



EMS MOBILE APP

User Guide

V44.1

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CHAPTER 1: Introduction

EMS Mobile App enables easy booking and scheduling on-the-go for mobile devices by enabling you to manage space on mobile devices, such as tablets and smartphones. Simple touchscreen gestures on mobile devices allow you to [scan QR codes](#) for rooms and to [cancel](#), [end](#), or [check in](#) to meetings.

With the EMS Mobile App, Everyday Users can:

- » [Reserve a workspace from anywhere, at anytime](#)
- » [Book a meeting and invite attendees](#)
- » [Update details of an existing booking](#)
- » [Check-in to or cancel an upcoming meeting](#)
- » [Swipe or scan a QR code to book or check in to a room or workspace](#)
- » [Add or join a Skype for Business meeting with one click](#)

For more information on new features and updates to the EMS Mobile App, see also: [What's New](#) and [EMS Mobile App Release Notes](#).

TIP: Get up to speed fast using our EMS Mobile App Video Tutorials:

- » [Booking a Desk or Meeting](#)
- » [Booking a Meeting By Scanning a QR Code](#)

CHAPTER 2: What's New

DESIGNED FOR EVERYDAY USERS ON THE GO

EMS Mobile App, available on iOS and Android smartphones, is designed primarily for everyday users "on the go." It allows users to make simple reservations in unmanaged spaces (i.e., spaces without services and approvals), such as workspaces and open conference rooms. For example, everyday users may want to:

- » Book a meeting space with a few attendees while traveling from their hotel room
- » Change the time and/or room for an existing booking
- » View where their upcoming meeting is located
- » Check-in to or cancel their upcoming meeting

EMS Mobile App uses your phone's hardware features. You can use your phone's camera to scan a QR code to book or check-in to meetings. Administrators can set a proximity-based check-in distance so that users will be able to check-in to their meeting when they are within a certain distance of the building.

Although EMS Mobile App contains many features available on the desktop-browser based EMS Web App, there are some key differences between the two.

EMS MOBILE APP FEATURES NOT IN EMS WEB APP

- » Hardware: location, camera
- » Offline capability
- » Ability to integrate with other mobile apps (e.g., Maps)
- » Ultra-compact display designed for smartphones
- » Two-factor authentication method
- » QR Code functionality
- » Proximity-based location search
- » Proximity-based check-in validation

EMS WEB APP FEATURES NOT IN EMS MOBILE APP

- » Browse events and people
- » Act As (delegation feature)
- » Edit account details
- » Edit delegates
- » Edit everyday user process template defaults
- » Create / edit service orders

WHAT'S NEW

As of Update 9 (March 2017), EMS Mobile App moved to EMS Platform Services, a middle-tier product that consumes RESTFul API. See Also: [Mobile App Release Notes for Update 9](#).

For more information on enhancements and fixes to the EMS Mobile App, please visit the [EMS Release Notes page](#).

CHAPTER 3: Get Started with EMS Mobile App

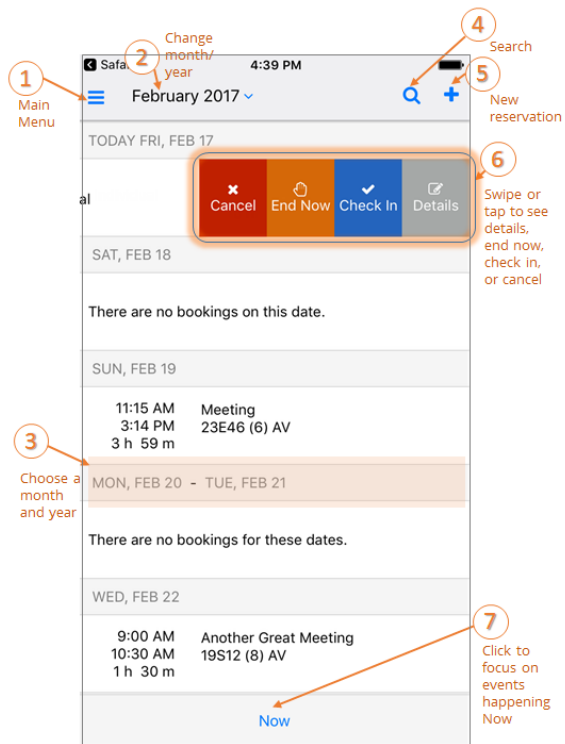
Once you have downloaded the EMS Mobile App onto your phone, you can log in and begin using the app. Refer to the following topics for information on getting started:

- » [Log In, Reset Password, or Create an Account](#)
- » [Enter Your Server URL](#)
- » [Search for Meetings](#)
- » [Check In to Meetings](#)
- » [Cancel Meetings](#)
- » [End Meetings Early](#)
- » [Assign or Remove Favorite Locations](#)
- » [Use QR Codes](#)

QUICK START

Follow the tips in the image below to interact with your calendar and see your events. Your calendar shows only current and upcoming events.

Home Screen, EMS Mobile App



CHAPTER 4: Log In, Reset Password, or Create an Account

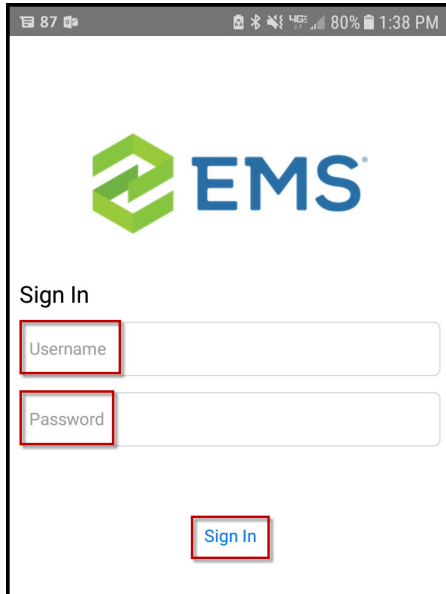
This section provides instructions on:

- » [Log In to the EMS Mobile App](#)
- » [Reset Your Password](#)
- » [Create an Account](#)

LOG IN TO EMS MOBILE APP

1. Enter your **Username**.
2. Enter your **Password**.

3. Click **Sign In**.



The screenshot shows a mobile application interface for the EMS platform. At the top, there is a status bar with icons for signal strength, Wi-Fi, battery (80%), and time (1:38 PM). Below the status bar is the EMS logo, consisting of a green hexagonal icon with a white 'E' and the text 'EMS' in blue. Under the logo, the text 'Sign In' is displayed. Below this text are two input fields: 'Username' and 'Password'. Both fields have red rectangular boxes around them. At the bottom of the form is a blue button with the text 'Sign In' in white, also with a red rectangular box around it.

4. Click **About** to view the following information:

- » [Change API URL](#)
- » Version Information—includes version number, Metadata and API Version
- » Location Services—indicates whether Location Services are enabled
- » [QR Code Scanner](#)—indicates whether the QR Code Scanner is enabled
- » [Logs](#)—If you have enabled logging in EMS Platform Services, you can view, clear, or copy logs
- » Import SSO Configuration

RESET YOUR PASSWORD

1. If you've forgotten your password, navigate to the **Sign In** page and click the **I've forgotten my password** link.
2. Provide your **username**:
 - » If the username is in the EMS system, an email will be sent to the corresponding email address containing reset password instructions.
 - » If the username is not in the EMS system, you will receive an error message and no reset instructions will be sent via email.

CREATE AN ACCOUNT

TIP: The Create Account link displays only if your Administrator has enabled it and your EMS Mobile App has retained the EMS Native authentication. The **Create Account** option is not available for Windows, LDAP, and SSO authentications.

1. Click the **Create Account** link at the bottom of the **Sign In** screen.
2. You will be asked to provide:
 - a. Email Address
 - b. Password

- c. Re-enter Password
 - d. EMS Server URL
 - e. Name
 - f. Phone 1
 - g. Time Zone
 - h. Additional Details
 - i. Accept the Terms of Use and Create Account
3. Click **Create Account**.

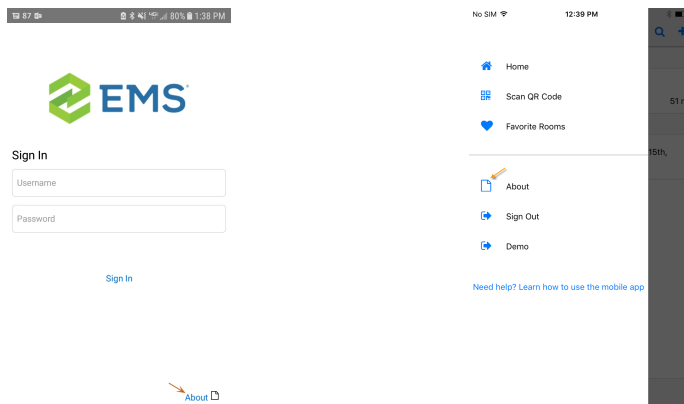
CHAPTER 5: Enter Your Server URL

You can view and change the Server URL (also referred to as the API URL) to which your EMS Mobile App points.

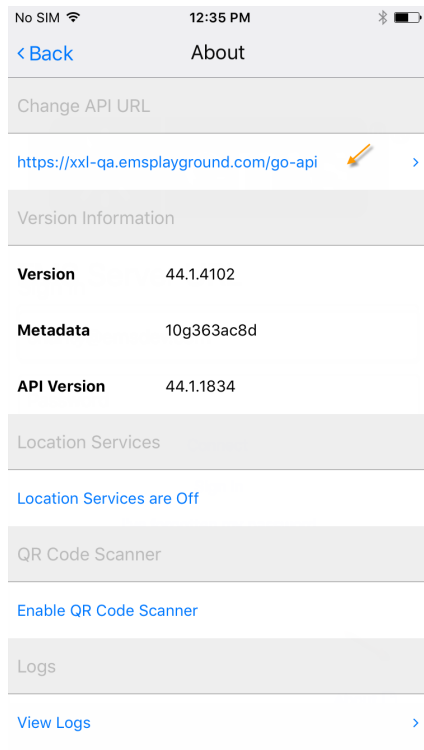
To view or change the Server URL, do the following:

1. From the **Sign in** screen, tap **About** in the lower right-hand corner, or after signing in, tap on the menu and navigate to the **About** screen.

