For More Information

Please contact Information Technology Services at support@mnstate.edu or 218.477.2603 if you have questions about this material.
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**Topic: Getting Started**

Virtual EMS is the online reservation system of Minnesota State University Moorhead. It allows groups to have online access to browse events, facility availability, and available space.

The MSUM Virtual EMS site can be found under Services on the MSUM website.

- Payroll Office
- Printing Services
- Public Safety
- Scantron Scoring Services
- Scheduling Services
- Tri-College
- US Bank Access Online
- Wellness Center

**Logging In**

Once you are on the Virtual EMS site after clicking the Scheduling Services link, click **Login** at the top of the page on the navigation bar.

To log into scheduling services, you will need your **StarID** and **Password**.

If you are having trouble logging in with your StarID or you don’t have one, click the **Need Star ID?** link ([https://starid.mnscu.edu/](https://starid.mnscu.edu/)) on the navigation bar. That will take you to the StarID Identity and Access Management page where you can retrieve your information.
**Topic: Browse Events**

Within the Virtual EMS you have some browsing options. You can browse by events, facilities, space, or group.

Under **Browse and Search** you can find where to browse for events. Browsing for events can be a very helpful search tool if you already know of an existing event that was scheduled. You can view the events in a list view or in a calendar view.

### Views

- List views allow you to search by either a daily, weekly, or monthly list. This view is set up to have the start time over on the left and the events are listed for each day by their starting time.

  - To see all of the events for one day, click next to the date above the list of events where it tells you how many more events are available to view. A complete list of events for that particular day will then show up on the screen.
• The calendar view allows you to search by week or by month. This view shows the events starting with the earliest event at the top of the day and goes down in chronological order of when the events start.

- To see all of the events for one day, click on the number of events it shows that are left to view on the bottom of that day.

**Navigation**

• An easy way to navigate through the days, weeks, and months is to use the green arrows next to the date at the top of the page.

- Another way to navigate is to use the tabs at the top of the page on the right. You can choose **Today, This Week, or This Month**.
Filter

When browsing for events, you have the option to filter your search to make it go a little quicker. The main filters are by **Date, Facility, Room, Event, or Client**. When you have all of your filters set, click **Apply**.

- You also have the option to save your filter. That way when you come back to this, your filter will already be set up and you won’t have to re-enter the information. The information in the filter won’t change until you go back and make the change.

Depending on what view you are in, the results will show up that are specific to the filters that you just set.
Hovering over an event listed will give you some specific information regarding that particular event.

Clicking on the name of the event will basically give you the same information just a little more in depth. When clicking the name of the event, you will be given more options like adding the booking to your personal calendar and sharing the information for the event over social networks.

- Add booking to personal calendar
- Add all bookings to personal calendar
- Social Networking
**Topic: Browse Facilities**

Within the Virtual EMS you have some browsing options. You can browse by events, facilities, space, or group.

Under **Browse and Search** you can find where to browse the different facilities on campus that are available for reserving.

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**Browsing Options**

The Browse Facilities window gives you two options when it comes to how you want to search for a room. You can search by the **Setup Type** or by **Room**.

- If you browse by Setup Type, you will be looking at different types of setups like Academic Setup, Banquet setup, Conference Room setup, etc. You will also be show the minimum and maximum capacity of each room listed.
  - **NOTE:** Rooms can be categorized as more than one setup type.

- If you browse by Room, you will be shown the room name, the setup type, and the minimum and maximum capacities of the rooms.
Hovering over the name of the a room when browsing by Setup Type or Room shows you each setup type that room can be, as well as the capacity which is already shown.

Filter

When browsing for facilities, you have the option to filter your search to make it a little easier for you to find your information. Here the main filters are Facilities, Room Type, and Setup Type. When you have all of your filters set, click Apply.

- You also have the option to save your filter. That way when you come back to this, your filter will already be set up and you won’t have to re-enter the information. The information in the filter won’t change until you go back and make the change.
Depending on if you are browsing by Setup Type or Room, the results will show up that are specific to the filters that you just set.

