

Event Management System (EMS) Guidelines for Users

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Introduction

BYU-Idaho has implemented the Event Management System (EMS) as a tool to track reservations and details associated with them. The software includes utilities to create, manage, and report on events. Benefits of EMS include:

Facilities and resources become better utilized through improved *management*:

- Space utilization can be optimized.
- Requestors gain more input and control on the details of their reservations.
- Filters make it possible to search for locations by audience size, room type, and features.
- Coordinated use of resources can be controlled by inventory.
- Event coordinators facilitate requests of support services (audio/visual, custodial, setups, equipment, etc.).

Better *communication* comes as institutional planning, scheduling, and resource utilization are combined into a consistent central operation. Key aspects include:

- More thoughtful preparation results in better communication and more complete bookings.
- Filters enable calendars displaying information for specific interest.
- RSS feeds give updates for new events, changes, delays, or cancellations.
- Event dates can be transferred to personal calendars.

Event Management System Components

There are three components to the Event Management System:

- *Campus*: the architecture that provides structure and definition to the management and communication processes. Access is limited to personnel within Event Services and Information Technology.
- *Virtual EMS*: a web-based application used by employees to submit requests for events, room reservations, and equipment usage. Accessed by authorized users; guests may browse lists for facilities and space. (Go to <http://scheduling.byui.edu>)
- *Master Calendar*: the BYU—Idaho Calendar online used to view audience-specific or highlighted calendars. Information may be filtered by preset groupings or for custom views based on personal interest. Access by public; authorized web users may add description and images through Master Calendar to help promote their events. (Go to <http://calendar.byui.edu>)

The Event Management Process

Policies approved by President's Executive Group direct the decision process for Event Services and the implementation of the Event Management System throughout campus.

1. When authorized, users may submit requests through the web-based Virtual EMS.
2. Based on policies and within the availability of resources and services Event Management confirms the reservation and sends an email notification to requestor.
3. An event coordinator will be assigned to assist with the event when applicable to assist with additional details.
4. Confirmed events are included on Master Calendar (BYU—Idaho Calendar Online) if that option has been requested and approved.

Using Virtual EMS for Scheduling

Virtual EMS is a web-based scheduling application used by employees. Events have three main components:

Reservation: the who and what of an event (like a file folder label: Group X has Event Y).

Bookings: the where and when of an event (like the sheets of paper in a folder, there can be more than one booking per reservation – maximum is 15).

Booking details: resources and services needed for the event (A/V services, custodial resources, etc.).

Register a Virtual EMS account

Go to **Create An Account** to submit a request to be approved as a Virtual EMS user.

1. Go to <http://scheduling.byui.edu> to access Virtual EMS.
2. In Virtual EMS, go to **My Account – Create An Account** and enter your information.
3. Click **Save**. Your request will be reviewed by Event Services. Notification will be forthcoming by email.

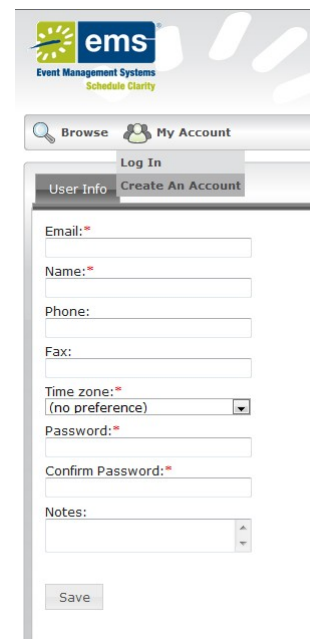
The screenshot shows the 'Create An Account' form in the Virtual EMS system. At the top is the 'ems' logo with the tagline 'Event Management Systems Schedule Clarity'. Below the logo are navigation links for 'Browse' and 'My Account'. The 'My Account' link is highlighted, and a sub-menu shows 'Log In' and 'Create An Account', with 'Create An Account' being the active selection. The form fields include: 'Email:*' (text input), 'Name:*' (text input), 'Phone:' (text input), 'Fax:' (text input), 'Time zone:*' (dropdown menu with '(no preference)' selected), 'Password:*' (text input), 'Confirm Password:*' (text input), and 'Notes:' (text area). A 'Save' button is located at the bottom of the form.

Figure 1 – Virtual EMS My Account Prompt

Log In

1. If approved as a Virtual EMS user, select **My Account – Log In**.
2. Enter your User ID (network email address) and Password.
3. Click **Login**. (To later log out of Virtual EMS, click the **Log Out** option.)

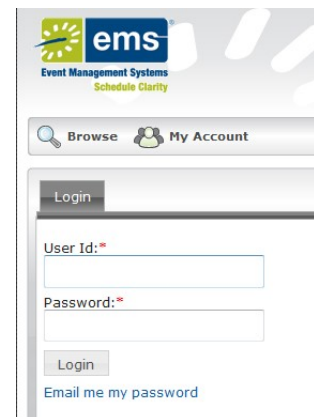
The screenshot shows the 'Log In' form in the Virtual EMS system. It features the same 'ems' logo and navigation links as Figure 1. The 'Log In' link is highlighted in the sub-menu. The form fields are: 'User Id:*' (text input) and 'Password:*' (text input). Below these fields is a 'Login' button and a link that says 'Email me my password'.

Figure 2 – Virtual EMS Login Prompt

Browsing

The Browse dropdown menu contains **Browse Events**, **Browse Facilities**, **Browse for Space**, and **Locate Group**.

