EMS WEB APP

Configuration Guide

V44.1

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EMS Web App Configuration Guide

EMS Web App is an optional web-based application that EMS users can use to view EMS events, and if allowed, to submit and manage reservations. As the EMS administrator, you are responsible for setting up and maintaining the necessary components for this module, including defining users, security templates, process templates, menus and links, and help text.

An EMS Desktop Client administrative setup and configuration for the EMS Web App is done in the EMS Desktop Client. You must have this application installed and administrator credentials to follow the instructions in this section.

CONTACT CUSTOMER SUPPORT

- **Option 1 (Recommended):** Submit a Ticket directly via the EMS Support Portal.

- **Option 2:** Email support@emssoftware.com.
- **Option 3 (Recommended for critical issues only):** Phone (800) 288-4565

Important: If you do not have a customer login, register here.

Configure Everyday Users

This section guides you in configuring one Everyday User at a time. Once you have configured these users, you may need to assign them to security templates and one or more process templates.

- To assign users to Everyday User process templates, see Assign Templates to an Everyday User.
- To assign multiple templates to multiple users in a single step, see Assign Templates to Multiple Users.

> Tip: You configure EMS Desktop Client user accounts in a different area (under the **System Administration** > **Security** menu). For instructions, see Configure EMS Desktop Client User Accounts.

Additionally, if your organization uses EMS Human Resources Toolkit to manage Everyday User accounts, See Also: EMS HR Toolkit.

Lastly, a set of Account Management parameters control account management behavior. To see these parameters, refer to EMS Web App System Parameters.

Concept: EMS classifies users into two categories: Guests or Visitors and Everyday Users. ***Click for more...***

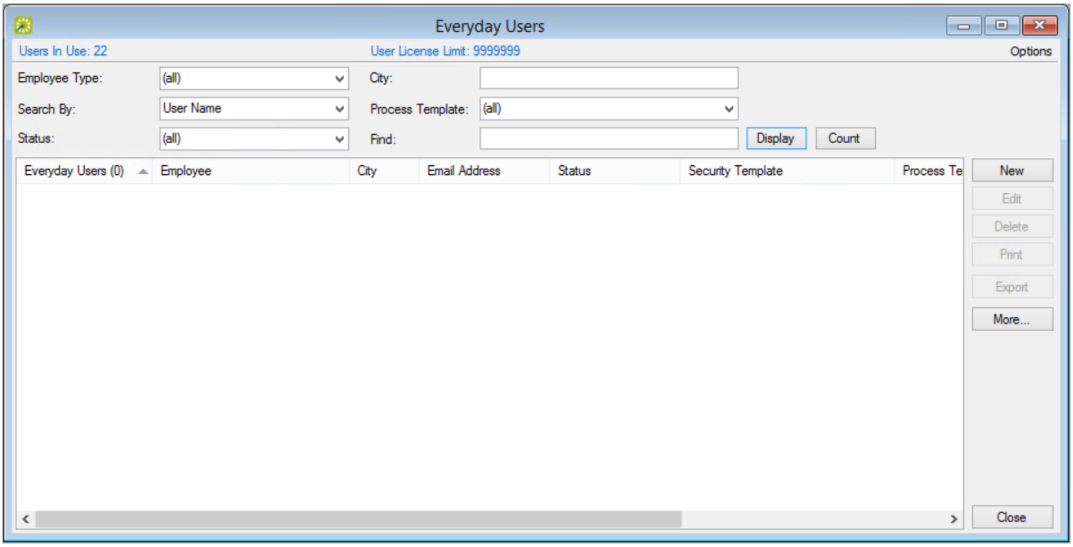
"Guests" or "Visitors" (unauthenticated or anonymous users) can browse events, see details about your organization's space, and/or submit requests. These users can register themselves through EMS Web App and create a user account. To enable this, you need to set certain account management parameters (see EMS Web App System Parameters) and select the Credit\Edit an Account role for the unauthenticated user (see the **Roles** tab definition in Configuring a security template).

"Guests" or "Visitors" (authenticated users) may also submit and manage reservations if you enable them. You can configure these users through the EMS Desktop Client or the optional Integrated Authentication module. See Also: Creating a User from a Group and Creating a User from a

Contact. Before you configure a user, check that the user has not already been created.

> Tip: Everyday User process templates control access and behavior in EMS Software's Everyday User Applications. If you are upgrading from an older release of EMS, you may recognize Everyday Users as "Web Users" and "Everyday User Process Templates" as "Web Process Templates."

1. On the EMS Desktop Client menu bar, click **Configuration** > **Everyday User Applications** > **Everyday Users**. The Everyday Users window opens. The number of configured users for EMS Web App shows in the upper left corner. The number of users for which your organization is licensed shows in the top center.



2. Check that the user you wish to configure does not already exist. Enter the user name or email address in the **Find** field.

> Tip: This search string is not case-sensitive, but your entries must be in the correct order. For example, if searching by Email Address, a search string
>
> of bob returns bobworth@emssoftware.com but

not dbobbett@emssoftware.com.

You can narrow your search results by:

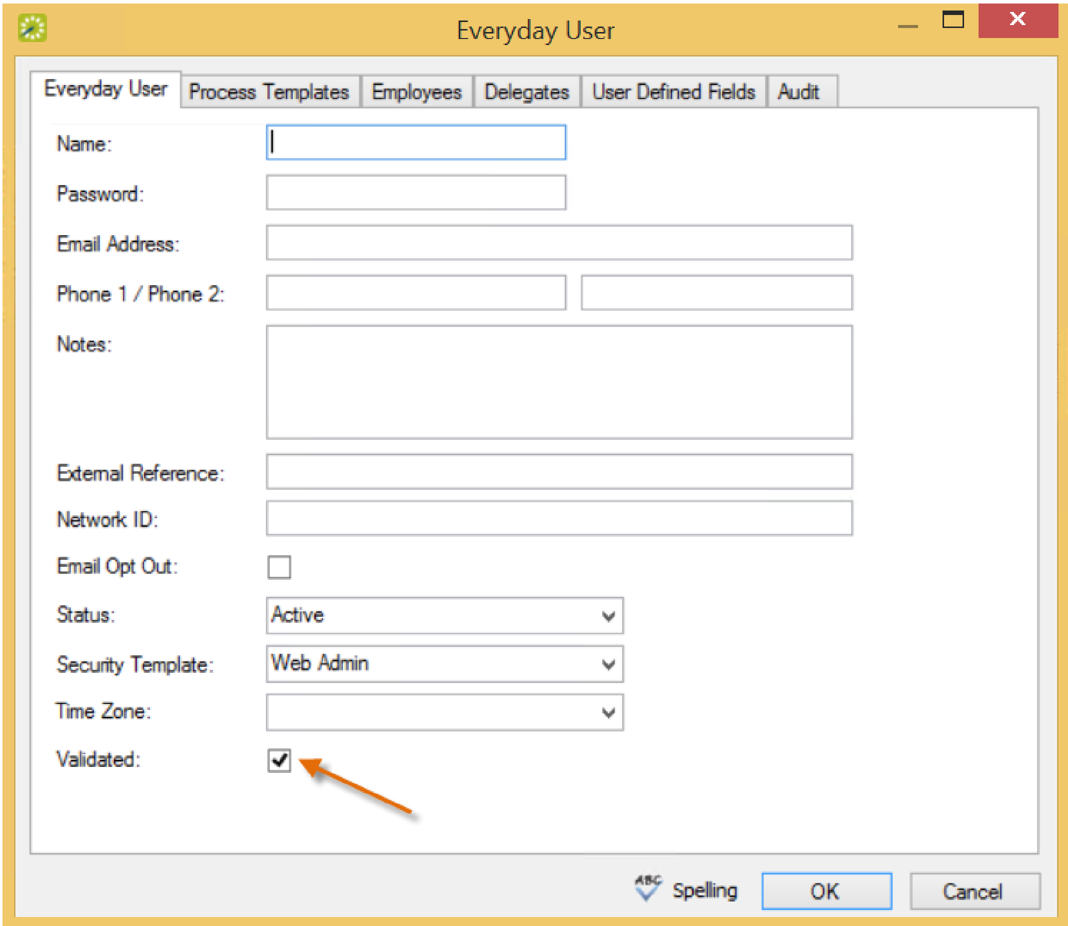
- Group Type
- City
- Status
- Process Template

Then **Click Display**; search results show in the lower pane of the window. If your user does not already exist in EMS, proceed to the next step.

Note: If the EMS system parameter **Users linked to Groups via External Reference** is set to **Yes**, then you will also see a Group column and a City column.

3. Create a new user. Click the **New** button. A dialog box opens.

> Note: If the user has confirmed membership (by responding to an email containing an activation link), the **Validated** checkbox highlighted below will be selected. If the user had to answer questions when requesting an account, you can view the user's responses on the **User Defined Fields** tab.


Everyday User
Everyday User
Process Templates
Employees
Delegates
User Defined Fields
Audit
Name:
Password:
Email Address:
Phone 1 / Phone 2:
Notes:
External Reference:
Network ID:
Email Opt Out:
Status:
Active
Security Template:
Web Admin
Time Zone:
Validated:
Spelling
OK
Cancel

> Tip: When you configure a user, you can also specify one or more delegates for the user. A delegate is a user who can create and view reservations on behalf of another user.

4. Enter information for the new user. User name and email address are required; password is only required if not using the optional Integrated Authentication module. All other information is optional and can be added later as needed.

FIELD	DESCRIPTION
Name	The name of the user. (Maximum of 30 characters, including spaces).
Password	The password that the user must enter to log in to

FIELD	DESCRIPTION
	EMS Web App. If using the optional Integrated Authentication module, Password can be left blank since the network password is used instead.
Email Address	Enter the full email address for the user as the user must enter this address to log in to EMS Web App.
Phone 1 /Phone 2	Optional fields.

FIELD	DESCRIPTION
Notes	Optional field. Read-only.
External Reference	Optional field. Links the user to an outside program such as EMS Human Resources Toolkit if needed.
Network ID	The user's network ID.
Email Opt Out	Optional field. Select this option if you do not want the user to receive automatic emails (such as reservation summary

FIELD	DESCRIPTION
	emails) from EMS Web App. The user can still receive manually sent emails.
Status	Required field. Select the status for the user: » Active–The user can log in to EMS Web App, EMS Mobile App, and EMS for Outlook. » Pending–The user cannot log in to EMS Web App, EMS Mobile App, and EMS for Outlook

FIELD	DESCRIPTION
	and is informed that he/she must check back at a later time. » Inactive–The user cannot log in to EMS Web App, EMS Mobile App, and EMS for Outlook and is instructed to contact the EMS administrator.
Security Template	Required field. This determines the user's access to the system (i.e., the menu items the user can see and the

FIELD	DESCRIPTION
	event information that the user can view).
Time Zone	Optional field. The time zone in which the user is located. Beginning in version 44.1, it is strongly recommended that users are assigned to a time zone for an optimal experience on all Everyday User Applications.
Validated	When checked, users who created their own

FIELD	DESCRIPTION
	accounts have confirmed membership (by responding to a email containing an activation link). When unchecked, the user will not be able to use EMS Web App.

5. Assign process templates to the new user. Open the **Process Templates** tab. The process templates you assign here will appear as menu items to the user in EMS Web App, EMS Mobile App, and EMS for Outlook.
6. Specify Groups on whose behalf the user can create and manage reservations. Open the **Groups** tab. To filter the list of active groups displayed, use the **Find** and **Type** fields and then click **Display**. Select one or

more Groups (use CTRL-click for multiple groups), and then click **Move** (>) to move the selected groups to the **Selected** list.

7. Specify Delegates the user can impersonate. Open the **Delegates** tab; to see all available users, click **Display**. To narrow the search results, use the **Search** by dropdown list to search by User Name or Email Address. Select one or more delegates (using CTRL-click for multiple delegates), and then click **Move** (>) to move the selected users to the **Selected** list.

> Tip: Click **Spelling** to spell-check any information that you manually entered for the user.

8. Click **OK**. The dialog box closes and returns you to the users window with the newly configured user automatically selected.

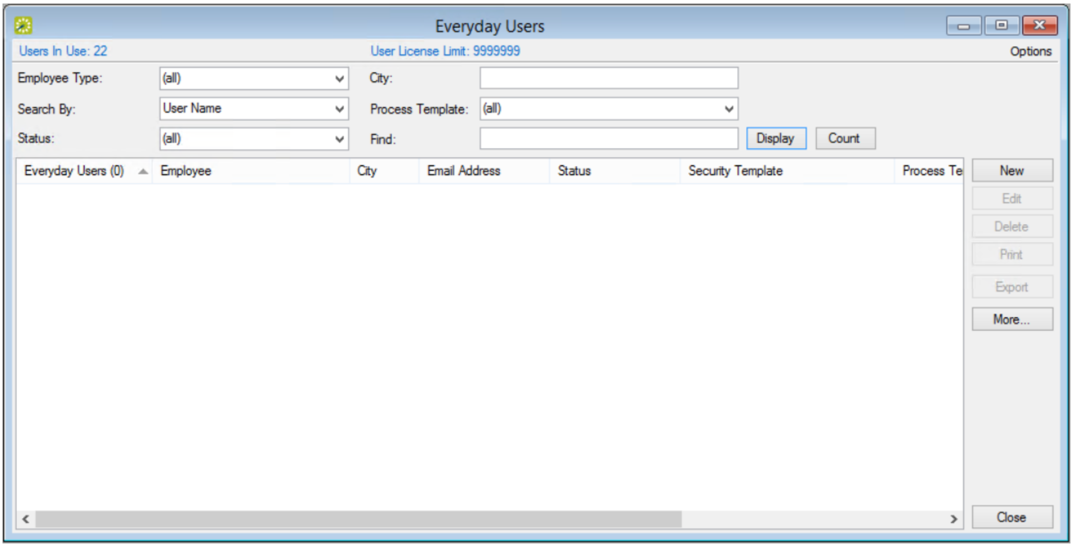
Configure Groups and Contacts from an Everyday User

This topic provides information on the following:

CREATE GROUPS AND CONTACTS FROM THE EVERYDAY USER

After you have configured a new user, you can create groups and contacts from the user.

1. On the EMS menu bar, click **Configuration** > **Everyday User Applications** > **Everyday Users**. The Everyday Users window opens. The number of configured users for EMS Web App shows in the upper left corner. The number of users for which your organization is licensed shows in the top center.



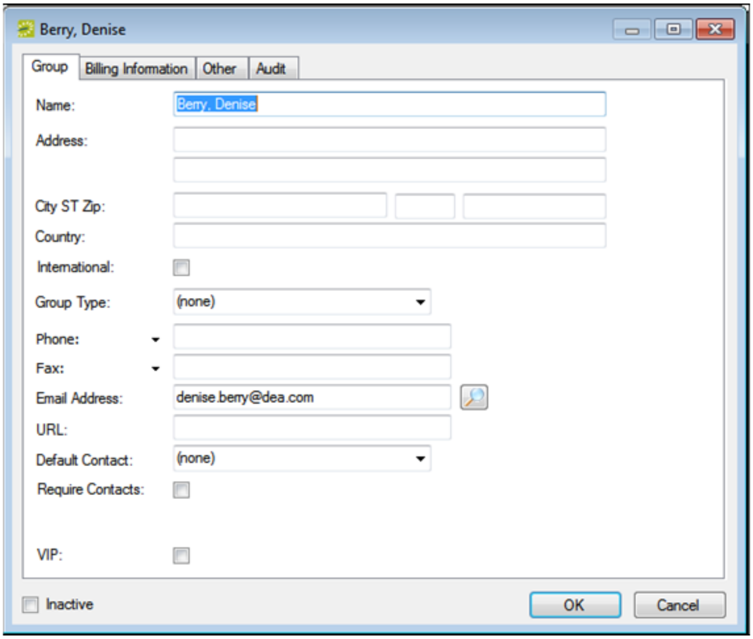
2. Locate the user you wish to work with. Specify any combination of search criteria, and then click **Display** to see all users that meet the criteria.

> Tip: If you leave the **Find** field blank, a list of all currently active users appears. This field is not case-sensitive, but entries must be in the correct order. For example, a search string of Bar returns Barry Jones, but not Amanda Barry.

3. Continue to one of the following:
   - Configure a Group from a User
   - Configure a Contact from a User

CONFIGURE A GROUP FROM A USER

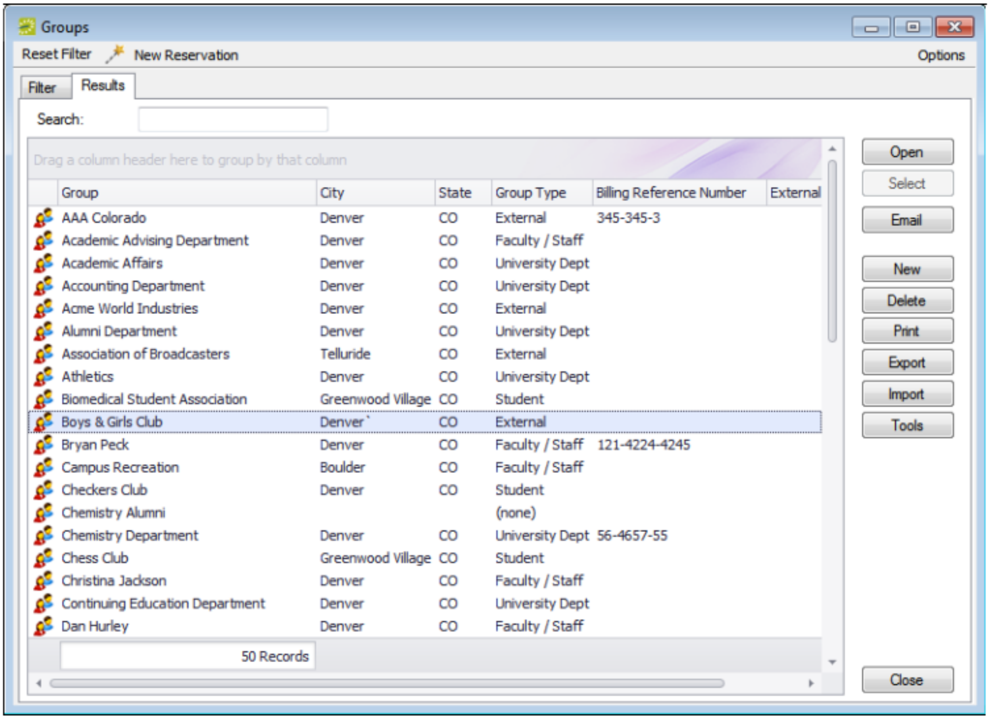
1. Select the user from which you are creating a Group, and then click **More > Create Group**. The Group dialog box opens. The **Name** field is automatically populated with the name of the selected user, but you can edit this value if needed.



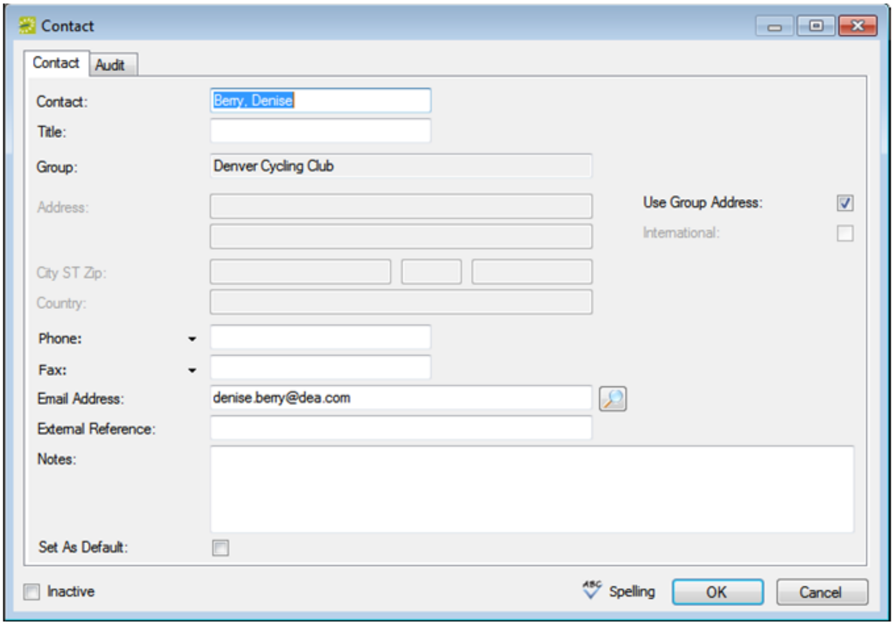
2. Configure the new Group as needed. See Configuring Groups.

