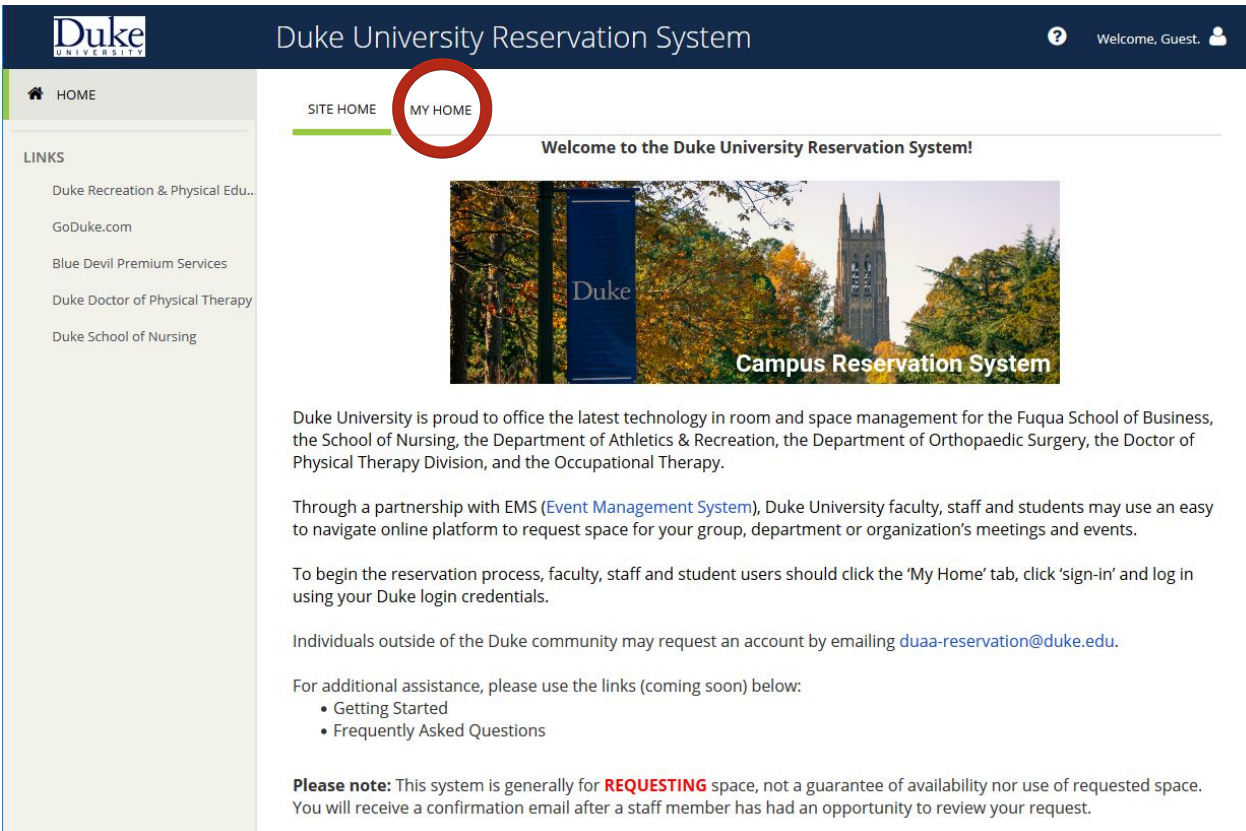# Welcome to the EMS Reservation System!

Making Reservations is as easy as A, B, C!

To make a reservation, click the URL below and follow the 3 steps.