The screenshot displays the Virtual EMS Browsing interface. At the top is the EMS logo with the tagline "Event Management Systems Schedule Clarity". Below the logo is a navigation bar with links: Browse, Reservations, My Account, Admin, and Help. A welcome message "Welcome Scheduling Office" is on the right. The main content area shows a calendar for July 2011, with tabs for Daily List, Weekly List, Monthly List, Weekly Calendar, and Monthly Calendar. The "Monthly List" tab is selected. The calendar shows events for July 1, 2011 (Friday). The events are listed in a table with columns: START TIME, END TIME, TITLE, LOCATION, and GROUP NAME. The events are: 1:00 AM to 11:59 PM Blocked - Construction (Smith - 345 Computer Lab, Academic Administration), 1:00 AM to 11:59 PM Maintenance (Thomas E Ricks Gardens - Garden Gazebo, Private), 6:00 AM to 1:50 PM NURS-102-01 Beginning Med/Surg (ASN) (Clarke - 105 Nursing Lab, Registrar - Student Records and Registration), 6:00 AM to 11:00 PM Double Reed Studio (Snow - 278E Music Practice, Music Students (majors and minors)), 6:00 AM to 11:00 PM Smart Music Rooms (Snow - 280L Music Practice, Music Students (majors and minors)), and 6:00 AM to 11:00 PM Smart Music Rooms (Snow - 280M Music Practice, Music Students (majors and minors)).

START TIME ^	END TIME	TITLE	LOCATION	GROUP NAME
7/1/2011 Fri	1094 more Events			
1:00 AM	11:59 PM	Blocked - Construction	Smith - 345 Computer Lab	Academic Administration
1:00 AM	11:59 PM	Maintenance	Thomas E Ricks Gardens - Garden Gazebo	Private
6:00 AM	1:50 PM	NURS-102-01 Beginning Med/Surg (ASN)	Clarke - 105 Nursing Lab	Registrar - Student Records and Registration
6:00 AM	11:00 PM	Double Reed Studio	Snow - 278E Music Practice	Music Students (majors and minors)
6:00 AM	11:00 PM	Smart Music Rooms	Snow - 280L Music Practice	Music Students (majors and minors)
6:00 AM	11:00 PM	Smart Music Rooms	Snow - 280M Music Practice	Music Students (majors and minors)

Figure 3. Virtual EMS Browsing

Browse Events (login required)

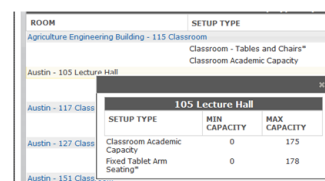
The *Browse Events* window displays a calendar that lists all the scheduled events. The events can be displayed by day, week, or month. (Please remember the general public will view events through the Master Calendar.)

- Click the **Daily List**, **Weekly List**, or **Monthly List** tab.
- Sort the list by clicking on column headings; reverse the sort by clicking again.
- Hover over each event listed to see specific information.
- To change the dates shown, use the arrows on either side of the date heading.
- Click **Filter** to specify the searchable items for an event (e.g. **Date**, **Facilities**, **Room**, **Event Type**, **Event Name**, **Group Name**, and/or **Group Type**).

Browse Facilities (available to guests and users)

The *Browse Facilities* window is a read-only display listing rooms by building, setup types, and capacities that are valid for the rooms. People interested in scheduling an event can use this information to determine which rooms could accommodate their gathering.

- Select the displayed rooms to be grouped by **Setup Type** or **Room**.
- Sort the list by clicking on column headings; reverse the sort by clicking again.
- Click on room for additional details, features, and images, and floor plan where available.
- Optional: Hover or pause over each room to display room details.



Browse for Space (available to guests and users)

The *Browse for Space* is a read-only window to look for available space at a particular date and time. The system displays a grid showing room availability.

- Use the arrows to scroll forward or backward in time.
- Use the filter to view specific date, building, or room type.

◀▶ Tuesday, July 19, 2011

◀▶ 12 Hours | Filter

Locate Group (login required)

1. Select **Locate Group** to find the events that are taking place *today* for a specific group.
2. In the **Group Name** field, enter the name of the group or a portion of a group's name.
3. Click on desired group name to complete the search.
4. Click **Locate**. Virtual EMS shows the events currently scheduled for today, otherwise, a message indicating there are no events displays will show.

Requesting a reservation

BYU-Idaho has multiple Reservation Request links, each with its own set of features and permission levels:



- | | |
|--------------------------|--|
| • Event Request | Web request accepted 10-180 days in advance
Multiple Rooms/Resources; AV Production |
| • Room with Basic Set Up | Web request accepted 3-120 days in advance
Reserved with Basic Resources |
| • Room only Request | Web request accepted 1-120 days in advance
No resources included |

Figure 4 – Virtual EMS Reservation Options

Click on the link that best describes your need. The Request window displays.

Note: Each of these listings is a process template with specific booking rules (e.g. “Room Only Requests” have a broader time frame; however, no resources can be scheduled. Requests for resources need to have more lead time.)

Designating Time and Date

In the *When and Where* section, enter or click on the calendar icon to select a **Date** or range of dates for the event. (If your event occurs more than one time in the future, click on the **Recurrence** button and enter appropriate sequencing details.)

In the *Time* section, manually enter **Start Time** and **End Time** in the blank fields or select the time using the clock icons to the right of the field. (Make sure am/pm is correct.)

Please make a note (in the user defined field) if you need additional set up time before your event starts.

The screenshot displays the Virtual EMS search for locations interface. The top navigation bar includes links for Browse, Reservations, My Account, Admin, and Help, along with a 'Welcome Scheduling Office' message. The main content area is titled 'Event Request' and contains a sidebar with filters and a main panel with a list of facilities and a 'Find Space' button.

Event Request

Info Location Details

When and Where

Date: 7/17/2011 Sun Recurrence

Start Time: 12:00 PM End Time: 12:00 PM

Facilities: (all)

Setup Information

Attendance: 0

Find Space

Availability Filters

Room Type: (all)

Features:

- ☐ Baseball Diamond
- ☐ Basketball Court
- ☐ Bleachers
- ☐ Board: Any acceptable
- ☐ Board: Blackboard(s)
- ☐ Board: Whiteboard
- ☐ Board: Whiteboards,

Event Request

Online requests accepted 10-180 working days in advance

An *Event Request* necessitates coordination of additional resources which may include: advanced audio/visual support, custodial chair and table setup, parking support, security support (required if 1000 or more attendees), ushering, ticketing, etc. All Event Requests receive a Pending Status allowing Event Services to check availability of resources and to give time to check for potential conflicts in scheduling. **Request for Events must be submitted at least two weeks in advance.** To submit your request, complete the following steps:

The fields marked with a red asterisk (*) are required fields.

