USER GUIDE: RESERVE WEST
FOR VENUE MANAGERS

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RESERVE WEST FOR VENUE MANAGERS

Reserve West is a room scheduling software that gives all faculty and staff the ability to make room reservations on campus. All users on campus can log in to Reserve West with their UWG username and password. The web app can be accessed directly at https://westga.emscloudservice.com/webapp or by visiting www.westga.edu/reservewest.

There are two parts to Reserve West: the Reserve West web app and the Reserve West Desktop Client. The Reserve West web app is for everyday users to request space. The Reserve West Desktop Client is used by venue managers and service providers to review reservation requests.

Quick Facts

- Desktop Client access is only granted to venue managers and service providers
- Desktop Client users have access to manage reservations within the spaces they oversee.
- Desktop Client users are responsible for ensuring all approvals are added to a reservation.

The following document will outline the procedure for venue managers in the Desktop Client.

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ACCESSING THE DESKTOP CLIENT

First, download the EMS Desktop Client. Instructions on how to do so will be provided by the Reserve West team upon completing required training.

Next, select the EMS icon on your computer and log in with your UWG username and password provided to you.

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RESERVATION APPROVAL PROCESS

Overview

Notification of Request is Received → Review of User Defined Fields → Approvals Added (if needed) → Event Status → Tasks after Confirmation
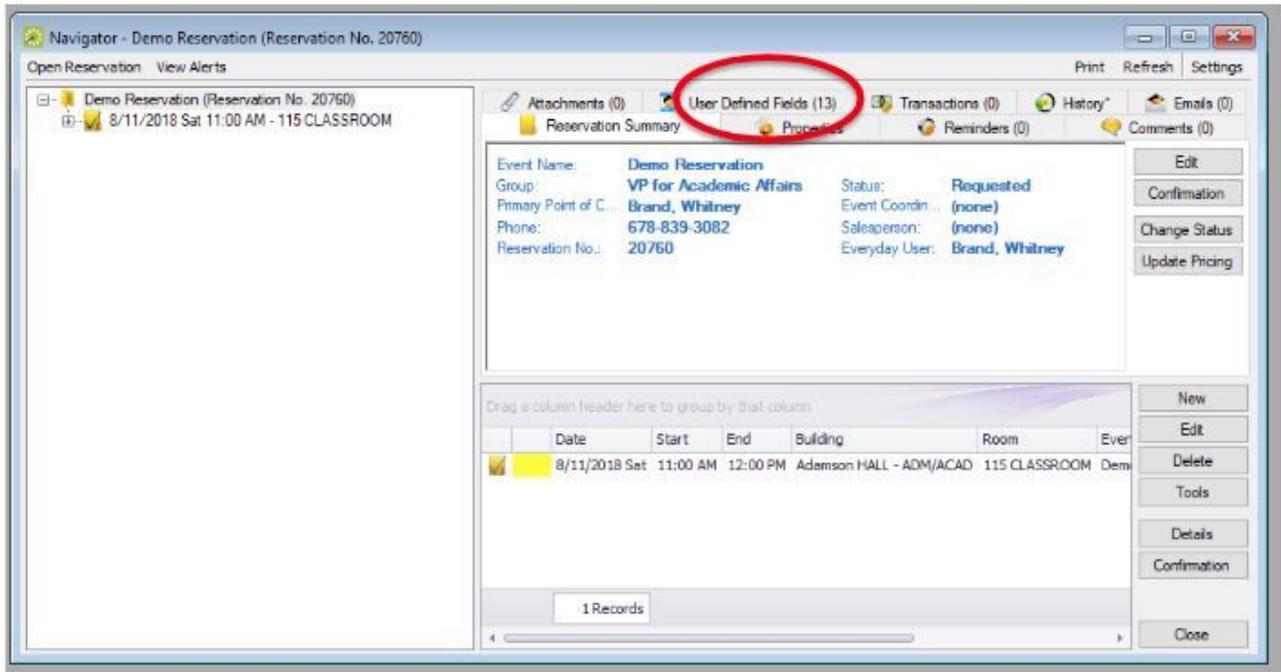
Step 1: Notification of Room Request

Notification rules are created and managed by Reserve West system administrators. Notifications can be received in both the Dashboard and through email. Venue managers use the notifications in the Dashboard to view reservation requests.

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Example of Dashboard Notifications:

The light will be flashing red here if you have reservations requests to review.

Here are reservations that the users have made changes to.

Highlight the reservation in which you would like to review and select "Go To."