Customer Name Reservation site: https://dukeduaa.emscloudservice.com/web/Default.aspx

Click "MY HOME"

Then click on the Blue Sign-In
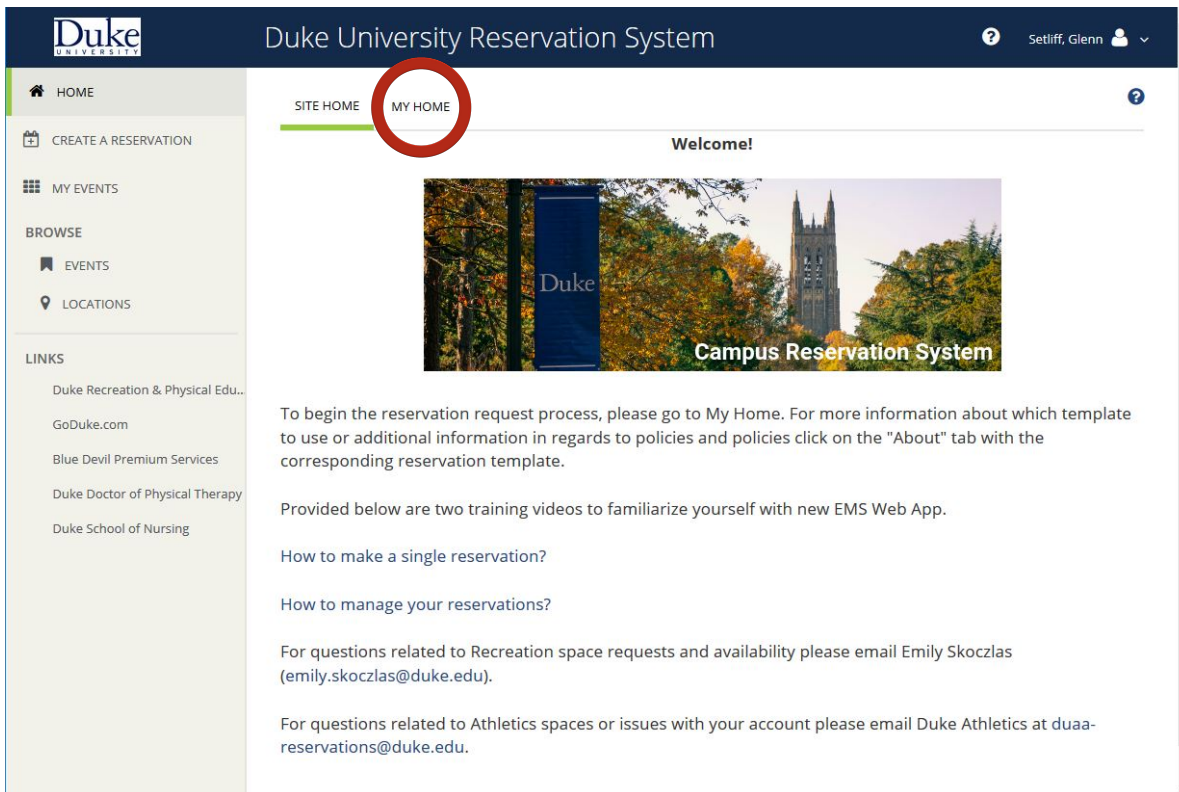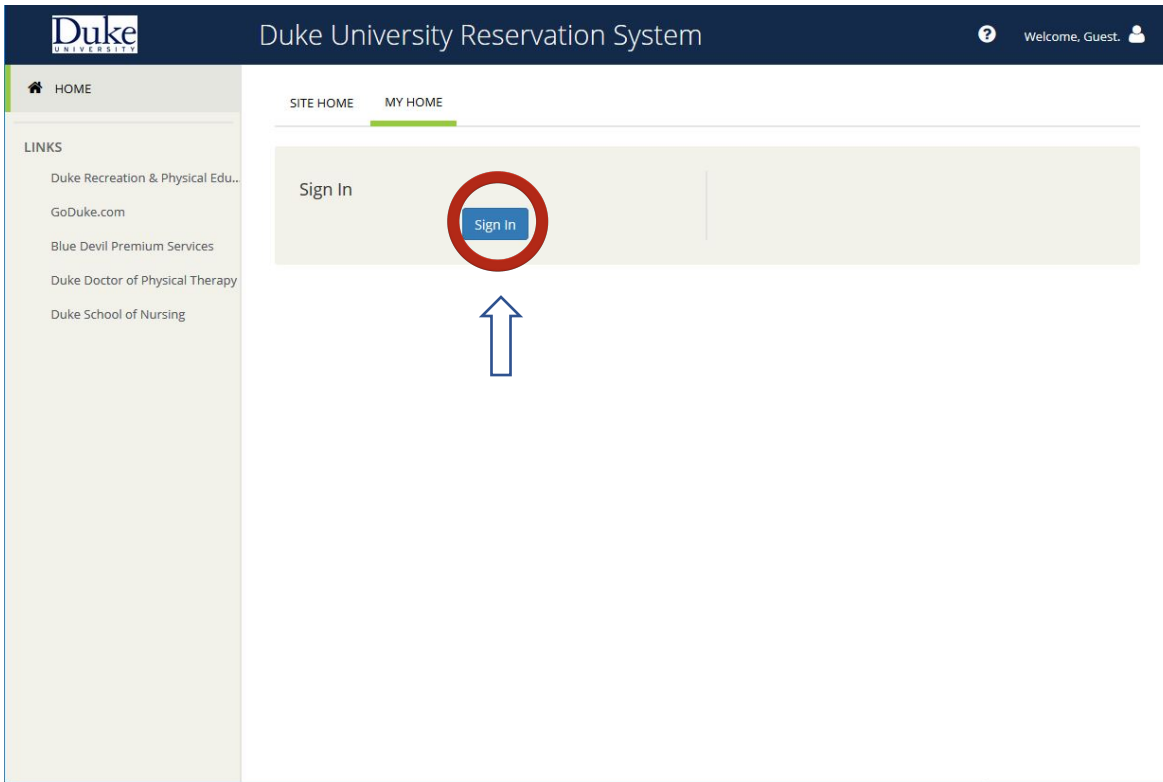
Click on SON Room Request "Book now"