Tab About from Sign In Screen Tap About from Main Menu



2. From the About screen, the API URL is listed under Change API URL. To change the API URL, tap the API URL address. The Server URL screen will appear.



3. Enter your server URL in the field and tap **Connect**. Check with your Administrator for the correct URL.



EMS Server URL

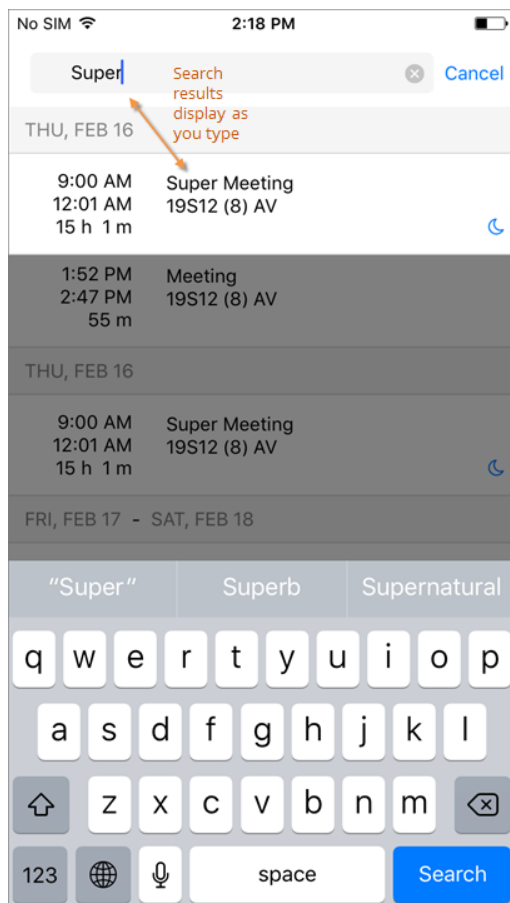
[Connect](#)

[About](#) 

CHAPTER 6: Search for Events

To search for existing events:

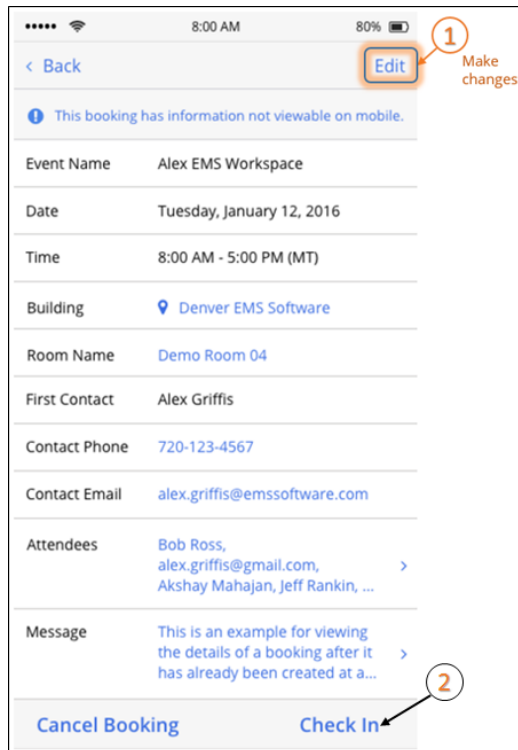
1. Tap the Search icon and enter a keyword in the Search field.



CHAPTER 7: Check In to Meetings

You can check in to an event in one of two ways:

1. From the Calendar on the **Home** page, locate the event you want to check in to.
 - a. If it is within the pre-determined check-in time period, a **Check In** option will appear when you swipe right. The meeting organizer or booking template determines how soon in advance of a meeting you can check in.
2. You can also Check In by opening and/or editing an event.
 - a. Tap on the event and click **Edit** in the upper right-hand corner.
 - b. Click **Check In**.

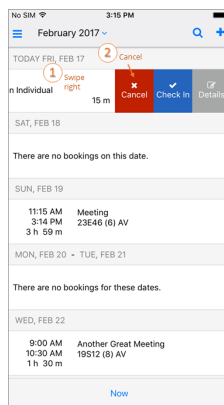


CHAPTER 8: Cancel a Meeting

You can cancel an existing meeting in one of two ways:

1. From the Calendar on the **Home** page, locate the meeting you want to cancel.
 - » If you are able to Cancel the meeting, a **Cancel** option will appear when you swipe right. The meeting organizer or booking template usually determines your permissions control and whether you can cancel a meeting. If enabled, attendees will be notified.

Accessing the Cancel Option

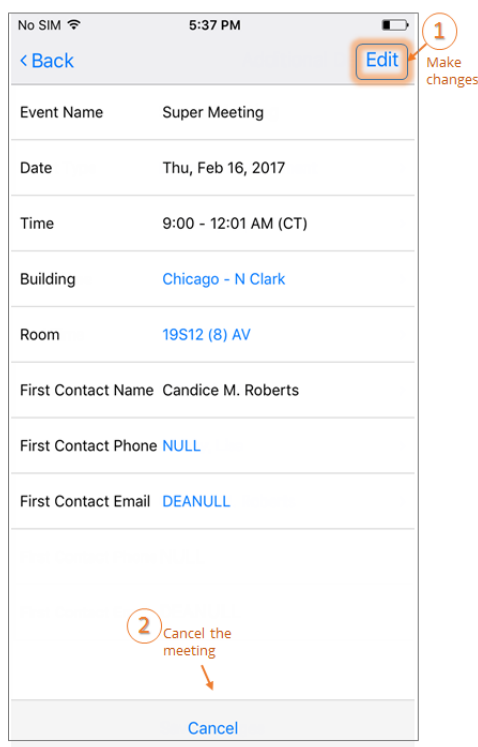


2. You can also Cancel by opening and/or editing an event.

» Tap on the event and click **Edit** in the upper right-hand corner. Click **Cancel**.

NOTE: If your meeting has taken less than the reserved time, you can End a meeting early to release the space for others. See Also: [End a Meeting Early](#).

Cancel an Event Through Edit Screen



No SIM 5:37 PM	
< Back	Edit
Event Name	Super Meeting
Date	Thu, Feb 16, 2017
Time	9:00 - 12:01 AM (CT)
Building	Chicago - N Clark
Room	19S12 (8) AV
First Contact Name	Candice M. Roberts
First Contact Phone	NULL
First Contact Email	DEANULL
Cancel	

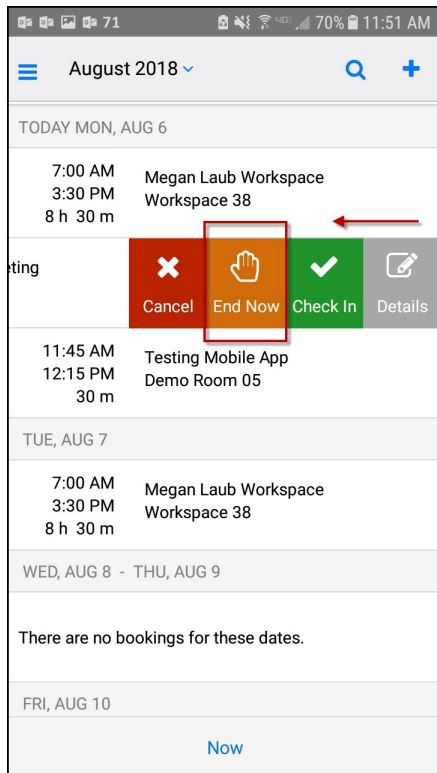
CHAPTER 9: End a Meeting Early

If your meeting has taken less than the reserved time, you can End a meeting Now to release the space for others.

You can End a Meeting early in one of two ways:

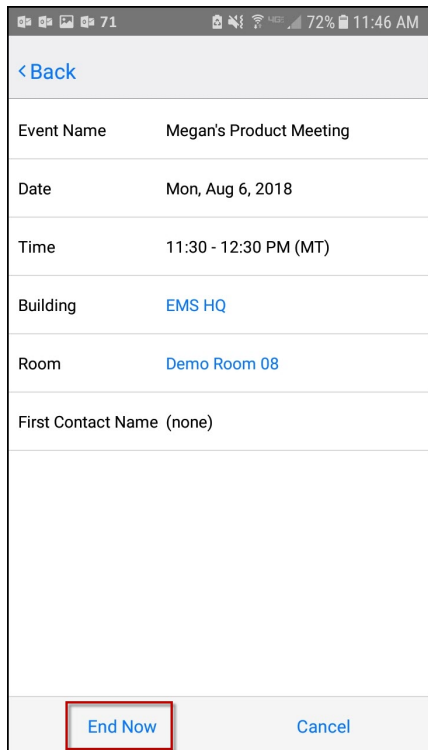
1. From the Calendar on the Home Page:
 - a. Locate the meeting on the Calendar that you want to **End Now** and swipe left.
 - b. If you are able to end the meeting, an **End Now** option will appear. The meeting organizer or booking template determines whether this option is available.

NOTE: The End Now button will only appear on non-Exchange-enabled templates.



2. By editing the event:

- Tap on the event and click **Edit** in the upper right-hand corner.
- Click the **End Now** link in the lower left corner.

A screenshot of a mobile application interface for managing a meeting. The screen shows a list of meeting details: Event Name (Megan's Product Meeting), Date (Mon, Aug 6, 2018), Time (11:30 - 12:30 PM (MT)), Building (EMS HQ), Room (Demo Room 08), and First Contact Name (none). At the bottom, there are two buttons: 'End Now' (highlighted with a red box) and 'Cancel'. The status bar at the top shows the time as 11:46 AM and battery level at 72%.

