

Booking with VEMS

A Guide for SMU-Affiliated Groups

Updated as of 2023-08-025





Association étudiante de l'Université McGill

Située sur les territoires traditionnels des collectivités Haudenosaunee et Anishinaabe.

Students' Society of McGill University

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Introduction

Welcome to the User Guide for booking rooms using the VEMS (Virtual Event Management System)! This comprehensive guide is your go-to resource for effortlessly reserving rooms for your group in the University Centre.

What is VEMS?

The “Virtual Event Management System” (VEMS) is the online room booking system used by the Students’ Society of McGill University in which all bookings and reservations are recorded, tracked and invoiced. The software features a desktop application (colloquially called “EMS”), used internally by the SSMU, and an online application, accessible via a web browser, called the “Virtual Event Management System” (VEMS) for all SSMU-affiliated groups. This service is managed by the Student Life Operations Department and they should be contacted for all reservation-related inquiries.

What reservations can you make using VEMS?

For a comprehensive understanding of capacities, room dimensions, amenities, and features, we invite you to explore the "View our Spaces" section on our website:

<https://ssmu.ca/organizing-events/view-our-spaces/>.

VEMS offers a wide range of options for booking diverse spaces within the University Centre. You can easily make a request to reserve the following spaces using this platform:

| Bookable Space |
|-----------------------------|
| Room B-29 |
| Tabling (Grey Corner) |
| Tabling (Student Lounge) |
| Southside Cafeteria (201-B) |
| Madeleine Parent (202) |
| Lev Bukhman (203) |
| Club Lounge (401) |



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| |
|------------|
| Room 403 |
| Room 420 |
| Room 433-A |

The aforementioned table illustrates the spaces available for booking through VEMS, excluding the Ballroom, Gerts, equipment rentals. If you require reservations for these spaces and/or resources, please fill out the appropriate request form:

- [Ballroom Booking Request Form](#)
- [Gerts Booking Request Form](#)
- [Outdoor Equipment Request Form](#)
- [Food Equipment Request Form](#)

Access & Account Details

To access your account, kindly reach out directly to the [Student Life Operations Director](#). We recognize that credentials can sometimes be lost during transitions between executive members each year. For a seamless experience, we recommend reaching out to us at the commencement of every semester. This allows us to reactivate your account, refresh any contact information, and ensure proper configuration.

All user IDs will be associated with the official **SSMU email address** (e.g., yourgroup@ssmu.ca) affiliated with your organization. Please note that personal email addresses will not be authorized. Upon activating your account, new users will receive an email notification. At the time of your request, a temporary password will be provided. Rest assured, you can change this password once you log in securely.

Contact Information and Effective Communication

Maintaining Up-to-Date Contact Information: It is crucial for your group to promptly notify us of any alterations in your contact information throughout the year. Keeping us informed ensures that you receive timely updates and important notifications.

Preventing Duplicate Bookings: To avoid duplications both within VEMS and requests through email, it's crucial to foster clear communication among your team members regarding event bookings. This step guarantees that your bookings are organized and avoid any unnecessary overlaps.



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Required Information for VEMS Accounts: In order to set up and manage VEMS accounts efficiently, we require the following details for all users:

- Primary Contact Name;
- Title/Role;
- Phone Number;
- Group Email (Please utilize your ssmu.ca email address);
- DEPT # or Club Key (For billing purposes, where applicable);

Ensuring the accuracy of this information guarantees seamless interaction with VEMS and efficient management of your event bookings.

Accessing VEMS

Logging In

To access your VEMS account, follow these simple steps:

1. Visit the VEMS Portal: Open your preferred web browser and navigate to the [VEMS portal \[http://ssmuems.ssmu.ca/emswebapp/\]](http://ssmuems.ssmu.ca/emswebapp/).
2. Navigate to the 'My Home' Tab.
3. Enter Your Credentials: Input your official SSMU email address (e.g., yourgroup@ssmu.ca) and your provided temporary password.
4. Access Your Account: Click the "Sign-In" button to access your account dashboard.

SITE HOME MY HOME

Sign In

User Id *

club@ssmu.ca

Password *

Sign In

[I've forgotten my password.](#)

Changing Your Password

Follow these steps to update/change your password:

1. Navigate to Profile Settings: Once logged in, locate the "My Account" section within your dashboard (top right).



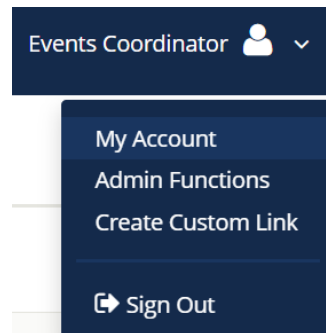
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2. Scroll down to the section where you will find both the "Current Password" and "Change Password" fields placed consecutively. Fill out the "Current Password" field with your existing password. Then, proceed to the "Change Password" field to enter your new desired password.

My Account

Current Password

New Password

Password Strength

Re-enter New Password

Save Changes

3. Save Changes: Click the "Save Changes" button to confirm your new password.

Remember to create a password that's secure and unique, combining letters, numbers, and symbols. By regularly updating your password, you enhance the safety of your account and the information it contains.

