

Student Affairs- Student Unions

Event Management System (EMS) User Training

If you have questions,
contact ems-help@pitt.edu

Office Hours: Monday-
Friday 9am-5pm

What is EMS?

Event Management System (EMS)

- Reserve spaces online across campus
- Locations include:

William Pitt Union (WPU)

O'Hara Student Center (OSC)

University Classrooms

Campus Recreation facilities

Residence Life spaces & other outdoor areas



University of
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Helpful Contact Information

- **WPU Reservations:** 412.624.7817 | wmpittun@pitt.edu
- **EMS Help:** ems-help@pitt.edu (Troubleshooting and Account questions)
- **Technical Services (WPU & OSC):** 412.648.7821 | satech@pitt.edu
- **Campus Recreation:** 412.648.8210 | rec@pitt.edu
- **WPU Office:** 412.648.7811

How To Create An EMS Account

- Must be an officer in a **SORC-certified student organization** or a **faculty/staff member**
- **Complete the online training guide and quiz** (account activation requires quiz completion)
- **Apply for an EMS account** using your Pitt username (do not include @pitt.edu)
- **New users** will be notified via email once their account is activated (typically 2–5 business days)
 - *Only affiliates with registered EMS accounts may make reservations. All reservation requests must be submitted through EMS.*

Important EMS Information

- If your account is inactive, **do not reapply**—email **ems-help@pitt.edu**
 - Student groups may have **up to 2 members** with EMS access
- Officers in multiple organizations can request **additional access**.
 - EMS is designed for use on a **computer**, not mobile devices

Frequently Used Terms

- **WPU** – William Pitt Union
- **OSC** – O’Hara Student Center
- **Multipurpose Room** – Flexible event spaces
- **Meeting Room** – Non-academic meetings/lectures
- **Templates** – Reservation permissions
- **University Classrooms** – Reservable after classes for student organizations
- **UDF** – User Defined Fields

Event Statuses

- Web Request – Pending review by staff, room on hold
- Confirmed – Event approved
- Denied/Cancelled – Request denied with explanation
- Tentative – Action items required (food forms, minors, non-Pitt guests, etc.)

Technical Services

- Available by request (2 weeks in advance):
 - Microphones
 - LCD Projector
 - Laptops
 - Lighting
- Request via [Technical Services Request Form](#) or satech@pitt.edu

Cashboxes

Cashboxes

- WPU Reservations and the Ticket Office **do not handle cashbox requests**—these request are submitted directly to **SORC** (3rd floor WPU, 412.624.7115).
- WPU staff **will monitor use of** Venmo, Cashapp, PayPal
 - any digital forms of payments/donations will not be tolerated

Contracts for Non-Pitt Speakers & Services

- **Contracts are for Non-Pitt Speakers/Services ONLY**
- Student organizations must submit a **SORC contract or waiver for anyone outside of the University**
- Submit **at least 21 days** before the event
- **Templates/forms** available on the Student Affairs website
- Questions? Contact **SORC**, 3rd floor WPU | 412.624.7115

Events with Minors

- All events with **non-Pitt, unaccompanied minors** must be registered
- **1 cleared chaperone** required per 15 minors
- Submit **Event with Minors form and clearances** via the WPU website **at least 30 days in advance**
(Processed externally by ProVerify)

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Room Policies

Multipurpose Rooms

- Request at least **21 days in advance**
- Confirm **room layout** at least **2 weeks before**

Meeting Rooms

- Request at least **7 days in advance**
- Use **standard setup only**; do not move furniture

All Rooms

- Include **setup and clean-up time** in your reservation
- Request **technical services** at least **2 weeks in advance**

Cancellations and Rain Space

- **Multipurpose/Outdoor:** Cancel at least 14 days in advance
- **Meeting Rooms:** Cancel at least 5 days in advance
- **Rain Spaces:** Cancel at least 72 hours in advance
- **Technical Services:** Must be canceled separately
- *If you cannot meet these deadlines, please contact the Reservations Office directly to avoid policy violations. We are flexible, but timely communication helps prevent no-shows.*

Policy Violations

- **EMS users and their affiliated organization are responsible for following all policies**
- **Non-compliance may result in a strike**
- **Accumulating 3 strikes** → Loss of reservation privileges for **1 semester up to 1 year**

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Thank you for completing EMS Training!
Please proceed to complete the quiz below.

[EMS Quiz](#)



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Division of Student Affairs
Department of Student Unions