CONFIGURE A CONTACT FROM A USER

1. Select the user from which you are creating a contact, and then click **More > Create Contact**. The Groups window opens.



2. Search for the Group for which you are creating the Contact. See Also: Searching for a group and/or contact.
3. Select the Group on the **Results** tab, and then click **Select**. The Contact dialog box opens.



4. Enter the information for the new contact.

FIELD	Description
Contact	By default, the Contact field is populated with the name of the user that you selected, but you can edit this value if needed.

FIELD	Description
	Note: The name can be a maximum of 50 characters, including spaces.
Title	The job title of the Contact.
Group	Populated with the name of the Group that you selected. You cannot change this value.
Address	Populated with the address of the Group that you selected. If the Contact address is not the same as the Group address, then clear Use Group Address and enter the appropriate values in the Address fields.
International	Select this option to drop the State and Zip fields for an international group.

FIELD	Description
Phone and Fax	The phone number and fax number for the group. Note: The Phone and Fax fields have a drop-down list available on which you can select a different value (Fax, Mobile, Other, or Phone) for the field label, or you can enter a user-defined value. To enter a user-defined value, double-click the current field label to select it, and then enter the user-defined value over the selected label.
Email Address	The email address for the contact. Note: If your computer is connected to a net-work, click the Search icon to open a Global

FIELD	Description
	Address Lookup dialog box and search for the email address.
External Reference	Links the contact to an outside program or another EMS record if needed.
Notes	Any other information that is pertinent for the contact. This information only displays within the EMS Desktop Client.
Set as Default	Select this option if the contact is to be the default Contact for the selected Group. Note: If a default Contact has been defined for a Group, then when you specify the

FIELD	Description
	Group information for a reservation, the Contact field is automatically populated with the name of the default Contact. Note: You can always specify a Contact as the default contact for a selected Group at a later date. To do so, select the Contact in the right pane of the Group-specific window, click Set Default, and then click Yes at the prompt to set the selected user as the default contact.
Inactive	Leave this option blank to add the Contact as an active Contact. Select this option to de-activate the Contact.

Tip: You can click **Spelling** to spell-check before saving.

5. Click **OK**. The Contact dialog box closes and the Contact is created from the user and added to the Group. The Group-specific window opens with the Contact selected.

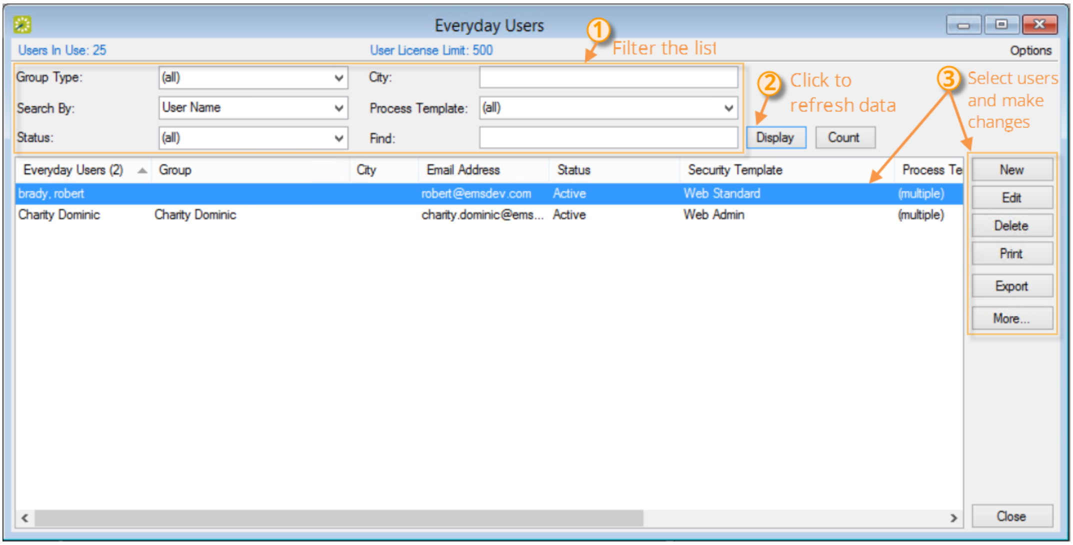
Licensing for Everyday Users

If your organization has reached your limit of licensed everyday users, you will no longer be able to create additional users. To get back under your maximum number of users, you can either deactivate or delete users from EMS Desktop Client.

> Note: If you have previously used older versions of EMS, you may know these templates as "Web Process Templates." These templates are now called "Everyday User Process Templates."

1. Select the **Configuration** > **Everyday User Applications** > **Everyday Users** menu.
2. To delete users, select them and click the **Delete** button.
3. To deactivate users, select them, click the **Edit** button and set the Status

field to **Inactive**.



Note: If you use HR Toolkit, users that are no longer part of the feed or part of your organization will automatically be deactivated.

Note: A License Notification message will display when opening the Desktop Client if the user license has been exceeded.

Configure Everyday User Templates

This topic explains the process of assigning your users to security profiles and booking templates.

> Note: If you have previously used older versions of EMS, you may know these templates as "Web Process Templates." These templates are now called "Everyday User Process Templates."

Concepts: Everyday User, Everyday User Template, Security Template, and Process Template Explained. ***Click for more...***

- **Everyday User** – Someone who can request or reserve space and services in any EMS Software application other than EMS Desktop Client. You assign these users to templates.
- **Everyday User Template** – Defines and controls what a user can do. EMS uses two types of everyday user templates:

- **Security template** – This is essentially a security profile: it controls which menu items are available to the users assigned to the template, which booking information fields display to them, and other information.
- **Process template** – This is essentially a booking template: it controls what users can do for different types of reservations (conference room, workspace, study room, and so on). This type of template also controls users' date/time restrictions, room security (reserve, request only, no access), and service availability (A/V, catering, and so on).

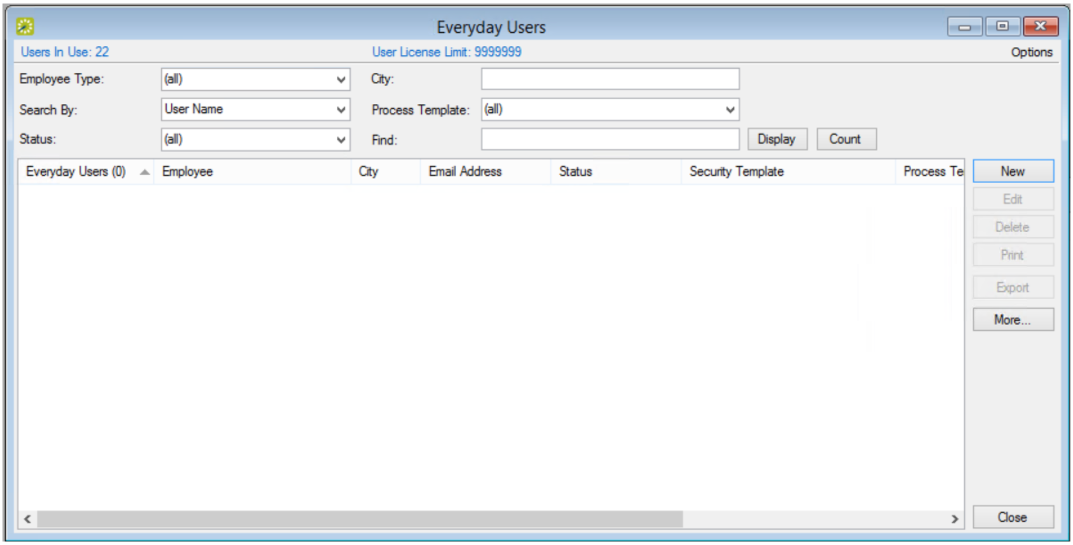
To configure Everyday User templates, you will need to do the following:

- Configure Everyday Users
- Configure Everyday User Templates
- Configure Everyday User Process Templates

Assign Process Templates to an Everyday User

Tip: This section guides you in assigning Everyday User process templates to a single user. To assign these templates to multiple Everyday users in a single step, see Assign Web Templates to Multiple Everyday Users.

1. On the EMS menu bar, click **Configuration** > **Everyday Applications** > **Everyday Users.** The Everyday Users window opens.



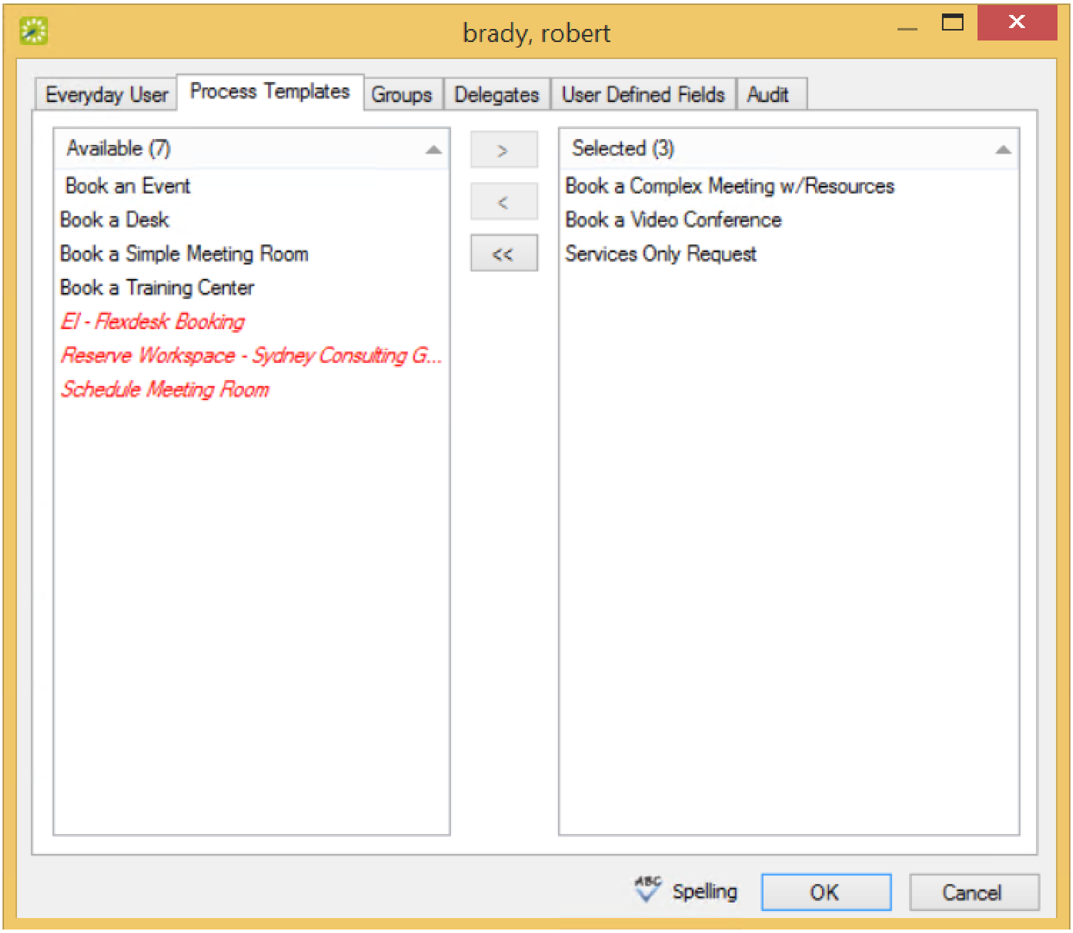
2. In the **Find** field (in the upper portion of the screen), search for the user to whom you wish to assign Everyday User process templates by entering at least the first three characters of their user name or email.

> Tip: You can further narrow your search results by:
>
> - Group Type
> - City

- Status
- Process Template

3. Click **Display**.
4. Select the user and click the **Edit** button on the right.

5. In the Everyday User editing window, click the **Process Templates** tab.



6. To assign process templates to an Everyday User, move them to the right side using the arrow button. Your selections here will present to the user in EMS Web App as available booking options under "My Templates."
7. Click **OK**. The Everyday Users dialog box closes and returns you to the Everyday Users window.

Configure Everyday User Process Templates

Concept: "Web Process Templates" Are Now Called "Everyday User Process Templates." ***Click for more...***

If you have previously used older versions of EMS, you may know booking templates as "Web Process Templates." These templates are now called "Everyday User Process Templates." These templates define user access and booking behavior in EMS Web App, EMS Mobile App, and EMS for Outlook. Similarly, you may know permissions templates, which control what an Everyday User is able to do, as "Web Security Templates." These are now called "Everyday User Security Templates."

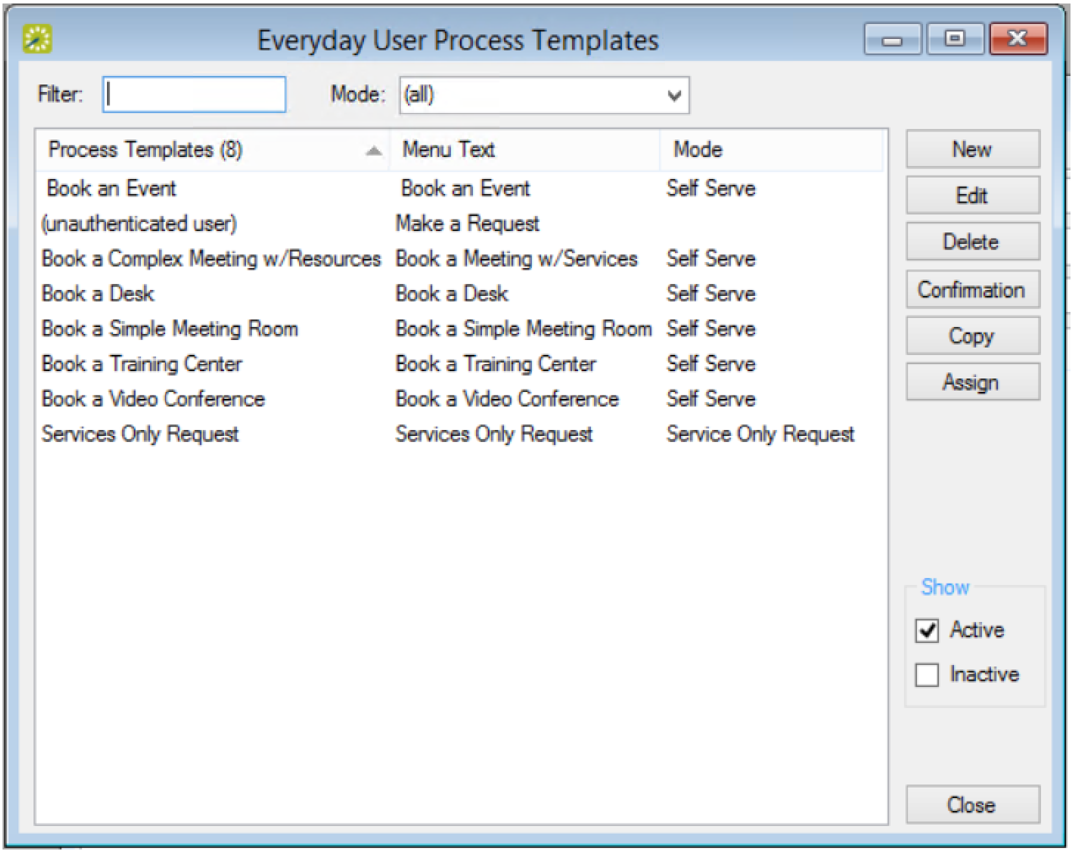
See Also: Configure Security Templates

> Note: In EMS Enterprise, the guest (unauthenticated user) everyday user process template is always available and you can have an

unlimited number of other everyday user process templates. In EMS Professional, the (unauthenticated user) everyday user process template is always available, but you can have only two additional everyday user process templates.

To configure Everyday User process templates, complete the following steps:

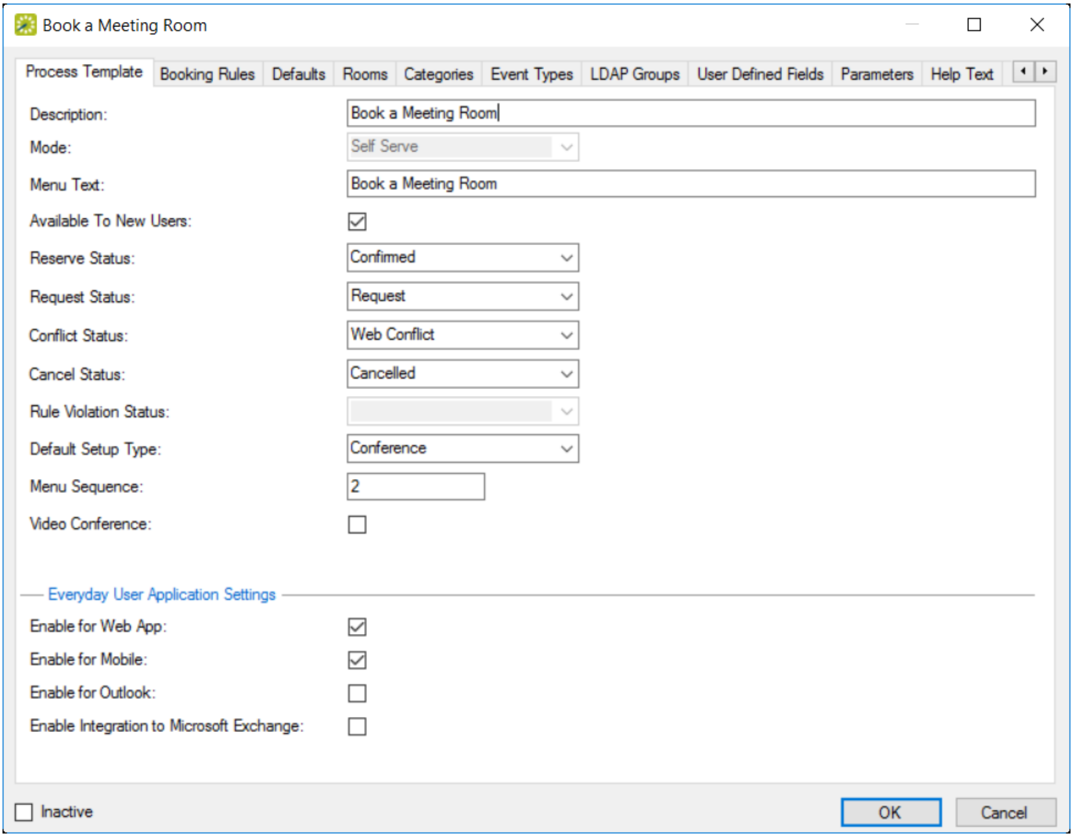
1. On the EMS menu bar, click **Configuration** > **Everyday Applications** > **Everyday User Process Templates**. The Everyday User Process Templates window opens on the **Everyday User Template** tab.



This window lists the process templates that have been defined for your EMS Web App implementation. The pre-defined user called "unauthenticated user" is included in all EMS implementations; you use this template to manage settings for anonymous or “guest” users. For a user to be able to view and use this template, you must assign the user to the template. See Configure Everyday Users.

> Tip: To view all everyday user process templates in your EMS database, regardless of status, under Show, click **Inactive**.

2. Click **New**. The Everyday User Process Template dialog box displays. Enter the information for the new everyday user process template as needed.

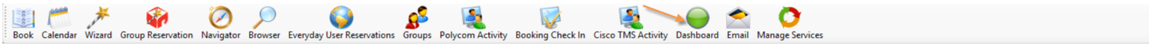


> Warning: The cache must be cleared in the EMS Web App whenever parameter changes are made in the EMS Desktop Client.

> Tip: The **Request Status** field is used to configure booking templates for the "Request/Approval" booking model, in which everyday users request space and administrative users approve those requests (using the Dashboard menu icon). For example, if you set this field to **Request**, then the booking will not be finalized until an administrator has approved it. If you are configuring a template for booking desks and workspaces or "hoteling," see Create Templates for Desks and Workspaces.

Concept: You Use the Request/Approval Model to Oversee "Managed Space." Click for more...

Once you have configured facilities (rooms, categories, services, resources, and so on), you can configure special process templates for "managed space," which is meeting space that may require additional oversight and an approval process to finalize a reservation. For example, you may wish to configure a large banquet hall as managed space to ensure that any request to use it is approved by a supervisor. That supervisor would use the Dashboard from the EMS Desktop Client menu bar to view requests for space.



Typically, managed space involves services, expenses, and invoicing that affect multiple stakeholders and departments, and templates designed for this model are typically assigned to Everyday Users of EMS Web App. By contrast, such templates are **not** recommended for assignment to EMS for Outlook users since Microsoft® Outlook does not show the request status of such a reservation.