1. In the *When and Where* section, enter or click on the calendar icon to select a **Date** or range of dates for the event (If your event occurs more than one time in the future, click **Recurrence**).
2. Manually enter time or use the clock icons to select the **Start Time** and **End Time** for the event.
3. Select a building from the **Facilities** drop down list, otherwise all facilities on campus designated as rooms where basic setup is available will be searched.
4. In the *Setup Information* section, enter your event's **Attendance** number.
5. Use **Availability Filters** to further limit the selection by specifying the searchable items for a facility (*Room Type and Features*).
6. From the drop down list, select a **Room Type** if applicable.
7. Click **Find Space** to display the **Location** and **Details** tab windows. The results may be viewed as a **List** showing open space only or as a **Grid** including all space matching the search criteria with blocked out times for current bookings.
8. Clicking on a listed facility displays a separate popup window that contains **Building Details** and **Room Details**, **Setup Types**, and **Features**.
9. Click on green plus sign + to select room.
10. Use the fields in the **Details** tab to add specific information to your room request.
11. **Submit Reservation** request.
12. An e-mail acknowledgment of your *request* will be sent to the Group contact. If approval is granted, an event coordinator will be assigned as your contact through the completion of your event.

NOTE: A **reservation** consists of one or more bookings (maximum 15). **Booking** details consist of resources, notes, services, etc. for a specific event. Current reservations can be viewed, cancelled, and edited, provided the modification is made far enough in advance of the next booking date. **Reservations are subject to change if institutional needs arise.**

Continue

Figure 5 – Virtual EMS search for locations

Requesting Location

1. Begin your search for a location by choosing the building or area from the **Facilities** dropdown list where the event will take place. **Note:** If you do not specify this field, all facilities will be searched for available rooms.
2. In the *Setup Information* section, enter your event's **Attendance** number. The attendance number you enter is applied as the setup count to your bookings.
3. From the dropdown list, select a **Setup Type**, if applicable.
4. Use **Availability Filters** dropdown menu to further refine your search by room type or features, if desired. **Note:** Features are used for searching only and won't be stored with your request.
5. Click **Find Space** to display the **Location** and **Details** tab windows.

The screenshot shows the EMS (Event Management Systems) interface. The top navigation bar includes links for Browse, Reservations, My Account, Admin, and Help. The main content area is titled 'Event Request' and has three tabs: Info, Location (selected), and Details.

When and Where

Date: 7/28/2011 Thu
 Start Time: 5:00 PM
 End Time: 7:00 PM
 Facilities: (all)

Setup Information

Attendance: 12
 Find Space

Availability Filters

Room Type: (all)
 Features:
☐ Baseball Diamond
☐ Basketball Court
☐ Bleachers
☐ Board: Any acceptable
☐ Board: Blackboard(s)
☐ Board: Whiteboard
☐ Board: Whiteboards,

Selected Locations

No rooms currently selected

Availability

SELECT	AVAILABLE	LOCATION	CAPACITY	PRICE
Request				
+	1/1	Agriculture Engineering Building - 115 Classroom	30	
+	1/1	Austin - 117 Classroom	33	
+	1/1	Austin - 127 Classroom	49	
+	1/1	Austin - 151 Classroom	35	
+	1/1	Austin - 156 Classroom	40	
+	1/1	Austin - 157 Classroom	39	
+	1/1	Austin - 163 Classroom	24	
+	1/1	Austin - 208 Classroom	42	
+	1/1	Austin - 210 Classroom	42	
+	1/1	Austin - 212 Classroom	42	
+	1/1	Austin - 214 Classroom	45	
+	1/1	Benson - 108 Classroom	81	

Continue

Figure 6 – Virtual EMS Location list

From the *Location* tab, the results may be viewed as a *list* showing open space that can accommodate your request or as a *grid* including all space matching the search criteria with blocked out times for current bookings. The resulting list appears in the Availability window:

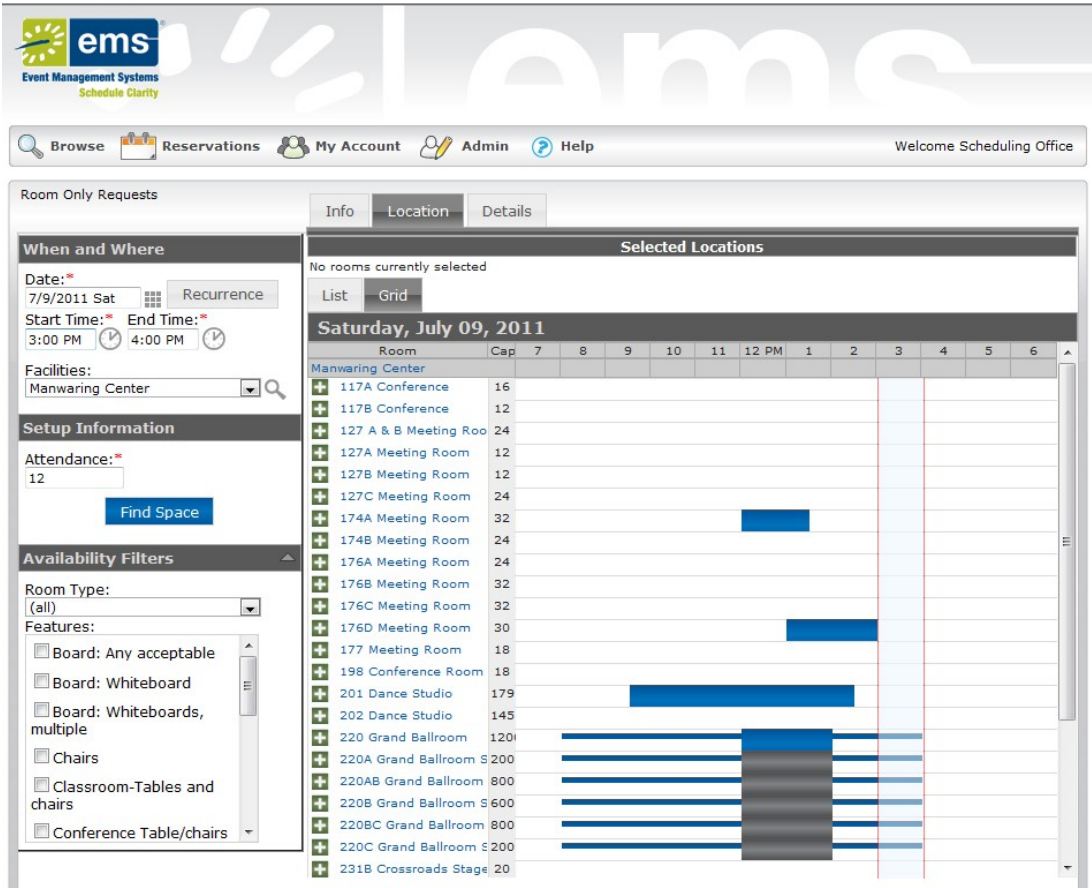
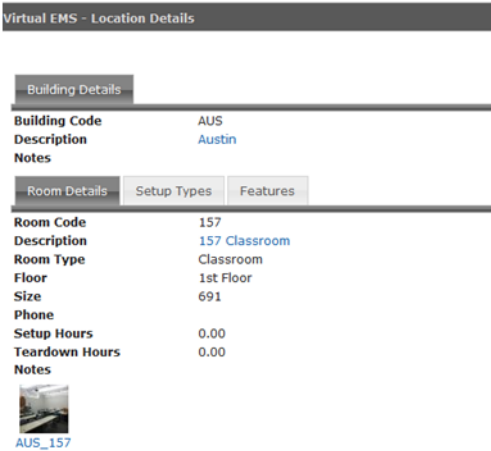