Location Details

If you click on name of the room, you will be given more specific information on the room such as the setup, details, features, and availability.

Room Details are things like location in the building, the size of the room (in feet), and notes such as the cost for the room. You can also see that there are some pictures here showing what the room looks like. Generally, each room will show a picture for the Student view as well as the Instructor View. Some rooms may have more pictures depending on the types of technology in that room.
The **Setup Type** tells you what kind of a setup the room is as well as the minimum and maximum capacity of the room.

<table>
<thead>
<tr>
<th>SETUP TYPE</th>
<th>MIN CAPACITY</th>
<th>MAX CAPACITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Setup</td>
<td>0</td>
<td>79</td>
</tr>
<tr>
<td>Classroom</td>
<td>0</td>
<td>79</td>
</tr>
</tbody>
</table>

**Features** will show all of the features such as technology that will be available in the room. This is sometimes helps determine if you would be able to use the space, depending on if it has access to the features that you may need.

Lastly, the **Availability** is just that. It shows you when the room is already booked. Here you can switch dates to see more availability for the future if needed.
**Topic: Browse for Space**

Within the Virtual EMS you have some browsing options. You can browse by events, facilities, space, or group.

Under **Browse and Search** you can find where to browse for space. Browsing for space is used most commonly to look for space that is available at a particular time and date.

![Browse for Space screenshot]

The layout of the Browse for Space search option is set up in a grid style display showing the availability for each room. The blue boxes will show you that the particular room is occupied at these specific times.

![Browse grid screenshot]

You can use the arrows next to 12 Hours to move forward or backward in time to see more times for each day.

![12 Hours arrows]

The grid then changes a little, showing the next 12 hours of the day which also stretches into the next day. This is why the dash is added with the next day’s date.

![Next day grid screenshot]

The green arrows next to day can also be used as navigation to scroll through full days and not just the 12 hour blocks.

![Next day arrows]

To see more specific information on the event that is reserved in that space, click once over the blue box.
Filter

When browsing for space, you have the option to filter your search to make it a little easier to find your information. The main filters when searching for a space are **Date**, **Facility**, **Room Type**, and **Features**. When you have all of your filters set, click **Apply**.

- You also have the option to save your filter. That way when you come back to this, your filter will already be set up and you won’t have to re-enter the information. The information in the filter won’t change until you go back and make the change.
The results of the filter will then appear in the same layout as before telling you the room is available on the left with the time it is occupied on the right.

<table>
<thead>
<tr>
<th>Room</th>
<th>Cap</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>11</th>
<th>12 PM</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LI 0125 Conference Room</td>
<td>12</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

There may come a time when you run across a booking that is listed as **private**, while most will show up as public and tell you exactly what is going on in that space. The reason for marking some of the events as private is solely for event display purposes. This can be done so a space is marked as booked, but it may need to be reserved so it can be cleaned for example. So just because you have a meeting and you are a private group, still display your booking as public so it will be displayed on the event boards around campus.
**Topic: Locate Group**

Within the Virtual EMS you have some browsing options. You can browse by events, facilities, space, or group.

Under **Browse and Search** you can find where to locate a group. Locating a group can be very useful when searching for an event that is taking place today for that specific group.

**Locating the Group**

The first step in searching for an event that a specific group is having is to type in the client name and click **Locate** to see events that this specific group has going on.

Not only can you search for the group, but if you know someone else booked their events, you can also search for them and you will get the same results. For example, the CMU may schedule a room for a student organization if they are using space in the CMU for their meetings or events.

The clients that match your search will appear under Client Name. The type of client and where they are located at will also show up. Make sure to pay attention to those specifically if you have more than one group that matches your search.

Click on the Client that best fits your search and on the next page you will be shown all of the events that group have planned today.