CONFIGURE PROCESS TEMPLATE TO REQUIRE SUPERVISORY APPROVAL

To configure a process template to require supervisory approval:

» When defining an Everyday User Process template for a specialized type of space or room, you set the **Request Status** field to **Request** (so it will show as pending in the Dashboard).

- Assign that template to the appropriate everyday users (typically, EMS Web App users so they can only Request reservations for that specialized space.
- Designate users in EMS Desktop Client who will review and approve this type of space request in the Dashboard.

Note: In the Everyday User Application Settings section:

- **Enable for Web App** means enable the template on EMS Web App.
- **Enable for Mobile** means enable the template for both the EMS Mobile App and the mobile version of the EMS Web App.
- **Enable for Outlook** means enable the template for the EMS for Outlook add-in, which can override booking rules such that users can book a room that is in conflict. For this situation, you can also configure a system-generated email to be sent to the user if any rooms are not available for dates booked. An additional tab becomes available if you create a template with the option enabled, Outlook Conflict Email.

- **Enable Integration to Microsoft Exchange** means enable the template for Microsoft® Exchange when your organization does not use EMS for Outlook.

  See Also: Everyday User Process Template Field Definitions

You can continue configuring the booking template on additional tabs or just click **OK** to save your changes.

SAVE YOUR TEMPLATE SETTINGS

When you have completed entries in all tabs as desired, click **OK**. Your changes to the everyday user templates are saved.

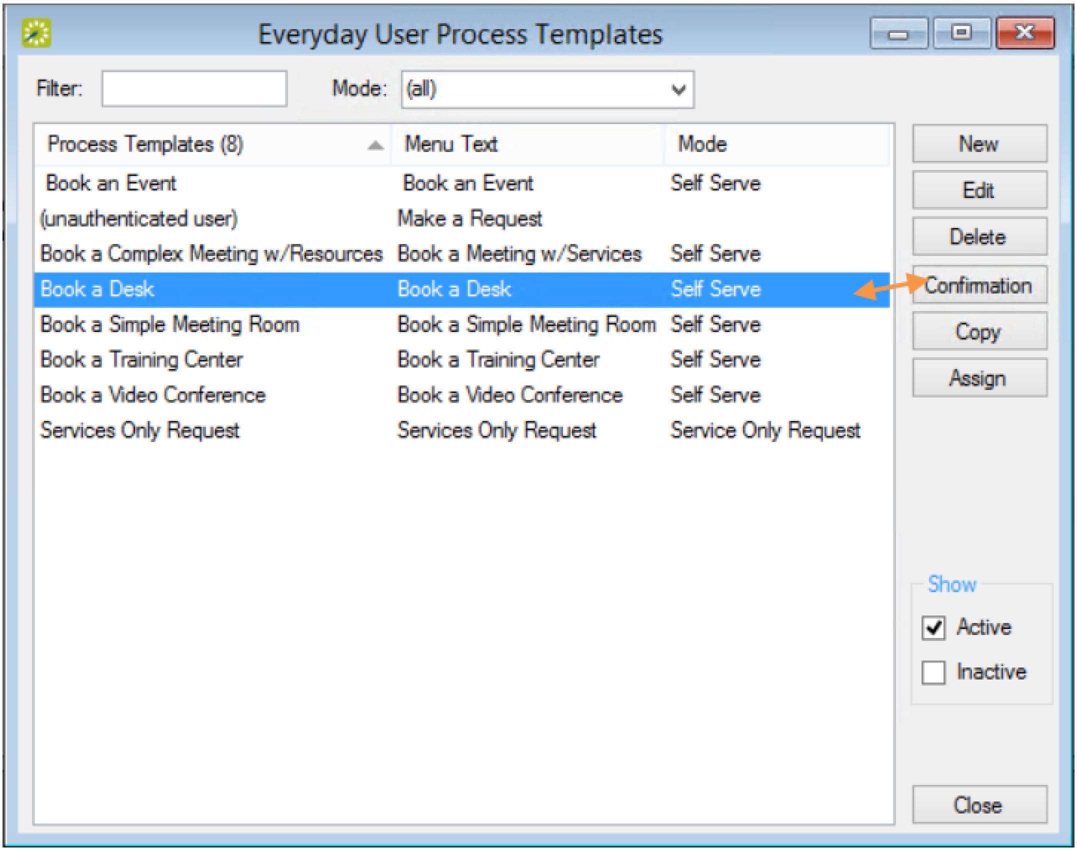
> Tip: Make sure that you have defined your everyday users so you can assign them to your everyday templates. See Also: Configure Everyday Users

Configure Confirmation Behavior for Everyday User Applications

When working with Everyday User Process Tempates, you can set automated confirmations that generate when Everyday Users initiate reservations or bookings with specific templates. For example, you may want Everyday Users to always receive an email to confirm that a request for a room has been received and will be processed.

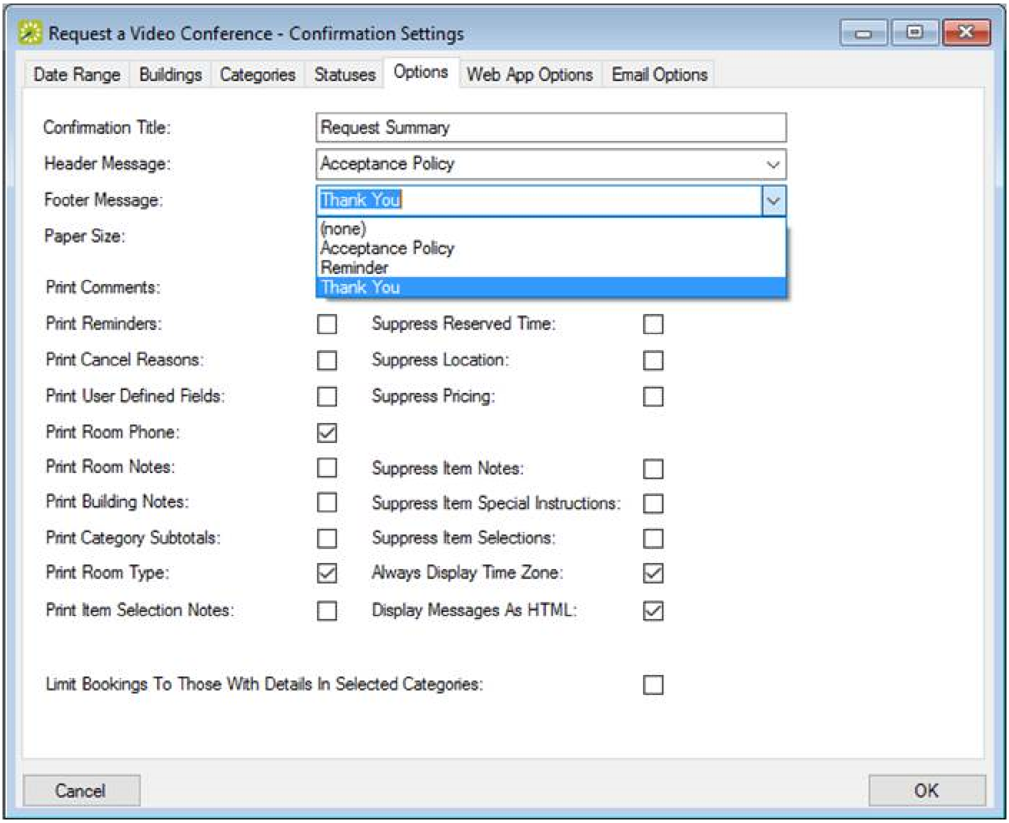
1. To customize the behavior of this type of confirmation, from the Everyday User Process Templates window, select the template for which you wish to customize a confirmation.

2. Click **Confirmation**.

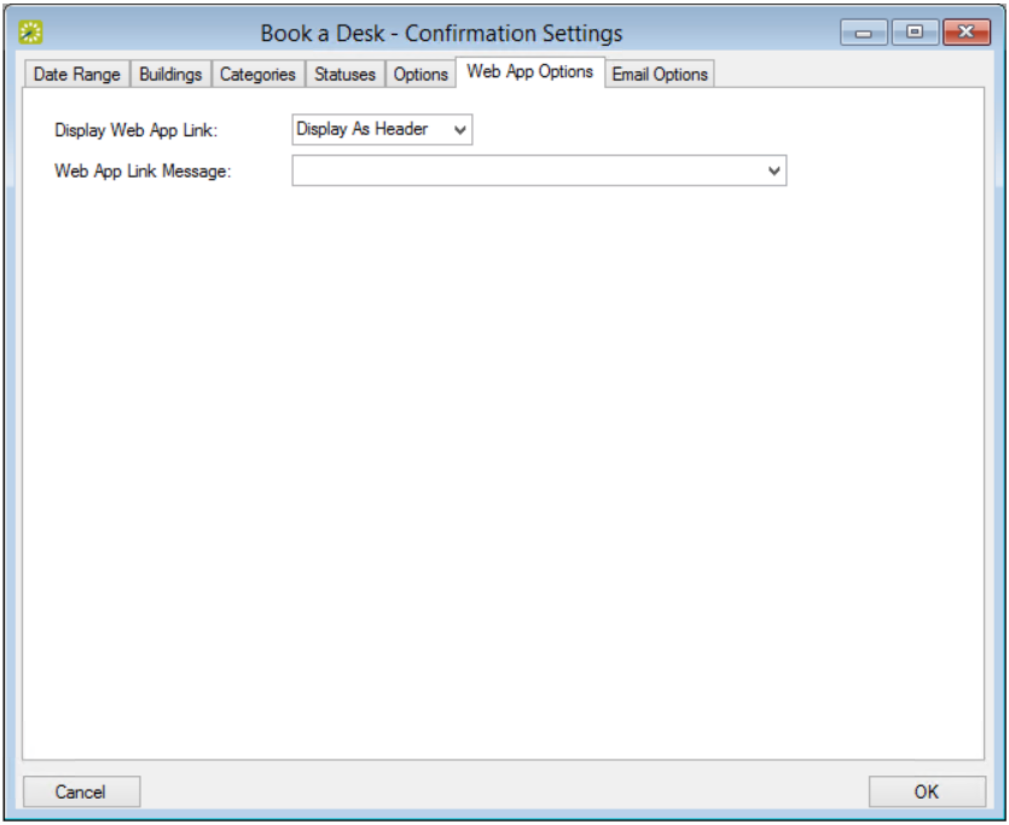


3. The Confirmation Settings window appears for this template. Click through the tabs specifying your Confirmation Settings.

- Use the **Options** tab to set an email header and email footer for pre-configured messages (which you set under **Configuration** > **Other** > **Messages**).



- Use the **Web App Options** tab to specify if and where a URL to the Web App should be included in the confirmation. You can also include a Message to include with the URL in the confirmation. See Also: Configure the Confirmation Email Subject Line.



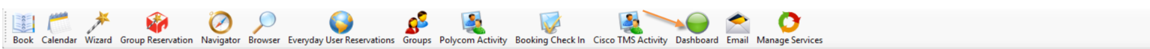
OPTION	Description
Display Web	Indicate whether a URL to the Web App will display in the con-

OPTION	Description
App Link	firmation as a Header, Footer, or at all.
Web App Link Message	Indicate which Message, if any, to include with the URL to the Web App in the confirmation.

Tip: To understand how the Desktop Client user encounters these confirmations, see Confirmations.

Configure Managed Space

Once you have configured facilities (rooms, categories, services, resources, and so on), you can configure special process templates for "managed space," which is meeting space that may require additional oversight and an approval process to finalize a reservation. For example, you may wish to configure a large banquet hall as managed space to ensure that any request to use it is approved by a supervisor. That supervisor would use the Dashboard from the EMS Desktop Client menu bar to view requests for space.



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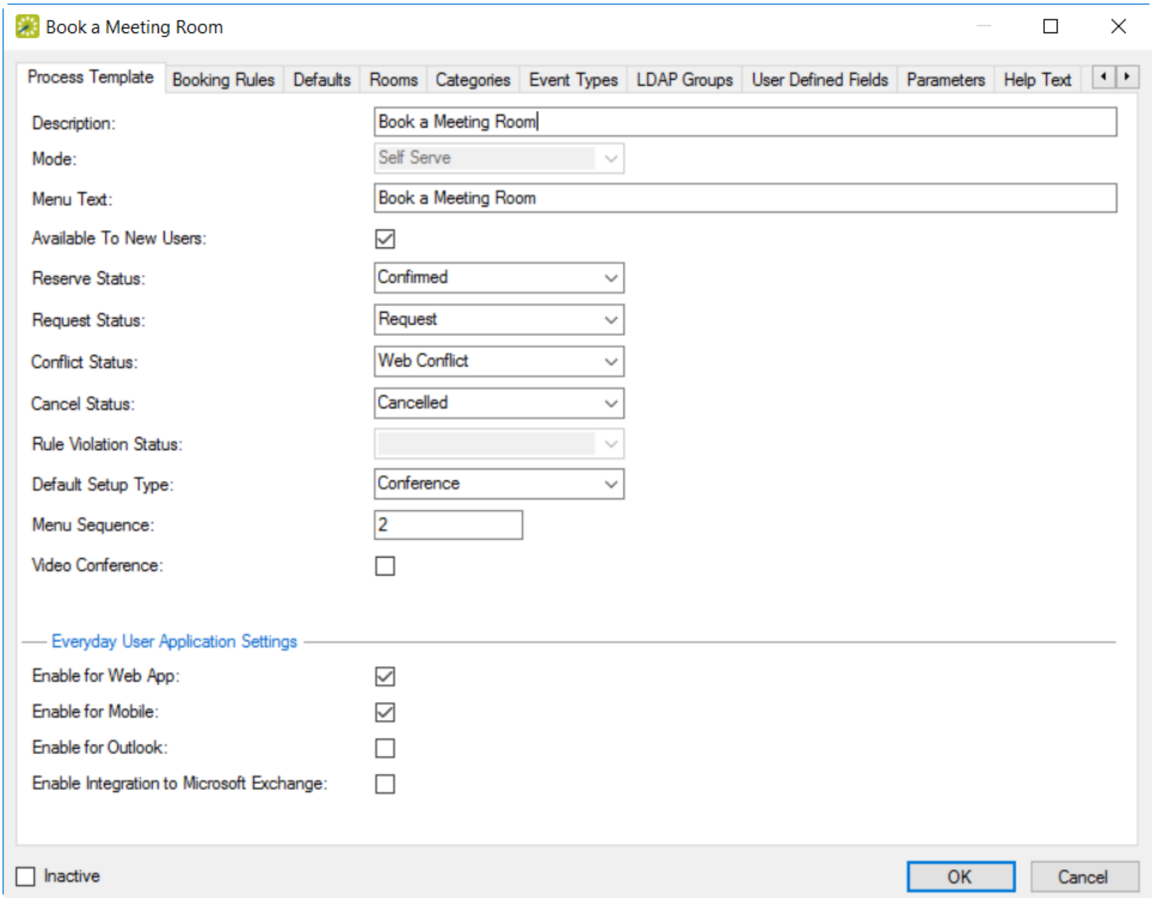
To configure a process template to require supervisory approval:

- When defining an Everyday User Process template for a specialized type of space or room, you set the **Request Status** field to Request (so it will show as pending in the Dashboard).
- Assign that template to the appropriate everyday users (typically, EMS Web App users so they can only Request reservations for that specialized space.
- Designate users in EMS Desktop Client who will review and approve this type of space request in the Dashboard.

Everyday User Process Template Field Definitions

This topic provides information on the following:

PROCESS TEMPLATE TAB



FIELD	DESCRIPTION
Description	Read-only information.
Mode	Determines how a user can make a reservation in EMS Web App. **Request** - users can complete a simple online form requesting a room. Unlike the Self Serve mode, this mode does not allow the user to view real-time room availability. In addition, requests must be reviewed, approved, and manually processed into actual reservations by an EMS Desktop Client user. The room does not show as Reserved until this step has occurred. Note: The "Request" mode is only for guest users. If you are upgrading to EMS V44 from an older version, any roles that were defined in

FIELD	DESCRIPTION
	Request mode will be set to inactive. **Self Serve** - Registered users can see real-time room availability (in list or grid views). Note: If users require video conferencing, you must choose this option. **Service Only Request** - Allows users to request a service (for example, catering, A/V equipment, and so on) for a location that is not managed in EMS.
Menu Text	The menu text or link that a EMS Web App user sees when requesting a room using this everyday user process template.

FIELD	DESCRIPTION
Available to New Users	Select this option if this everyday user process template is to be automatically assigned to newly registered users.
Reserve Status	Available only for Self Serve mode. The default status that is applied to reservations that are booked in rooms identified as 'reservable' on the Rooms tab.
Request Status	Available only for Self Serve mode. The default status that is applied to reservations that are booked in rooms identified as 'requestable' on the Rooms tab.
Conflict Status	Available only for Self Serve mode. The default status that is applied to bookings made by users attached to this template that result in a conflict (the room is already booked).

FIELD	DESCRIPTION
Cancel Status	Available only for Self Serve mode. The default status that is applied to bookings that are canceled by users who are attached to this template.
Rule Violation Status	Enabled only if Outlook is selected. Used in conjunction with the EMS for Outlook module. If you carry out an action in the EMS for Outlook module that violates a booking restriction, then the booking is changed to this status.
Default Setup Type	The setup type that is selected by default for a room search when a user who is attached to this template is reserving a room in EMS Web App. The user can always select a different value.
Allow user Personalization	Select this option if users must be able to use the Options feature to customize their settings on EMS

FIELD	DESCRIPTION
	Web App pages.
Menu Sequence	Enter a number that indicates the order in which this menu option is relative to other menu items that fall under the same parent menu. Items are ordered from lowest to highest sequence number, with the item with the lowest sequence number appearing first. Note: If you leave the sequence set to the default value of zero for all menu items, then by default, the items are displayed alphabetically.
Video Conference	Select this option if the users who are attached to this template must be able to request rooms that have a video conferencing feature.

FIELD	DESCRIPTION
	Note: This option is available only for EMS Enterprise. It is not available for EMS Professional. To use the Video Conference option correctly with a everyday user process template, the Self Serve Mode must be selected for the template.
Enable for Web App	Select this option if this process template should be available on EMS Web App.
Enable for Mobile	Select this option if this everyday user process template is to be available (in an appropriate format) on a mobile device browser.
Enable for Outlook	Enables the everyday user process template for use with the EMS for Outlook module.

FIELD	DESCRIPTION
Enable Integration to Microsoft Exchange	Enables the integration of templates with your organization's Exchange server (typically, when your organization does not use EMS for Outlook. Enabled only if your organization has purchased the optional Integration to Exchange module. Select this option if users who are attached to this template must be able to see the free/busy schedules of the attendees. The user can choose a date and time that is convenient for all attendees and then send invitations through EMS Web App, which attendees receive and can manage through Outlook.

ADDITIONAL TABS FOR BOOKING TEMPLATE CONFIGURATION

This section provides a conceptual overview of the additional tabs on the Booking Template Configuration page.