Figure 7—Virtual EMS filtered location grid

- Click on a room to view **Building Details, Room Details, Setup Types, and Features**.
- Choose a location or locations by clicking on the corresponding plus sign icon under the *Select* column.



Adding Details

Use the fields in the **Details** tab to add specific information to your room request.

The screenshot displays the Virtual EMS web application interface. At the top, there is a navigation bar with links for Browse, Reservations, My Account, Admin, and Help, along with a 'Welcome Scheduling Office' message. The main content area is titled 'Room Only Requests' and features three tabs: Info, Location, and Details. The 'Details' tab is currently selected. On the left side, there are three panels: 'When and Where' with fields for Date (7/9/2011 Sat), Start Time (3:00 PM), End Time (4:00 PM), and Facilities (Manwaring Center); 'Setup Information' with an Attendance field (12) and a 'Find Space' button; and 'Availability Filters' with a Room Type dropdown (all) and a list of features including Board, Whiteboard, Whiteboards, multiple, Chairs, Classroom-Tables and chairs, and Conference Table/chairs. The main right-hand section contains several form fields: 'Event Details' with Event Name and Event Type; 'Group Details' with Group (Event Management), 1st Contact (Event Management), Phone (496-3599), Fax, Email (EventServices@byui.edu), and 2nd Contact (none); 'Other Information' with an Event Description (calendar) and a checkbox for 'Would you like your event considered for the online Master Calendar?'; and 'Billing Information' with a GL Account or I-# field. A yellow 'Submit Reservation' button is located at the bottom.

Figure 8—Virtual EMS Adding Details

1. In the Event Name field, give your event a descriptive name.
2. Select an Event Type from the dropdown list. (The event type becomes the Master Calendar filter.)
3. Select the Group that holds the reservation. (You can search for your name or department by clicking the magnifying glass icon.) Specify the name of a **Contact** person or click the magnifying glass icon to display the *Contact Lookup* dialog box. **Note:** If you select **Temporary Contact**, you will be required to enter a **Name**. Click the green plus sign next the contact name and the contact information is placed in the *Current Contact* area. (Click the person icon to make the current contact the default contact, if desired.)
4. Enter the General Ledger account code (required field for reports and billing).
5. **Other Information:** Please indicate whether or not your event will include parking, ushering, or ticketing and if it should be considered for **Master Calendar** (the public view of the web calendar).

- Depending on the room selected, additional available resources and services will be listed (e.g., audio/visual, furniture, custodial setups, ticketing, and ushers). Please check the items needed and add quantities where appropriate.
- Remember that, if ticketing is used as a resource, you must include ticketing details (see [Appendix](#)).

Ticketing Attendant

Service Type:
Ticketing & Attendant Service

☒ Details (restrictions, dress, price)

☒ 1 Ticket Information

Ticketing Pre Sell (Select minimum of 1 and maximum of 1)
☒ Yes
☐ No

Age Restrictions (Select minimum of 1 and maximum of 1)
☒ All welcome
☐ BYUI Students Only
☐ No children under 6
☐ No children under 4
☐ Other - Contact Ticket Office

Figure 9—Virtual EMS Ticketing Details

- Include your GL account for expenses and Revenue account if tickets are being sold.
- Return to the **Details** tab, click **Submit Reservation Request**.

Your request will be reviewed by Events Management as consideration is given to existing scheduling policies and the availability of resources. An approval notification should be returned within two working days but could require several weeks depending upon the complexity of the request.

Adding or Editing Services to a Current Booking

Changes must be requested at least three working days prior to the event to facilitate good communication and planning for the service providers. On the *Reservation Summary* window, click the green plus sign in the *Services* column next to the event to which you want to add a service or services. The **Booking Details** tab displays with *Booking Details*, *Additional Details*, *Available Services*, and *Existing Services* areas.

- Select the *Available Services* to apply to your event and a new area displays.
- Enter the **Start** and **End Time** of your service, if applicable. Please include any time you may need to setup or clean up.
- Choose the **Service Type**, if applicable.
- Click the plus sign icon to see a list of individual items. **Note:** Hover or pause your mouse over a resource to view additional information.
- To select an item, click the checkbox next to it and enter the desired quantity.
- Enter any special instructions, if necessary (See “Adding set up notes” for more information).
- Click **Save**. (If you have multiple bookings, you can apply your service to some or all of your additional bookings; if you have a single booking, you’ll return to the previous screen.)