< Back	
Event Name	Megan's Product Meeting
Date	Mon, Aug 6, 2018
Time	11:30 - 12:30 PM (MT)
Building	EMS HQ
Room	Demo Room 08
First Contact Name	(none)
<div>End Now Cancel</div>	

See Also: [Invite People.](#)

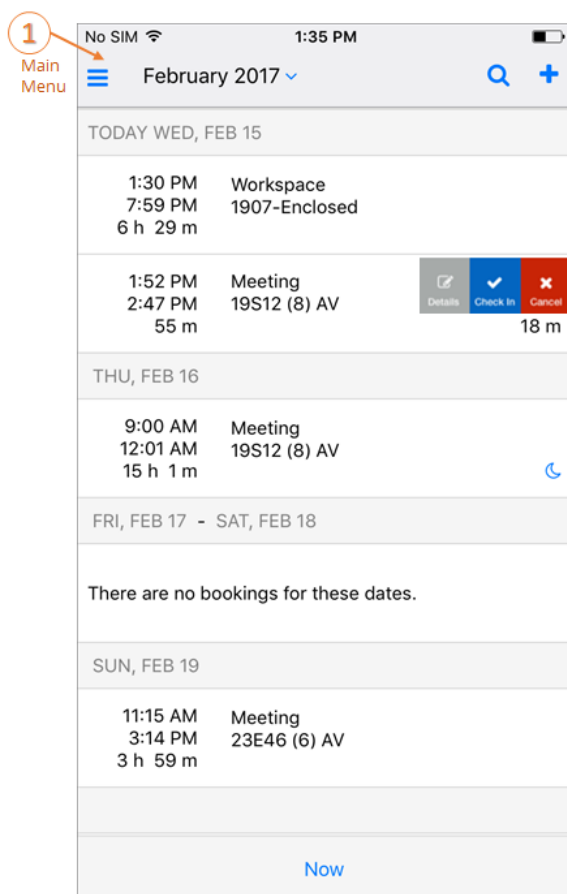
CHAPTER 10: Assign or Remove Favorite Locations

Assigning favorite locations streamlines the booking process and filters your location search results. This topic provides information on the following:

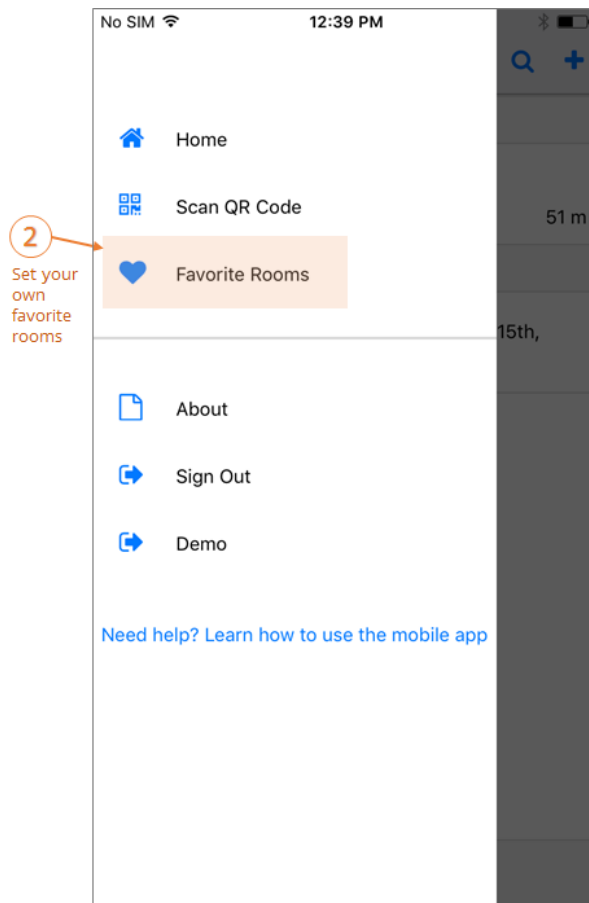
- » [Assign a Location as a Favorite](#)
- » [Remove a Favorite Location](#)

ASSIGN A LOCATION AS A FAVORITE

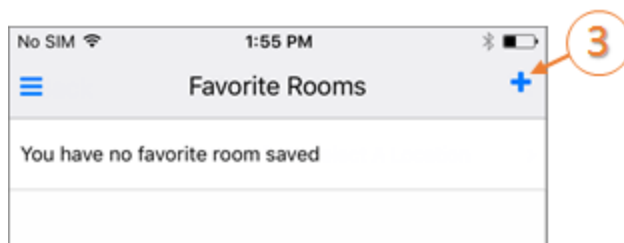
1. Tap the main menu icon in the upper left corner of the Home screen.



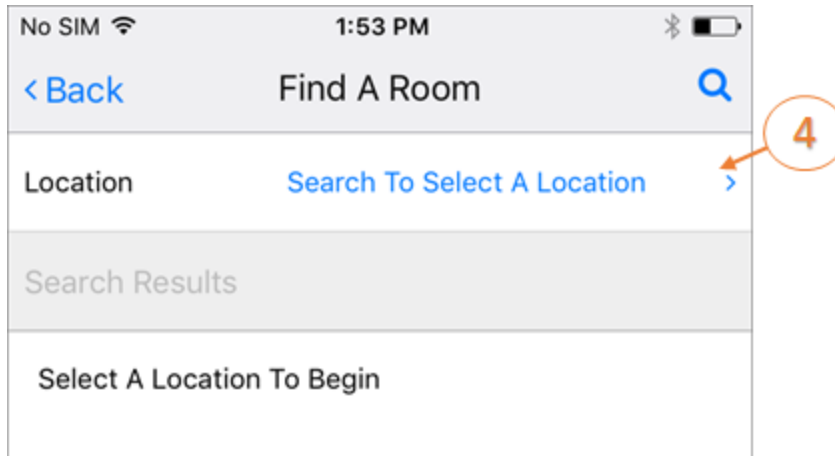
2. Tap Favorite Rooms.



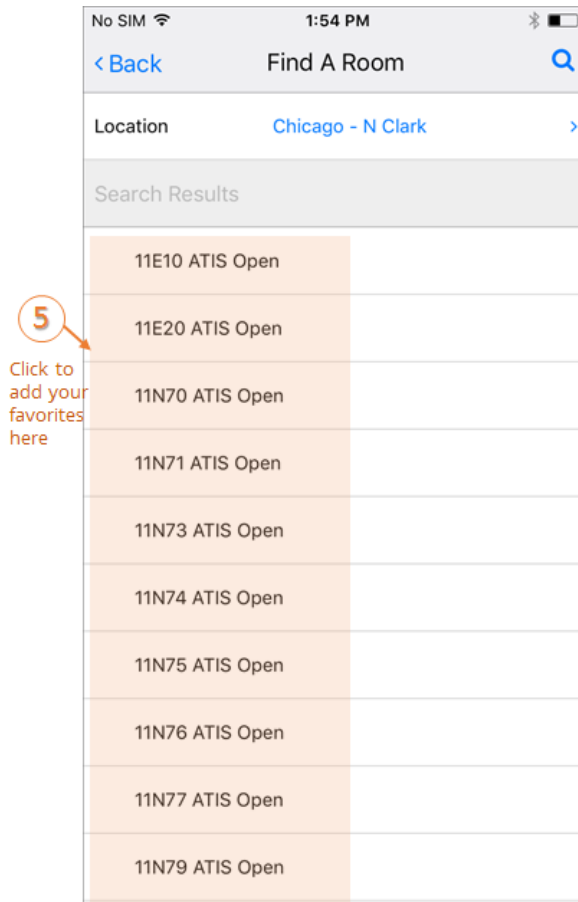
3. Click the + symbol to add a room to your list of Favorites.



4. The Find a Room screen will appear. Search for rooms by **Location**.



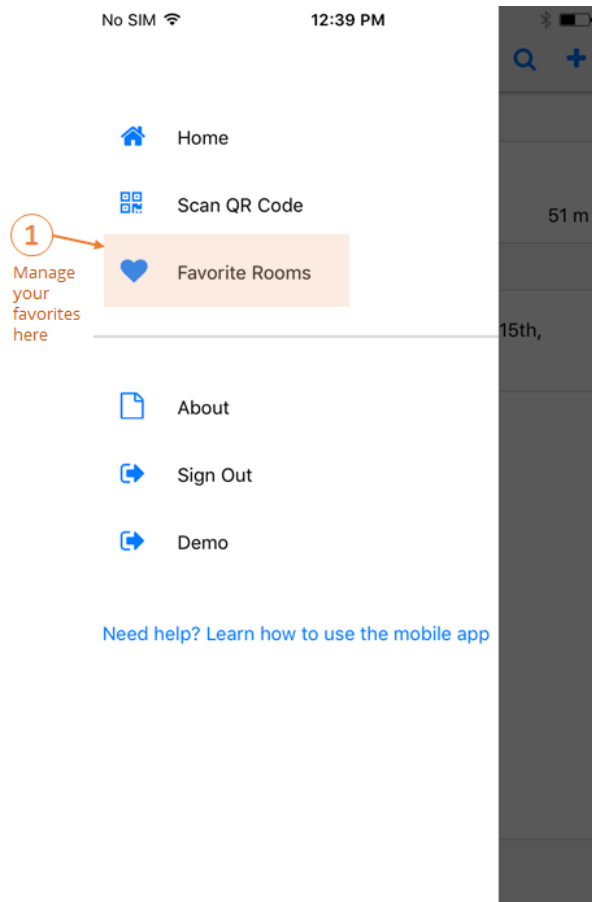
5. Choose a location from the Search Results list. When you search for locations during the booking process, those that are in your favorites list will be listed first.