The results of that group’s events will come up in chronological order for the day. The time, name of the event, and the location of the event will be posted.
<table>
<thead>
<tr>
<th>TIME</th>
<th>TITLE</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:00 PM - 2:00 PM</td>
<td>Neopost WTS</td>
<td>LI 0203D - Conference Room</td>
</tr>
<tr>
<td>2:00 PM - 3:30 PM</td>
<td>SRO Implementation - Homecoming Week</td>
<td>LI 0203D - Conference Room</td>
</tr>
</tbody>
</table>
**Topic: Requesting a Room**

Requesting rooms on the MSUM Virtual EMS is for current MSUM employees. If you are not a current MSUM employee looking to request a room, contact Scheduling Services at schedule@mnstate.edu or call 218.477.2400.

The first step to requesting a room is to find the area in which you would like to make a request under the **Reservations** tab. All of these options are specific to the MSUM campus.

Click on the area you would like to make a reservation and you will be brought to a page specifically for that area. Here we will choose the **Library – Special Rooms**.

Once you have chosen the area you want to reserve under, the room request window will then display. There are three main sections to this page, **When and Where**, **Setup Information**, and **Availability Filters**. In these areas, any fields that are marked with the red asterisk are required in order to search.
When and Where

Within the When and Where section you are required to put in the **Date**, **Start Time**, and **End Time**.

NOTE: You can’t request or book a room for the day you are searching for it because it still has to go through an approval process. Please allow a day or so for internal processing purposes.

In this section you also have the option to choose a different facility.

Recurrence

Another feature of the Virtual EMS is the recurrence tool. This feature allows you to search for rooms that you will need to use more than one time in the future. For example, if you have a weekly event for the entire semester, instead of making a request every week, you can make it once using the recurrence feature.

There are three parts to the Appointment Recurrence section. The **Time** field will already be filled in according to what you put for your Start and End times in the When and Where fields, but you are free to change the times here if needed.
The **Recurrence Pattern** is asking for how often you will need to reserve the space. Your options here are Daily, Weekly, Monthly, and Random. Here you will also choose which day of the week the event will happen each week and for how often it will occur.

**Recurrence Pattern**

- Daily
- Weekly
- Monthly
- Random

Recur every 1 week(s) on:

- Sun
- Mon
- Tue
- Wed
- Thu
- Fri
- Sat

The **Range of Recurrence** asks for how long the event will go on. There are two options to choose your ending time. Either put in the number of occurrences you plan on having or you can pick a date that you would like it to end on.

**Range of Recurrence**

- **Start Date**: 6/6/2014 Fri
- End after: 6 occurrences
- End by: 7/11/2014 Fri

When you have all of the recurrence information filled in, click **Apply Recurrence** to finish.

**Apply Recurrence**

**Remove Recurrence**

The information in the When and Where section will then turn into the information you just put into the Recurrence fields.
Setup Information

The Setup Information just asks you for the number of people who are going to be in attendance and the setup type.

**NOTE:** The number of people for attendance doesn’t have to be exact. They just want a rough estimate so they can have the room set up properly.

![Setup Information](image)

Availability Filters

The availability filters allow you to choose a room type, floor, and features that you would like the room to have. Click **Find Space** once you have set up your filters.

![Availability Filters](image)

To request the room that fits all of your criteria, click the **Request** button to the left of the name of the room.
In the Selected Locations area above, you will see that each day you have this room requested will show up.

If the above information is right, click the yellow **Continue** button.

See the Reservation Tabs Tutorial for help filling out the information need in the Details tab.

Once you have completed the information in the Details tab, click Submit at the bottom of the page.
**Topic: Reservation Summary**

Once you have submitted the reservation request, you will be brought to the page that shows the reservation summary. Here you can see specific information about the reservation you just made as well as edit the reservation, add additional reservations, and more.

The information about the reservation you just made will show up under the **Reservation Details**.