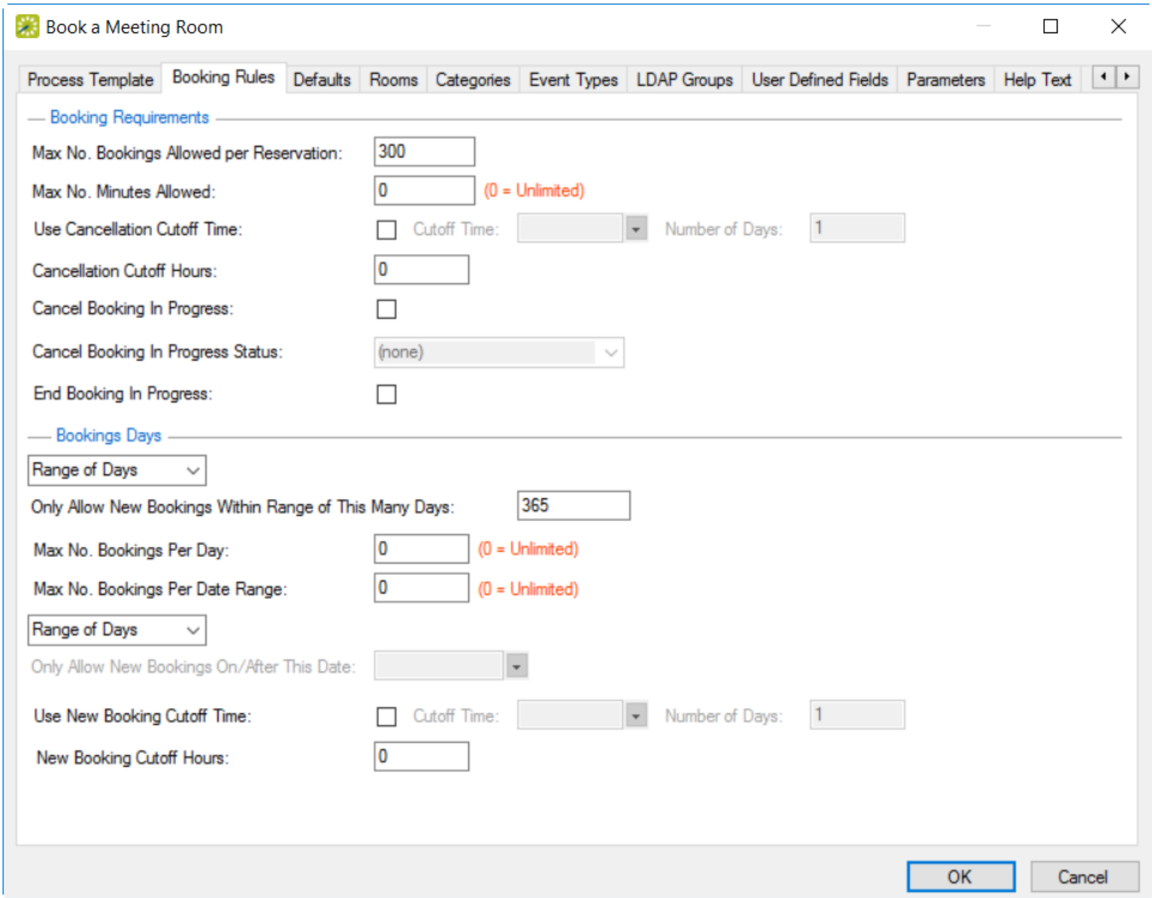
BOOKING RULES TAB

You can use the Booking Rules tab to control very specific timing on how users can book, cancel, or end events.

The Booking Rules tab contains two areas:

- Booking Requirements Area
- Booking Days Area

Booking Rules Tab


Book a Meeting Room
Process Template
Booking Rules
Defaults
Rooms
Categories
Event Types
LDAP Groups
User Defined Fields
Parameters
Help Text
Booking Requirements
Max No. Bookings Allowed per Reservation:
300
Max No. Minutes Allowed:
0
(0 = Unlimited)
Use Cancellation Cutoff Time:
Cutoff Time:
Number of Days:
1
Cancellation Cutoff Hours:
0
Cancel Booking In Progress:
Cancel Booking In Progress Status:
(none)
End Booking In Progress:
Bookings Days
Range of Days
Only Allow New Bookings Within Range of This Many Days:
365
Max No. Bookings Per Day:
0
(0 = Unlimited)
Max No. Bookings Per Date Range:
0
(0 = Unlimited)
Range of Days
Only Allow New Bookings On/After This Date:
Use New Booking Cutoff Time:
Cutoff Time:
Number of Days:
1
New Booking Cutoff Hours:
0
OK
Cancel

BOOKING RULES TAB: BOOKING REQUIREMENTS AREA

FIELD	DESCRIPTION
Max. No. Bookings Allowed Per Reservation	Maximum number of bookings that a new reservation can contain.
Max. No. Minutes Allowed	Maximum number of minutes for which a new reservation can be created (not enforced when a user edits a booking).
Use Cancellation Cutoff Time	Whether the booking has a cutoff when cancellations can no longer be made. **Cutoff Time** and **Number of Days** control how far in advance the cutoff is set. For example, if you enter 3 p.m. and one day, then cancellation must take place before 3 p.m. on the day before the

FIELD	DESCRIPTION
	event.
Cancellation Cutoff Hours	The number of hours before an event when cancellations can be made. For example, if you enter 24, then bookings cannot be canceled less than 24 hours before they are to take place, regardless of the time of day. If using this setting, clear the Use Cancellation Cutoff Time field.
Cancel Booking in Progress	Allows users to cancel events in progress. If selected, the **Cancel Booking in Progress Status** option is enabled. Use this field to specify a status to display on this type of cancellation (configured separately). See Configure Statuses.
Cancel Booking in	Sets the status for bookings that are canceled when in progress.

FIELD	DESCRIPTION
Progress Status	
End Booking in Progress	Allows users to end in-progress bookings early, which makes the space available to other users.

BOOKING RULES TAB: BOOKING DAYS AREA

You can use the Booking Days area to indicate how far into the future bookings can be made and how much lead time is required to make a booking.

Fields change depending on your initial **selections in Range of Days** and **Specific Date**. The second dropdown menu sets the lead time requirement and you must select a date in the **Only Allow New Bookings After This Date** field.

FIELD	DESCRIPTION
Specific Date	If you select **Specific Date**, then you must specify a value for **Only Allow New Bookings Prior to This Date** to dictate the future range.
	Only allow new bookings within Range of this Many Days - Set a date in this field if you want bookings to only be allowed after this date.
	Use New Booking Cutoff Time - Enter the cutoff time and number of days at which point you wish to require the Everyday User to submit bookings by that time and number of days.
	New Booking Cutoff Hours - Enter a value in this field if you want new bookings to only be accepted after the number of hours indicated.

FIELD	DESCRIPTION
Range of Days	Selecting this option from the first dropdown means the user will only be allowed to make bookings within a range of days. You must also specify a value for **Only Allow New Bookings within Range of This Many Days**, and you must also indicate a cutoff time or cutoff hours as you did for cancellations
	Only allow new bookings within Range of this Many Days – Set a number in this field to allow bookings within the number of the days specified (e.g.: 365 would allow an everyday user to create bookings within 365 days).
	Max No. Bookings Per Day – Number of bookings allowed within 24-hour period.
	Max No. Bookings Per Date Range – Number of bookings allowed within Range of Days.

FIELD	DESCRIPTION
	New Booking Cutoff Hours – Enter a value in this field if you want new bookings to only be accepted after the number of hours indicated.

DEFAULTS TAB

You can use this tab to set the default values for Event Type, Event Name, Building, Event Time Start/End, and Time Zone to automatically populate the Room Requests page when users make reservations; users can edit them as needed.

Event Type and Building values are pre-configured.

See Also: Configure Event Types, Configure Buildings, and Set Default Start and End Times.

VIDEO CONFERENCE TAB

You can use this tab to control how users can make video conferencing reservations. This tab is available only in EMS Enterprise and only if the Video Conference option was selected on the everyday template tab. For information on how to configure the information on this tab correctly so that assigned users make video conferencing reservations, see Video Conferencing.

ROOMS TAB

This tab enables you to associate the everyday template with specific space. To begin, specify Building (all buildings, a specific building, an area, or a view) and Room Type search criteria. These are pre-configured.

See Also:

- Configuring Buildings
- Configuring Areas

- Configuring Public Views
- Configuring Rooms and Configuring Room Types

You can move one or more rooms (CTRL-click) from the Available list to the Request or Reserve panes for this template. This controls the space that users assigned to this everyday template can book.

- Reserve pane: rooms that can be reserved without approval (booked in the Reserve Status on the everyday template tab).
- Request pane: rooms that require approval (booked in the Request Status on the everyday template tab).

CATEGORIES TAB

This tab enables you to set the pre-configured categories of services that users assigned to the template can add to their bookings by moving them from the Available list to the Selected list. These are pre-configured. See Configuring Categories.

> Tip: If your Administrator has configured an "Attendee" type category, and assigned it to the booking template, users can invite or remove attendees on the Services page.

EVENT TYPES TAB

This tab enables you to set which event types users of this template can choose from during the booking process by moving them from the Available list to the Selected list, or to the Available To All everyday process Templates list.

LDAP GROUPS TAB

You use this tab to assign Everyday User process templates to users based on LDAP Groups that are defined in your directory service, for example, Active Directory. Everyday user process templates that are assigned via LDAP do not need to be explicitly assigned to user records. When users log in, they “inherit” the everyday user process templates based on the LDAP groups to which they belong. To assign the one or more LDAP group, select and move them from the Available list to the Selected list. See Also: LDAP Authentication.

USER DEFINED FIELDS TAB

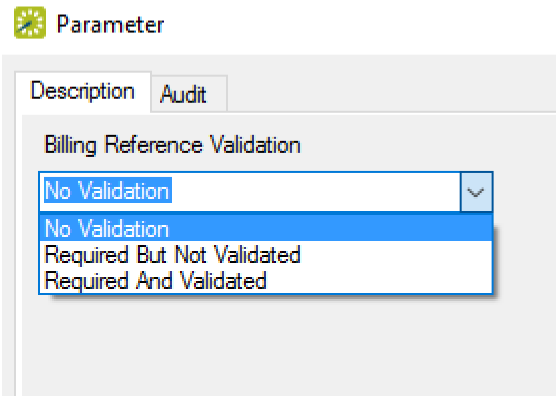
You can use this tab to control the behavior of your implementation's customized fields for this template by moving one or more from the Available pane to the Required or Optional panes. These fields are pre-configured. See Also: Configuring User Defined Fields (UDFs).

PARAMETERS TAB

This tab enables you to control how this everyday user process template is affected by parameter settings.

- To edit the value for a parameter, select the parameter, and then click **Edit**.
- To reset the value for a parameter to its default global value, select the parameter, and then click **Use Global**.

> Note: The billing parameter, Billing Reference Validation, includes a special option that affects whether users are prompted to enter billing and PO information and whether they are validated.



Users will see the Billing Reference field during the booking process parameters are set at either the reservation, room, or category level. Whether the Billing Reference field displays is based on four settings: global, template, room-level setting, category-level setting. The booking template setting overrides the global setting. The room and category level settings can both override the template setting. After the Admin decides whether to display the field, user entries will be validated based on the value in the "Billing Reference Validation" parameter set (above) on the template.

Billing Reference field options:

- Show (Prompt)
- Require
- Validate (Show and Require)
- Don't Show

Additionally, the Billing Reference Validation parameter will always determine whether it is optional, required, or required and validated.

See Also:

- Configuring Rooms
- Configuring Categories
- Configuring Field Behavior for Billing Reference and PO Numbers

HELP TEXT TAB

This tab enables you to control the help text that displays to users when they are using this template. By default, help text items inherit their settings from the global Help Text list. (See Configuring Help Text.) You can use the list of help text items on the Help Text tab to override the settings for this particular template if needed.

- To edit the value for a help text item, select the item, and then click **Edit**.
- To reset the value for an item to its default global value, select the item, and then click Use **Global**.

MENU TEXT TRANSLATIONS TAB

This tab enables you to control how your EMS Web App translations appear to users of this template.You only need to provide information on this tab if a foreign language translation has been defined for everyday templates. See Configuring Language Translations. For each translation shown here, you can click in the **Text** field and enter the appropriate translation for the menu text (the menu text or link that an EMS Web App user sees when requesting a room using this everyday user process template).

TERMS AND CONDITIONS TAB

You can use this tab to set your template to require that its users agree to special Terms and Conditions before submitting reservations. In the text area, you can create a Terms and Conditions message that presents when a user selects a room.

- Design (selected by default) means you use the standard Windows plain text formatting options to format the message (spacing, number of lines, capitalization, and so on).
- HTML means you use HTML code to format the message (spacing, number of lines, capitalization, and so on) to format your Terms and Conditions.

Security Templates

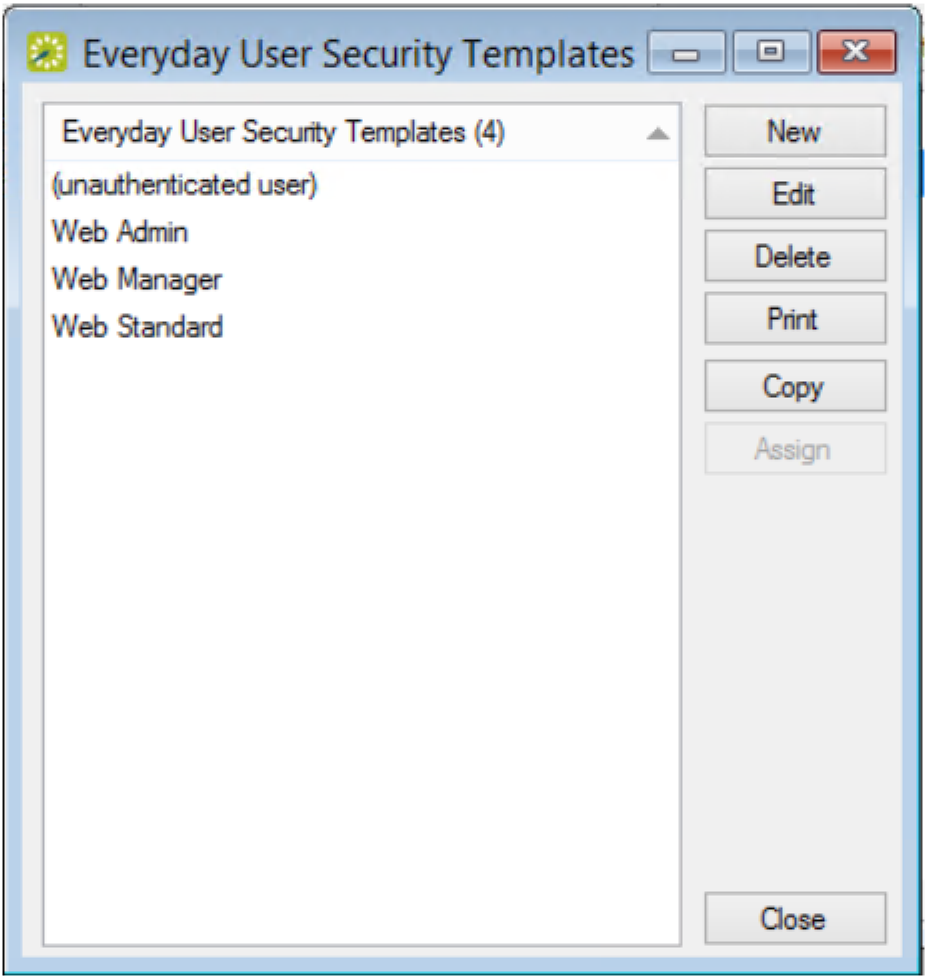
A security template specifies which menu items are available to the users who are assigned to the template, which fields can be viewed in event tooltips, and other information.

In this section:

Configure Security Templates

A security template specifies which menu items are available to the users who are assigned to the template, which event information fields can be viewed, and other information.

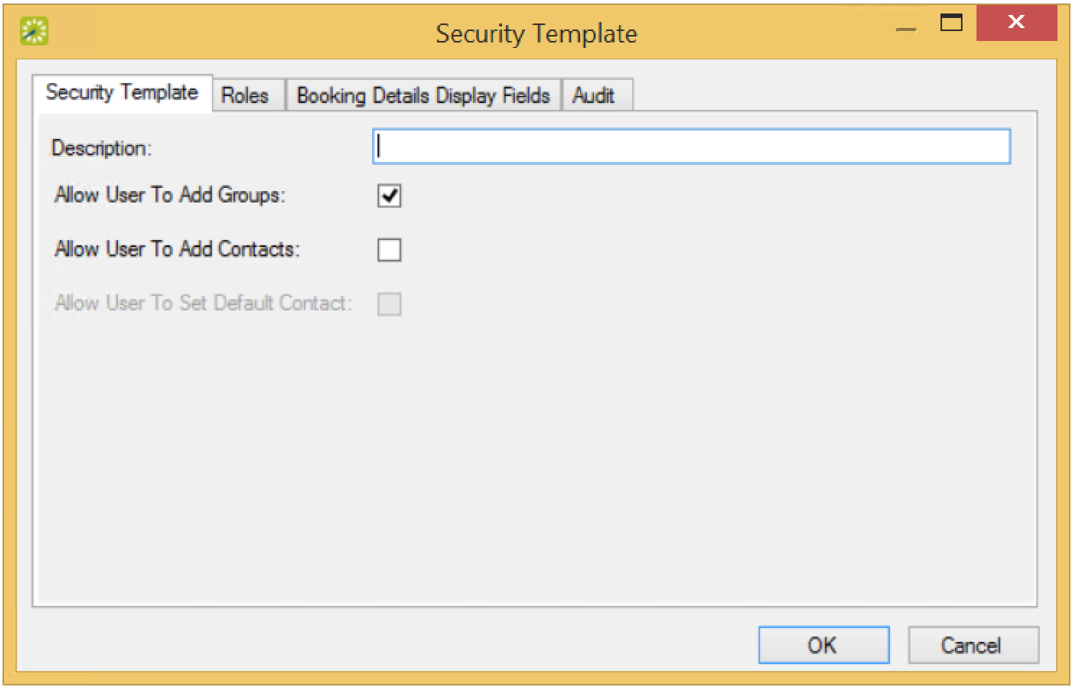
1. On the EMS menu bar, click **Configuration** > **Everyday User Applications** > **Everyday User Security Templates**. The Everyday User Security Templates window opens. This window lists the one user role (unauthenticated user) used in the EMS Web App and EMS Mobile App, as well as any other security templates that have been defined.



NOTE: The "(unauthenticated user)" role controls what happens when users do not have a log in access an EMS Everyday User application such as EMS Web App and EMS Mobile App.

TIP: The remainder of this procedure describes how to configure a security template “from scratch.” You can also configure a security template by copying an existing rule. Select the security template that you wish to copy then skip to Step 3. To assign an existing security template to multiple users, see Assign Security Templates to Multiple Everyday Users.

2. Click **New**. The Security Template dialog box opens on the **Security Template** tab.



ENTER SECURITY TEMPLATE SETTINGS

3. Enter the information for the new everyday user role.

OPTION	DESCRIPTION
Description	The description or name for the security template. Note: The description can be a maximum of 50 characters, including spaces.
Allow User to Add Groups	Selected by default. Users who are attached to this security template can select from a list of existing Groups in your EMS database to add to the users' accounts when submitting a request or making a reservation.
Allow User to Add Contacts	Select this option if you want users who are attached to this security template to be able to select from a list of existing Contacts in your EMS database when submitting a request or making a reservation.
Allow User	Available only if Allow User to Add Contacts is selected.

OPTION	DESCRIPTION
to Set Default Contact	Select this option if you want users who are attached to this template to be able to specify a default Contact for a selected Group when submitting a request or making a reservation.

ASSIGN ROLES TO USERS

4. Roles are the tasks that an assigned user can do. Open the **Roles** tab, and on the Available list, select the role (CTRL-click to select multiple roles) for the user(s) are to be assigned to this template, and then Move (>) to the Selected list.

ROLE	DESCRIPTION
Allow Check In	Allows a user to check in to a booking from EMS Web App, the EMS Kiosk, and EMS Mobile App.

ROLE	DESCRIPTION
Browse Events	Provides access to the Events calendar in EMS Web App.
Browse	Allows a user to browse for available rooms in a Schedule view.
Create\Edit an Account	For the (unauthenticated user) template, allows a new user to create his/her own EMS Web App user account. This new everyday user account is set to active or pending based on your EMS Web App parameter settings. For the authenticated users, this role determines if an existing everyday user can access the Edit My Account area within EMS Web App.
Custom Events	Provides access to any custom events calendars created.

ROLE	DESCRIPTION
Delegation	Allows EMS Web App users to delegate control of their reservations (new and existing) to other EMS Web App everyday users.
Browse People	Allows a EMS Web App user to view a specific Group's reservations for today.
Location Details	Allows a user to view details (room type, size, phone, features, setup types, images and so on) about a room.
Login\Logout	Allows an anonymous user or “guest” to log in to EMS Web App.
View Floor Map	Requires the optional Floor Plan module. Allows a EMS Web App user to view and book rooms on a floor plan.

ROLE	DESCRIPTION
Web Administrator	Provides access to various administrative functions within EMS Web App such as clearing the cache, enabling help text edit mode, and enabling detailed errors.

SET TOOLTIP DISPLAY

5. The **Booking Details Display Fields** tab houses the information that appears when a EMS Web App user browses events in the Browse Events area or browses for space in the Browse for Space Area. Open this tab, and on the Available list, select the information you want displayed (CTRL-click to select multiple items), then Move (>) to the Selected list.

FINALIZE THE TEMPLATE

6. Click **OK**. The security Template dialog box closes. The changes are saved to the template and you return to the security Templates window.