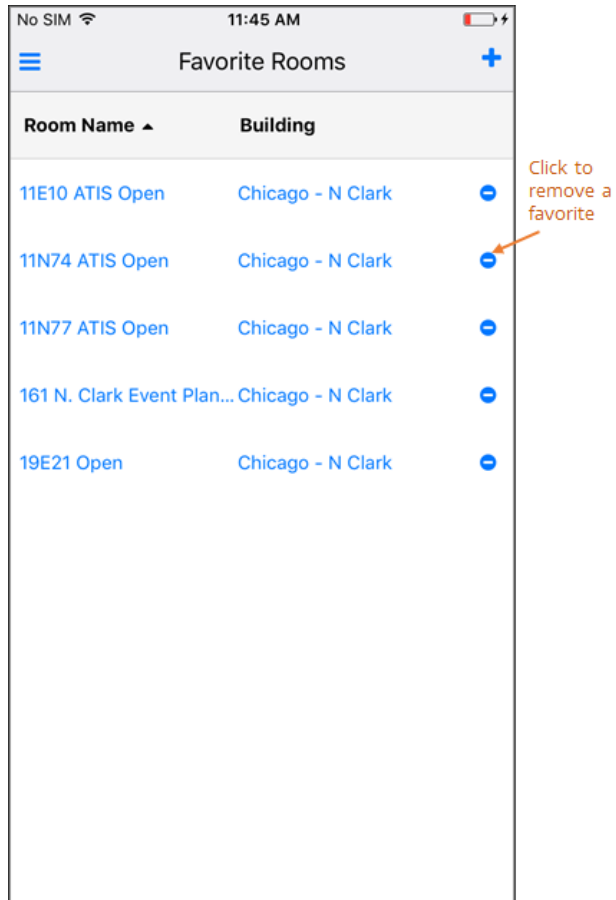
REMOVE A FAVORITE LOCATION

When you no longer wish to see a location listed first in search results, you can remove it from your personalized list.

1. Navigate to your Favorites list by clicking on the main menu in the upper left corner of EMS Mobile App and selecting **Favorite Locations**.



2. Click the **Remove** icon to remove a Favorite from your list.



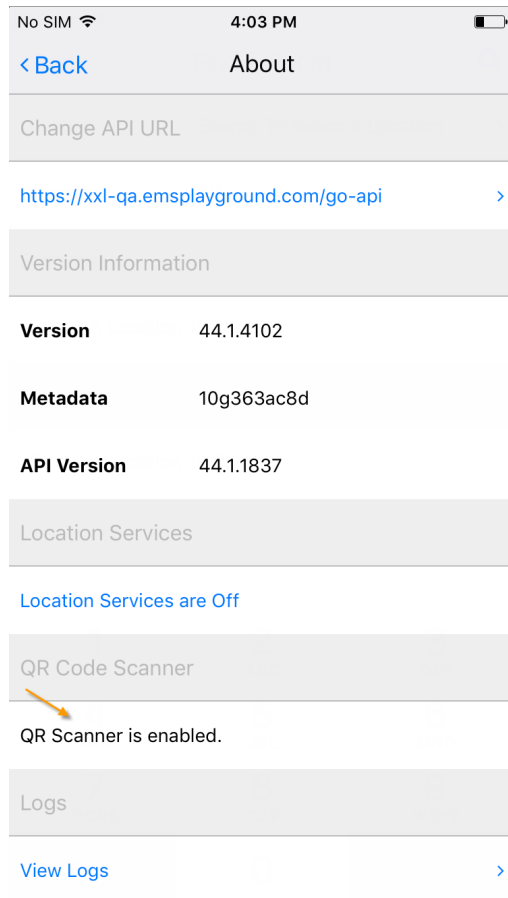
CHAPTER 11: Scan QR Codes in EMS Mobile App

The QR Code Scanner feature of EMS Mobile App allows you to easily create a new booking or check in to a meeting you are hosting.

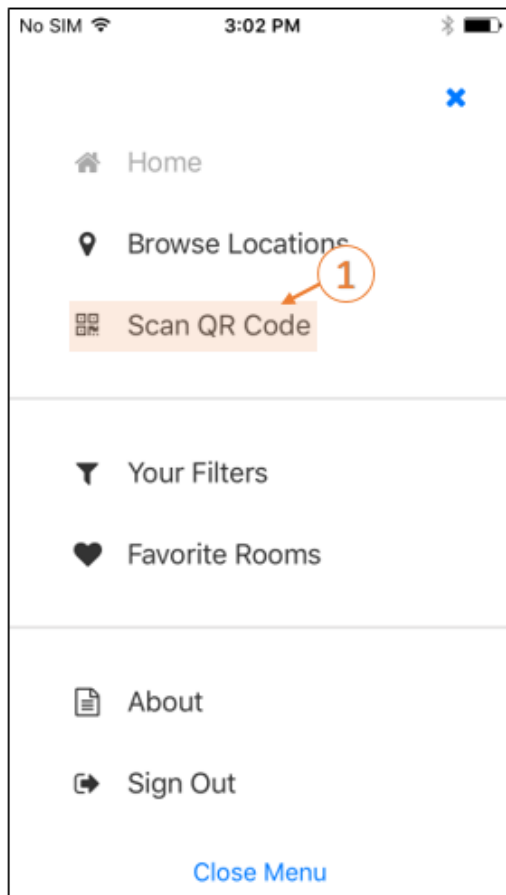
To create a new booking using the QR Code Scanner:

1. You must first enable this functionality by navigating to the **Main Menu** on the Mobile App and tapping **About**.
2. Navigate to the **QR Code Scanner** field and ensure that the QR Code Scanner is enabled.

QR Code Scanner Field



3. When you are ready to scan a QR Code using the EMS Mobile App, navigate to the **Main Menu** and tap **Scan QR Code**.



3. Scan the workspace QR Code. A new booking is created and will appear in your Calendar. From the EMS Mobile App, you can now:

- » [Book the room immediately](#) (based on availability) using your assigned booking template(s).
- » [Check in to the meeting](#) (if you are the host).

CHAPTER 12: Create a Meeting

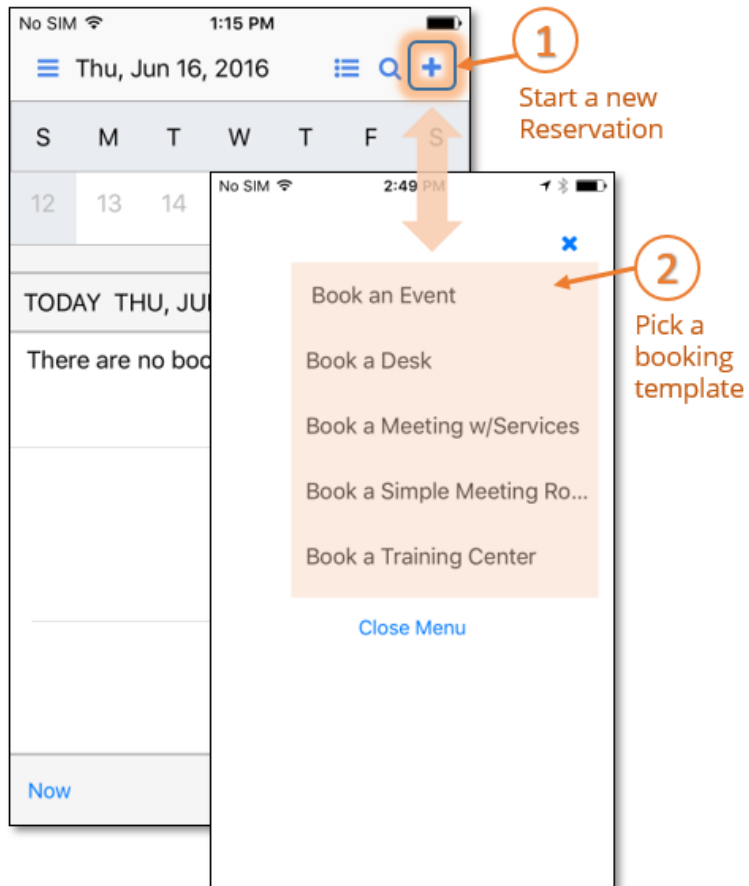
The EMS Mobile App allows users to quickly create bookings in un-managed spaces (or spaces without services and approvals), from the convenience of their mobile device.

This topic will provide information that will allow you to:

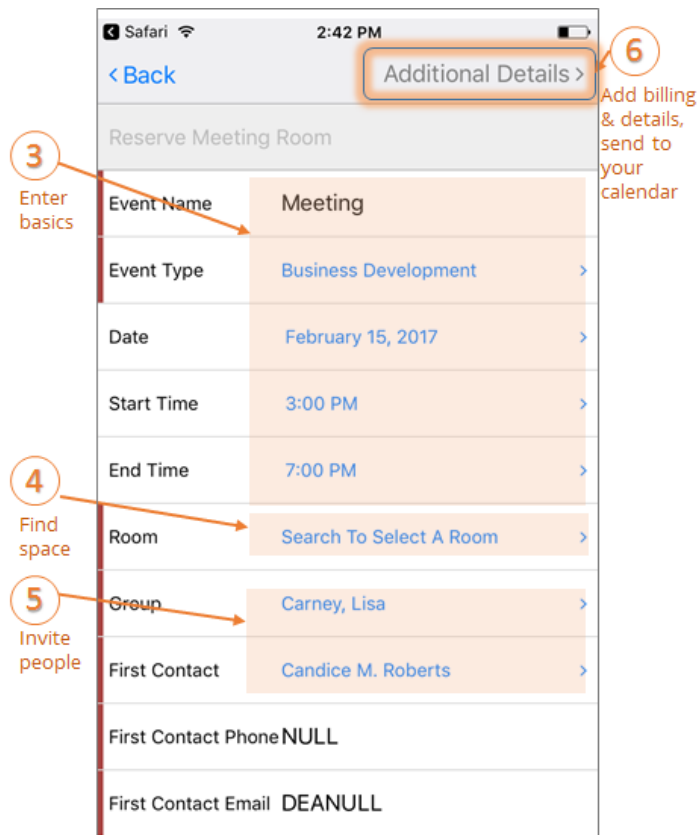
- » [Create a Booking Using the EMS Mobile App](#)
- » [Search for a Room for Your Booking](#)

CREATE A BOOKING USING THE EMS MOBILE APP

1. From the Calendar screen, tap the **New Reservation (+)** icon.
2. From the **Select A Template** screen, choose a booking template.