<table>
<thead>
<tr>
<th>Reservation Id</th>
<th>167886</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event Name</td>
<td>IT Workshop</td>
</tr>
<tr>
<td>Event Type</td>
<td>Conference/Camp/Workshop</td>
</tr>
<tr>
<td>Account Number</td>
<td></td>
</tr>
<tr>
<td>Client Name</td>
<td>Information Technology</td>
</tr>
<tr>
<td>1st Contact Name</td>
<td>Jane Doe</td>
</tr>
<tr>
<td>Phone</td>
<td>218-477-5555</td>
</tr>
<tr>
<td>2nd Contact Name</td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td></td>
</tr>
</tbody>
</table>

The second tab at the top of this page is the **Attachments** tab. Here is where you will see any attachments that you added before, but also gives you the option to add attachments if you didn’t before.

At the bottom of the page you will see three additional tabs. **All**, **Current**, and **Historical** tabs will show your bookings currently and in the past.
Add or Editing a Current Booking

Although you have already made your reservation, you still have many editing options in case you didn’t get it quite how you wanted it or you can add additional bookings under circumstances that you may have forgot to make one of your reservations.

Adding Services

Clicking the + sign under Services will allow you to add services to your current booking.

<table>
<thead>
<tr>
<th>ACTIONS</th>
<th>SERVICES</th>
<th>DATE</th>
<th>TIME</th>
<th>TITLE</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>6/13/2014</td>
<td>Fri 10:00 AM</td>
<td>12:00 PM</td>
<td>IT Workshop LI 0103 Library Auditorium</td>
</tr>
<tr>
<td></td>
<td>+</td>
<td>6/20/2014</td>
<td>Fri 10:00 AM</td>
<td>12:00 PM</td>
<td>IT Workshop LI 0103 Library Auditorium</td>
</tr>
</tbody>
</table>

Under the Booking Details tab you will again see the specific information about your reservation. Down below that information you will see it says Available Services and Existing Services. The Available Services are those that you don’t have setup for booking, meaning the Existing Services are those that you do have in place. Here you will see that we don’t have anything under Existing Services.

We will add some Setup Notes just to show what it looks like when you have Existing Services.

![Available Services](image1)

![Existing Services](image2)

To cancel services, click the X icon or click Cancel Services on the Reservation Details page and choose which services you would like to get rid of.

Add Booking

Cancel Services

Cancel Bookings
Editing a Booking

To edit a booking, start by clicking on the **Pencil icon** under Actions or click **Edit Reservation** at the top right of the page. Although if you edit by clicking the pencil icon, you will have more options of changes you can make.

OR

Add Booking
Cancel Services

This will bring you to a page much like the original page you saw when first making the reservation. You will have the option to change Event Details, When and Where, Setup Information, and Availability Filters.

Once you have made all of your changes, click **Update Booking**.
Canceling a Booking

To cancel a booking click on X under Actions and or you can click Cancel Bookings in the top right of the page.

OR

After you click to cancel, a confirmation window will appear asking your reason for cancelling and any cancel notes you would like to add.
Add Booking

Not only can you cancel already existing bookings, but from the reservation summary page you can also add more bookings; to make another reservation, click Add Booking on the top right of the Reservation Details page.

This will bring you to the same page when editing a reservation, but the page will be blank. It won’t already have the content of your previous reservation. Repeat the process of adding a reservation. See the Requesting a Room tutorial for help with adding a new reservation.

Add booking to personal calendar

Within the Virtual EMS you can add a booking to your personal calendar using Microsoft Outlook. Click Add booking to personal calendar to get started.

Click to open the EMS file in Outlook and then Save and Close in the window it appears in. The reservation will then be added to your calendar as an appointment.

NOTE: Leave some time for making changes to reservations as they will have to be processed just like the initial reservation had to be.
**Topic: Reservation Tabs**

When making a reservation for a room on the MSUM campus there will be three different tabs on the screen with information that will either help you to reserve a room or the tabs may need information put in by you. Here will we go through each of the three tabs to ensure the reservation process is made as easy as possible.

