Virtual EMS Frequently Asked Questions

1. **What’s happening?**

   We are launching a new event management system that will replace the following three systems:
   
   a. Room Reservation System (RRS)
   b. Special Events Request Form (SERF)
   c. CETG Request System

2. **When’s this happening?**

   The new system will be launched on Wednesday, July 1 at 10am.

3. **Why’s this happening?**

   The new system will provide a single place for three critical parts of planning events at Stern - securing space, requesting audio/visual services and requesting catering services/room setup.

4. **What does this mean for me?**

   Future space and AV requests submitted prior to June 30, 2015 at 12pm will be imported into the new system. Catering and room setup requests will need to be re-submitted. To resubmit, visit the Virtual EMS link in Sternlinks or [https://virtualems.stern.nyu.edu](https://virtualems.stern.nyu.edu) after July 1, 2015.

5. **How do I access the new system?**

   Visit [https://virtualems.stern.nyu.edu](https://virtualems.stern.nyu.edu) to access the new system using your Stern username and password. To learn how to create new requests in Virtual EMS, click on one of the following links below:
   
   a. [Requesting Space For Your Event](https://virtualems.stern.nyu.edu)
   b. [Requesting Services For Your Event](https://virtualems.stern.nyu.edu)

6. **Will there be training sessions on the new system?**

   There will be multiple training sessions during the summer. These sessions will be held in the Tisch LC-19 computer lab during the following dates/times:
a. Tuesday, July 7, 2015 from 4 to 5pm  
b. Tuesday, July 14, 2015 from 4 to 5pm  
c. Tuesday, July 21, 2015 from 4 to 5pm  
d. Tuesday, July 28, 2015 from 4 to 5pm

You can sign up for one of these training sessions [here](#).

7. **Who can I contact if I have additional questions?**

   Technical questions related to logging in, submitting requests or errors encountered should be directed to the Stern IT Helpdesk ([helpdesk@stern.nyu.edu](mailto:helpdesk@stern.nyu.edu) or extension 80180). Questions related to event spaces, catering or room setups should be directed to the Office of Special Events (extension 80690). Questions related to classrooms should be directed to Records & Registration (extension 80654).