Web App Room, Resource, and Service Request FAQs

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How do I log in to the EMS Web App?
Go to the EMS Web App website at schedule.ucdenver.edu/emswebapp. Enter your CU Denver | Anschutz user name also known as your PassportID (e.g., DoeJ) and password. If you do not have a CU Denver | Anschutz account, sign in with your affiliate email address and the password you created. Contact OIT-SchedulingServices@cuanschutz.edu with additional questions.

What steps should I take if I am having trouble logging in to the EMS Web App?
Try using a different web browser (Safari, Firefox, and Internet Explorer are different browser options to use other than Chrome) or use an incognito window. Clearing your cache by can also help. Contact OIT-SchedulingServices@cuanschutz.edu if you continue to have trouble logging in.

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How do I search for room availability, room equipment, and room features?
To view space availability, select *Locations* under the Browse menu; the *Add/Remove Locations* or the *Add Filter* buttons at the top of the screen can be used to enter more specific search criteria. To view space features or room information click on the room name in blue.

If I find an available room in the Browse Locations calendar, how do I know which reservation template to select under *Create a Reservation* to find this room?
Click on the room name in blue to see more information about the room including the *Reservation Template* menu option location.

Should I include setup and breakdown time in my request?
All setup and breakdown time must be included in the requested time. All functions in CU Anschutz Education Facilities - classrooms, auditoriums, lecture halls, labs, etc. - should begin at the scheduled time and end ten minutes before the scheduled end time, for example 10:00 - 10:50 for a 10 – 11 room reservation. This will allow for set up and/or travel time for students to arrive at the next class.

When do I have to include a course number in my request?
All room and resource requests must include a course number in the event title if they are for a degree-granting core or elective course.

Who do I notify if my contact information or department has changed or is incorrect?
Contact OIT-SchedulingServices@cuanschutz.edu with contact information adjustments or department updates.

Where can I find building hours and what should I do if my event is outside these hours?
Building hours are posted on the *Site Home* tab of the EMS Web App. If an event is outside the building hours and you do not normally have after-hours access to the building, electronic security must be requested in advance of the day your event.

What happens if I have an event scheduled when the campus is closed?
In the event that the campus is closed due to inclement weather, all events will also be cancelled. If your event occurs on a weekend or holiday when the campus is normally closed, Technology Support Services and Facilities services will not be available, including snow removal.

How do I find information about service availability?
Select *Create a Reservation* and *About* located on the service reservation template. Information about the selected service will be displayed on the *Information* and *Booking Rules* tabs.

How do I add services to my room request?
Facilities Management services can be added to a room request by selecting *My Events* and selecting the reservation from the list. Under the Reservation Tasks menu at the upper right, select *Add Services*. The next window will show a list of available services. Additional detailed instructions for adding services to a room request can be found in the *EMS Web App User's Guide*.

When are housekeeping services required?
Housekeeping services are charged for events that take place on Saturdays or Sundays or that are part of an executed Outside Agency Contract with the university. These services for events and large meetings are not part of the normal university contract and must be passed on to the customer.

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As of January 7, 2019, the housekeeping rates are $100 flat fee for 2 hours of cleaning and 2 attendants and $20 for every additional hour, per attendant.

Facilities Management reserves the right to charge for damage to the space beyond usual wear and tear during an event (carpet burns, tears, large spills, etc.) Answering *Yes* to the question about food does not automatically order housekeeping services, and housekeeping services must be requested in addition to your room request.

Is it possible to move furniture in the room?
If furniture is moved, it must be returned to its original arrangement at the end of your event to avoid incurring additional fees. If the room has fixed seating, this information is listed under *Room Notes*.

If I am requesting a room in the Student Commons Building, do I always have to request electronic security? What do I do if the request is for the same day?
Electronic security (room access) must be requested for all rooms in Student Commons at least 48 hours in advance. For requests less than 48 hours in advance, contact downtown.access@ucdenver.edu or 303-315-7777.

Where can I request A/V equipment or videoconferencing services?
Select *Create a Reservation* and search the reservation templates for the campus for which you would like to request A/V equipment and *Audio Visual Equipment and Support*, then click *book now*. Select *Create a Reservation* and search the reservation templates for *Videoconferencing and Event Recording,* then click *book now*. Additional detailed instructions can be found in the *EMS Web App User's Guide*.

How do I request technical support for my event?
Select *Create a Reservation* and search the reservation templates for the campus for which you would like to request technical support and *Audio Visual Equipment and Support*, then click *book now*. After entering the date, time, and location information, click *Next Step* and from the menu select *Technical Assistance and Setup* (for 30 minutes of setup support) or *Staffing for the event duration* (for event support). Additional detailed instructions can be found in the *EMS Web App User's Guide.*

Is alcohol allowed at events?
No alcoholic beverages may be served or consumed on university premises except at an approved event. Alcohol use is governed by the administrative policy titled "Alcohol" and the "CU Administrative Policy Statement Alcoholic Beverages Purchased for University Events" and related procedural statements. The *Events with Alcohol* form is located under the Links menu. It must be completed and returned to the alcohol committee for approval. Alcohol policies may be different for each campus and building and additional services may be required if alcohol is present at an event. Please note alcohol is prohibited in the Nighthorse Campbell Building.

Does CU Anschutz | Denver rent space to the public?
Space is not rented to the public without a university department sponsor. The use of university facilities or services by external entities may be provided on a limited basis subject to the criteria specified in the administrative policy titled "Facilities Use by External Entities" located on the *Site Home* tab under *Policies and Procedures*. External use will always be secondary to the primary campus mission and in conformance with federal, state and university statutes, rules and regulations. Use of facilities or services may be denied if the contemplated use is in conflict with the campus mission.

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What groups are considered "outside agencies"?
Outside agencies (or external entities) are organizations, individuals, or groups of people that are not part of the University of Colorado or University of Colorado affiliates. Examples include but are not limited to private citizens, private or public companies, nonprofit organizations, governmental entities, and independent student organizations. Outside agencies are required to comply with the administrative policy titled "Facilities Use by External Entities" located on the *Site Home* tab under *Policies and Procedures.*