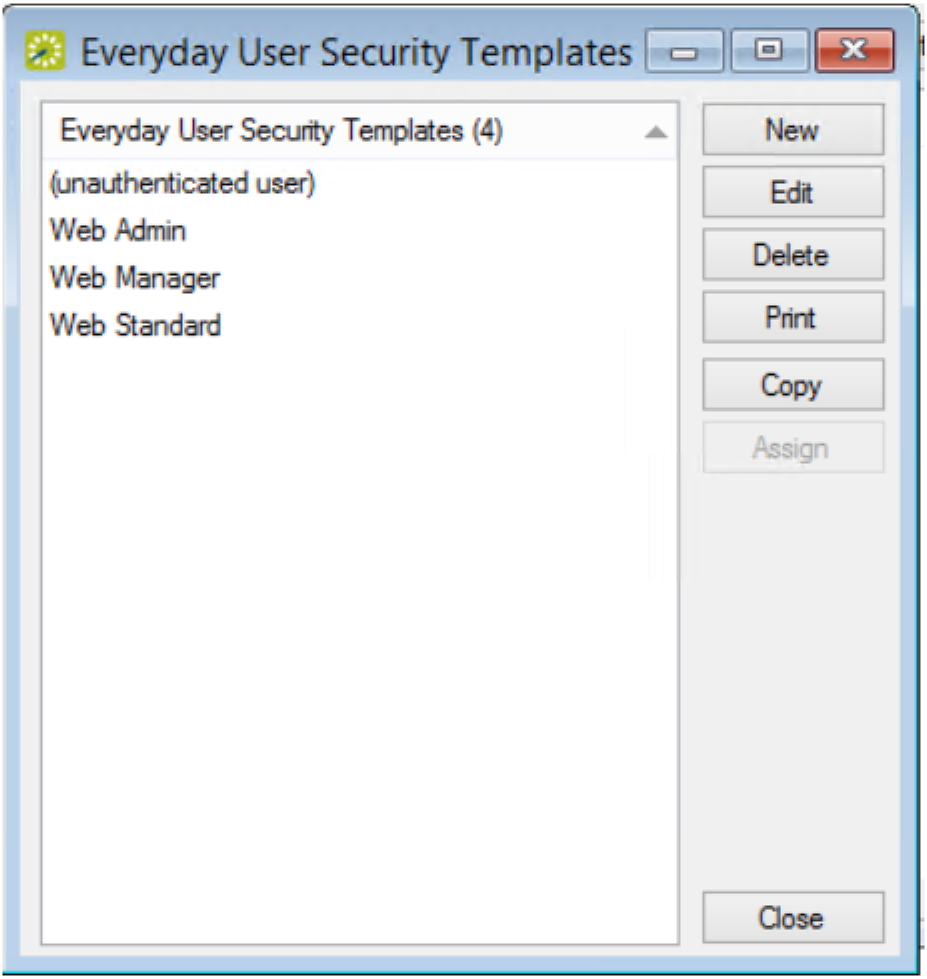
TIP: You can delete a security template by selecting it from the Everyday User Security Template window and clicking **DELETE**. If the template is assigned to a user, you will be prompted to assign another template to that user before deleting it.

You can also print a security template information in two ways, using the **PRINT** button: you can print a list of your templates, or a list of user roles showing how they are mapped to security templates.

Assign Security Templates to Multiple Everyday Users

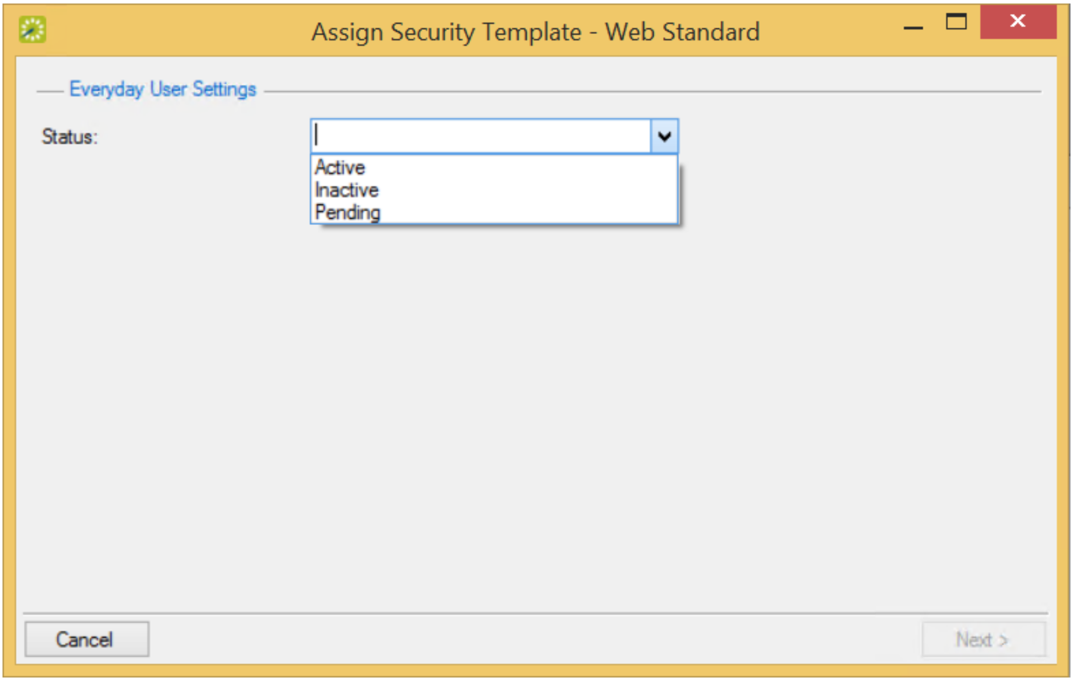
When you configure an everyday user, you can assign one security template and multiple process template to that user. Instead of assigning templates one at a time to individual everyday users, you can assign a security template to multiple users in a single step.

1. On the EMS menu bar, click **Configuration** > **Everyday User Applications** > **Everyday User Security Templates**. The Everyday User Security Templates window opens. The window lists security templates that have been defined for your implementation. The "(unauthenticated user)" template is reserved for guest users.

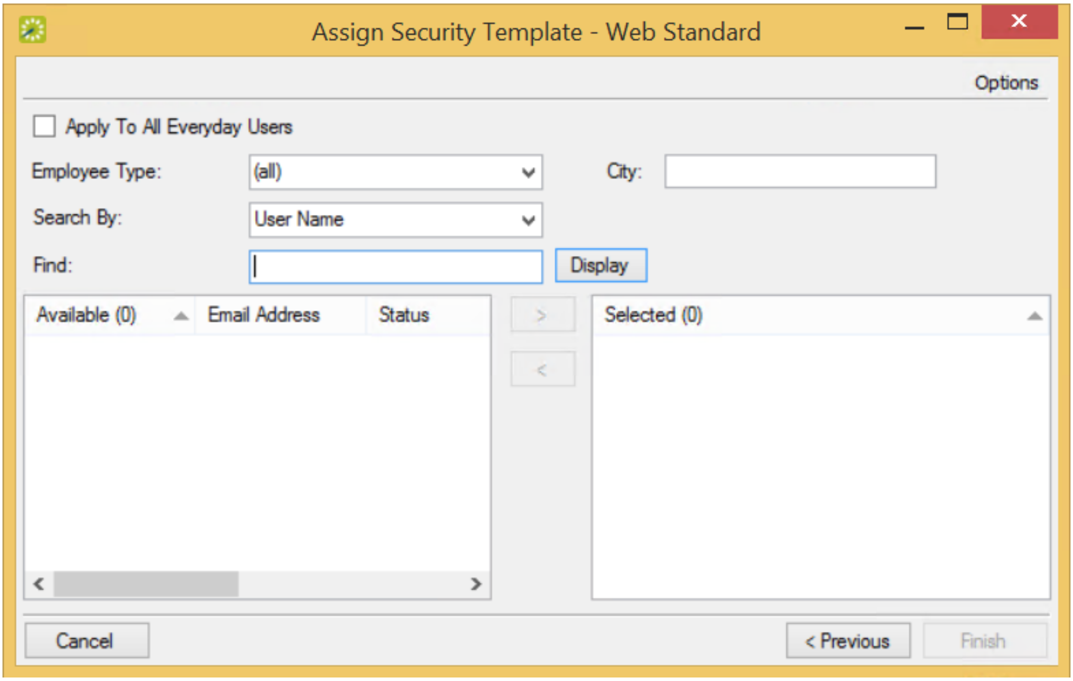


2. Select a security template other than "(unauthenticated user)" to assign to one or multiple users, and then click the **Assign** button. The Assign

Security Template window opens, first prompting you to filter everyday users by status.



3. Select the user status and then click **Next**. The Assign Security Template window updates to list users to whom you can assign the security template.



4. Narrow the selection of users you wish to assign to the template using either of the following methods:
   - To assign the selected security template to all the users you picked in Step 3, click the **Apply to All Everyday Users** checkbox.
   - To assign the security template to only a few of the users you picked in Step 3, search for them in the **Find** field (using the other fields in

this area to narrow your search), and click **Display**. The users who meet your search criteria are displayed in the Available list.

5. On the Available list, select the user (CTRL-click to select multiple users) to whom you are assigning the template, and then Move (>) to the Selected list.
6. Click **Finish**. A message confirms that the template was assigned successfully.
7. Click **OK** to close the message and return to the Everyday User Security Templates window.

Everyday User Security Template Field Definitions

This topic provides information on the following:

- Security Tab
- Roles Tab

SECURITY TAB

OPTION	DESCRIPTION
Description	The name for the web security template. Note: Maximum of 50 characters, including spaces.
Allow User to Add	Enables users to add existing Groups for which they book space to their accounts. Selected by default.

OPTION	DESCRIPTION
Groups	Users can add existing Groups for which they make reservations to their accounts.
Allow User to Add Contacts	Enables users to indicate if a Contact should appear by default when the Group is selected for a reservation. Select this option if you want users to add existing Contacts to existing Groups on their account.
Allow User to Set Default Contact	Available only if Allow User to Add Contacts is selected. Select this option if you want users to assign default contact for a Group when making reservations.

ROLES TAB

ROLE	DESCRIPTION
Allow Check In	Allows a user to check in to an event in rooms requiring check-in.
Browse Events	Allows the user to view a schedule of events at the organization as well as more information about these events.
Browse Locations	Allows the user to view a schedule view of rooms at the organization.
Create\Edit an Account	Allows new unauthenticated users ("guests") to create user accounts (set to Active or Pending based on your parameter settings). For authenticated users, allows users to change their account information.
Custom	Allows users to view a customized schedule of

ROLE	DESCRIPTION
Events	events created by an Administrator using the Generate Custom Link utility.
Delegation	Allows users to assign other users as delegates for impersonation.
Browse People	Allows users to look up Groups at their organization to see where these Groups are meeting today.
Location Details	Allows users to view details (room type, size, phone, features, setup types, images and so on) about a room or a building.
Login\Logout	Allows unauthenticated users ("guests") to log in to EMS Web App.
View Floor	Requires the optional Floor Plan module. Allows a

ROLE	DESCRIPTION
Map	Everyday User to view and book rooms on a visual floor plan. If licensed for the additional Floor Map module, users can view and request rooms from a floor map of a building.
Web Administrator	Enables the Admin Functions menu option for these users designated as administrators. The menu controls various administrative functions within EMS Web App, such as clearing the cache, enabling help text edit mode, displaying detailed error messages, and configuring optional integration modules.

Email an Everyday User

Whether your organization uses Microsoft Outlook or SMTP, you can email an everyday user.

> Tip: If your organization uses Microsoft Outlook, you can continue to use this email system to send emails to users; otherwise, to email a user using the SMTP option, your EMS Desktop Client user account must have an email address.

1. Search for the user whom you are emailing. See Also: Searching for a user.
2. On the user's window, make sure that the user is selected in the lower pane, and then click **More** > **Email**.

   Depending on how your system is configured, either a pre-addressed Outlook email form or a pre-addressed SMTP email form opens. The To field is populated with the email address that is defined for the user, but you can edit this value if needed.

3. Complete and send the email as you normally would.

Configure Web Menus

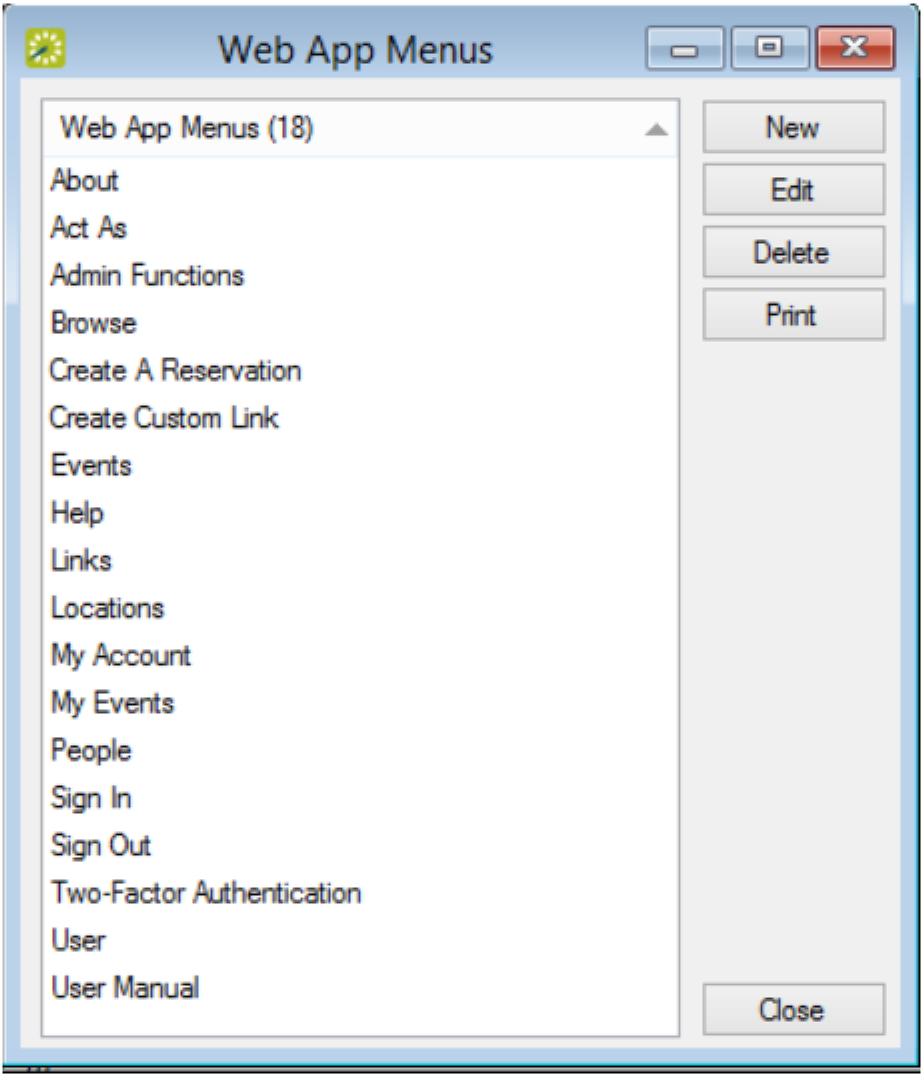
When EMS Web App is first installed, the main menu has a layout that determines the following:

- The default parent menu options.
- The order of the parent options in the main menu.
- The child options that appear under each parent menu option.
- The order of the child options under each parent menu option.

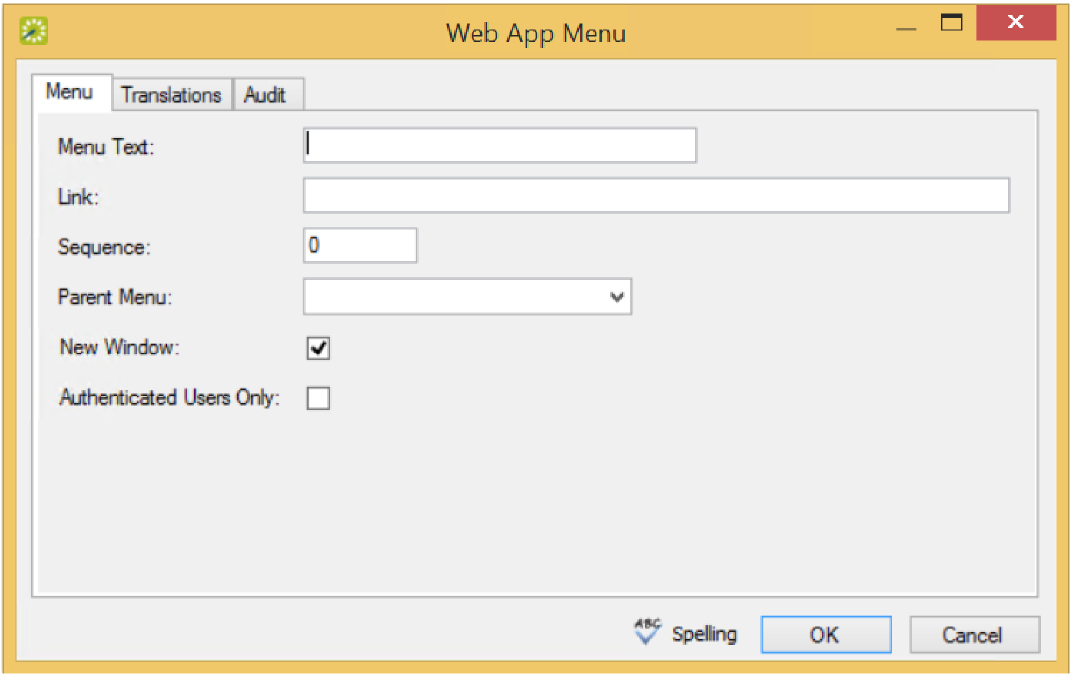
You can add customized menu items to the existing list of system menus. These custom items can be links to EMS Web App pages or to websites outside EMS Web App.

1. On the EMS menu bar, click **Configuration** > **Everyday User Applications** > **Web App Menus**. The Web App Menus window opens. This window lists all the current parent menu items and child options in alphabetical order. Buttons to the right enable you to create new menus, change existing ones,

delete, and print.



2. To configure a new menu, click **New**. The Web App Menu dialog box opens. The Web App Menu tab is the active tab.



3. Enter the information for the new web menu item.

FIELD	DESCRIPTION
Menu Text	The text for the item as it is to appear on the EMS Web App

FIELD	DESCRIPTION
	menu.
Sequence	A number that indicates the order in which this menu option is to appear relative to other menu items that fall under the same parent menu. Items are ordered from lowest to highest sequence number, with the item with the lowest sequence number appearing first. Note: If you leave the sequence set to the default value of zero for all menu items, then by default, the items are displayed alphabetically.
Link	The URL or web address for the menu (for example, www.myorganization.com).

FIELD	DESCRIPTION
Parent Menu	The primary menu under which this new menu item is found.
New Window	Select this option if this new menu item should open in a new browser window or tab (with EMS Web App remaining open behind the new window or tab.
Authenticated Users Only	Select this option if access to this new menu item is restricted to only those users who have logged in to EMS Web App.

4. If translations have been defined for web templates (see Configuring Language Translations), then open the Translations tab, and for each translation, click in the **Text** field, and enter the appropriate translation for the menu item.

5. Click **OK**. The Web App Menu dialog box closes and returns you to the Web App Menus window with the newly configured menu option displayed in the window.

> Note: If you have EMS Web App open, you might have to log out and then log back in to see the new menu item.

Configure Help Text

Since the EMS Desktop Client is the "backbone" for all editions of EMS, such as EMS Web App and EMS Kiosk, it enables you to customize the text that appears to users of those applications in your organization. This help text displays on various pages in EMS Web App, EMS Kiosk, EMS for Outlook, EMS Campus Planning Interface, and the EMS Floorplan Utility. As the EMS administrator, you can configure this help text in EMS, or if you are assigned to an appropriate everyday user security template (which has administrator access), you can configure it directly in EMS Web App.

