Student Center Reservation Process

Q: Where do I make a reservation?

A: The Georgia State University Student Center uses the scheduling software, Event Management Systems (EMS), for all reservation requests. (Studentcenter.gsu.edu/events) 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 visit the Reservations Office on the Third Floor of the Student Center Suite 305. You may also call us at 404-413-1870 or email us at scevents@gsu.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. All student organizations must email their advisor to request permission to create an account. Be sure to “cc” scevents@gsu.edu when you email your advisor for confirmation to expedite your approval process.

Q: Who is eligible for an EMS Account?

A: Anyone with a valid Georgia State University 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 more than 3 EMS accounts at a time.

Q: Do I have to create an account?

A: You do not have to have an account to “Browse” events, facilities and spaces. However, you do need an account in order to request reservations in the Student University Center.

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 3 business days before midnight prior to your event. Outdoor space requests need to be reserved at least 5 business days in advance. Multipurpose room reservations must be made 7 business days in advance.

Q: How far in advance may I make reservations?

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

<table>
<thead>
<tr>
<th>Request Type</th>
<th>Fall Requests</th>
<th>Spring Requests</th>
<th>Summer Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Official University Requests</td>
<td>Pre-confirmed</td>
<td>Pre-confirmed</td>
<td>Pre-confirmed</td>
</tr>
<tr>
<td>Division of Student Affairs &amp; Formula Groups</td>
<td>2nd Monday in March</td>
<td>2nd Monday in Sept.</td>
<td>1st Monday in March</td>
</tr>
<tr>
<td>SORC Certified Student Organizations</td>
<td>2nd Monday in April</td>
<td>2nd Monday in September</td>
<td>2nd Monday in March</td>
</tr>
<tr>
<td>Academic or Administrative University Units</td>
<td>2nd Monday in May</td>
<td>1st Monday in November</td>
<td>2nd Monday in April</td>
</tr>
</tbody>
</table>

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’ve logged in using your Georgia State University username and not your Georgia State email. If this did not fix the problem, then the next possibility applies if your account has been newly 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 scevents@gsu.edu or come to the Reservations Office on the Third Floor of the Student Center in Suite 345.

Q: How do I know if I get the reservation?

A: Once the Student Center Event Management Office approves and schedules your event, the status of your request will register as scheduled. You will also receive a confirmation of your booking by email. To check the status of your request, log back in to Virtual EMS. Under “Reservations”, choose “View My Request”. Your request will be listed with the status changed to “Scheduled”. If your request is not shown, click on “Show Cancelled” and check the box at the top right corner of the page. This will bring up declined and cancelled requests. If your reservation request has been declined or cancelled, you may try again or contact the Student Center Event Management Office at 404-413-1870.