Step 2: Review of User Defined Fields

User Defined Fields show the answers to the questions the everyday users were asked when making the reservation in the web app. These questions/answers give additional important details about the reservation and help the venue manager to determine if additional approvals are and documents are needed.

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Open the reservation and select the User Defined Fields as pictured below.

User Defined Fields Explanation:

- **Recycling** - Does your event require containers to collect, sort and discard recyclable materials?
- **Event Description** - Please provide a brief description of the meeting/event and any special needs. (You can expand the box by dragging the bottom right-hand corner.)
- **Setup/Breakdown Time** - Will the event/meeting organizer require additional time for setup/breakdown?
  - **Actual Event End Time** - Actual Event End Time (00:00 AM/PM)

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- ○ **Actual Event Start Time** - Actual Event Start Time (00:00 AM/PM)
- ○ **Setup Arrival Time** - Setup Arrival Time (00:00 AM/PM)
- ○ **Teardown Departure Time** - Teardown Departure Time (00:00 AM/PM)
- **Outside Guests Present** - Is your meeting/event open to outside guests (non-students, non-staff)?
  - ○ **Outside Guests Description** - Please describe who you are expecting to attend, their role in the event AND approximately how many outside guests you are expecting.
  - ○ **Non-Student Minors** - Will there be any non-UWG student participants under the age of 18?
- **Guest Speaker** - Will a guest speaker/vendor be participating in this activity?
  - ○ **Guest Speaker Name** - Please list the name(s) of your guest speakers.
- **Expressive Activity** - Will this meeting/event have expressive activity? The definition of expressive activity can be found at https://www.westga.edu/administration/policy/assets/docs/UWGProcedure3.8.1First-Amendment-and-Protected-Activity-on-Campus-signed-11.2.16.pdf.
- **Primary Point of Contact** - Will the primary point of contact be present on the day of the meeting/event?
  - ○ **POC Phone Number** - Phone Number:
  - ○ **Primary POC Name** - Day of POC Name
- **Amplified Sound** - Will this meeting/event have amplified sound?
- **Catering** - Will food or drinks be served at this meeting/event?
  - ○ **Funding Source for Food** - Please select the fund source for the food being served.
  - ○ **Alcohol** - Will alcohol be served at this meeting/event?
  - ○ **Dine West Catering** - Will Dine West serve as the food supplier for this event? Please contact catering@westga.edu to secure your order.
  - ○ **Food/Safety Additional Information** - Please list more information on the food being served.

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- **Fundraising - Version 2** - Is this meeting/event a fundraiser?
  - **Admission/Entry Fee** -If this meeting/event is requiring an admission or entry fee, then please list the amount.
  - **Charitable Collection** - Is this a charitable collection?
  - **Food/Meal Waiver Request** - Is this a non-Dine West food/meal request?
  - **Raffle - Version 2** - Will the meeting/event have a raffle? If yes, then there is a Raffle Form that must be completed and submitted to the Center for Student Involvement. This form can be found under forms at www.westga.edu/reservewest
- **Large Event** - Is this a large event?
- **Film** - Will this meeting/event be showing a movie or film?
  - **Film/Movie Additional Info** - Please provide more information on the film/movie being shown.
- **Personal Equipment** - Please list any personal equipment you plan on bringing for this meeting/event.
- **Student Organization** -
  - **Advisor Present** - Will your UWG advisor be present at this meeting/event?
  - **Advisor Name** - Please list your advisor's name

Step 3: Approvals/Services Added (if needed)

After reviewing the User Defined Fields, the venue manager will then need to add additional approvals, if required. Events contain the following require additional approvals. Events cannot be confirmed until all service providers attached to the reservation have been confirmed.

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Required Approvals:

- If the event is fundraising
  - CSI approval (only if the request is for a Registered Student Organization)
  - Food services approval (if food is being sold)
  - Auxiliary services approval (only if the request is for a Registered Student Organization)
- If the attendance of the event is greater than 150
  - Risk Management approval
  - UPD approval
  - UWG-WIC Approval - Informational purposes
  - Parking approval (more so for informational purposes)
  - CSI approval (only if the request is for a Registered Student Organization)
- If the event is raffling items
  - CSI approval
  - UPD approval
- If the event is showing a film/movie
  - Risk Management approval
- If the event is requesting a waiver to provide food outside of Dine West
  - Food Services approval
  - Risk Management approval

Reviewing Services:

Venue managers can also add/edit services that will be needed for the event. Everyday users are allowed to request services that are assigned to that space. For example, if a user requests a room in the Campus Center, then they are able to request Campus Center services in step 2 of the reservation
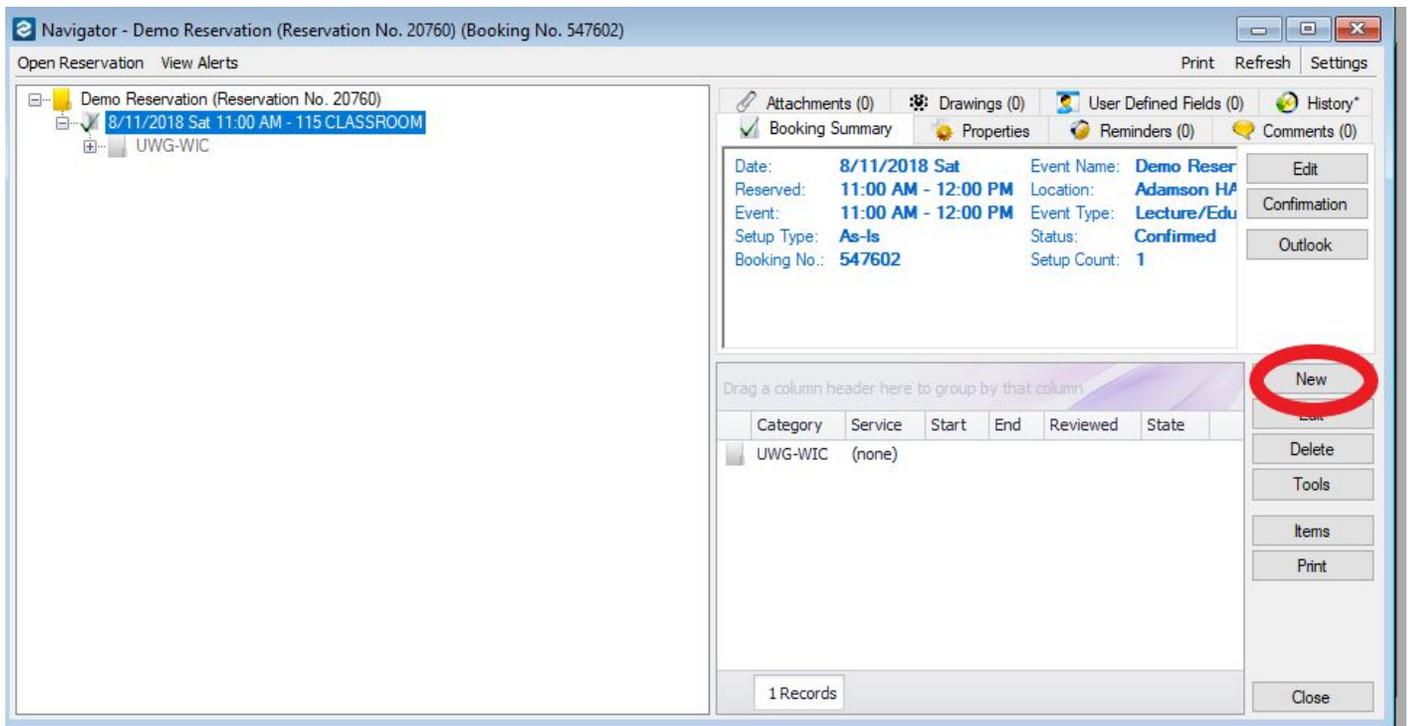
request on their end; however, sometimes requestors do not accurately request services. It is the venue managers responsibility to view/add/delete services and approvals.

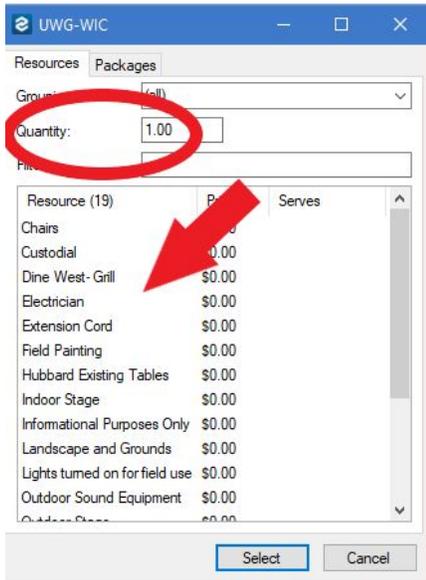The following images demonstrate how to do so.

Display the **BOOKING level** on the left of the screen. Select New as circled below. Then, select the service/approval in which you would like to add.