This topic provides information about the following:

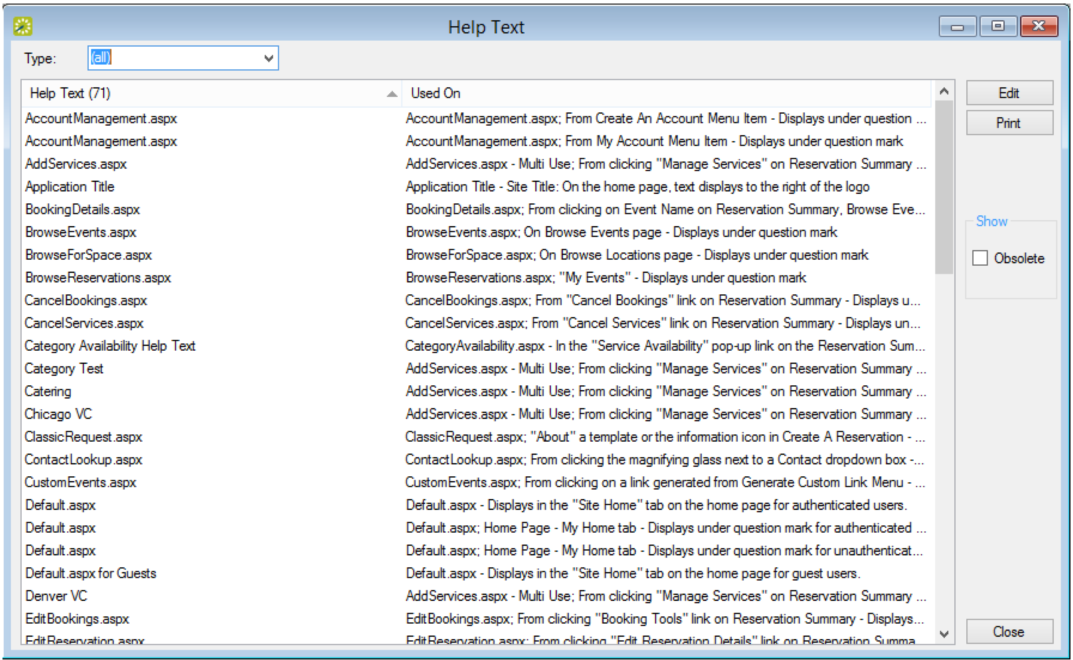
- Configure Help Text in EMS Desktop Client
- Configure Help Text in EMS Web App
  - Enable the Custom Help Text Feature
  - Navigate to Pages in EMS Web App and Customize Help Text

> Tip: Depending on your organization, configuration in the EMS Desktop Client may need to be performed by a different type of System Administrator than configuration and text customization in the EMS Web App.

CONFIGURE HELP TEXT IN EMS DESKTOP CLIENT

Follow the instructions below to enable custom help text for EMS Web App and/or EMS Kiosk.

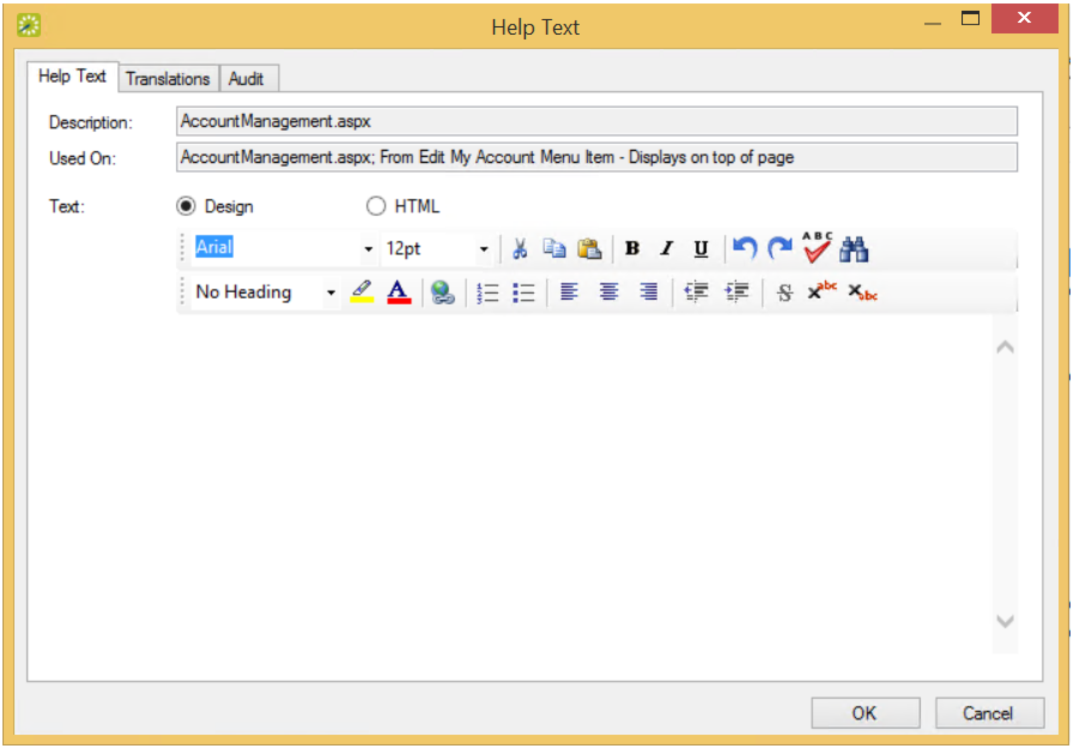
1. On the EMS menu bar, click **Configuration** > **Everyday User Applications** > **Help Text**. The Help Text window opens. This window lists the name or description for all types of Help Text that is currently in use in your EMS Web App and EMS Kiosk installations and the EMS Web App or EMS Kiosk page on which it appears. To filter for only a specific type of help text, select a type on the Type dropdown list.



Tip: You can view all help text including the text not in use: select **Obsolete**. Obsolete Help Text is displayed in red and italics in the Help Text window.

2. Select the Help Text that you are configuring, and then click **Edit**. The Help Text dialog box opens. The Help Text tab is the active tab. The tab contains

options for entering and configuring the help text.



3. Configure the needed help text.
   - Design is selected by default. Use the standard Windows plain text formatting options to format the message (spacing, number of lines, capitalization, and so on) so that it is displayed the way that you want

in the help text.

- Select HTML and enter the necessary HTML code to format the message (spacing, number of lines, capitalization, and so on) so that it is displayed the way that you want in the help text.

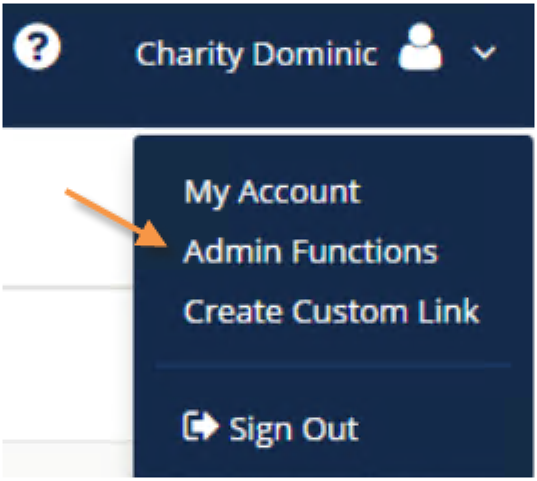
4. If translations have been defined for everyday user templates (see Configure Language Translations), then open the **Translations** tab, and for each translation, click in the **Text** field, and enter the appropriate translation for the Help Text item.
5. Click **OK**. The Help Text dialog box closes. You return to the Help Text window with the newly configured Help Text item automatically selected in the window.

CONFIGURE HELP TEXT IN EMS WEB APP

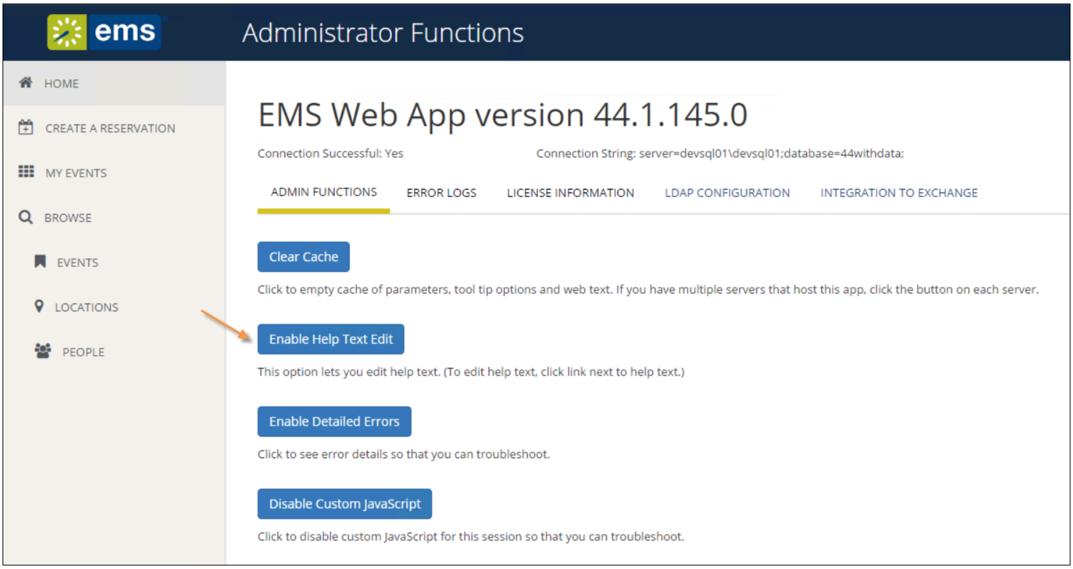
Once Help Text customization is enabled in the EMS Desktop Client, System Administrators in the EMS Web App can follow the instructions below to customize the applications help text. First, you enable the feature, then you navigate to each page in EMS Web App that you wish to customize and enter help text.

ENABLE THE CUSTOM HELP TEXT FEATURE

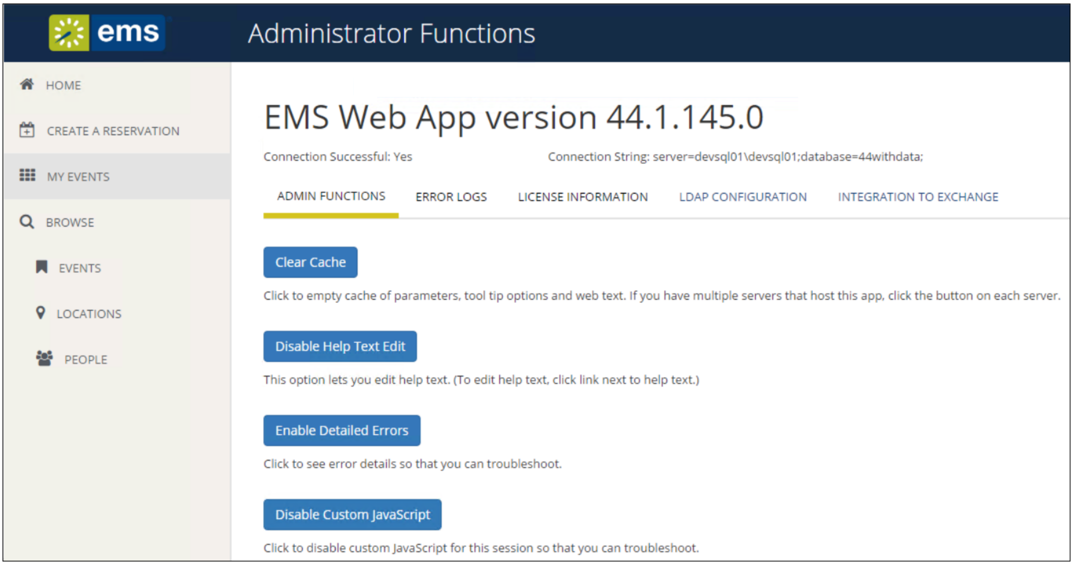
1. Log in to EMS Web App.
2. In the dropdown menu next to your name, click **Admin Functions**.



3. The EMS Web App Administrator Function page opens.

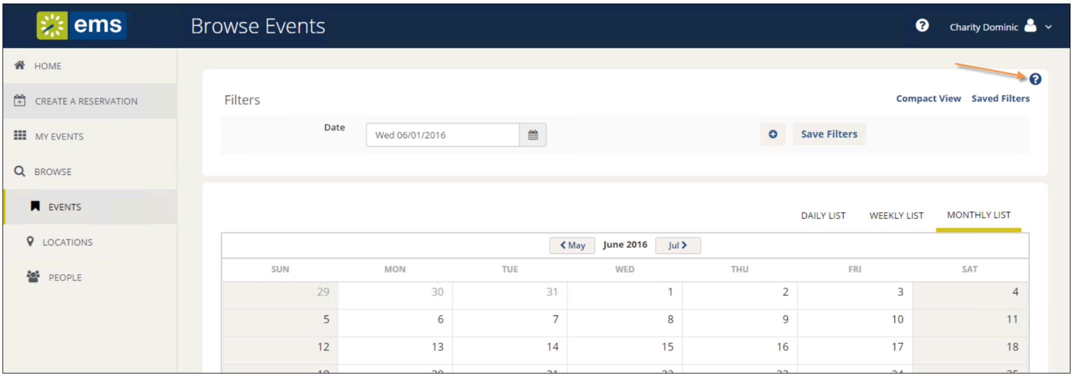


4. Click **Enable Help Text Edit**. A confirmation message appears indicating that Help Text Mode is now enabled.



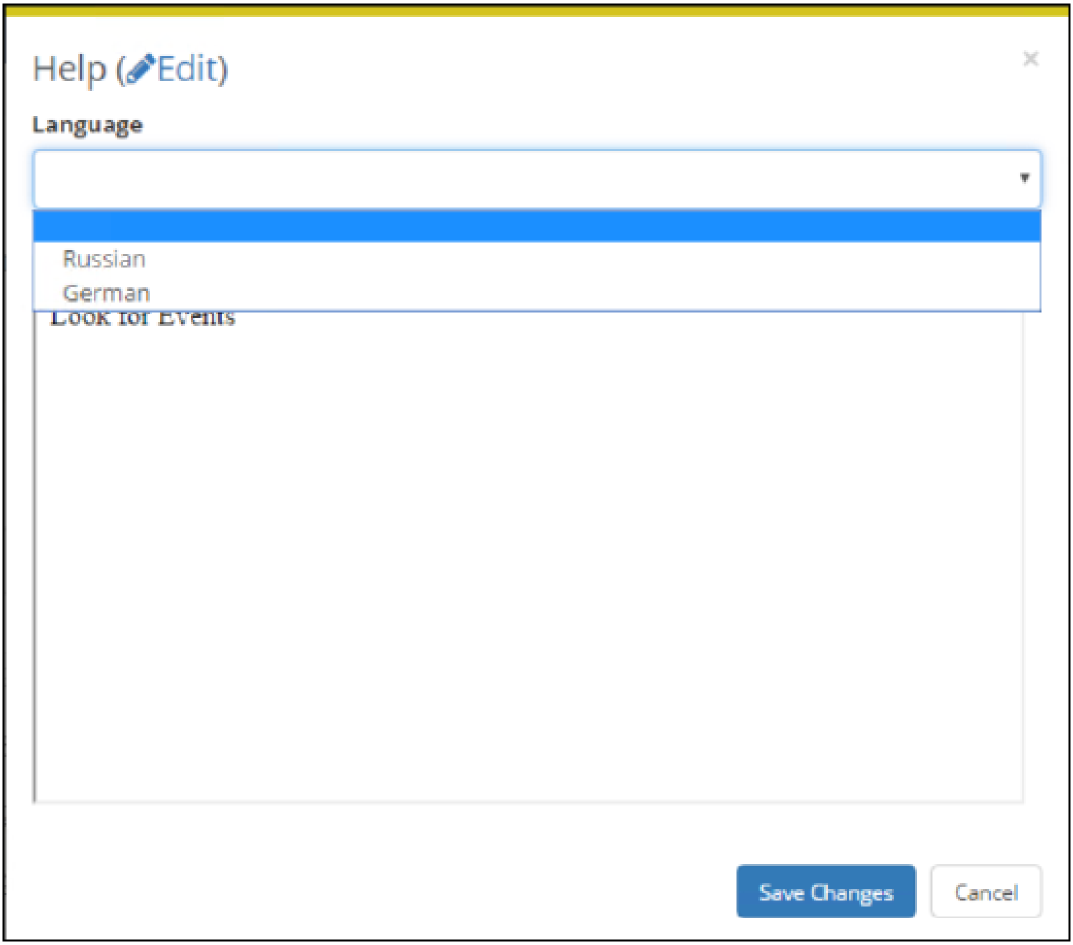
NAVIGATE TO PAGES IN EMS WEB APP AND CUSTOMIZE HELP TEXT

1. Navigate to the EMS Web App page where you wish to customize Help text. The Edit option is available in the upper right corner of the page.



2. Click the option. An edit window launches where you can customize the help text (click **Edit** to enter your custom help text).

3. If your help text should appear in another language, select a language option in the dropdown.


Help (Edit)
Language
Russian
German
Look for Events
Save Changes
Cancel

Tip: Options in the Language dropdown are controlled by another Administrator setting, Language Translations.

4. After entering and configuring the Help text, click **Save Changes** to apply the text to the selected page.

Configure Language Translations for Everyday User Applications

> Note: Previous versions of EMS referred to this feature as "Web Cultures."

If you need to add language translation capability for your Everyday User templates or EMS Kiosk pages (menu text, menu items, and help text items), then you must configure language translations.
Each translation you configure represents a language for which translations must be provided in your EMS Everyday User Applications.

Concept: EMS Provides You with the Latest Translation Files. *Click for more...*

BUILD YOUR LANGUAGE TRANSLATION SPREADSHEET

1. EMS Software provides a Microsoft® Excel spreadsheet specific to EMS Web App that contains all of the application labels, page titles, system messages and error messages with their English translations.

   > Note: Values for data items (e.g. Event Types like “Meeting”, “Training”, etc. or Room Types like “Workspace”, “Conference Room”, etc.) configured within EMS or dynamic information that is inputted by an EMS user or Virtual EMS web user (e.g. Event Name like “HR Meeting”, Comments, Special Instructions, etc.) are not translated.

2. The customer is responsible for providing the translated values for the information in the product spreadsheet. Once the customer returns the fully translated product spreadsheet to EMS Software, EMS Software development teams compile the spreadsheet into a product-specific language

folder containing a set of files. (We maintain a language folder for each language).

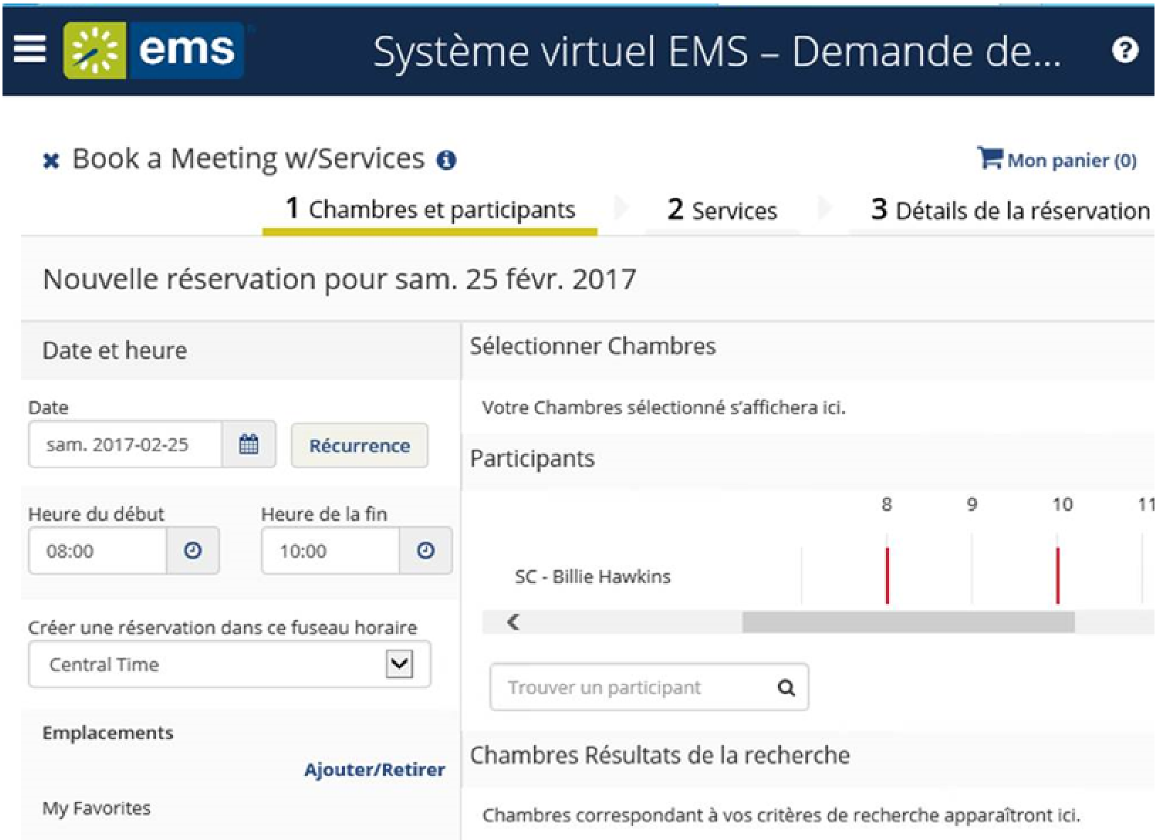
3. The customer saves the language files in the "App_GlobalResources" folder within the EMS Web App physical directory on their web server. (The default path is C:\inetpub\wwwroot\emswebapp\App_GlobalResources\).