**Info Tab**

The info tab is just that, it gives some very good information and some brief directions that can help when making a reservation.

**Location Tab**

The location tab is going to show the selected locations that you have requested to reserve. This will show you each date, start and end times, the location, and setup count. There are a couple of things here that can be changed. To completely remove a request, click the X next to the date of the request.

The other thing that you can change in the Selected Locations section is the Setup Count. Let’s say that one day you have invited 10 guests to your meeting so you will need more chairs set up. You can come here and change the setup count.

**NOTE:** You can ignore the conflict row if it is blank, something will only appear in this area if there is a conflict with the time you have requested.

**Details Tab**

The details tab is going to be the tab you spend the most time on. This will ask you about Event Details and Client Details as well as a couple other things that you have the option of adding to your information.
Event Details

The event details section asks for two things. It will require you to put in your Event Name and Event Type. The event type is just asking for a generalization of what your event is.

Client Details

The client details section is basically asking you for your information so they know who it is that is reserving the room. The first thing it asks you for is the Client. If this is your first time reserving a room on the Virtual EMS you will have to search for a client since one won’t already be recognized under your account. Here we will go through how to search for a client.

Click the magnifying glass icon next to the Client field.

Client:*  

On the Item Lookup page you can either type the client name into the search bar at the top or you can scroll and find it in the list. Click on the + button next to the name to add the client.

Once you have added them you can exit out of the Item Lookup page and you will be brought back to the Details tab. Here you should be able to use the dropdown in the Client field and Information Technology should now show up as a client.
The next required fields are for the **1st Contact**. The first client dropdown menu will show the names of all of the people authorized under the Client to make reservations. In this example, all of the people within the Information Technology Department would come up as contacts. Sometimes people have trouble with their name not showing up in the list. That is completely okay, if you can’t find your name in the list simply choose temporary contact and put in your personal information.

**NOTE:** If you feel like your name should be on the list and it isn’t, you may want to submit a ticket to Support and they will get that taken care of for you.

There is also a space for a **2nd Contact** if you want to add a second person, but it is not required like the 1st Contact is.

**Attachments**

The attachments section allows you to add any files from your computer that you want the schedulers of the Virtual EMS to have. Click **Attach File** to add files to your reservation request.
**Equipment**

The equipment section allows you to request that there be special technology equipment in the room for you. Check mark the equipment you want, indicate how many you need, and any special instructions that you have for the equipment.

![Equipment Table]

**Setup Notes**

The setup notes section allows you to give any specific setup instructions so when the room is being put together for your event, it is put together exactly how you would like it.

![Setup Notes]

**Billing Information**

The last section to fill out of the Details tab is the Billing Information. If you need to search for a Billing Reference or Account Number, click the magnifying glass icons next to the field of either one. This will be the way that you would pay for the room you are reserving.

**NOTE:** You don’t have to set up an account number.

![Billing Information]

Click the yellow **Submit** button when you are completely done with the Details tab.
Adding a Client / Temporary Contact

What happens when you cannot find your “Client” in the dropdown? When this happens you will need to search for your updated Department Name or new Student Organization. First you will need to click on the Magnifying Glass next to the Client Drop down.
It should bring up this window:

Search for the first part of your Department or Student Organization name and then click the Green [+] sign to the left of the name you would like to add, then click “done” at the bottom of the page.

**Remember that your new Department might be listed under “College of” or “School of”. If you are unsure of where you might be listed, consult the online Directory to see where you are listed.

http://www.mnstate.edu/directory/ as this is where the EMS Clients and Contacts are verified from.
When back on the original page in the first graphic, choose your newly added Department, Student Organization or Client Name from the Client Dropdown.

The First Contact Area should now show (temporary contact) which you are free to fill in if you need; however it is preferred that you find your name in the dropdown as it will automatically populate the rest of the fields for you.