

Frequently Asked Questions

Q: Where do I make a reservation?

A: We use the scheduling software, Event Management Systems (EMS), for all reservation requests. If you have an active account, you can make a reservation on the [Virtual EMS website](#). You must make all reservations through Virtual EMS, but if you have any other questions you can come to the Reservations Office on the Main Floor of the William Pitt Union. You can also call us at 412-648-7817 or email us at wmpittun@pitt.edu.

Q: How do I create an EMS Account?

A: On Virtual EMS, under the “My Account” tab, there is a “Create an Account” option. Fill out the information, and you will be notified via email when your account is activated.

Q: Who is eligible for an EMS Account?

A: Anyone with a valid Pitt email, who is an officer of a SORC certified student organization; or a staff member with an academic department or other University department. No department or group can have any more than 3 EMS users at a time.

Q: What is a “First available booking date” violation?

A: This violation occurs when you try to book a room too close to the event date. For our meeting rooms, reservations need to be made at least 24 hours in advance, and the multipurpose rooms need to be reserved at least 10 business days in advance.

Q: How do I schedule recurring meetings?

A: After you select the type of reservation you are trying to make under the reservations tab, you will be brought to a room search page, click “recurrence”. This will open up a new panel with information for you to complete. This panel allows you to select what kind of recurrence you want and how long you want it to last. Click “Apply Recurrence” when you have filled out the proper information, and complete the rest of your reservation.

Q: I am logged in but am unable to see any reservation options under the Reservations tab.

A: This could be a couple of different issues. First make sure you logged in using your Pitt username and not your Pitt email. If this did not fix the problem, then the next possibility applies if your account was just activated. Account activation happens in two steps usually within the same day. You have to be placed in the correct group to have access to different reservations. If this is your case, please wait a few hours and try again. If neither of these solutions apply to you, contact weluvems@pitt.edu or come to the Reservations Office on the Main Floor of the William Pitt Union.

Q: How far in advance may I make reservations?

A: We operate on a date specific priority system that can be found below.

	Fall Requests	Spring Requests	Summer Requests
Official University Requests	Pre-confirmed	Pre-confirmed	Pre-confirmed
Division of Student Affairs & Formula Groups	2 nd Monday in March	2 nd Monday in September	1 st Monday in March
SORC Certified Student Organizations	2 nd Monday in April	2 nd Monday in October	2 nd Monday in March
Academic or Administrative University Units	2 nd Monday in May	1 st Monday in November	2 nd Monday in April