Adding Setup Notes

Setup notes may be added to your request so the Event Services offices will better understand you needs. From the *Reservation Summary*, click the plus sign icon next to the desired booking. The **Booking Details** tab displays.

1. In the *Available Services* section, select **Setup Notes**. The **Booking Details** tab displays with a **Setup Notes** text entry section.
2. Enter your notes and click **Save**. The **Setup Notes** are added to the existing service.
3. To return to the *Reservation Summary* window, click the Back To Reservation Summary link.

Editing a Service

On the *Booking Details* window, click the pencil icon next to the service you want to edit.


1. Make your edits in the new screen that displays
2. Click **Save**.

Adding a New Service

From the *Reservation Summary*, click the plus sign icon in the *Services* column and select the desired service. Please follow the procedure for “Adding or Editing Services to a *Current* Booking.”

Adding a New Item

To add a new item from the same service:

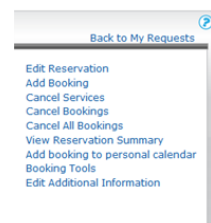
1. Click the plus sign icon  next to the desired booking in the *Existing Services* section.
2. Select the new item you want to add, enter the desired quantities, and click **Save**.
3. Click **OK** to return to the *Booking Details* window, which displays the new items you just added.

Cancelling

Cancelling a Service


To cancel a service:

1. Click the **Cancel Services** button in the upper right hand corner of the page.
2. Select the category that has the resource in it that you would like to cancel. Select the box to the right hand side of each individual resource. When you are satisfied select the **Save** button.



Categories:										
AV Equipment Basic Setups (▼)										
Current service orders										
<input type="checkbox"/>	NAME	DATE	START	END	LOCATION	STATUS	COUNT OF DETAILS	SERVICE TYPE	SERVICE START	SERVICE END
<input type="checkbox"/>	TEST	7/23/2011 Sat	7:00 AM	8:00 AM	Manwaring Center 117A Conference	Confirmed	1	AV Equipment - Basic Setups	7:00 AM	8:00 AM
Save		Cancel								

Cancelling a Booking

To cancel a booking, click the red X in the *Actions* column and a popup message prompts you. 

Editing a Booking

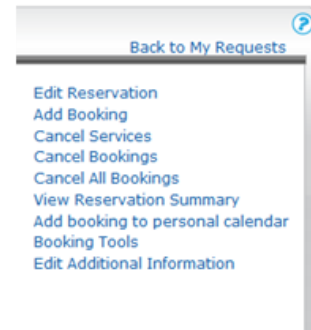
Click the clock icon in the *Actions* column. Make the necessary changes in the window that displays.



Click **Update Booking**.

The **Reservation Summary Window Actions** displayed on the right side of the *Reservation Summary* window include:

- Edit Reservation
- Add Booking
- Cancel Services
- Service Availability
- View Reservation Summary
- Add to Personal Calendar



Edit Reservation

Edit Reservation allows you to edit information completed on the **Details** tab when you originally made your reservation.

1. Click **Edit Reservation** from the *Reservation Summary*.
2. Make the necessary changes in the window that displays
3. Click **Save** and the following message displays.
4. Click **OK** to return to the *Reservation Summary*.

Add Booking

This function allows you to add additional bookings to your reservation.

1. From the *Reservation Summary*, click **Add Booking**.
2. Follow the same steps as in *Requesting A Room*

Cancel Services

This function allows you to cancel a service that was requested for multiple bookings.

1. Select the event's service category that you want to cancel from the **Categories** dropdown list.
2. Select the bookings from which you want to remove the service.
3. Click **Save**.

Service Availability

Service Availability displays all the conditions that apply to your event. If you need a service that is not listed, please contact the Scheduling Office at 496-3120. The ability to request some services is restricted.

Reservation Summary


The *Reservation Summary* window opens, displaying the **Reservation Details** tab, which contains the *Reservation Details* and *Group Details* sections that list the event's information and the **All**, **Current**, and **Historical** tabs.

The *Reservation Details* section contains information regarding your event, including **Reservation ID**, **Event Name**, **Event Type**, and **Billing Reference**.

The *Group Details* section contains information regarding your event, such as **Group**, **Contact Name**, **Phone**, **2nd Contact Name**, and **Phone**.

The **Current** tab displays events occurring today or in the future. It contains the *Actions*, *Services*, *Date*, *Time*, *Title*, *Location*, *Status*, and *Setup* columns.

Note: The *Date*, *Title*, *Location*, and *Status* columns are sortable.

A  variety of icons display in the *Services* column, such as:



A plus sign icon to add or edit services



An envelope icon to display a services summary



A red X to cancel a booking

A clock icon to edit a booking

In addition, a warning icon may appear if you encounter a problem trying to reserve your room and/or service. To identify the issue, please check your booking status or requested services.

The **Historical** tab lists events that occurred in the past only.

Viewing requests as Reservation Summary

This link allows you to view and/or email an HTML-based summary of your reservation. The summary includes room, service, and pricing information, if applicable.

- Click this link to display your booking's information, either in detail or summary format.

Add to Personal Calendar

To add the selected event to your calendar, click **Add to Personal Calendar**. A dialog box displays allowing you to **Open**, **Save**, or **Cancel** adding the event to your calendar. **NOTE:** You may prefer to add events to your personal calendar from Master Calendar after the reservation has been approved.

Delegation

It is possible to assign delegates to work on behalf of virtual users. Contact the Scheduling Office to discuss.

Using the Master Calendar for Viewing and More

The Master Calendar is the public web face <http://calendar.byui.edu> to view BYU-Idaho Calendars. Information has been filtered into a collection of preset calendars, or individuals may choose which events they want to view based on their own personal interest. Subscribing to RSS feeds provide dynamic updates of new events, changes, or cancelations.

