Virtual EMS Room and Resource Request FAQs

How do I log in to Virtual EMS?
Go to the Virtual EMS website at schedule.ucdenver.edu. Select My Account, Log In and enter your CU Denver | Anschutz user name also known as your PassportID (e.g., DoeJ) and password. If you do not have a CU Denver | Anschutz account, sign in with your affiliate email address and the password you created. Contact TSS.Schedule@ucdenver.edu with additional questions.

How do I search for room availability, room equipment, and room features?
To view space availability select Browse and View Daily Calendar; the Filter button at the right side of the screen can be used to enter more specific search criteria. To view space features select Browse and View Building and Room Information and then click on the room to see more information. Additional detailed instructions for the Browse menu can be found under Information and Virtual EMS Browse Menu User’s Guide.
Virtual EMS Room and Resource Request FAQs

If I find an available room in the Browse calendar, how do I know which menu option to select under Request Rooms to find this room?
Click on the room name in blue to see more information about the room including the Request Rooms menu option location.

Should I include setup and breakdown time in my request?
All setup and breakdown time must be included in the requested time. All functions in Education Facilities - classrooms, auditoriums, lecture halls, labs, etc. - should begin at the scheduled time and end ten minutes before the scheduled end time, for example 10:00 - 10:50 for a 10 – 11 room reservation. This will allow for set up and/or travel time for students to arrive at the next class.

When do I have to include a course number in my request?
All room and resource requests must include a course number in the event title if they are for a degree-granting course.

If my contact information or group is incorrect, who do I notify?
Contact TSS.Schedule@ucdenver.edu with contact information adjustments or group updates.

Where can I find building hours and what should I do if my event is outside these hours?
Building hours are posted on the home page of the Virtual EMS website. If an event is outside the building hours and you do not normally have after-hours access to the building, electronic security must be requested in advance of the day your event.

What happens if I have an event scheduled when the campus is closed?
In the event that the campus is closed due to inclement weather, all events will also be cancelled. If your event occurs on a weekend or holiday when the campus is normally closed, Technology Support Services and Facilities services will not be available, including snow removal.

What do I do if I get the error “There was a problem processing your request.”?
This error may indicate the flash player on your internet browser has not been installed or enabled. Use Internet Explorer as your web browser or contact TSS.Schedule@ucdenver.edu for instructions to enable your flash player.

How do I find information about service availability?
Select Request Resources and choose the service and the information about the selected service will be displayed on the Info or the Service Availability tabs.

How do I add services to my room request?
Facilities Management services can be added to a room request by selecting Request Rooms and View My Requests. A list of your current requests will populate; select the request and click on the green plus sign in the Services column located to the left of the booking date. The next window will show a list of available services. Additional detailed instructions for adding services to a room request can be found under Information and Virtual EMS User’s Guide.

When are housekeeping services required?
Housekeeping services are required for any event, meeting, or conference where attendance is greater than 25 people. Housekeeping will also be added when food is requested regardless of the number of attendees. Answering Yes to the question about food does not automatically order housekeeping services, and housekeeping services must be requested in addition to your room request.
Virtual EMS Room and Resource Request FAQs

Is it possible to move furniture in the room?
If furniture is moved, it must be returned to its original arrangement at the end of your event to avoid incurring additional fees. If the room has fixed seating, this information is listed under Room Notes.

If I am requesting a room in the Student Commons Building, do I always have to request electronic security? What do I do if the request is for the same day?
Electronic security (room access) must be requested for all rooms in Student Commons at least 48 hours in advance. For requests less than 48 hours in advance, contact downtown.access@ucdenver.edu or 303-315-7777.

Where can I request A/V equipment or videoconferencing services?
Select Request Resources and the campus for which you would like to request A/V equipment, then select Audio Visual Equipment and Support. Select Request Resources and Videoconferencing/Recording/Streaming. Additional detailed instructions can be found under Information and Virtual EMS User’s Guide.

Is alcohol allowed at events?
No alcoholic beverages may be served or consumed on university premises except at an approved event. Alcohol use is governed by the administrative policy titled “Alcohol” and the “CU Administrative Policy Statement Alcoholic Beverages Purchased for University Events” and related procedural statements. The Events with Alcohol form is located under Forms. It must be completed and returned to the alcohol committee for approval. Alcohol policies may be different for each campus and building and additional services may be required if alcohol is present at an event. Please note alcohol is prohibited in the Nighthorse Campbell Building.

Does CU Anschutz | Denver rent space to the public?
Space is not rented to the public without a university department sponsor. The use of university facilities or services by external entities may be provided on a limited basis subject to the criteria specified in the administrative policy titled “Facilities Use by External Entities.” External use will always be secondary to the primary campus mission and in conformance with federal, state and university statutes, rules and regulations. Use of facilities or services may be denied if the contemplated use is in conflict with the campus mission.

What groups are considered “outside agencies”?
Outside agencies (or external entities) are organizations, individuals, or groups of people that are not part of the University of Colorado or University of Colorado affiliates. Examples include but are not limited to private citizens, private or public companies, nonprofit organizations, governmental entities, and independent student organizations. Outside agencies are required to comply with the administrative policy titled “Facilities Use by External Entities.”