3. Enter the required information for your booking (**Event Name**, **Event Type**, **Room**, **Group**, and **First Contact**). Fields that appear here vary depending on your booking template.



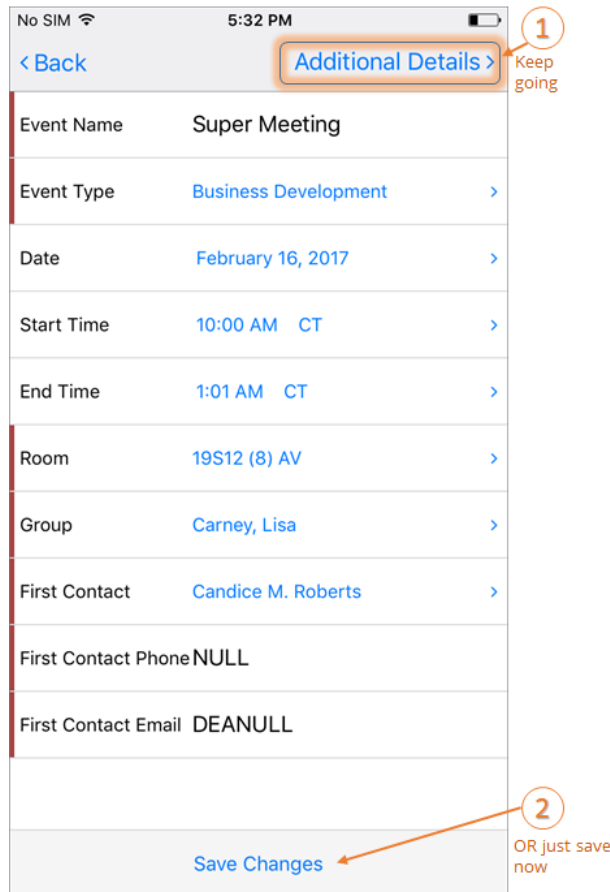
The screenshot shows a mobile application interface for reserving a meeting room. The form is titled 'Reserve Meeting Room' and contains several fields. Numbered callouts indicate the following steps:

- 3 Enter basics:** Points to the 'Event Name' field, which contains the text 'Meeting'.
- 4 Find space:** Points to the 'Room' field, which contains the text 'Search To Select A Room'.
- 5 Invite people:** Points to the 'Group' field, which contains the text 'Carney, Lisa'.
- 6 Add billing & details, send to your calendar:** Points to the 'Additional Details >' button at the top right of the form.

The form fields and their values are as follows:

Field	Value
Event Name	Meeting
Event Type	Business Development
Date	February 15, 2017
Start Time	3:00 PM
End Time	7:00 PM
Room	Search To Select A Room
Group	Carney, Lisa
First Contact	Candice M. Roberts
First Contact Phone	NULL
First Contact Email	DEANULL

- Once you have selected a room and if the template allows, you may save and complete your reservation by clicking **Save Changes**. If the option is not available, continue to the next step.

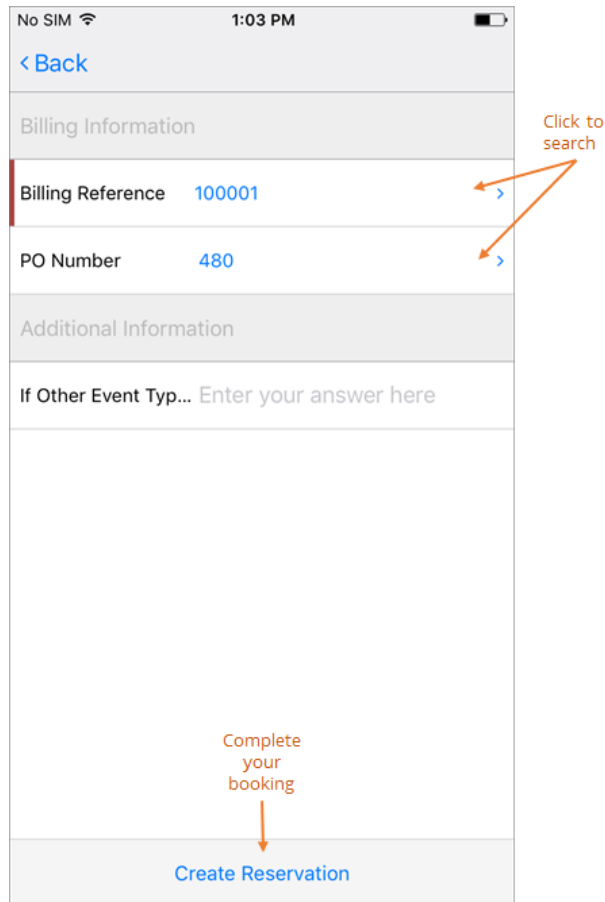


1 Keep going

2 OR just save now

Event Name	Super Meeting
Event Type	Business Development >
Date	February 16, 2017 >
Start Time	10:00 AM CT >
End Time	1:01 AM CT >
Room	19S12 (8) AV >
Group	Carney, Lisa >
First Contact	Candice M. Roberts >
First Contact Phone	NULL
First Contact Email	DEANULL
Save Changes	

5. Click **Additional Details** to add billing and PO numbers and other information as required.



No SIM 1:03 PM

< Back

Billing Information

Billing Reference 100001 >

PO Number 480 >

Additional Information

If Other Event Typ... Enter your answer here

Complete your booking

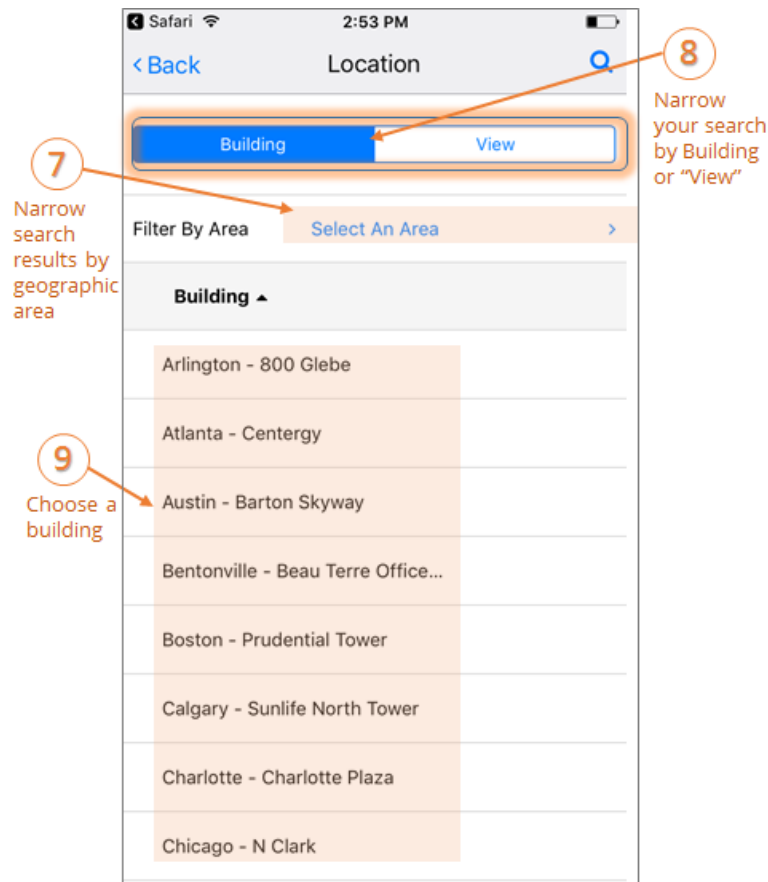
Create Reservation

- When all required information is complete and valid, click **Create Reservation** to finalize your booking and return to the Home page, where your reservation will appear in the calendar.

