

# Frequently Asked Questions

*I'm having trouble getting into the system. What am I doing wrong?*

**You must sign in with your entire email address ([doej@rhodes.edu](mailto:doej@rhodes.edu))**

*I am trying to make a recurring reservation and it doesn't seem to be doing anything.*

**A recurring reservation is made by checking the recurring box on the "Reservation Detail" screen. Once this box is checked, a pop up box will appear on the screen providing available options for making recurring reservations. If you don't receive a pop up screen, be sure to allow pop ups for this site.**

*When first signing into the system, it asks me to update my profile. What do I enter under location?*

**This tells the computer what building you would like to check when you enter the system.**

*I haven't received an email confirmation for my request. Why?*

**The system does not send out email confirmations. When your request is confirmed, it displays in green. Remember pending is gray and confirmed is green. **GREEN means GO.****

*I'm having trouble using the "Search Reservations" icon. I know I booked a reservation but it comes up as no matches found.*

**Under locations enter "All Locations" and under booked by delete what is in this field, replace it with your entire email address, then press find. All reservations you have booked should be displayed.**

*I need tables and chairs for my event. Do I still need to email Special Services?*

**All services (Campus Safety, catering, AV equipment, set-up, and publicity) are requested through the EMS system on the Reservation Details page of your reservation. Service requests must be made no later than 72 hours prior to the time of the event to be considered.**

**If you don't find your question here, please call the Scheduling and Events office at ext. 3888 or email it to [bennettk@rhodes.edu](mailto:bennettk@rhodes.edu).**