Viewing the BYU-Idaho Calendar

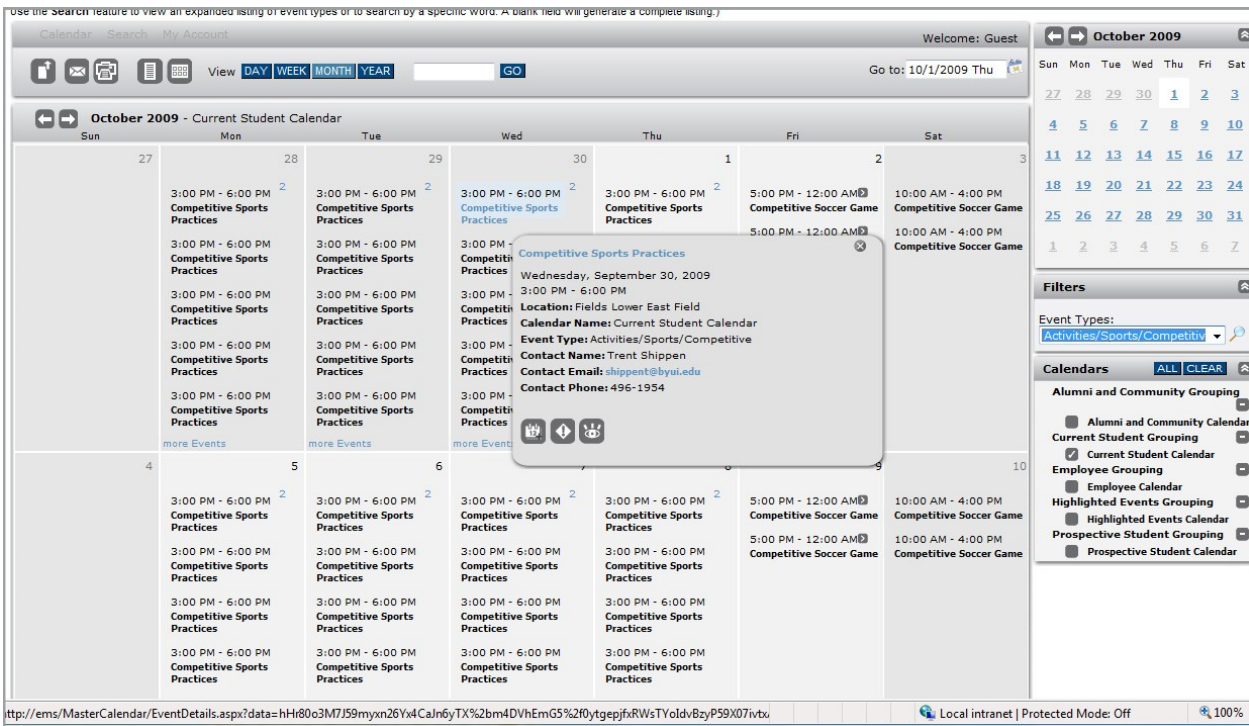


Figure 10 – Master Calendar

- Use toggle boxes to select calendars of events select for specific audiences or categories.
- Pause or hover over an event to receive details.
- Use the **Filter** feature to further limit the display.

Use the Search feature to view an expanded listing of event types or to search by a specific word. A blank field will generate a complete listing.

Using the icons for personal reminders

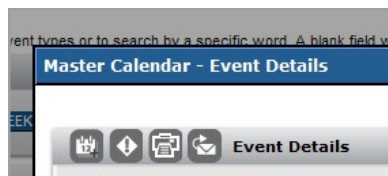


Figure 11 – Master Calendar icons




Figure 12 – Master Calendar option to add event to personal calendar

Click on the corresponding icon to add reservation to your personal calendar (e.g. Outlook), set a personal reminder, print, or send an email.

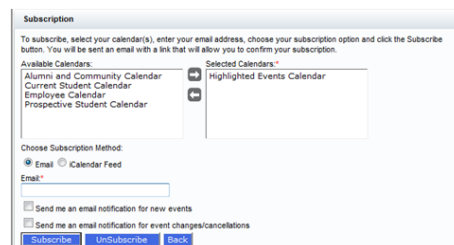
Click on the detail icon for a printable screen listing reservation details including related bookings.

Subscribe to a Calendar

This program gives you updates from the campus calendar through your email or outlook account. You can choose which calendar you would like to have and the updates are constant being refreshed so you have the most up to date information.

 To access this go into the any calendar of your choosing and select the envelope icon.

Select the calendar that you wish to have email updates or updates on your outlook calendar. Then select Email or iCalendar Feed. Also include your email address and the type of updates you would like to receive. After you have completed this select the **Subscribe** button.



Receiving RSS feeds



Figure 13 – Master Calendar RSS feed

An RSS (or Really Simple Syndication) feed is a method of distributing links to content in Master Calendar for guests or users to use. A featured RSS feed is like a calendar URL. RSS feeds are available through the RSS link at the bottom of each page in the Master Calendar system. All public RSS feeds are always available from this link. (Private RSS feeds are available to users only after they log in to the Calendar system.)

Click on the RSS Feeds link at the bottom of the page to display a list of all currently active RSS feeds. A user or guest can click on the RSS feed button for the specific area of interest to open and view the information selected (event name, date, time, place, and descriptions added by Master Calendar web users). You may opt to add the URL to your favorite RSS feed reader (see Outlook tips at <http://www.byui.edu/helpdesk/email/rssfeed.htm> or google.com/ig).

Adding descriptions and images as a user

A limited number of EMS users will be granted permission to add descriptions, images, and hyperlinks to help promote their events displayed in Master Calendar (viewed by hovering over event listing). Descriptions entered through Master Calendar are included in RSS feeds; images and hyperlinks are not transferred through RSS feeds. To request permission to become a Master Calendar Web User, please contact the Scheduling Office.

