

# WELCOME!

# EMS/Reservations

# Training

If you have questions as you proceed, do not hesitate to contact [ems-help@pitt.edu](mailto:ems-help@pitt.edu) or stop  
by the WPU Reservations office.

Office Hours: Monday – Friday, 9 a.m. – 5 p.m.

# What is EMS?

- The **Event Management System** (EMS) is to be used for reserving spaces in the William Pitt Union (WPU), O'Hara Student Center (OSC), University Classrooms, Campus Recreation facilities, Residence Life spaces, and other designated outdoor areas.
- The room reservation system provides an online means for reserving and viewing University of Pittsburgh room reservations across campus.
- Authorized users can submit requests for room reservations to be reviewed by the corresponding reservations staff.

# Helpful Contact Information

Office	Staff Member	Contact Information
Student Union Reservations	WPU Info Desk	Office: 412-624-7815 <a href="mailto:wmpittun@pitt.edu">wmpittun@pitt.edu</a>
	WPU Reservations	Office: 412-624-7817 <a href="mailto:ems-reservations@pitt.edu">ems-reservations@pitt.edu</a>
EMS Help	WPU Reservations	<a href="mailto:ems-help@pitt.edu">ems-help@pitt.edu</a>
Technical Services for WPU & OSC	Office of Event Production	Office: 412-648-7821 <a href="mailto:satech@pitt.edu">satech@pitt.edu</a>
Recreational & Athletic Space	Department of Campus Recreation	<a href="mailto:rec@pitt.edu">rec@pitt.edu</a>
WPU Ticket Office	Guest Relations Team	Office: 412-648-7814 <a href="mailto:wputicketoffice@pitt.edu">wputicketoffice@pitt.edu</a>
Campus Catering	Campus Catering	Office: 412-648-1104 <a href="mailto:catering@pc.pitt.edu">catering@pc.pitt.edu</a>

# Other Space on Campus to Reserve

Looking for space that cannot be found in EMS? Check out the link below to see other locations on campus where you can reserve space, including Alumni Hall, the University Club, and other academic and recreational spaces.

[https://www.studentaffairs.pitt.edu/sites/default/files/assets/ On Campus Reservations.pdf](https://www.studentaffairs.pitt.edu/sites/default/files/assets/On_Campus_Reservations.pdf)

# How To Create An EMS Account

- You must be an officer in a SORC certified student organization or a faculty or staff member at the University of Pittsburgh.
- Step 1: View the online training guide and complete the quiz at the end.
- Step 2: Apply for an account with [EMS](#).
- Be sure to use your Pitt username (e.g., abc123) do not use “@pitt.edu” and use your current Pitt password.
  - *Alias usernames should not be used.*
- New users will be notified via e-mail when their account has been activated.
  - *Typically, accounts are activated within 2 business days but can take up to 1 week during peak times of the semester.*

# When Can I Reserve a Space?

	<b>Fall Requests (August - December)</b>	<b>Spring Requests (January - April)</b>	<b>Summer Requests (May - July)</b>
<b>Official University Requests</b>	Pre-confirmed	Pre-confirmed	Pre-confirmed
<b>Student Affairs &amp; Formula Groups</b>	First Monday in April	Second Monday in September	First Monday in February
<b>Student Organizations</b>	Second Monday in April	Third Monday in September	First Monday in February
<b>Academic &amp; Administrative Units</b>	First Monday in May	First Monday in October	First Monday in February

*Recreation and Athletic Space is on a different schedule than the chart above. To find out when recreational space will become available for reservations, contact [rec@pitt.edu](mailto:rec@pitt.edu)*

# Important EMS Information

- If your account is inactive or pending, **DO NOT apply for another account!** Email [ems-help@pitt.edu](mailto:ems-help@pitt.edu) and we can re-activate your current account.
- Student groups are only permitted to have **2 members** with EMS access.
- If you are an officer in multiple organizations, and **you can have access to reserve on behalf of more than one organization.**
  - *Email [ems-help@pitt.edu](mailto:ems-help@pitt.edu) with the student organizations name and your position within the additional club and the reservations staff can add the request.*
- Once your account has been activated, go to [ems.williamspittunion.pitt.edu](https://ems.williamspittunion.pitt.edu) to reserve spaces.
  - *EMS should be used on a computer rather than a mobile device.*

