



Accruent Confidential and Proprietary, copyright 2019. All rights reserved.

This material contains confidential information that is proprietary to, and the property of, Accruent, LLC. Any unauthorized use, duplication, or disclosure of this material, in whole or in part, is prohibited.

No part of this publication may be reproduced, recorded, or stored in a retrieval system or transmitted in any form or by any means—whether electronic, mechanical, photographic, or otherwise—without the written permission of Accruent, LLC.

The information contained in this document is subject to change without notice. Accruent makes no warranty of any kind with regard to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Accruent, or any of its subsidiaries, shall not be liable for errors contained herein or for incidental or consequential damages in connection with the furnishing, performance, or use of this material.

Table of Contents

About this Guide	3
EMS Definitions.....	3
Navigating the EMS Web App.....	4
Making Reservations.....	5
Single Day Reservation.....	5
Recurring Reservation.....	9
Managing Reservations.....	10
Cancelling a Reservation	10
Editing a Reservation	11
Add Services to an Existing Reservation	12
Browse Locations	13
Assigning Delegates	14
Setting Favorite Rooms.....	16

About this Guide

This guide is designed to be a quick reference for common tasks using the EMS Web App. This guide does not cover every scenario. For more information or specific questions, please contact your EMS Administrators.

EMS Definitions

Reservation – The “Who and the What.” This contains the meeting/event host information and what the event is called. A Reservation can have multiple Bookings

Booking – The “When and the Where.” This contains the date/time/Location information for each occurrence of a Reservation. A Reservation has to have at least one Booking but can have as many Bookings as needed (think of a recurring meeting – each occurrence is a Booking).

Making Reservations

Single Day Reservation

1. To make a Reservation, begin at either **My Home** or **Create Reservation**.
2. Click **book now** next to the desired template.
3. Select a date and time.
4. Select any of the filters to limit the number of Rooms returned.
5. Click **Let me Search For a Room** to filter Room results by Setup Type and Number of People.
6. Click **Add/Remove** if you would like a Setup Type other than COVID-19.
7. Enter the **Number of People** to find a Room that best fits the anticipated attendance of the meeting or event.

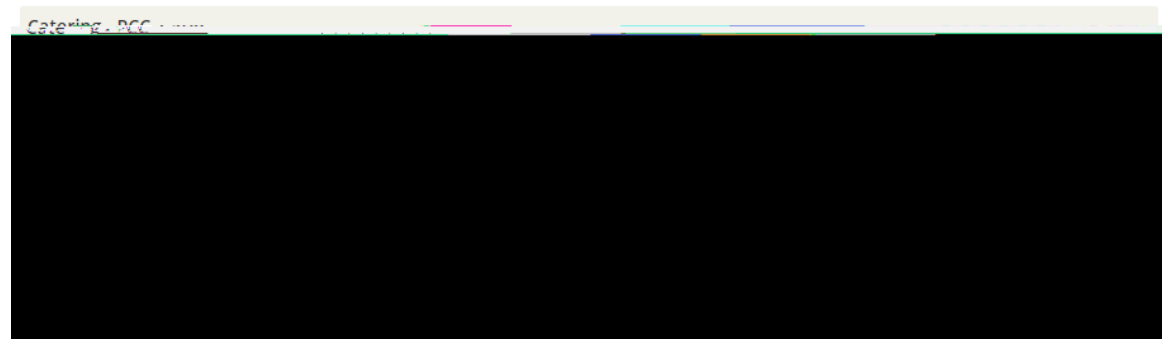
Note: If you click the **I Know What Room I Want** option, you will need to begin typing out

13. If the

Note: A summary of your Services will build on the right side of the screen. Click the red minus icon to remove an item or click on the blue pencil icon to update the quantity and Special Instructions.

16. If the Service is Catering, enter the start and end time for the Catering setup, select the Service Type, enter the estimated number of attendees, and enter any additional questions.

Note: If you know you need catering, but don't know exactly what you want at this time please enter your estimated start and end times, select the To Be Determined Service Type and select To Be Determined from the groupings.



17. Click on arrow next to the Grouping then click directly on the desired Resource to add it to your cart.
18. The quantity will default to the number indicated in the Estimated Count.
19. Update the quantity and add any Special Instructions (if needed).
20. Click **OK** to add Resource to your cart.

21. The items will be added to the Services Summary on the right side of the screen.

22. Click **Next Step** to enter Reservation details.

Note: Anything with an * next to it is a required field.

23. The Department/Organization will default to your Department. If you belong to more than one Group, make a selection from the drop-down.
24. **1st contact** – this is the contact for the Reservation.
25. Add any additional information (questions will vary depending on the template chosen).
26. Click **Create Reservation**.
27. A success page will appear where the user can immediately edit the Reservation if needed.

Recurring Reservation

1. From **My Home**, go to **Create Reservation**.
2. Choose a template and click **book now**.
3. When choosing a date/time, select the

Editing a Reservation

1. From your home page, click on **My Events**.
2. Click on the **Reservation Name** you wish to edit.

3. Edit **Reservation Details** (Event Name, Event Type, Department/Organization, First Contact) by clicking on the pencil icon next to the Reservation Details.
4. Edit **Booking Details** (Date, Time, Room) by clicking on the pencil icon next to the Booking.
 - a. Select a new Date, Time or Location by using the search tools to the left and clicking **Search**.
 - b. If the Room is open for the new date or time, click **Update Booking** to update the information.

Browse Locations

1. Click on Locations under Browse on the left side on the screen.

2. Specify Location

Assigning Delegates

1. To assign Delegates to your account, click on your name in the top right-hand corner and select **My Account**.
2. Click on the **Delegates** tab.
3. Start typing the name of the user who will be able to book on your behalf. The directory will auto populate suggested names, click on the desired name from the drop-down.
4. To remove a Delegate from your account, click on the blue x next to their name.
5. To Book on your Delegator's behalf, click your name in the top right-hand corner and select **Act As**.

6. A list of your Delegators will appear. Click on the name of the person you want to book on behalf of and click OK.

7. Confirm you are in the correct account by checking the name in the top right-hand corner. You

Setting Favorite Rooms

1. To set favorite rooms to your account, click on your name in the top right

Note: Once you have established favorites, EMS Web App uses these to filter your search results when you search for available sm 0.24 Tc 0.00 (r)-2.8 (c)-5Tj EMC 5 (t)-2.9 (-2.9 dc)-5Tj (a)-3.3 0.001 TiMC 26 (u