> Important: For the translation to affect an Everyday Applications user, two conditions should be met:
>
> 1. The language setting should be set in Windows.
> 2. The end user’s browser Language Preference is set to that specific language and set as the default.

EXAMPLE SUCCESSFUL INSTALLATION

Name	Date modified	Type
Errors.fr-CA.resx	1/25/2017 12:45 PM	.NET Managed Re
Errors.resx	11/28/2016 10:45 ...	.NET Managed Re
Messages.fr-CA.resx	1/25/2017 12:45 PM	.NET Managed Re
Messages.resx	11/28/2016 10:45 ...	.NET Managed Re
PageTitles.fr-CA.resx	1/25/2017 12:45 PM	.NET Managed Re
PageTitles.resx	11/28/2016 10:45 ...	.NET Managed Re
resources.Errors.fr-CA.resources	1/25/2017 12:45 PM	RESOURCES File
resources.Messages.fr-CA.resources	1/25/2017 12:45 PM	RESOURCES File
resources.PageTitles.fr-CA.resources	1/25/2017 12:45 PM	RESOURCES File
resources.ScreenText.fr-CA.resources	1/25/2017 12:45 PM	RESOURCES File
ScreenText.fr-CA.resx	1/25/2017 12:45 PM	.NET Managed Re
ScreenText.resx	11/28/2016 12:52 ...	.NET Managed Re

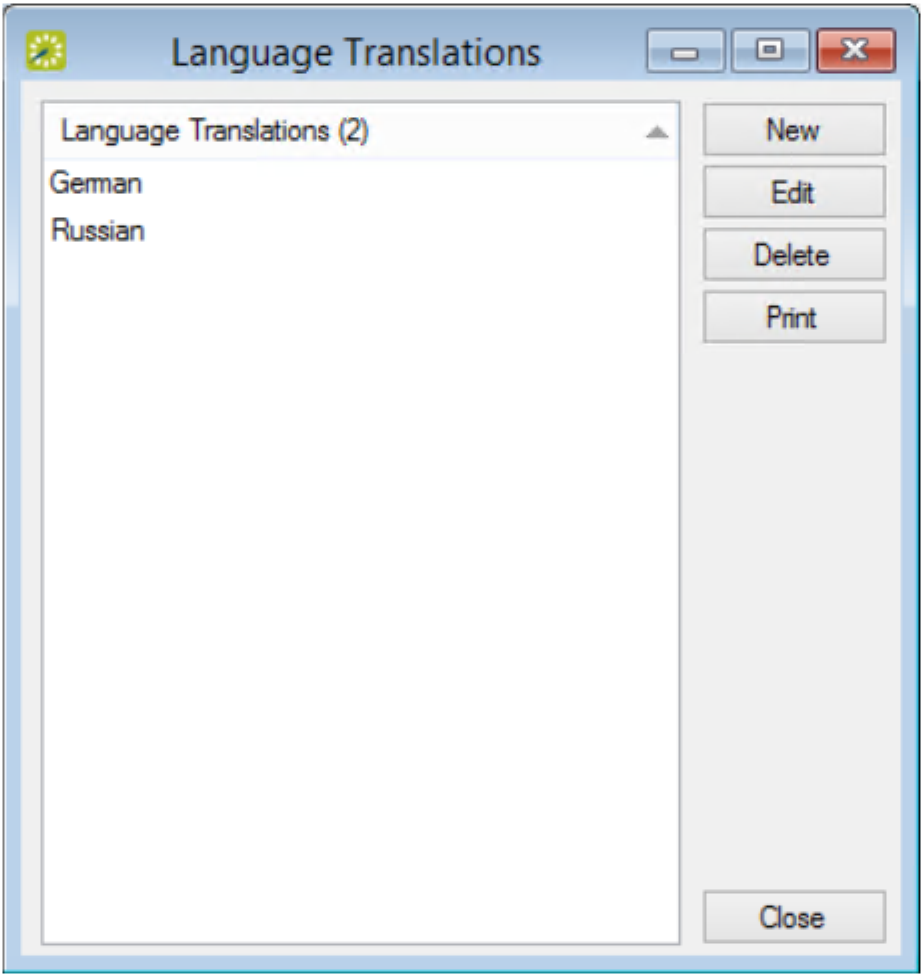
Reflected in EMS as follows (example is French-Canadian).



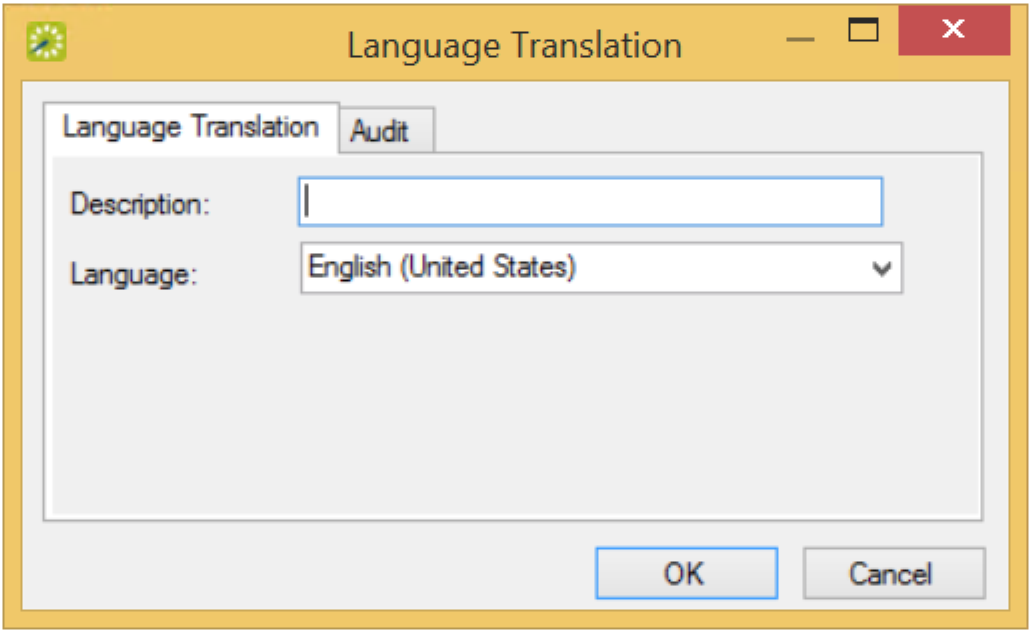
Système virtuel EMS – Demande de...
Book a Meeting w/Services
Mon panier (0)
1 Chambres et participants
2 Services
3 Détails de la réservation
Nouvelle réservation pour sam. 25 févr. 2017
Date et heure
Date
sam. 2017-02-25
Récurrence
Heure du début
08:00
Heure de la fin
10:00
Créer une réservation dans ce fuseau horaire
Central Time
Emplacements
Ajouter/Retirer
My Favorites
Sélectionner Chambres
Votre Chambres sélectionné s'affichera ici.
Participants
8
9
10
11
SC - Billie Hawkins
Trouver un participant
Chambres Résultats de la recherche
Chambres correspondant à vos critères de recherche apparaîtront ici.

CONFIGURE YOUR LANGUAGE TRANSLATIONS IN EMS DESKTOP CLIENT

1. On the EMS Desktop Client menu bar, click **Configuration** > **Everyday User Applications** > **Language Translations**. The Language Translations window opens, listing all the translations that are currently configured in your EMS database.



2. Click **New**. The Language Translation dialog box opens. By default, the language is set to English (United States).



3. In the **Description** field, enter a name or description for the new web culture (up to 50 characters, including spaces).
4. On the **Language** dropdown list, select the language into which the menu text, menu items, and help text items will be translated.
5. Click **OK**. The Language Translation dialog box closes, returning you to the Language Translations window with the newly configured translations automatically selected.

Tip: After you configure a language translation, it is displayed on the Translations tab in various configuration areas in EMS.

EMS Web App System Parameters

Note: Text highlighted in blue denotes new parameters added for EMS V44.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Auto Create Everyday User Account (for Integrated Authenti-	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Account Management	An Everyday User account is automatically created via the integrated authentication process if a new user accesses the EMS Everyday User Application.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
cation)			
On Login Automatically Set Everyday User Time Zone to First Building's Time Zone	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Account Management	After an Everyday User logs in, the time zone for the user is set to the time zone for the first building that is stored in the EMS database. If this building, however, is not listed on the Facilities dropdown list, then the time zone is set to the first available time zone on the Time Zone dropdown list, but the user can always select a different value if one is available.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Allow Everyday User to Opt-Out of Auto-matic Emails	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Account Man-agement	Allows Everyday Users to specify if they want to receive any automatic emails (e.g., automatic con-firmations or cancelations) from EMS Web App.
Field Used to Authenti-cate Everyday User	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-	Authenti-cation	Indicates the field (Email Address, Network ID, or External Reference) that is used to authenticate an Everyday User.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	b		
Require Phone during account creation	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Account Man-agement	Requires the potential everyday user to complete Phone 1 during manual account creation.
Show Billing Refer-ences Tab on	Desktop Client > System Administration > Settings > Parameters >	Account Man-agement	Displays a Billing Refer-ences tab when editing a user account.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Edit Account	Everyday User Applications ta-b		
Default Account Status for Newly-Created User	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Account Man-agement	Default status (Active or Pending) for new Everyday User accounts, regardless of account creation method.
Default Security Template	Desktop Client > System Administration	Account Man-agement	The default Web Security template that is assigned to new Everyday Users.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
for User	> Settings > Parameters > Everyday User Applications ta-b		
Portal Authenti-cation Cookie Key	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Authenti-cation	Appropriate variable to be used if Portal Authentic-ation is enabled by your organization and the parameter Portal Authentic-ation Method is set to "Cookie."
Portal	Desktop	Authenti-	Variable to be used if

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Authentication Email Variable	Client > System Administration > Settings > Parameters > Everyday User Applications tab	cation	Portal Authentication is enabled and the parameter Portal Authentication Method is set to "ServerVariable."
Portal Authentication External Reference Variable	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Authentication	Variable to be used if Portal Authentication is enabled and the parameter Portal Authentication Method is set to "ServerVariable."

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Portal Authentication Fax Variable	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Authentication	Variable to be used if Portal Authentication is enabled and the parameter Portal Authentication Method is set to "ServerVariable."
Portal Authentication Method	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-	Authentication	Method of Portal Authentication to be used, if enabled by your organization. Choices are Form, Server Variable, Session, Querystring, and Cookie.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	b		
Portal Authentication Name Variable	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Authentication	Variable to be used if Portal Authentication is enabled and the parameter Portal Authentication Method is set to "ServerVariable."
Portal Authentication Phone Variable	Desktop Client > System Administration > Settings > Parameters >	Authentication	Variable to be used if Portal Authentication is enabled and the parameter Portal Authentication Method is set to

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	Everyday User Applications ta-b		"ServerVariable."
Portal Authenti-cation Variable	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Authenti-cation	User variable to be com-pared against the EMS Everyday User External Reference or Network ID fields if your organ-ization has enabled Portal Authentication. This para-meter works in tandem with the choice selected for the parameter Portal Authentication Method (Form, Session, Server-

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			Variable, Cookie, Querystring).
Default Rounding Method for Hourly Pricing	Desktop Client > System Administration > Settings > Parameters > All Applications tab	Billing	Allows you to specify the time increment, from one minute to sixty minutes, by which to round the time for hourly pricing.
Ignore Room Display to Every-	Desktop Client > System Administration > Settings >	Schedule View	All bookings for all rooms are considered "Private" if this parameter is enabled

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
day Users Flag	Parameters > Everyday User Applications ta-b		
Room Name Format in Browse Loca-tions	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Browse Loca-tions	Determines how room information is formatted in Browse Locations. Options are Room Description or Room Code
Display Setup/Te-	Desktop Client > System	Sched-ule View	If room has setup/tear-down times they are

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
ardown Times	Administration > Settings > Parameters > Everyday User Applications ta-b		always shown irrespective of this parameter. If disabled, then booking level setup/teardown time is not shown to the user .
Event Information to Display in Booking on Schedule View	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Schedule View	Determines what information should show in the free/busy bar in the Book. Options include: None, Event Name or Group Name.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Start Time on Schedule View	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Sched-ule View	Determines the start time for the grid.
Make Add to Personal Calendar Link Appear	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-	Booking Details	If enabled, the Add to Per-sonal Calendar link is dis-played when the Everyday User views the event details in either Reser-vation Summary or Book-ing Details.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	b		
Show Social Net- working Options	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta- b	Booking Details	If set to “Yes,” then dis- plays links to various social networking sites when a user views the details of a booking.
Collapse Related Bookings to Start Times on	Desktop Client > System Administration > Settings > Parameters >	Browse Events	If more than one booking within a reservation takes place on the same day, enabling this parameter will collapse the bookings

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Weekly/-Monthly Views	Everyday User Applications ta-b		into a single entries per Start Time. Only applies to Weekly and Daily view.
Browse Event Default Display Format	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Browse Events	Determines the initial format in which the Browse Events function displays information. Options are: Daily, Weekly, Monthly.
Drop Events from	Desktop Client > System Administration	Browse Events	If enabled, events from the past will no longer appear in Browse Events.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Daily View After They Occur	> Settings > Parameters > Everyday User Applications ta-b		
Max-imum Number of Event-s/Day to Display	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Browse Events	Controls the number of events that are available for display, per day, in the daily views of the Browse Events function. Note: In some cir-cumstances, you must click a link to see additional events.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Maximum Number of Events/Day to Display in Monthly View	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Browse Events	Controls the number of events that are available for display, per day, in the monthly views of the Browse Events function. Note: In some circumstances, you must click a link to see additional events.
Maximum Number of Events/Day to	Desktop Client > System Administration > Settings > Parameters >	Browse Events	Controls the number of events that are available for display, per day, in the weekly views of the Browse Events function.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Display in Weekly View	Everyday User Applications tab		Note: In some circumstances, you must click a link to see additional events.
Show End Time in Browse Events	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Browse Events	If this option is set to No, only start time is shown in Browse Events.
Show	Desktop	Browse	If set to Yes, then the name

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Group Name in Browse Events	Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Events	of the group that is holding an event is shown in Browse Events.
Show Group Type Fil-ter in Browse Events	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Browse Events	If set to “Yes,” then the group type filter is an option in Browse Events.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Show Location on Browse Events	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Browse Events	If set to “Yes,” then the event location is displayed in the calendar view on the Browse Events page.
Show Room Type Fil-ter in Browse Events	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-	Browse Events	If set to “Yes,” then a Room Type filter is displayed on the Browse Events page.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	b		
Location Format	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	General	Determines how location information is displayed in Browse Events and Create Reservation (List View). Options are Room Code, Room Description, Build-ing Code - Room Code, Building Code - Room Description, Building Description - Room Code, Building Description - Room Description, Build-ing Description.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Allow Email My Password	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Account Management	Allows Everyday Users to email their passwords to themselves.
Account to Use for Sending Email	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-	Email - Settings	The email account against which outgoing email from EMS is authenticated. Only required if the SMTP mail server requires authentication.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	b		
Password of Email Account	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Email - Settings	The password for the email account. Only required if the SMTP mail server requires authentication.
Name of Email Sender	Desktop Client > System Administration > Settings > Parameters >	Email	Indicates the "From" name in the reservation summary email generated when an everyday user creates a

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	Everyday User Applications ta-b		reservation. Parameter Send Request Summary upon Submit must be enabled, and a reservation summary email must be configured (under Configuration > Everyday User Applications > Everyday User Process Templates > highlight the template and select Confirmation).
Email Address	Desktop Client > System	Email	This entry indicates the “From” email address in

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
of Sender	Administration > Settings > Parameters > Everyday User Applications ta-b		the reservation summary email that is generated when a Everyday User sub-mits a reservation. Parameter Send Request Summary upon Submit must be enabled, and a reservation sum-mary email must be con-figured.
Name or IP Address of SMTP Server	Desktop Client > System Administration > Settings > Parameters >	Email - Settings	SMTP mail server used solely for emails related to everyday user application functionality. This mail server does not apply to

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	Everyday User Applications ta-b		emails generated within the desktop client or by any email notification service.
SMTP Server Port	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Email - Settings	The default email port for your SMTP server.
Format for Request	Desktop Client > System Administration	Email	Specify a detailed or sum-marized report for the reservation summary email

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Summary	> Settings > Parameters > Everyday User Applications tab		that is generated when a Everyday User submits a reservation. Parameter Send Request Summary upon Submit must be enabled, and a reservation summary email must be configured.
Send Request Summary upon Submit	Desktop Client > System Administration > Settings > Parameters > Everyday User	Email	Determines whether reservation summary information is emailed to the Everyday Users when a reservation is submitted. A reservation summary email

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	Applications tab		must be configured.
Send Confirmation on Cancel	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Email	Sends the reservation summary if the reservation or a booking is canceled.
Default Subject for Email	Desktop Client > System Administration > Settings >	Email	This entry appears in the Subject line of email the reservation summary email that is generated when a

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	Parameters > Everyday User Applications ta-b		Everyday User submits a reservation. Parameter Send Request Summary upon Submit must be enabled, and a reservation summary email must be configured. (Provide link or reference to where email is configured.)
Floor Plan Web Service URL	Desktop Client > System Administration > Settings > Parameters >	Floor Plan	Used for the Floor Plan module. URL address for the floor mapping web service.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	Everyday User Applications ta-b		
Allow Desktop Client User to Change External Refer-ence	Desktop Client > System Administration > Settings > Parameters > All Applications ta-b	Groups & Contacts	If enabled, a desktop client user can change the External Reference values on Group and Contact records. Customers using HR Toolkit are strongly encouraged to disable this parameter so as not to dis-rupt the automatic asso-ciation of these records with Everyday User

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			records.
Everyday Users linked to Groups via External Refer- ence	Desktop Client > System Administration > Settings > Parameters > All Applications ta- b	Groups & Contacts	Links group and Everyday User records if group records are defined as indi- vidual employees (i.e., not departments) in your sys- tem. When making a new reservation in EMS, the Everyday User field is auto- matically populated based on the group selected.
Area Title Plural	Desktop Client > System Administration	Labels	The plural label for the Area field.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	> Settings > Parameters > All Applications ta-b		
Area Title Sin-gular	Desktop Client > System Administration > Settings > Parameters > All Applications ta-b	Labels	The singular label for the Area field.
Billing	Desktop	Labels	The singular label for the

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Reference Title Singular	Client > System Administration > Settings > Parameters > All Applications tab		Billing Reference field.
Billing Reference Title Plural	Desktop Client > System Administration > Settings > Parameters > All Applications tab	Labels	The plural label for the Billing Reference field.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Building Title Plural	Desktop Client > System Administration > Settings > Parameters > All Applications ta-b	Labels	The plural label for the Building field.
Building Title Sin-gular	Desktop Client > System Administration > Settings > Parameters > All Applications ta-	Labels	The singular label for the Building field.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	b		
Con-firmation Grand Total Title	Desktop Client > System Administration > Settings > Parameters > All Applications ta-b	Labels	The label for the Grand Total field on a Con-firmation report.
Con-firmation Subtotal Title	Desktop Client > System Administration > Settings > Parameters >	Labels	The label for the Subtotal field on a Con-firmation report.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	All Applications ta-b		
Default Phone 1 Label	Desktop Client > System Administration > Settings > Parameters > Desktop Client tab	Labels	The label for the first phone number field under a Contact when creating or modifying a reservation.
Default Phone 2 Label	Desktop Client > System Administration > Settings >	Labels	The label for the second phone number field under a Contact when creating or modifying a reservation.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	Parameters > Desktop Client tab		
1st Contact Title	Desktop Client > System Administration > Settings > Parameters > Desktop Client tab	Labels	The label for the first Contact field on a Reservation.
Group Title Plural	Desktop Client > System Administration > Settings >	Labels	The plural label of the Group field. The Group field refers to people within your organization who hold