Step 4: Event Status

Venue managers have the ability to change the status of the event. Commonly used statuses are as follows:

- Requested
- Pending
- Pending Advisor Approval
- Confirmed
- Denied
- Canceled

If the event requires additional approvals, change the event status to Pending or Pending Advisor Approval.

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Step 5: Communication and Confirmation

Confirmation Email

Although the title contains "confirmation," the Confirmation feature can be used to send out email communication in pre-configured templates. Using the Confirmation feature within the reservation allows the emails to be tracked within the reservation.

Types of Emails

- Request Received & Additional Approvals Needed
- University Advisor Approval Needed
- Event/Meeting Confirmation
- Event/Meeting Denial
- Event/Meeting Cancellation

After all approvals have been granted, you can then confirm the reservation and send a confirmation email to the client.
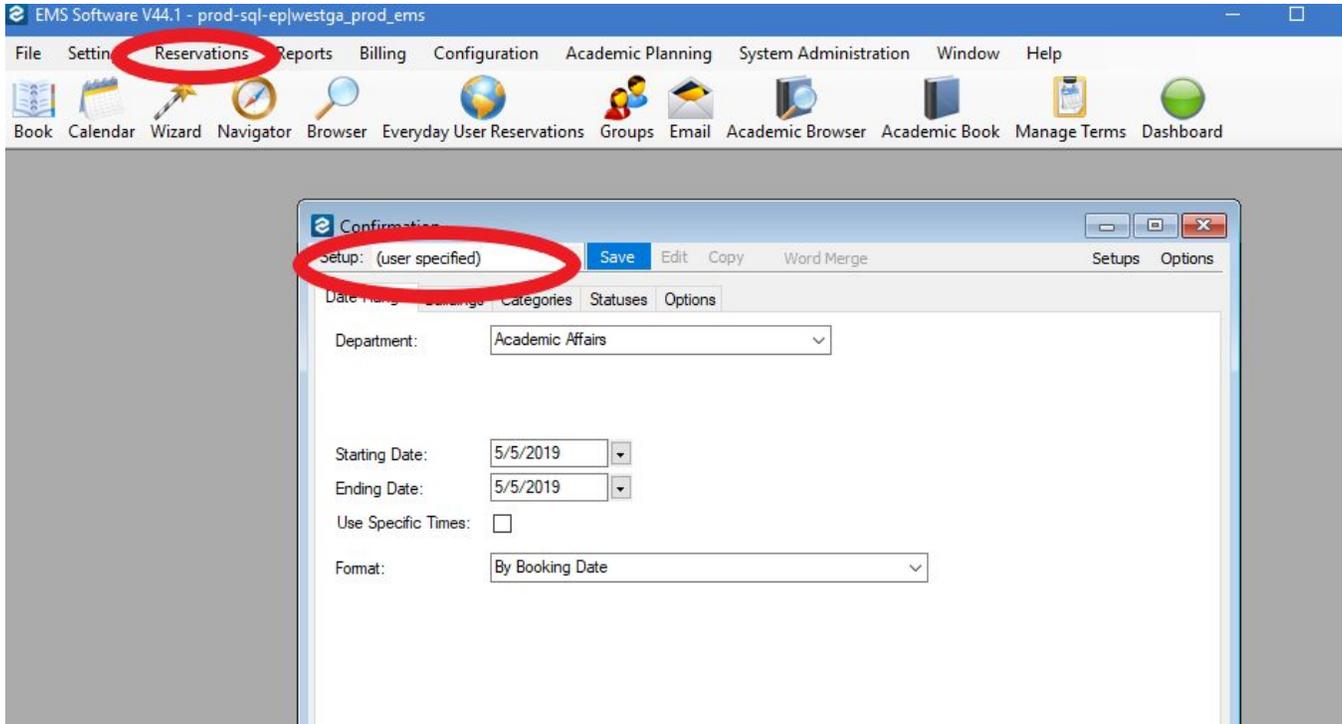
Creating Confirmation Templates

To create confirmation templates, select Reservation > Other > Confirmations. For the setup, select (user specified). Build your template and then save it.

