



## FAQs

- 1. How do I navigate EMS?*  
You can read through EMS Quick Start Guide for step by step instructions.
- 2. Does the reservation system work the same for residents and Housing Staff?*  
Yes, with the Event Management System residents and Housing Staff can go online at any time and reserve a space. Some space available to staff won't be available to residents.
- 3. Will you be able to view/search on capacity/type?*  
Yes, when looking for available space you can click on *View Setup and Capacities* then click on filter and select your search criteria.
- 4. How far in advance can space be reserved?*  
Residents can reserve 90 days in advance within the current semester, Housing Staff can reserve 365 days in advance.
- 5. Can I still drop in and use a space?*  
Yes, unless someone has booked the space. Individuals who book space have precedence over walk ins. If you have an impromptu meeting or need a place to chat or study you can still use the space.
- 6. What are the cancellation policies?*  
Events should be canceled 24 hours in advance in order to avoid unnecessary room set ups by our Facilities staff. Residents and staff who repeatedly cancel reservations or have event no shows may be restricted from making reservations in the future.
- 7. How do I cancel an event?*  
Instructions are available in the EMS Quick Start Guide.
- 8. How do you deal with last minute changes?*  
Events to be scheduled outside of business hours, Monday-Friday 8am-5pm, should be reserved 3 business days in advance to ensure appropriate arrangements can be made to set up space. Events scheduled during business hours should be reserved at least 24 hours in advance. Changes to set ups should be submitted to [servicedesk@housing.illinois.edu](mailto:servicedesk@housing.illinois.edu), however, we cannot guarantee these changes can be made if it is not within 24 business hours.
- 9. What do I do if I am unable to log into EMS?*  
If you are a resident, please submit your name and netid to the feedback button at the bottom of the page. A confirmation will be sent to you once you have access.
- 10. How can I request Conference style set up in a Seminar Room or the MPRs in SDRP?*  
In SDRP Hollow Square is another name for Conference Style set up. This set up includes tables in a square with a hollow center and chairs around the outside of the square.