EMS for Outlook FAQ

Frequently asked questions about outlook and EMS (the event management system)

Information

What is EMS for Outlook?

EMS for Outlook is a convenient method to prepare a meeting or an appointment, invite attendees and reserve space, Facilities equipment and Media services and equipment from one location.

Who should have EMS for Outlook?

EMS for Outlook is available to all SOM Staff, and Faculty.

How do I install EMS for Outlook?

See the EMS for Outlook Installation page

What is the List view and the Grid View?

The List view is a text representation of the grid view. While it does contain information that does pertain to the requests we recommend the Grid view for a graphical representation.

Can I edit reservation created in Outlook using Virtual EMS?

No a reservation must be edited from the location it was created. If it was created in EMS for Outlook it must be edited in Outlook.

Known Issue: If a user clicks the checkbox that says “add to my Calendar” the event will be locked and only an Admin will be able to modify it.

If a reservation is created in EMS for Outlook and attendees are invited will they see the appt./meeting on their calendar?

If an attendee is invited and accepts the meeting request yes they will see it on their calendar.

Can an attendee edit the meeting after they have accepted the meeting request?

No they are not able to edit the meeting request. Only the person who created the request or an EMS Admin.

Why is Outlook taking longer to load after installing EMS for Outlook?

EMS for Outlook is a plugin. Plugins do have an impact on any application. The plugin must load so therefore during this process the application will take a bit longer to initiate.

Why is there an EMS ID in the subject line of any request made in EMS for Outlook?

This will not be an enhancement in any future versions of EMS for Outlook.
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