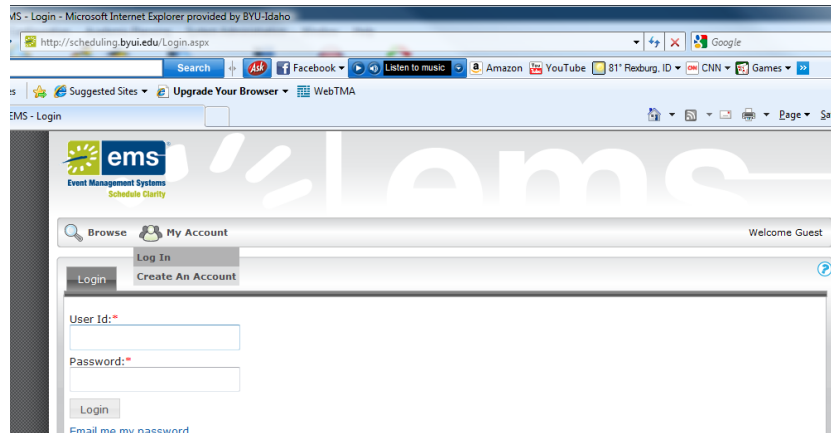
Appendix

Instructions for Adding Ticketing through Virtual EMS

Glossary

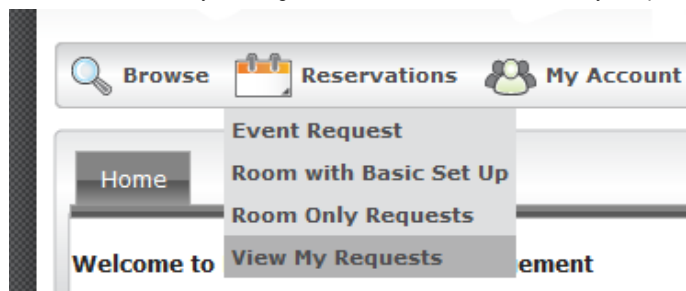
Instructions for Adding Ticketing through Virtual EMS

Login to Virtual EMS at scheduling.byui.edu by using your complete email address and password.



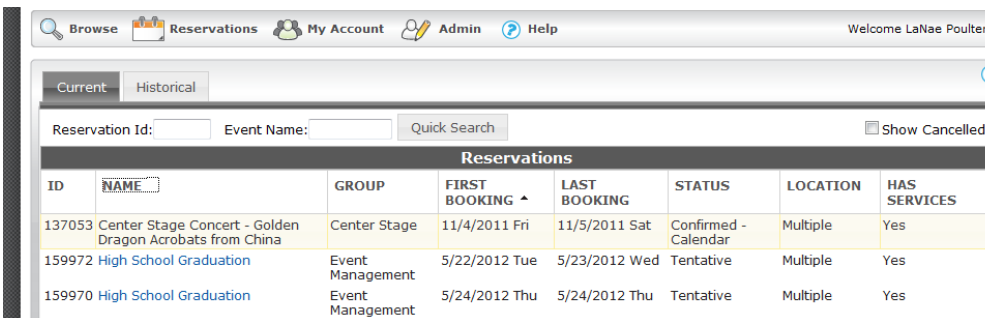
Select Event

Generate a list of your scheduled reservations by clicking on “Reservations” and “View My Requests.”




Note: if your list seems incomplete, you probably did not submitted all of your requests through Virtual EMS. You may contact the Scheduling Office and ask for an edit of specific reservations where you want to be designated as the web user.















Click on the event you want to open to add ticketing detail





















Select Ticketing Service

Your reservation may include multiple bookings. Identify which booking needs ticketing information and click on the green plus sign  to add or edit service.

[Edit Additional Information](#)

Bookings							
ACTIONS	SERVICES	DATE ^	TIME	TITLE	LOCATION	STATUS	SETUP
 		11/4/2011 Fri	6:00 AM - 11:30 PM	Center Stage Concert Setup	Hart - Hart Gym	Confirmed	Open Space (50)
		11/5/2011 Sat	7:00 PM - 9:30 PM	Blocked for noise	Hart - Racquetball Court 3	Confirmed	Open Space (0)
		11/5/2011 Sat	7:00 PM - 9:30 PM	Blocked for noise	Hart - Racquetball Court 2	Confirmed	Open Space (0)
		11/5/2011 Sat	7:00 PM - 9:30 PM	Blocked for noise	Hart - Racquetball Court 1 East End	Confirmed	Open Space (0)
 	 	11/5/2011 Sat	7:30 PM - 9:30 PM	Center Stage Concert - Golden Dragon Acrobats of China	Hart - 250 Auditorium (gym/stage combo)	Confirmed - Calendar	Fixed Seating plus Chairs (4000)
		11/5/2011 Sat	7:00 PM - 9:30 PM	Blocked for noise	Hart - Racquetball Court 5 West End	Confirmed	Open Space (0)
		11/5/2011 Sat	7:00 PM - 9:30 PM	Blocked for noise	Hart - Racquetball Court 4	Confirmed	Open Space (0)
		11/5/2011 Sat	6:00 AM - 11:00 PM	Center Stage Concert - ticket office use	Hart - 340 Hosting Room	Confirmed	Open Space (10)
		11/5/2011 Sat	6:00 AM -	Center Stage Concert -	Hart - 370 Dressing Room	Confirmed	Open Space (3)


From list of available services, select "Ticketing Attendant"

Available Services	Existing Services																																				
AV - Audio Recording AV - Broadcast Engineering AV - Teleprompt - No Resources Available AV - Video Support AV Equipment Basic Setups Custodial Storage Medical Personnel - No Resources Available Miscellaneous Fees - No Resources Available Parking Attendant - No Resources Available Security Officer - No Services Configured Ticketing Attendant University Catering Note	<div>   AV - Lighting, Theatrical </div> <table border="1"> <thead> <tr> <th>ACTIONS</th> <th>QTY</th> <th>ITEM</th> <th>PRICE</th> <th>NOTES</th> <th>SPECIAL INSTRUCTIONS</th> </tr> </thead> <tbody> <tr> <td></td> <td>1</td> <td>Light Board Tech</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>2</td> <td>Lighting Tech, basic</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <div>   AV - Audio Support </div> <table border="1"> <thead> <tr> <th>ACTIONS</th> <th>QTY</th> <th>ITEM</th> <th>PRICE</th> <th>NOTES</th> <th>SPECIAL INSTRUCTIONS</th> </tr> </thead> <tbody> <tr> <td></td> <td>2</td> <td>Audio Engineer</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>2</td> <td>Sound Tech Support</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <div>   Hart Custodial </div>	ACTIONS	QTY	ITEM	PRICE	NOTES	SPECIAL INSTRUCTIONS		1	Light Board Tech					2	Lighting Tech, basic				ACTIONS	QTY	ITEM	PRICE	NOTES	SPECIAL INSTRUCTIONS		2	Audio Engineer					2	Sound Tech Support			
ACTIONS	QTY	ITEM	PRICE	NOTES	SPECIAL INSTRUCTIONS																																
	1	Light Board Tech																																			
	2	Lighting Tech, basic																																			
ACTIONS	QTY	ITEM	PRICE	NOTES	SPECIAL INSTRUCTIONS																																
	2	Audio Engineer																																			
	2	Sound Tech Support																																			

Select service type from drop down menu

Click in Ticket Information box to open list of selections. Make selections to define your ticketing criteria.