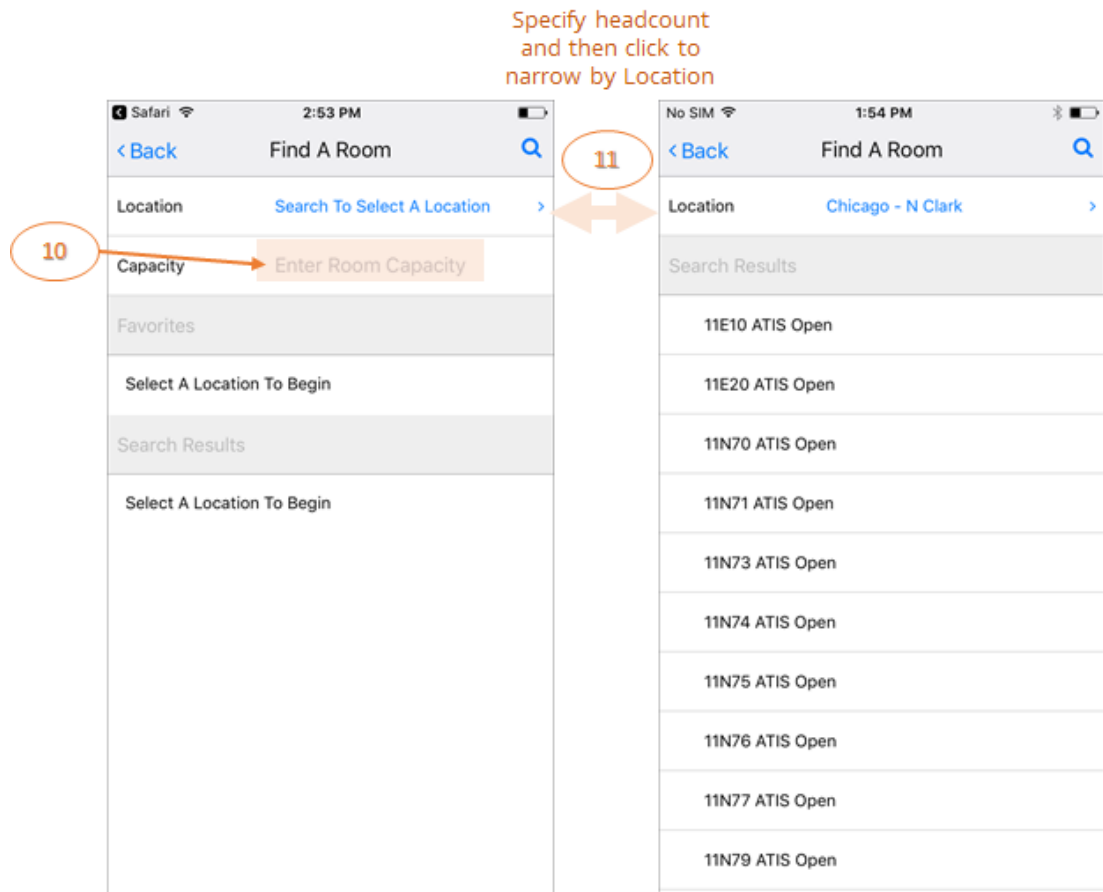
SEARCH FOR A ROOM

1. During the booking process, search for a room by performing the following steps:
 - a. On the New Reservation screen, click the **Room** field.
 - b. On the **Find a Room** screen, search and filter your room criteria by:
 - i. **Location**—the geographic or physical location of the space, such as a country, region, district, etc.
 - ii. **Building**—the building in which the space is located.
 - iii. **View**—the custom grouping your Administrator may have defined to pool and classify types of space, such as Offices, Conference Rooms, Classrooms, or Campuses.
 - iv. **Area**—the area of a Building or View in which the space resides, such as floor, plaza, hall, or project.

c. Choose a **Building**.



d. Enter the numeric **Capacity** (total number of attendees) for your meeting to narrow Location search results. Rooms meeting your criteria will appear in the Search Results.



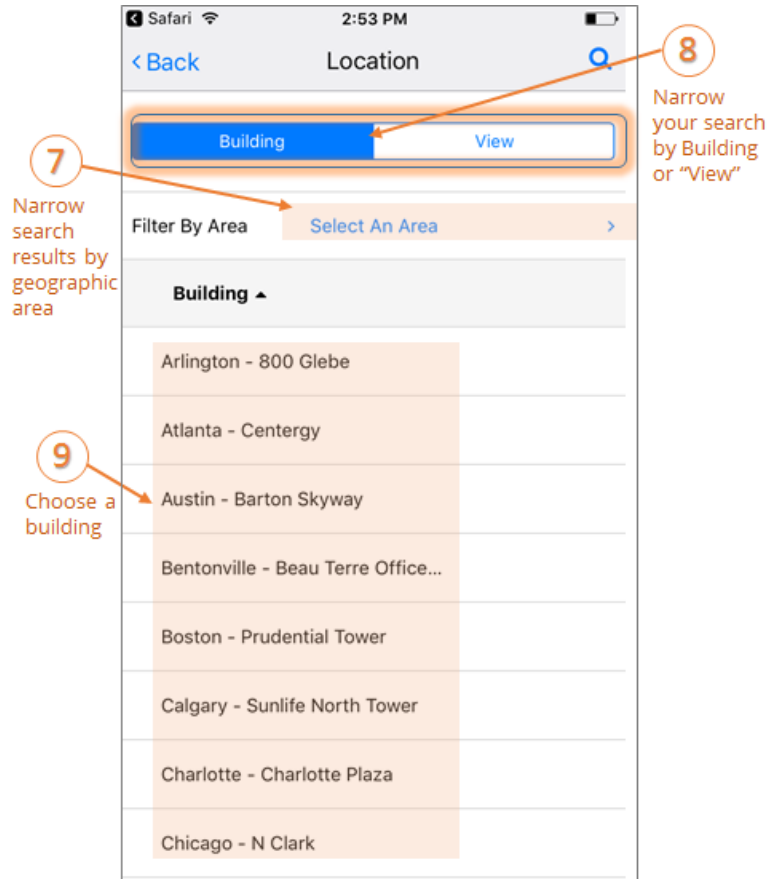
- e. When you click to select a room for your meeting, you will be redirected to the booking page and the room you chose will now appear on your meeting.

CHAPTER 13: Find a Room

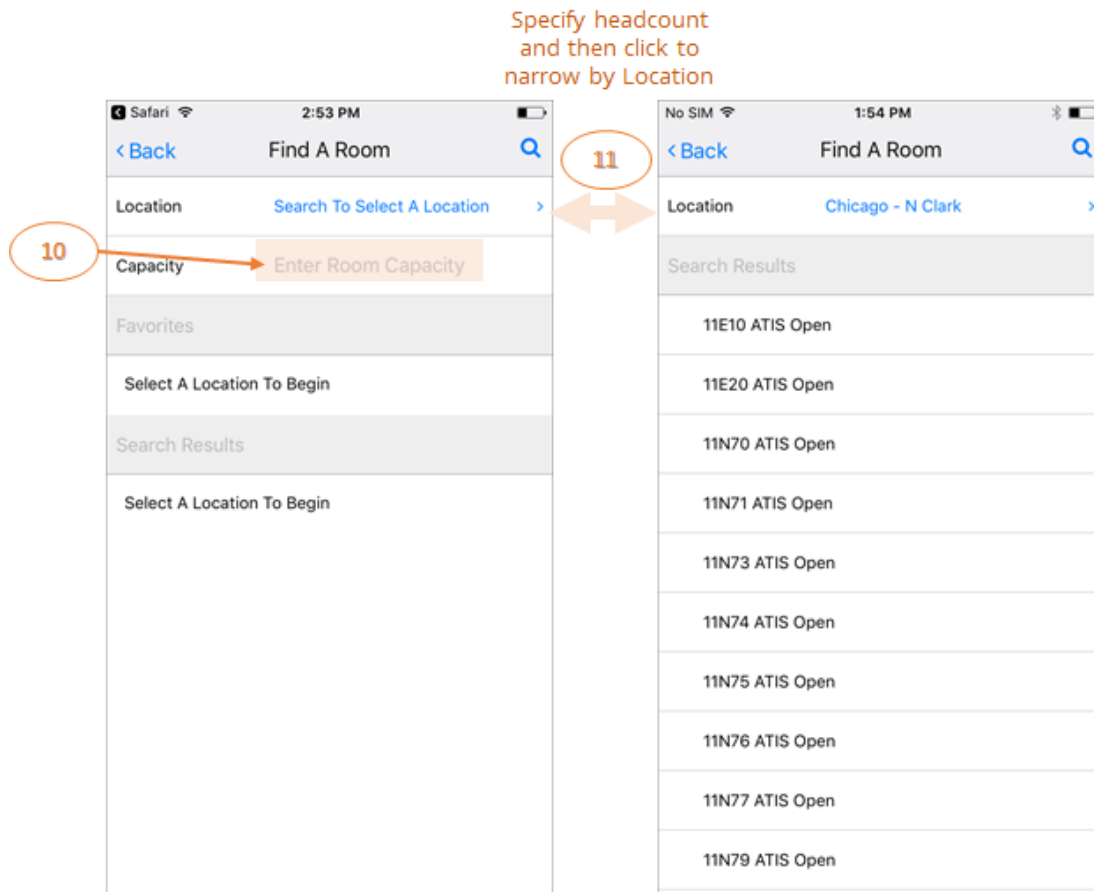
Add a location to your booking by searching for and adding a room.

1. On the New Reservation screen, click the **Room** field.
2. On the Find a Room screen, search and filter your room criteria by:
 - a. **Location** = the geographic or physical location of the space, such as a country, region, district, etc.
 - b. **Building** = the building in which the space is located.
 - c. **View** = the custom grouping your Administrator may have defined to pool and classify types of space, such as Offices, Conference Rooms, Classrooms, or Campuses.
 - d. **Area** = the area of a Building or View in which the space resides, such as floor, plaza, hall, or project.

3. Choose a **Building**.



4. Enter the numeric **Capacity** (total number of attendees) for your meeting to narrow Location search results. Rooms meeting your criteria will appear in the Search Results.



- When you click to select a room for your meeting, you will be redirected to the booking page, and the room you chose will now appear on your meeting.

CHAPTER 14: Invite People

When inviting people to your meetings, it is important to understand the difference between Attendees and Groups.

Concept: Groups and Attendees

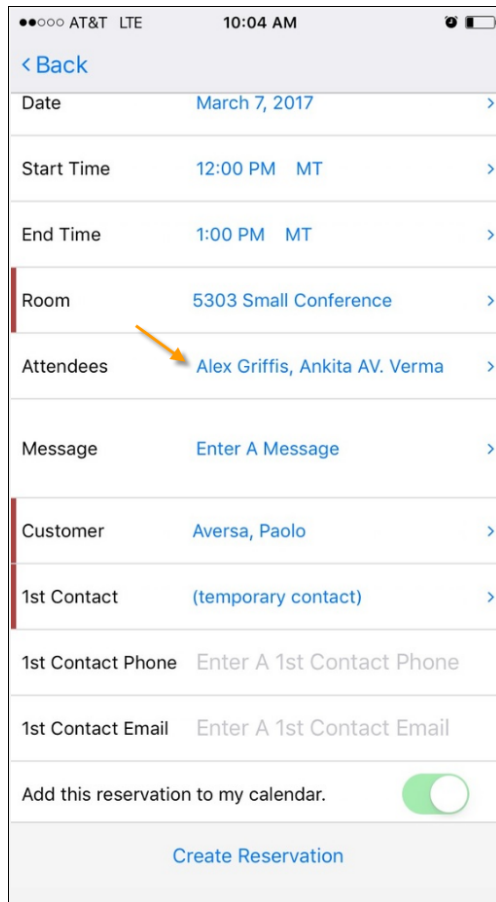
Attendees—Individuals who are invited to meetings (e.g., invitees).

