EMS Frequently Asked Questions

- My login information is not working.
  - Housing staff, please contact the University Housing IT Help Desk 265-2717.
  - Non-Housing staff, please contact University Housing Conference Services at 262-5576 to discuss the room reservation process.
- How to browse for space?
  - Once logged in, you can utilize the “Browse” function on the banner underneath the Housing logo. You can scroll through the dates and space locations.
  - Housing Users can find more information on the Housing IT Knowledge Base
- How to make changes to a reservation?
  - In the “Reservations” tab, select “View My Requests”. This will display all current reservations you have made through your account. Select the specific event name you wish to make changes. This will bring you to a screen with the “Reservation Details” to which you can make modifications under “Actions” and “Services”.
  - Housing Users can find more information on the Housing IT Knowledge Base
- I did not make the initial reservation, how do I cancel or make changes to a reservation?
  - The person who made the initial request will need to login to cancel or make changes.
  - If the original person who requested is not available, contact University Housing Conference Services at 262-5576.
- How do I add Housing Catering/Services?
  - In the “Reservations” tab, select “View My Requests”. This will display all current reservations you have made through your account. Select the specific event name you wish to add catering. Once you are in the specific event, you can locate “Services” and select “+”. In the new screen select category (e.g. Catering) underneath “Available Services”.
  - Housing Users can find more information on the Housing IT Knowledge Base
- University Housing Conference Services at 262-5576
- How do I attach a document to my reservation?
  - When making a reservation, you can attach files up to 1MB when you are making the initial reservation.
  - If you have already made the reservation, you would go to “View My Requests” and select the specific reservation. You would add attachments in the “Attachments” tab:

  ![Attachments](image)

- How do I cancel a reservation?
  - In the “Reservations” tab, select “View My Requests”. This will display all current reservations you have made through your account. Select the specific event name you
wish to cancel. Once you are in the specific event, you can select “Cancel Bookings” in the list to the right or select the “” underneath “Actions.”

- Housing Users can find more information on the [Housing IT Knowledge Base](#).

- **How is a reservation confirmed?**
  
  - After you submit a reservation request you will receive a confirmation letter from University Housing. You can also view the status of the reservation looking at the reservation through “View My Requests.”
  
  - Housing Staff, Please note, the Gordon Dining Office Staff, Slichter, and Swenson Conference Rooms are rooms automatically approved.

- **My group is not listed in EMS, etc.**
  
  - Please contact University Housing Conference Services at 608-262-5576.

- **Who is able to reserve a University Housing location?**
  
  - **Gordon Dining and Event Center**
    
    - University Housing Employees
    
    - University Departments
    
    - Registered Student Organizations (with exception to Ed Gordon Suite)
    
    - Outside Organizations with a University Sponsor.
  
  - **Lake Mendota Room**
    
    - University Housing Employees
    
    - University Departments
    
    - Registered Student Organizations
    
    - Outside organizations with a University sponsor.
  
  - **Carson Gulley & Frank Holt Center**
    
    - University Housing Employees
    
    - University Departments
    
    - Registered Student Organizations (with exception to Ed Gordon Suite)
    
    - Outside organizations with a University sponsor.
  
  - **Housing Staff Meeting Rooms**
    
    - University Housing Employees
  
  - **Residence Hall/ResLife Booking**
    
    - University Housing Employees
    
    - Groups with a ResLife Sponsorship
  
  - **University Apartments Space Reservations**
    
    - University Housing Employees
    
    - University Apartment Residents