

From: [Campus Event Services Scheduling](#)
Subject: University Event Services - Fall Event Planning and EMS updates
Date: Thursday, August 11, 2022 2:02:18 PM



THE UNIVERSITY OF VERMONT EVENT SERVICES

Hello EMS Users,

The start of another academic year is fast approaching. As the campus begins to make plans and get ready, our team wanted to remind folks of some important event planning information and EMS scheduling guidelines. We hope that this information will keep you informed and improve your event planning experience.

PLAN EARLY

As we all continue to rebound from the pandemic, staffing and resources remain in short supply. University Event Services and UVM Dining are committed to supporting as many campus events as possible. Please know that our teams are limited and may reach our capacity with either staffing or resources on days throughout the semester. We recommend you request space, catering, resources, and labor for your event as early as possible. Please note that we may not be able to approve all requests. Our offices are receiving a high volume of emails, calls, and requests. We ask for your patience as we try to respond to them all as quickly as we can.

EMS PORTAL SCHEDULING GUIDELINES

Due to the volume of requests and limited capacity of teams and service providers across campus, requests for space/events should be made in the EMS Portal **more than ten business days** out.

We recommend reserving your space first, waiting for the space/event confirmation email, then sending out the date, or announcing your event.

Space or event requests **within ten business days** must call or email the space scheduler for approval.

UVM Dining Catering requests can be made **up to ten business days** out in the EMS Portal. We recommend that you do not wait to order.

Request for event support from UES such as setup, technical support, and tables for catering should be made **no later than ten business days prior** through the EMS Portal. All requests will be considered, and best efforts will be made to accommodate them, but services are not guaranteed.

Requests for setup or technical support **within ten business days** must be made via email to campusevents@uvm.edu. All requests will be considered, and best efforts will be made to accommodate them, but services are not guaranteed.

EMS SOFTWARE UPGRADE

In July there was an EMS software update. We are aware that some EMS users are now experiencing a few glitches when using the EMS Portal. UES is working with the software company to resolve these problems as quickly as possible.

ISSUE: None of your events, or only some scheduled events, are listed in your EMS account.

INTERIM SOLUTION: Your events can still be viewed by doing the following: Login to the EMS Portal, click on *MY EVENTS* and click on *BOOKINGS*, located just under the green bar that goes across the screen. Select the date of your event by clicking on the drop-down calendar. Your event will then show, and you should be able to click on it to edit or add services such as catering.

ISSUE: Some users are getting the following error message when searching for rooms, "There was a problem attempting to complete the action you requested. Please try again later." No rooms are returned in the selected rooms schedule to choose from.

INTERIM SOLUTION: If you receive this message, click on *LIST*, under Room Search Results. i

SPACE UPDATES

The **Silver Pavilion** at the Alumni House received a tech upgrade this summer! We are excited to announce that it now has a new video wall, computer, podium, and sound capabilities.

Waterman Manor is no longer available to schedule for events and meetings and will not be open for dining services.

CAMPUS SCHEDULING CONTACTS

Danielle.Burdick@uvm.edu – UVM Dining Catering Coordinator, for questions about the catering menu, linens, or bar service.

DCevents@uvm.edu – for scheduling rooms inside the Davis center or the DC indoor & outdoor tabling spaces.

CampusEvents@uvm.edu – for scheduling outdoor spaces, general-purpose classrooms, meeting rooms, and event spaces outside of the Davis Center and for EMS support.

Michael.Cairns@uvm.edu – for scheduling the Gutterson Ice Rink

Gregg.Bates@uvm.edu – for scheduling all other Athletic spaces

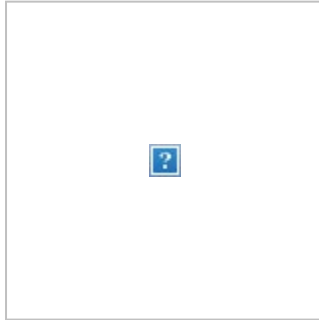
Best,
Your Campus Events Team at University Event Services

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