# Frequently Used Terms

- **WPU** – William Pitt Union
- **OSC** – O’Hara Student Center
- **Indoor Tables** – Indoor tables located in Schenley Café and Towers Lobby
- **Outdoor Tables** – Outdoor tables placed in front of the WPU or in the Quad
- **Multipurpose Room** – Rooms that can be changed to fit an events needs.
  - *\*WPU: Assembly Room, Kurtzman Room, Ballroom, Lower Lounge, Dining Room A&B, 548, 630, Nordy’s Place, OSC Ballroom & Dining Room*
- **Meeting Room** – Rooms that are used for non-academic meetings and lectures. Usually set lecture or conference style.
  - *\*WPU 310, 527, 538, 539, 540, 542, 630, 822, 837, 909, 918, Kimbo Conference Room, WPU Dining Room C, OSC 114*
- **The Quad and Towers Patio** – Can be used for tabling or mid to large-scale outdoor events
- **Templates** – The groups of spaces you have access to book in EMS. Student groups have different permissions than departments and can reserve more space on campus. For example, student groups can reserve some University Classrooms in the evenings and weekends for meetings while departments are unable to.
- **University Classrooms** – A select group of rooms within David Lawrence Hall and the Cathedral of Learning that student organizations can reserve after academic classes for meetings and gatherings.
- **User Defined Fields (UDF)** – The questions asked to you in EMS to collect information about your event.



# Event Statuses - What do they mean?

*You will receive an email from the Reservations office indicating the status of your request. This email will include any follow up actions as well as helpful links and contact information to make sure your event is a success!*

- **Web Request** – Requests that are new and have not been reviewed yet are in *web request* status. This means the event is still being reviewed by the Reservations staff. The room that is being requested is now placed on hold and is no longer available for other organizations/departments to book.
- **Confirmed** – This means that your event request has been reviewed and approved.
- **Denied/Cancelled** – The request has been denied or cancelled. Organizations/Departments will get a detailed email explaining the reason for the denial or cancellation from either the Reservations staff. Please contact [ems-reservations@pitt.edu](mailto:ems-reservations@pitt.edu) regarding any questions.

# Event Statuses (continued)

- **Tentative** – The event has been reviewed but the event host has action items to complete before getting confirmed. The room will only be confirmed if all action items are completed on time. Reasons an event might be tentative include but are not limited to:
  - The host indicated having **non-Pitt individuals** present at your event
  - The host indicated that **minors** would be present
  - The host did **not provide enough event details** or needs to meet with the Reservations Coordinator
  - The host indicated that you would be showing a **movie**
  - The host indicated having **food** at your event (food forms must be completed!)
- *\*\*Even if your event is marked “Tentative”, the space is still on hold and cannot be reserved by another group or department unless the action items are not completed by the deadlines and then the event may be denied.\*\**

Do you know the  
Union's policies  
on...

# Technical Services

- Some items that can be requested through the Office of Event Productions:
  - Microphones
  - Projector/Screen
  - Laptops
  - Virtual meeting options and support (request the OWL, Zoom, MS Teams)
- All technical services requests should be made **no later than 2 weeks** before the event date. To complete their intake form, visit <https://www.studentaffairs.pitt.edu/event-production/event-production-services> or email [satech@pitt.edu](mailto:satech@pitt.edu) .
- Departments will be charged for these services. Student organizations are free!
- If you are hiring additional A/V services, please contact [ems-reservations@pitt.edu](mailto:ems-reservations@pitt.edu) to share delivery and tear down details.

# Ticket Office

- Groups can request a cashbox for their events that are handling money. Requests can be found on the [forms page](#) of the WPU website and should be completed **at least 3 days prior** to the event.
- Groups may sell tickets out of the ticket office that is located inside the WPU. Requests for selling tickets can be found on the forms page of the WPU website and should be **completed 7 days in advance**.
- All sales or money collections need to be returned to the ticket office at least 30 minutes before closing on the same day the event host received the box. Cashboxes cannot be kept overnight.