A **Group**—The person(s) responsible for the meeting. Your Administrator sets the label for the Group field, so the name may vary (in the example below, it is labeled "Customer").

First Contact—A Group can designate a First Contact to oversee questions, changes, and updates to the meeting. (First Contacts are optional.) **First Contacts** will receive notifications regarding any meeting changes.

To invite people to your meeting:

1. During the [booking process](#), tap the **Attendees** field to invite people to your meeting.



●●○○ AT&T LTE 10:04 AM

[< Back](#)

Date [March 7, 2017](#) >

Start Time [12:00 PM MT](#) >

End Time [1:00 PM MT](#) >

Room [5303 Small Conference](#) >

Attendees [Alex Griffis, Ankita AV. Verma](#) >

Message [Enter A Message](#) >

Customer [Aversa, Paolo](#) >

1st Contact [\(temporary contact\)](#) >

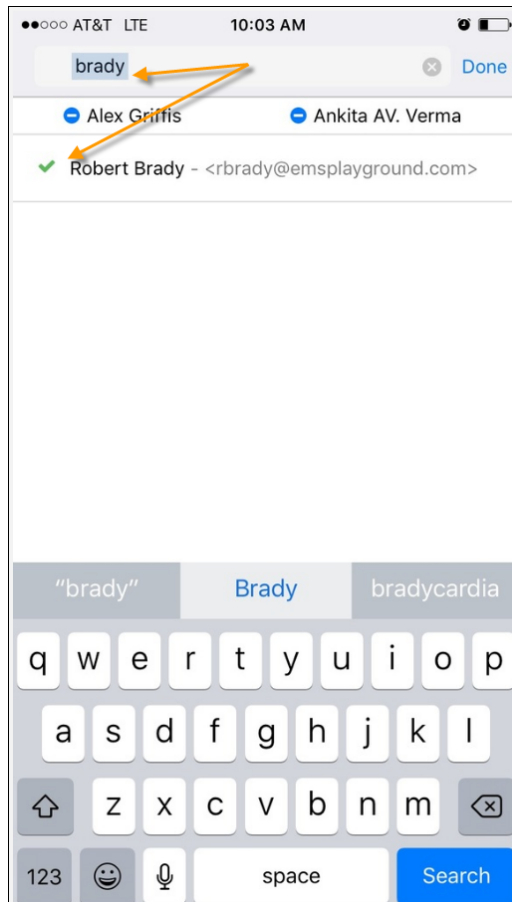
1st Contact Phone [Enter A 1st Contact Phone](#)

1st Contact Email [Enter A 1st Contact Email](#)

Add this reservation to my calendar. ☒

[Create Reservation](#)

- Search for people by entering name(s) in the **Search** field and tapping the Search icon. Tap on the names in the Search Results list to add them to the event. The list the system searches from is defined by your Administrator.



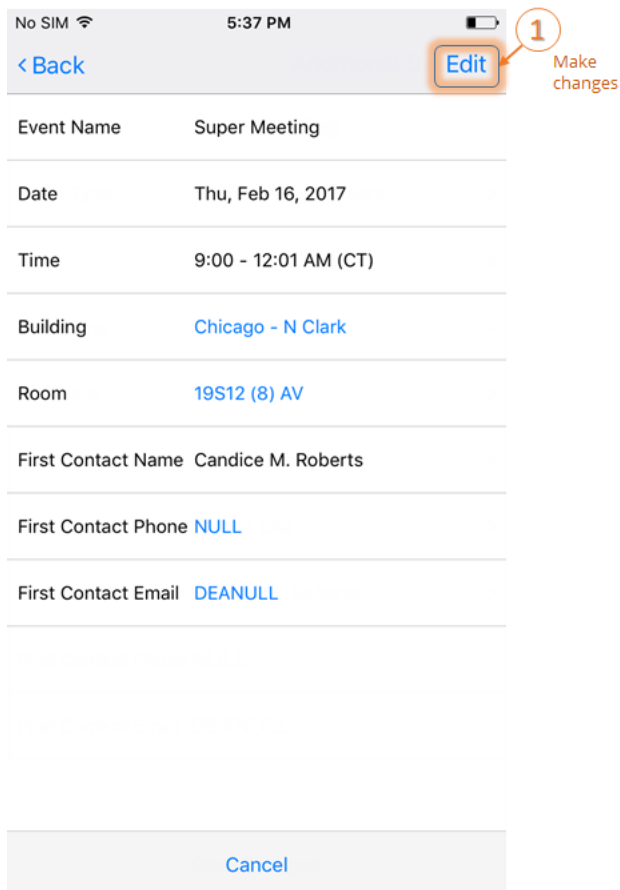
3. You may be able to add multiple attendees; invitees that are already on the meeting show at the top; you can remove them by tapping the blue **Remove** icon. Tap **Done** when finished.
4. In the **Message** field, enter the message you wish to send about the meeting to attendees.

5. In the **Group** (or **Customer**) field, enter the name of the predefined group or person responsible for the meeting (on whose behalf you can book the meeting).
6. In the **First Contact** field (optional), enter the name of the person who will be the first point of contact for the meeting; they will receive notifications and updates about the meeting if details change.
7. Tap **Save** to complete the reservation. A message displays confirming that your reservation has been created. Your new booking will now appear on your Home page.

●○○○ AT&T LTE	
10:04 AM	
☰	March 2017 ▾
🔍 +	
TODAY TUE, MAR 7	
9:00 AM 3:00 PM 6 h	Workspace Reservation Created
12:00 PM 1:00 PM 1 h	Meeting 5303 Small Conference 1 h 56 m
WED, MAR 8	
9:00 AM 10:00 AM 1 h	Telluride Daily Standup 5600 Mile High Room
THU, MAR 9 - SAT, MAR 11	
There are no bookings for these dates.	
SUN, MAR 12	
10:00 AM 7:00 PM 9 h	Workspace 5631 Open Workspace
MON, MAR 13 - FRI, MAR 17	
Now	

CHAPTER 15: Edit a Meeting

1. From your **Home** screen, tap on the event you want to edit.
2. Click **Edit**.



Field	Value
Event Name	Super Meeting
Date	Thu, Feb 16, 2017
Time	9:00 - 12:01 AM (CT)
Building	Chicago - N Clark
Room	19S12 (8) AV
First Contact Name	Candice M. Roberts
First Contact Phone	NULL
First Contact Email	DEANULL

3. Make your changes and tap **Additional Details** to edit billing and additional inform-

ation, or just tap **Save Changes**.

No SIM 5:32 PM	
< Back	Additional Details >
Event Name	Super Meeting
Event Type	Business Development >
Date	February 16, 2017 >
Start Time	10:00 AM CT >
End Time	1:01 AM CT >
Room	19S12 (8) AV >
Group	Carney, Lisa >
First Contact	Candice M. Roberts >
First Contact Phone	NULL
First Contact Email	DEANULL
Save Changes	

See Also: [Check In to Meetings](#) and [Invite People](#).

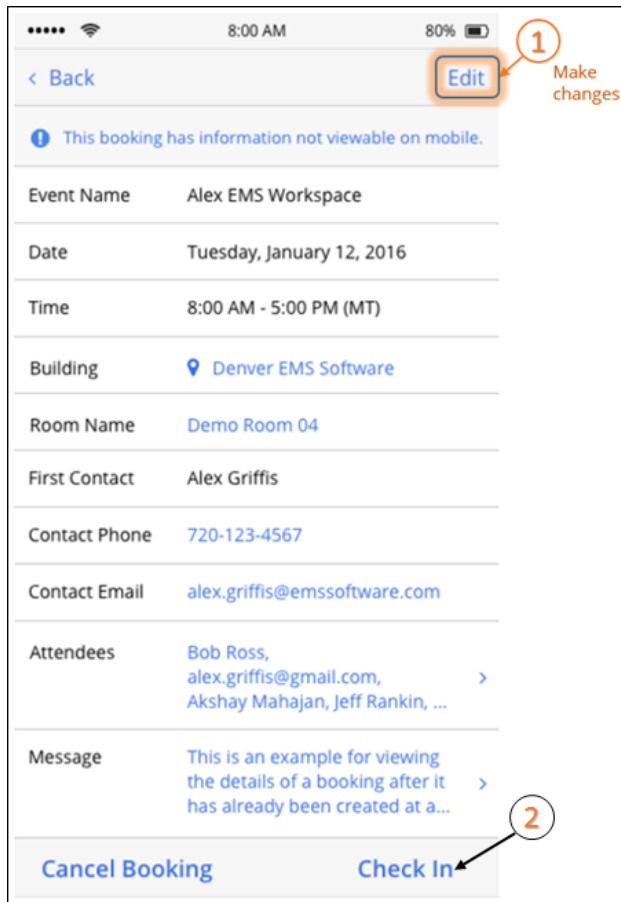
CHAPTER 16: Attend a Meeting

Any events you have been invited to appear on your Calendar on the Home Page of the EMS Mobile App.

CHECK IN TO A MEETING

Once you've [logged in](#), you can [Check In](#) to an event in one of two ways:

1. From the **Calendar** on the **Home** page, locate the event you want to check in to.
 - a. If it is within the pre-determined check-in time period, a **Check In** option will appear when you swipe left. The meeting organizer or booking template usually determines how soon before a meeting you can check in.
2. You can also **Check In** by opening and/or editing an event.
 - a. Tap on the event and click **Edit** in the upper right-hand corner.
 - b. Click **Check In**.