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1) Select your department.
2) Select the buildings in which you manage space.
3) Add the categories (services) that you use within your space.
4) Select the appropriate status. Example: If you are building a Confirmation email, only select the confirmed statuses. If you are creating a Pending email, only select one of the pending statuses.
5) Options:
    a) Confirmation Title - this will go at the top of the PDF, so make sure it applies to the type of email you are sending.
    b) Header Message - you will need to create the body of your email as the Header Message. To do so, follow these steps:
        i) Configuration > Other > Messages
        ii) Select New

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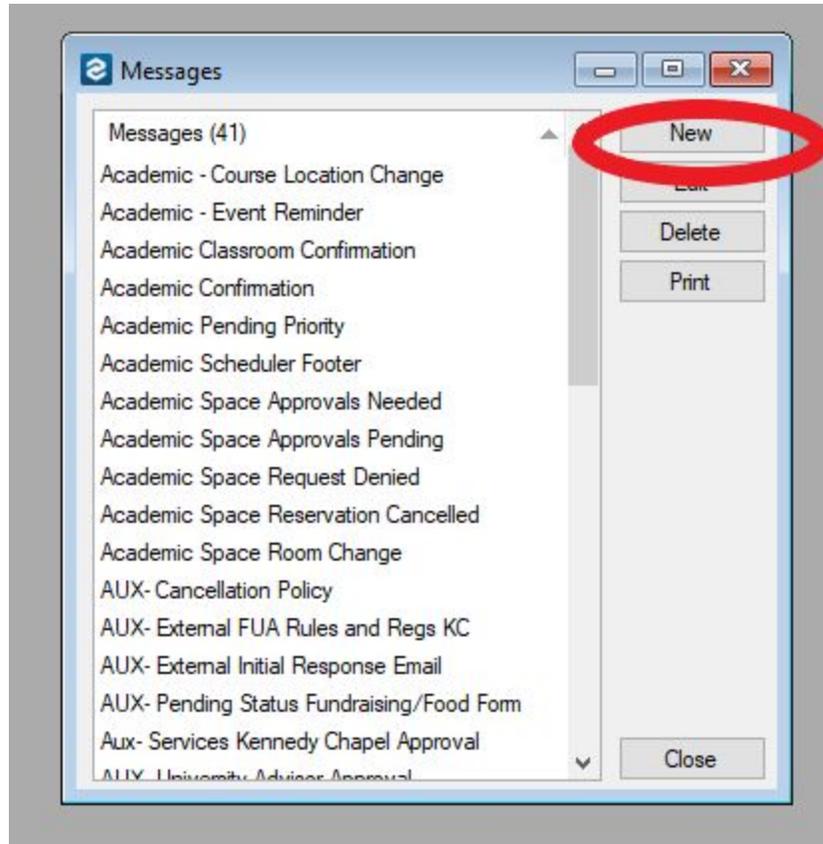
  iii) Type your message as you would like for it to appear in the body of the email.

 c) Footer Message - it is common practice to use this as your UWG email signature. This message is set up in the same steps listed above.

 d) Select "Print User Defined Fields" if you want them to appear in the body of the email. If not, they will appear only in the attached PDF.

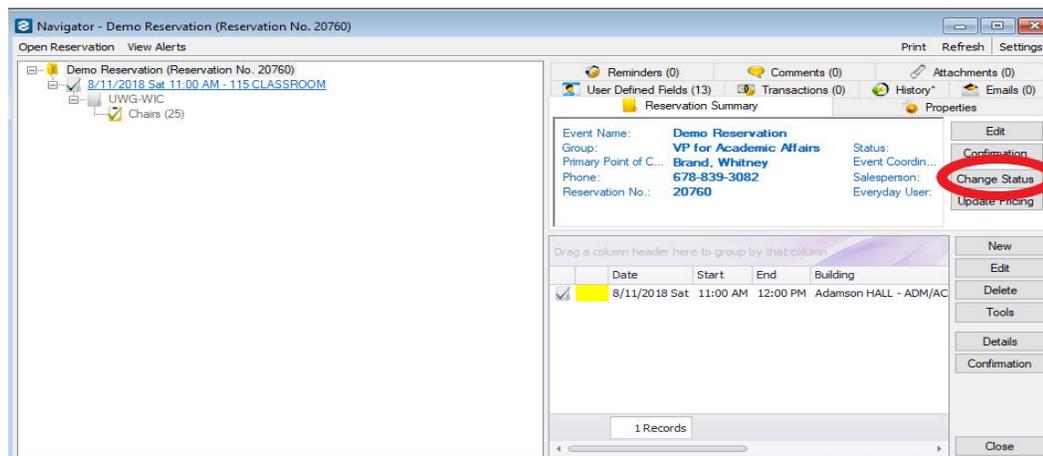## Confirmation Email & Changing Status to Confirmed

Once a reservation has been confirmed, venue managers can change to the status to confirmed and send a confirmation email in the same step. To do so change the reservation status to Confirmed by

Change Status as circled in the image below

Make sure that both boxes are checked for Update Reservation Status and Send Confirmation if Successful.

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BILLING - coming soon!

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