# Contracts

- Any student organization having a non- Pitt speaker, instructor or a service provided is required to have a Student Organization Resource Center (SORC) contract or contract waiver turned in **at least 21 days** before the event date.
- Contract requirements and templates can be found on the student affairs website under the [SORC page](#).
- Contracts are reviewed and approved by SORC. All questions can be directed to SORC on the 8<sup>th</sup> floor of the WPU (Office: 412-624-7115).

# Events with Minors

- Any event who will be hosting minors, that are unaccompanied by their parent or guardian and are not a current Pitt student, is required to register the event with Student Affairs and provide proper clearances for their designated chaperones. The event is required to have at least 1 chaperone with up-to-date clearances (criminal, child abuse, FBI fingerprint) for **every 10 minors** participating in the event.
- To register an event and submit clearances you will need to fill out the [Event with Minors form](#) located on the Forms tab on the WPU website.

# Food and Beverage

- Any food that is either given away or sold in the WPU must be documented with the proper form.

All the information below can be found on the WPU website under “[Forms](#)”

- **Campus Catering** – Campus Catering is the preferred method of catering at the University of Pittsburgh. They have mix and match menu options for events.
- **Snack Approval Form** – This form is used when a group is bringing in items that are store bought, do not need prepared, and do not need to be kept at a certain temperature. Forms should be completed **5 days** in advance.
- **Homemade Bake Sale** – If an organization wishes to host a homemade bake sale or hand out homemade baked good items, the host will need to complete the Bake Sale Request form. No other homemade items beside baked goods are permitted. This information should be sent in at least **7 days** in advance.
- **Nordy’s Food Package** – When hosting an event inside of Nordy’s place you must use the Nordy’s food packages. This should be completed **21 days** in advance.



# Multipurpose Rooms

- Multipurpose rooms must be requested **21 days** in advance
- Multipurpose rooms are required to have a room layout confirmed with reservations no later than **2 weeks** before the event.
- Food and beverages are permitted with the submission of the proper food form.
- **Please add any personal setup or clean up time to your reservation start/end time.** The additional time EMS adds to your reservation time is for facilities and the event host may not use that time.
- Technical services for multipurpose rooms should be requested when the room request is made or no later than 2 weeks before the event. Late requests are not guaranteed.

# Meeting Rooms

- Meeting spaces can be requested up to **7 days** in advance
- All meeting rooms come with a standard setup and are used "as is". Furniture is not to be moved or rearranged. Organizations and departments may receive a "strike" against their account for not resetting room furniture.
- Food and beverages are permitted with the submission of the proper food form.
- **Please add any personal setup or clean up time to your reservation start/end time.** The additional time EMS adds to your reservation time is for facilities and the event host may not use that time
- Technical services for meeting rooms should be requested when the room request is made or no later than 2 weeks before the event. Late requests are not guaranteed.

# Cancellations and Rain Space

- If you are not planning on utilizing space you have reserved, the event host is responsible to either cancel their reservation through EMS or contact the Reservations Office to make the cancelation.
  - Multipurpose Rooms/Outdoor spaces: Cancel 14 days in advance.
  - Meeting Rooms: Cancel 5 days in advance.
  - Do not forget to contact Event Productions separately to cancel!
- A final decision on rain space vs. indoor space should be made **48 hours (72 hours on Fridays for Monday events)** ahead of time by contacting the Reservations office.

# Policy Violations

- Organizations are responsible to uphold the policies and procedures of the spaces they are utilizing. Failure to follow these policies can result in a “strike” against the EMS account. After 3 “strikes” the organization or department will lose its ability to make reservations for one semester up to one year.
- Please contact the Reservations Office with any questions regarding policies, procedures, or violations.
- View our Policies and Procedures handbook found at <https://www.studentaffairs.pitt.edu/campus-programs/event-planning-resources>

# Take this quiz!

[Click HERE](#)

*You can only miss 2 questions to pass. You can retake the quiz as many times as needed!*