NOTE: There are variety of different SON templates. Various SON groups and students within DUSON may show a similar template. Just remember to select the template that represents your group. Please note, everyone at Duke University will see Athletics Space Request and Recxreation Room Request – Staff. Please do NOT select these templates.

See Next Page for Step A.

Step A: Rooms & Attendees

1. Select the date of your event (If there are recurrences, click the 'Recurrence' button to add additional dates)
2. Enter the start and end times of your event,
3. Select location(s) and click 'Search'
   - After clicking Search, select the List, Schedule or Floor Map view:
     - List returns a list of rooms available for the date and time selected.
     - Schedule returns all rooms with a schedule of reserved and available times.
     - Floor Map provides a visual display of space locations and availability
4. Click on the + button to add rooms to your Reservation.
   - Rooms You Can Reserve = Self serve, no additional approval is necessary
   - Rooms You Can Request = Additional approval is needed

   Proceed to Step 2 by clicking 'Next Step' or the '2 Services' tab on the top header.

Step B: Services

Add services to your Reservation (e.g. Catering, AV equipment, Video Conferencing)

    1. Select the service(s) you need

- Indicate the start and end times for your service, the service type and estimated count

    2. Edit selections by clicking on the pencil, plus or minus icons

- Agree to the terms and conditions (if applicable)
- Input Project Number number at the bottom of this screen (if applicable)

    3. Proceed to Step 3 by clicking on 'Next Step' or '3. Reservation Details' on the top

Step C: Reservation Details

Add reservation details:

1. Enter the Event Name and select the Event Type

2. Uncheck the box to add this event to your calendar (This option is NOT ready for Outlook)

3. Input Host and Contact information. Next complete the fields for 1st Contact Name, Phone, and email address. Required fields are indicated with an asterisk *

4. Scroll to Additional Information and complete the questions.

5. Click 'Create Reservation' and you are done!

Attachments

Select your files   Drag and drop your files here

4 Additional Information   ❓

Do you have any set-up needs in the room you are reserving? *

Choose one

Do you need any housekeeping services for your event?

Choose one

Which DUSON group does this represent? *

Choose one

Billing Information

Fund Code

5 Create Reservation