Subsidized Hours

SSMU-affiliated groups are granted subsidized hours according to the table below:

| Group Type | Free Hours | Exceeded Free Hours |
|------------------------|--|-----------------------------------|
| SSMU Full Status Clubs | 15 hours/week (room rentals) 8 hours/week (tabling) | 50% discount on room rental rates |



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| | | |
|--|--|-----------------------------------|
| SSMU Interim Status Clubs | 5 hours/week (room rentals) 2 hours/week (tabling) | 50% discount on room rental rates |
| SSMU Services | 15 hours/week (room rentals) 8 hours/week (tabling) | 50% discount on room rental rates |
| SSMU Independent Student Groups (ISGs) | 10 hours/week (room rentals) 8 hours/week (tabling) | 50% discount on room rental rates |
| SSMU Political Campaigns | 8 hours/week (room rentals) 4 hours/week (tabling) | 50% discount on room rental rates |

Should the allotted free hours be surpassed, the option remains to reserve rooms and tables at an hourly rate, benefitting from a 50% discount. This reduced rate will be automatically applied when submitting the booking request. It's essential to note that any supplementary features such as furniture, equipment not inherently present in the room, or other amenities and services will be subject to respective fees.

**These subsidized hours include room booking and tabling reservations. Free hours cannot be applied to Gerts Campus Bar.*

Booking Hours & Processing Timelines

Booking Hours

VEMS operates within specific booking hours to accommodate your scheduling needs. You can initiate bookings and submit requests during the following hours:

- Monday & Tuesday: 8:30am-10pm
- Wednesday-Friday: 8:30am-11pm
- Weekends: closed

Please note that these hours are subject to change based on the University Centre's operational schedule.

Processing Timelines

We understand the importance of timely processing for your requests. Here's an overview of the typical processing timelines for submitted bookings:



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- Booking requests should be lodged with a minimum lead time of (5) business days* to facilitate expedited processing. Our administrative operating hours are scheduled from Monday to Friday, spanning 8:00 AM to 5:00 PM.
- It's important to note that any submissions made on Friday-Sunday will undergo processing starting Monday morning.

For smooth and timely coordination, we kindly emphasize the necessity of signing (when applicable) and finalizing booking contracts along with any requisite supporting documentation, ensuring completion no later than (2) days before the scheduled event. Failing to adhere to this timeframe may result in a postponement of the event date or other potential delays or cancellations.

**Keep in mind that processing times may vary during peak event seasons or based on the complexity of your request.*

Making a Booking Request

Follow these friendly steps to secure the perfect spot for your upcoming gathering:

Submitting a Booking request

1. Accessing the Booking Portal: To start the process, log in to the Virtual Event Management System (VEMS) using your unique credentials.
2. Navigating to the Booking Section: Upon logging in, locate the "My Reservation Template(s)" and click on "book now".

My Reservation Templates

Clubs Room & Equipment Booking Request

[book now](#) [about](#)

3. Date, Time, and Capacity: On the "Room Reservation" page, provide essential details such as your desired event date, start and end times, and an estimated number of attendees. These inputs will guide the system in showing you the available options.



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ems Room Request Events Coordinator

Clubs Room & Equipment Booking Request My Cart (0) Create Reservation

1 Rooms 2 Services 3 Reservation Details

New Booking for Fri Sep 1, 2023 Next Step

Date & Time Selected Rooms

Date Fri 09/01/2023

September 2023

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
| 27 | 28 | 29 | 30 | 31 | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

Today

Your selected Rooms will appear here.

Room Search Results

Rooms matching your search criteria will appear here.

Understanding Availability: A Practical Example

Imagine today is Wednesday, and you're looking to book a space. Here's how it works:

- **Rule in Action:** With our 2 business days in advance request rule in mind, if you try to book for today (Wednesday), the earliest available booking date would be Friday.
- **Visual Cue:** Take a look at the calendar provided. The dates that don't fit the 2-business-day notice rule are conveniently struck out. This visual cue helps you see the available options at a glance.





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Simply provide your preferred date, start time, and end time in the respective fields. After that, just hit the "Search" button. If you'd like, you can also include the number of people attending and click "Search" again. This way, you'll swiftly find the most suitable options for your event.

After you've entered your desired date, start time, end time, and other relevant details, the system will display available rooms. For each available room, you'll see a (+) button right next to its name. Click on the (+) button of your chosen room. A pop-up window will appear, giving you further customization options.

- No. of Attendees: You can specify the number of attendees expected for your event.
- Setup Type Options: Here, you'll have three choices:
 - Porter Setup: Our team will have everything prepped for your event in advance.
 - Self Setup: You'll take charge of setting up the space upon your arrival.
 - Unique Setup: If your requirements deviate from the standard configurations, we'll get in touch to tailor the setup to your needs.

Once you've made your selections, simply click the "Add Room" button.

4. Exploring Additional Services: Add-ons



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Navigate to the "Services" Tab: On the top of the page, you'll spot the "Services" tab. Give it a click!

Select Your Preferences: Once you're in the "Services" section, you can choose from a variety of options. This includes audio/visual equipment, furniture and other equipment. Remember, some add-ons might have associated fees.

Personalize Your Selections: Each time you select an item, a pop-up window will appear. Here, you can indicate the quantity you need. You'll also see the remaining items available in our inventory – it's real-time info! If you have any special comments or questions regarding the items you're selecting, you can share them in this window.

- 5.
- 6.
- 7.

Approval Process

Managing Booking

Canceling Bookings

Resources

SSMU Group Guidebook
University Centre Rental Agreement Terms
Student Group Internal Regulations