>
<td>11:30 AM</td>
<td>ET</td>
<td>Smith House - English Room</td>
<td>2</td>
<td>Conference</td>
<td>Confirmed</td>
</tr>
</tbody>
</table>

There are several things that you can edit from this page.

1. Cancel a reservation
2. Change the date or time of the booking.
3. Cancel a booking (n.b. you must cancel bookings within 24 hours)
4. Edit reservation details (name, type, group, contacts, billing)
5. There are two other major changes you can make, editing the booking and adding a new booking.
Editing a Booking:

If you click on the pencil to edit a booking, you will see the screen below (n.b. you may only edit up to 48 hours before the booking):

This is the same as entering a new reservation. You can change name, type, date, time and location.

If you are using the same room, but changing other aspects, click “Update Booking” when done.

If you are changing the room (as well as other aspects), then click the blue plus sign next to the room you want to use. This will load a page with only the new room showing in the grid. Once everything is set, click “Update Booking” to finish the update.
Add a Booking:

When you click on the “New Booking” button, you will see the page below:

The process is the same as entering a new reservation. Choose your date, time and room. Once you have done this, hit the green “Update Booking” button in the upper right. It will then ask for attendance and set up type. The main difference is that you need not enter all of the reservation details over again.