An indication that Ticket Attendants are requested for your event will enable the Event Coordinator to understand your need and thus be able to better assist you in making appropriate arrangements.

Ticketing Attendant		
Start Time:	End Time:	Service Type:
7:30 PM	9:30 PM	 Ticketing & Attendant Service
<input type="checkbox"/> Details (restrictions, dress, price)		
<input checked="" type="checkbox"/> 1 Ticket Information		
Ticketing Pre Sell (Select minimum of 1 and maximum of 1) <input type="checkbox"/> Yes <input type="checkbox"/> No		
Age Restrictions (Select minimum of 1 and maximum of 1) <input type="checkbox"/> All welcome <input type="checkbox"/> BYU Students Only <input type="checkbox"/> No children under 6 <input type="checkbox"/> No children under 4 <input type="checkbox"/> Other - Contact Ticket Office		
Dress Attire (Select minimum of 1 and maximum of 1)		

Local intranet | Protected Mode: Off

Enter number of tickets to be sold as Special Instructions:

Yes, Student Choice

Special Instructions:
4300 seats available for sale

Ticket Office Service Requested

Enter date tickets will go on sale. Type in date m/d/yyyy or click on grid box to generate a clickable calendar

Please enter which Monday tickets will go on sale.:

Calendar

SU

MO

TU

WE

TH

FR

SA

1

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Enter revenue code so the Ticket Office will know how to deposit funds

10/17/2011 Mon

Billing Information

Revenue Account #:
2700-xx-xxxx

SaveCancel

Click Save

Edit Selections

You may edit selections by click on the pencil icon next to the service requested. This will reopen your selection boxes. Click save when finished with edits.

Security Officer - No Services Configured
Ticketing Attendant
University Catering Note

4 Audio Engineer
2 Sound Tech Support

Hart Custodial

ACTIONS	QTY	ITEM	PRICE	NOTES	SPECIAL INSTRUCTIONS
<div></div>	600	Chairs		20 rows of chairs (8 on each side, 14 in middle section) Start first row 20' from stage Please verify with Ticket Office based on ticket sales for event.	

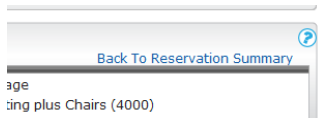
Ticketing Attendant 7:30 PM - 9:30 PM Ticketing & Additional Information

Attendant Service

ACTIONS	QTY	ITEM	PRICE	NOTES	SPECIAL INSTRUCTIONS
<div></div>	5	Cashier / Computer			
<div></div>	16	Ushers			
<div></div> <div>Edit this item</div>	1	Ticket Information Ticketing Pre Sell Yes Age Restrictions No children under 4 Dress Attire Classroom Dress Ticket Price, Public			4777 seats minus Season Patrons

Edit Revenue Account#

The Revenue Account number may also be edited on the Reservation itself. Click on “Back to Reservation Summary” if needed.



Click on Edit Reservation

Reservation Details		Additional Information		Back to My Requests
Reservation Id	137053	Group Name	Center Stage	Edit Reservation
Event Name	Center Stage Concert - Golden Dragon Acrobats from China	1st Contact Name	Don Sparhawk	Add Booking
Event Type	Concert	Phone	496-3114	Cancel Services
GL Account or I-#	3750-01-6210	2nd Contact Name		Cancel Bookings
		Phone		Cancel All Bookings

Complete billing information. Type in Revenue Account or use magnifying glass to browse for account codes already associated with your group.

GL Account or I-#:	<input type="text" value="555-55-5555"/>	Revenue Account #:	<input type="text"/>	<input type="button" value="🔍"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>				

Click save

Glossary

Active Status

Active users can log into Virtual EMS; active users have full access to the system.

Bookings

Bookings are the where and when of an event (like the sheets of paper in a folder, there can be more than one booking per reservation – maximum is 30).

Booking Details

Booking details consist of resources, notes, services, etc. for a specific event or event.

Category

Categories are groupings of resources such as items or services that are needed for an event.

Current Reservation

A current reservation is a reservation with one or more bookings on or after the current date. Current reservations can be viewed, cancelled, and edited, provided the modification is made far enough in advance of the next booking date.

Custom Links

Custom links are character strings that users can copy into a web browser or click on as a hyperlink to be directed to the Virtual EMS calendar for a specific building.

Delegate

Delegates are people who can log into the system with their own user ID and password to assume another user's identity to perform work on that user's behalf.

Features

Features are attributes of rooms that can be used for searching in Virtual EMS.

Group Types

Group types categorize a user's list of groups that are available for searching within Virtual EMS.

Guest

A guest is someone who accesses/opens a Virtual EMS page to view a list of events, but doesn't log into the system.

Historical Reservation

Historical reservations are those reservations with no bookings on or after the current date. Historical reservations can be viewed, but not edited.

Master Calendar

Master Calendar (<http://calendar.byui.edu>) is the public web face used to view calendars. Information may be filtered by preset groupings or for custom views based on personal interest.

Pricing Plan

The pricing plan determines how all of the bookings and resources within a reservation are priced. BYU-Idaho has separate plans for internal and external users.

Reservation

A reservation is the who and what of an event (like a file folder label: Group X has Event Y).

Virtual Calendar

Virtual Calendar (<http://scheduling.byui.edu>) is a web-based scheduling application used by BYU-Idaho employees to submit requests for events, room reservations, and equipment usage.