See Also: [Invite People](#).

CHAPTER 17: Skype for Business in EMS Mobile App

The EMS integration of Skype for Business in the Mobile App allows users to easily incorporate instant messaging and audio/video conferencing to their meetings without the need for A/V support. Skype for Business is currently available for the EMS Mobile App, [EMS Web App](#), and [EMS for Outlook](#).

IMPORTANT:

- » Skype for Business is **ONLY** available on **Exchange-enabled** templates.
- » Users cannot edit or remove Skype for Business meetings from their reservations. Users can delete the link but the Join link will remain enabled.
- » For more information, see [Configure Skype for Business](#).

This topic provides information about the following:

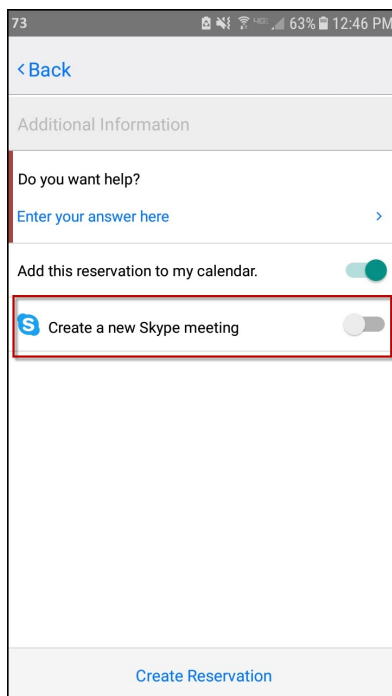
- » [Add Skype for Business to a Reservation](#)
- » [Join a Skype for Business Meeting](#)

ADD SKYPE FOR BUSINESS TO A RESERVATION

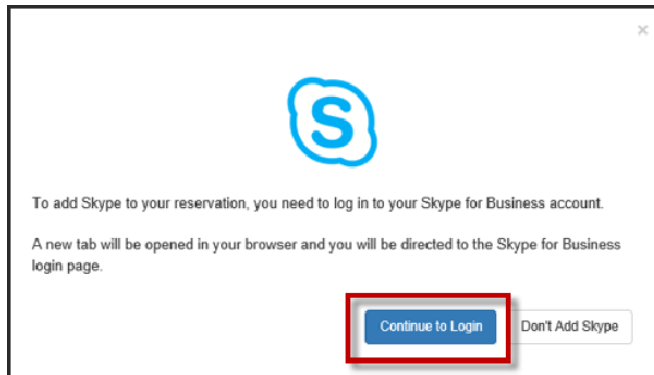
To add Skype for Business to a reservation in EMS Mobile App:

1. [Sign in](#) to your EMS Mobile App.
2. [Create your reservation](#). [Select a room](#) and [invite attendees](#).
3. At the bottom of the screen, there is a **Create a New Skype Meeting** toggle.

Skype for Business Toggle



IMPORTANT: If this is your first time using Skype for Business, an authentication form will appear.



- » If the user's Skype account is authenticated, they can continue creating their reservation.
- » If the user's Skype account is not authenticated, an authentication modal will appear.
- » If the user fails to authenticate their Skype account, the Skype toggle will be disabled.

TIP: Authentication to Skype is dependent upon the deployment type. There are three deployment types for Skype for Business:

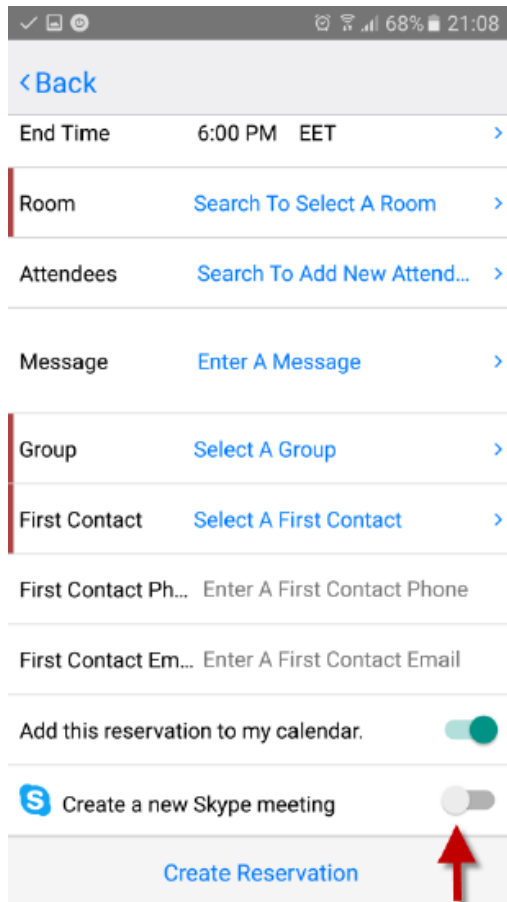
1. **On Premise:** This deployment for Skype for Business does not retain a token and requires authentication every 8 hours. As a result, you will be

asked to sign in every 8 hours.

2. **Online:** This deployment retains the token so only an initial authentication is required.
3. **Hybrid:** This deployment has the same authentication method as the Online deployment.

For more information regarding authentications in Skype for Business, please click [here](#).

4. Following authentication, slide the **Create a new Skype Meeting** toggle to add Skype for Business to your reservation.



✓ ⓘ 68% 21:08

< Back

End Time 6:00 PM EET >

Room Search To Select A Room >

Attendees Search To Add New Attend... >

Message Enter A Message >


Group Select A Group >

First Contact Select A First Contact >

First Contact Ph... Enter A First Contact Phone

First Contact Em... Enter A First Contact Email

Add this reservation to my calendar. ☒

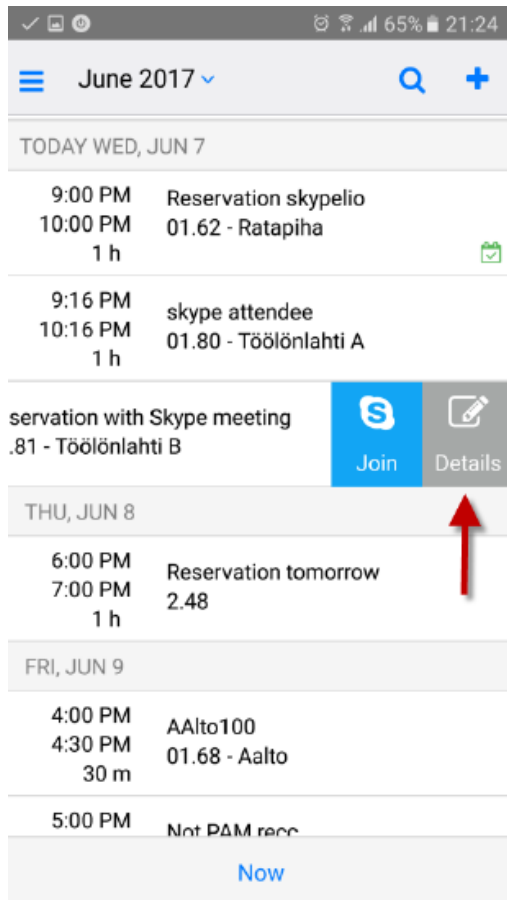
 Create a new Skype meeting ☐

Create Reservation

5. After successful authentication, you should receive a message that Skype has been successfully added to your reservation. To remove Skype from your reservation, slide the **Create a new Skype Meeting** toggle to the disabled position.
6. Click **Create Reservation**. Skype meeting information will appear in your meeting invitation and will be stored on the EMS database.

IMPORTANT: Once you have added Skype to your reservation, the meeting attendees will receive an email notification including the Join Skype link and call-in information.

7. Meeting hosts can view reservation details—including Skype meeting information—by navigating to the **Home** page. Swipe to the left of the meeting you wish to view and click **Details**.

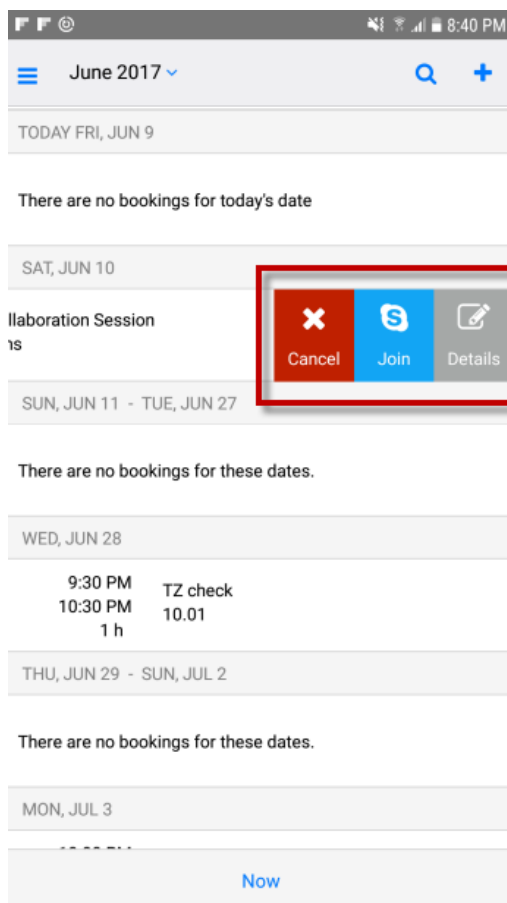


TIP: Once Skype has been added to your meeting, the Skype meeting information will appear in all EMS applications that have been integrated with Skype for Business (i.e., EMS for Outlook and EMS Web Apps).

JOIN A SKYPE FOR BUSINESS MEETING

To join a Skype for Business meeting in EMS Mobile App:

1. From the Home page, navigate to the meeting you wish to attend. Swipe left. From this drawer, you will be able to **Cancel**, **Join**, and view **Details**.



2. Click **Join** to be connected to your meeting.