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	Parameters > All Applications ta-b		events in your facility (e.g., Employees, Departments, Clients, Customers, etc.).
Group Title Sin-gular	Desktop Client > System Administration > Settings > Parameters > All Applications ta-b	Labels	The singular label of the Group field. The Group field refers to people within your organization who hold events in your facility (e.g., Employees, Departments, Clients, Customers, etc.).
PO Num-ber Title	Desktop Client > System	Labels	The singular label for the PO Number field.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Singular	Administration > Settings > Parameters > All Applications ta-b		
PO Num-ber Title Plural	Desktop Client > System Administration > Settings > Parameters > All Applications ta-b	Labels	The plural label for the PO Number field.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Room Size Title	Desktop Client > System Administration > Settings > Parameters > All Applications ta- b	Labels	The label for a Room's Size field.
Room Title Plural	Desktop Client > System Administration > Settings > Parameters > All Applications ta-	Labels	The plural label of the Room field. The Room field refers to reservable spaces within your organ- ization.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	b		
Room Title Singular	Desktop Client > System Administration > Settings > Parameters > All Applications tab	Labels	The singular label of the Room field. The Room field refers to reservable spaces within your organization.
2nd Contact Title	Desktop Client > System Administration > Settings > Parameters >	Labels	The label for the second Contact field on a Reservation.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	Desktop Client tab		
Attendee Com-pany Name	Desktop Client > System Administration > Settings > Parameters > Desktop Client tab	Labels	Label for the Company field of an attendee within an Attendees-type Category.
Attendee Email Address	Desktop Client > System Administration > Settings > Parameters >	Labels	Label for the Email Address field of an attendee within an Attendees-type Category.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	Desktop Client tab		
Attendee Name	Desktop Client > System Administration > Settings > Parameters > Desktop Client tab	Labels	Label for the Name field of an attendee within an Attendees-type Category.
Attendee Notes	Desktop Client > System Administration > Settings > Parameters >	Labels	Label for the Notes field of an attendee within an Attendees-type Category.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	Desktop Client tab		
Attendee Phone	Desktop Client > System Administration > Settings > Parameters > Desktop Client tab	Labels	Label for the Phone Number field of an attendee within an Attendees-type Category.
Attendee Visitor	Desktop Client > System Administration > Settings > Parameters >	Labels	Label for the Visitor field of an attendee within an Attendees-type Category.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	Desktop Client tab		
Event Title Plural	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Labels	If updating this parameter, it is recommended that the parameter Event Type Singular is also updated.
Event Title Sin-gular	Desktop Client > System Administration > Settings >	Labels	If updating this parameter, it is recommended that the parameter Event Type Plural is also updated.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	Parameters > Everyday User Applications ta-b		
Label for "Private" Bookings on Schedule View	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Sched-ule View	The default label in Browse Locations for events that do not display on web (i.e., the bookings' Event Type and/or Status are not configured to display on the web).
Label for Login	Desktop Client > System	Authenti-cation	The label for the User ID field on the Login page.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
box	Administration > Settings > Parameters > Everyday User Applications ta-b		
This determ-ines whether to authen-ticate with Ldap.	EMS Web App > LDAPCon-figuration.aspx > Security tab	LDAP	Determines whether to authenticate users via LDAP.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Ldap Authentication type.	EMS Web App > LDAPConfiguration.aspx > Security tab	LDAP	LDAP Authentication Type for your environment. Some directory services don't implement Secure binding. FastBind is a pretty common authentication type. Options are None, Secure, Sealing, Anonymous, Encryption/SecureSocketsLayer, Delegation, FastBind, ReadonlyServer, ServerBind, and Signing.
Cer-	EMS Web App	LDAP	Certificate Path. Path to

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
tificate path to used during SSL Verification	> LDAPConfiguration.aspx > Communication Options tab		the certificate file to be used during SSL (if empty will trust all certificates). Note: The other tabs (Communication Options, Core Properties, Non-AD Config and LDAP Queries) should only be edited with assistance from our Support Department when special circumstances arise with unique configurations of LDAP.
List of	EMS Web	LDAP	Comma-Separated List of

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
domains to show on login page	App > LDAPConfiguration.aspx > Security tab		Domains: Skip this step if your organization uses a single domain or does not require domain to be specified. Otherwise, provide a comma-separated list of your domains.
Domain to append to users	EMS Web App > LDAPConfiguration.aspx > Core Properties tab	LDAP	Domain to append to users. May be necessary if your web server is in a different domain then your users'. Note: The other tabs (Communication Options, Core

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			Properties, Non-AD Config and LDAP Queries) should only be edited with assistance from our Support Department when special circumstances arise with unique configurations of LDAP.
LDAP Full Account/User ID	EMS Web App > LDAPConfiguration.aspx > Non-AD Config tab	LDAP	Full LDAP User ID Format. Do not supply this unless a full path is needed to authenticate. Example: cn={0},ou=staff,o=yourdomain. {0} will be replaced with user

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			input. Note: The other tabs (Communication Options, Core Properties, Non-AD Config and LDAP Queries) should only be edited with assistance from our Support Department when special circumstances arise with unique configurations of LDAP.
LDAP Group	EMS Web App >	LDAP	LDAP Group Category. After binding to your dir-

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Category Name	LDAPConfiguration.aspx > Non-AD Config tab		ectory service this property should enable results to be filtered down to groups. For example, if the filter should be "objectClasss=groupOfNames" then this property should be groupOfNames. Common properties are: group (Active Directory), groupOfNames (eDirectory, Domino). Note: The other tabs (Communication Options, Core Properties, Non-AD Config

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			and LDAP Queries) should only be edited with assistance from our Support Department when special circumstances arise with unique configurations of LDAP.
Ldap Group Members Attribute Name.	EMS Web App > LDAPConfiguration.aspx > Non-AD Config tab	LDAP	After binding to the group object, this should be the property that contains a single member of the group. For example if the member property of your groups are "member=jdoe" then this property should

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			be member. Common properties are: member (Active Directory, eDirectory, Domino). Note: The other tabs (Communication Options, Core Properties, Non-AD Config and LDAP Queries) should only be edited with assistance from our Support Department when special circumstances arise with unique configurations of LDAP.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Ldap Group Member User Name Attribute.	EMS Web App > LDAPConfiguration.aspx > Non-AD Config tab	LDAP	LDAP Group Member User Name Attribute. The property of the user object which should be compared to member property of the group in order determine group membership. For example: if your directory service stores members like "member=cn=user,o=Domain", this property should be used. Note: The other tabs (Com-

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			munication Options, Core Properties, Non-AD Config and LDAP Queries) should only be edited with assistance from our Support Department when special circumstances arise with unique configurations of LDAP.
LDAP Group Name	EMS Web App > LDAPConfiguration.aspx > Non-AD Config tab	LDAP	LDAP Group Name. After binding to your directory service, this property should allow us to to get a group object by applying

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			this filter with the group name. For example if the query should be (& (|(objectClass-s=groupOfNames))(|cn-n=administrators)),) then this property should be used. Common properties are: name (Active Dir-ectory), cn (eDirectory, Domino). Note: The other tabs (Com-munication Options, Core Properties, Non-AD Config and LDAP Queries) should

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			only be edited with assistance from our Support Department when special circumstances arise with unique configurations of LDAP.
Domain\User to query Active Directory	EMS Web App > LDAPConfiguration.aspx > Security tab	LDAP	The user ID of the account EMS Web App will use when contacting Directory Services. In the LDAP Domain\User field, enter a Domain User account that has rights to query LDAP (example - YourDomain\User)

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Password of LDAP user (encrypted)	EMS Web App > LDAPConfiguration.aspx > Security tab	LDAP	In the Password field, enter a valid Password for the User Account entered in the previous step. Supply only if you are updating the password. Note: It will be stored in an encrypted format.
Path used to query Active Directory	EMS Web App > LDAPConfiguration.aspx > Security tab	LDAP	Path for LDAP Query. Example: LDAP://yourdomain.com Note: You probably need to have "LDAP" in all caps.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			If using Communication Options, leave the LDAP:// off (i.e. youdomain.com:port).
LDAP name property to query in Active Directory	EMS Web App > LDAPConfiguration.aspx > Core Properties tab	LDAP	LDAP Name Property. Examples: displayname, distinguishedname, name, givenname. Note: The other tabs (Communication Options, Core Properties, Non-AD Config and LDAP Queries) should only be edited with assistance from our Support

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			Department when special circumstances arise with unique configurations of LDAP.
LDAP phone property to query in Active Directory	EMS Web App > LDAPConfiguration.aspx > Core Properties tab	LDAP	LDAP Phone Property. Examples: telephonenumber, homephone, facimiletelephonenumber. Note: The other tabs (Communication Options, Core Properties, Non-AD Config and LDAP Queries) should only be edited with assist-

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			ance from our Support Department when special circumstances arise with unique configurations of LDAP.
Ldap protocol Authentication type.	EMS Web App > LDAPConfiguration.aspx > Communication Options tab	LDAP	Authentication Type. Authentication to use during binding process (Basic is most common). Choices are Anonymous, Basic, Negotiate, Ntlm, Digest, Sicily, Dpa, Msn, External, and Kerebos. Note: The other tabs (Com-

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			munication Options, Core Properties, Non-AD Config and LDAP Queries) should only be edited with assistance from our Support Department when special circumstances arise with unique configurations of LDAP.
Search Fitler to use when finding token	EMS Web App > LDAPConfiguration.aspx > Communication Options tab	LDAP	Group Search Filter. Active Directory Only. Filter to use when loading Token Groups for a user ---i.e (&(objectClass=Person)(objectClass=user)) ---.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
groups			Note: The other tabs (Communication Options, Core Properties, Non-AD Config and LDAP Queries) should only be edited with assistance from our Support Department when special circumstances arise with unique configurations of LDAP.
Root OU to bind during searches	EMS Web App > LDAPConfiguration.aspx > Communication Options tab	LDAP	Search Root. OU for the root of the search (i.e. DC=-=youdomain,DC=com or o=LDAPRoot).

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			Note: The other tabs (Communication Options, Core Properties, Non-AD Config and LDAP Queries) should only be edited with assistance from our Support Department when special circumstances arise with unique configurations of LDAP.
Search Fitler to use when locating a	EMS Web App > LDAPConfiguration.aspx > Communication Options tab	LDAP	User Search Filter. Filter to use when looking for a user ---i.e. (& (objectClasss=Person)(SAMAccountName={0})) or (&

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
user			(objectClass=Person)(uid={0})) --- {0} will be replaced with user input. Note: The other tabs (Communication Options, Core Properties, Non-AD Config and LDAP Queries) should only be edited with assistance from our Support Department when special circumstances arise with unique configurations of LDAP.
Ldap pro-	EMS Web App	LDAP	Protocol Version. Current

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
tocol version.	> LDAPConfiguration.aspx > Communication Options tab		version should be 3. Note: The other tabs (Communication Options, Core Properties, Non-AD Config and LDAP Queries) should only be edited with assistance from our Support Department when special circumstances arise with unique configurations of LDAP.
Ldap query filter to get	EMS Web App > LDAPConfiguration.aspx >	LDAP	LDAP query for security groups. {0} will be replaced by user input.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
security groups	LDAP Queries tab		Note: The other tabs (Communication Options, Core Properties, Non-AD Config and LDAP Queries) should only be edited with assistance from our Support Department when special circumstances arise with unique configurations of LDAP.
Using Active Directory	EMS Web App > LDAPConfiguration.aspx > Core	LDAP	Using Active Directory. If checked, instructs EMS Web App to use Active Directory attributes during queries.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	Properties tab		Note: The other tabs (Communication Options, Core Properties, Non-AD Config and LDAP Queries) should only be edited with assistance from our Support Department when special circumstances arise with unique configurations of LDAP.
Should advanced communication options	EMS Web App > LDAPConfiguration.aspx > Security tab	LDAP	Use advanced communication options (requires Communication Options configuration, typically NOT required for Act-

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
be used			ive Directory). Skip this step for Active Directory environments. Enabling this checkbox requires that you complete the settings on the Communication Options tab.
This determ-ines whether to use LDAP to assign process	EMS Web App > LDAPCon-figuration.aspx > Security tab	LDAP	Select the Use LDAP to assign Process Templates checkbox if LDAP will be used to assign Web Pro-cess Templates to your Everyday Users. Uncheck this to just use LDAP for authentication.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
tem-plates			
LDAP Accoun-t/User ID	EMS Web App > LDAPCon-figuration.aspx > Non-AD Config tab	LDAP	LDAP Account/User ID Property. After binding to your directory service, this property should allow us to load a single user. For example if the filter should be: "sameac-countname=xxxx" then this property should be samac-countname. Common prop-erties are: samaccountname (Active Directory), cn (eDirectory,

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			Domino). Note: The other tabs (Communication Options, Core Properties, Non-AD Config and LDAP Queries) should only be edited with assistance from our Support Department when special circumstances arise with unique configurations of LDAP.
Ldap query to get users	EMS Web App > LDAPConfiguration.aspx >	LDAP	LDAP Query to find users. {0} will be replaced by user input.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	LDAP Queries tab		Note: The other tabs (Communication Options, Core Properties, Non-AD Config and LDAP Queries) should only be edited with assistance from our Support Department when special circumstances arise with unique configurations of LDAP.
Ldap query to get users	EMS Web App > LDAPConfiguration.aspx > LDAP Queries tab	LDAP	LDAP query to find users with space. {0} will be replaced by user supplied input.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			Note: The other tabs (Communication Options, Core Properties, Non-AD Config and LDAP Queries) should only be edited with assistance from our Support Department when special circumstances arise with unique configurations of LDAP.
Should SSL be used when using	EMS Web App > LDAPConfiguration.aspx > Communication Options tab	LDAP	Use SSL. Will force communication to use SSL. Note: The other tabs (Communication Options, Core

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
advanced options			Properties, Non-AD Config and LDAP Queries) should only be edited with assistance from our Support Department when special circumstances arise with unique configurations of LDAP.
tblWebUser field to use when getting LDAP	EMS Web App > LDAPConfiguration.aspx > Core Properties tab	LDAP	Field to use for LDAP Group Lookup. Choices are Login Name, External Reference, and Network ID. If using LDAP solely for template assignment, this allows you to specfiy a

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Groups			value other than the provided login name to use when looking up group membership. Note: The other tabs (Communication Options, Core Properties, Non-AD Config and LDAP Queries) should only be edited with assistance from our Support Department when special circumstances arise with unique configurations of LDAP.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
True if allowing attach-ments	Exchange Integ-ration Web Ser-vice > PAMCon-fig.aspx > Mes-sage tab	Exchang-e Integ-ration	Allows users to add and send attachments to meet-ing attendees when cre-ating a reservation on EMS Web App.
Pipe delimited list of prop-erties to display	Exchange Integ-ration Web Ser-vice > PAMCon-fig.aspx > Account Info tab	Exchang-e Integ-ration	Directory Service Prop-erties for data. Available options: Department, JobTitle, OfficeLocation, CompanyName, Manager, AssistantName
Pipe	Exchange Integ-	Exchang-	Additional Columns to Dis-

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
delimited list of labels for the properties	ration Web Service > PAMConfig.aspx > Account Info tab	e Integration	play (DisplayName and Email always display). Available options: Department, JobTitle, OfficeLocation, CompanyName, Manager, AssistantName
Urls to follow during autodiscovery	Exchange Integration Web Service > PAMConfig.aspx > Account Info tab	Exchange Integration	Follow Autodiscover redirects to the these URLs. Values are (|) delimited.
PAM	Exchange Integ-	Exchang-	Where to locate your por-

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
method to use to build calendar path	ration Web Service > PAMConfig.aspx > Exchange 2000/2003 tab	e Integration	tion of the OWA path. Choices are LDAP Property, Left portion of email, or Full Email Address (supported in 2003).
Calendaring Provider	Exchange Integration Web Service > PAMConfig.aspx > Account Info tab	Exchange Integration	Provider. Choose Exchange Web Services for Exchange 2007 (SP1 or later), Exchange 2010 and for all coexistence (Exchange 2003 w/ Exchange 2007 /w Exchange 2010 or Exchange 2007 /w Exchange 2010) scen-

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			arios.
Url to Exchange Web Service	Exchange Integration Web Service > PAMConfig.aspx > Account Info tab	Exchange Integration	Supply this value only if you cannot use AutoDiscover for some reason. Note: It is considered a best practice to use AutoDiscover when accessing the Exchange Web Services. If you do not check the box ".. utilize AutoDiscover to locate the best Client Access Server for the user…", you MUST fill in the URL to Exchange

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			Web Services field.
Password of exchange user (encrypted)	Exchange Integration Web Service > PAMConfig.aspx > Account Info tab	PAM	Password (Provide only if updating). Within the Authentication Information section, enter your PAM Account User Name and Password. The User Name should be prefixed with your domain (example - YourDomain\PAM Account.)
Domain\user of user to	Exchange Integration Web Service >	PAM	Username. This is the account which will make the requests. Within the

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
authenticate with	PAMConfig.aspx > Account Info tab		Authentication Information section, enter your PAM Account User Name and Password. The User Name should be prefixed with your domain (example - YourDomain\PAM Account.)
Authentication Type of LDAP connection	Exchange Integration Web Service > PAMConfig.aspx > Tab	PAM	

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Domain\-User to query Active Directory	Exchange Integration Web Service > PAMConfig.aspx > Tab	PAM	
Query to use for free busy lookup	Exchange Integration Web Service > PAMConfig.aspx > Exchange 2000/2003 tab	PAM	LDAP query to find attendees (including currently logged in user).
Query to use for	Exchange Integration Web Ser-	PAM	LDAP query to find attendees when there is a

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
free busy lookup with space	vice > PAMConfig.aspx > Exchange 2000/2003 tab		space in the search string.
Format to user for building calendar path	Exchange Integration Web Service > PAMConfig.aspx > Exchange 2000/2003 tab	PAM	Active Directory Mailbox Property Format: i.e.{0} or {0}_[1}
Active Directory Prop-	Exchange Integration Web Service >	PAM	Active Directory Mailbox Properties, i.e. Mailnickname or givenname|sn

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
erties to replace in format	PAMConfig.aspx > Exchange 2000/2003 tab		
Password of LDAP user (encrypted)	Exchange Integration Web Service > PAMConfig.aspx > Tab	PAM	
Path used to query Active	Exchange Integration Web Service > PAMCon-	PAM	Path to LDAP, i.e. LDAP://yourcompany.com

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Directory	fig.aspx > Exchange 2000/2003 tab		
Query to use for mailbox lookup	Exchange Integration Web Service > PAMConfig.aspx > Tab	PAM	
Where to call for free time	Exchange Integration Web Service > PAMConfig.aspx > Lotus tab	PAM	HTTP path to the Notes Agent. Fully qualified http path to the agent i.e. http://YourDominoServer/EmsNDNR.nsf/

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
True if agents should write debug info to console	Exchange Integration Web Service > PAMConfig.aspx > Lotus tab	PAM	If enabled, debugging agents should write debug info to console
Where to call for free time	Exchange Integration Web Service > PAMConfig.aspx > Lotus tab	PAM	Where to call for free time.
True if	Exchange Integ-	PAM	Check this option to dsi-

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
agents should generate debug info	ration Web Service > PAMConfig.aspx > Lotus tab		play debugging information. Should only be enabled when attempting to debug.
Authentication Type of LDAP connection	Exchange Integration Web Service > PAMConfig.aspx > Lotus tab	PAM	Determines the LDAP authentication method when looking-up an attendee.
Query to use for free busy	Exchange Integration Web Service >	PAM	LDAP query to find attendees (including cur-

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
lookup	PAMConfig.aspx > Lotus tab		rently logged in user). This query is only to be edited when special circumstances arise with unique configurations of Lotus Notes and LDAP. If you choose to edit this query, you should do so only if you are well-versed in developing and editing LDAP queries. Before you begin editing a query, be sure to make a copy of the original query text.
Query to	Exchange Integ-	PAM	LDAP query to find

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
use for free busy lookup with space	ration Web Service > PAMConfig.aspx > Lotus tab		attendees when there is a space in the search string. This query is only to be edited when special circumstances arise with unique configurations of Lotus Notes and LDAP. If you choose to edit this query, you should do so only if you are well-versed in developing and editing LDAP queries. Before you begin editing a query, be sure to make a copy of the original query text.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Path used to query Directory Service	Exchange Integration Web Service > PAMConfig.aspx > Lotus tab	PAM	Path to LDAP (e.g., LDAP://YourCompany.com:10010)
Password of Lotus user (encrypted)	Exchange Integration Web Service > PAMConfig.aspx > Account Info tab	PAM	
Session	Exchange Integ-	PAM	

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
authen-tication format	ration Web Service > PAMConfig.aspx > Lotus tab		
True lotus agent is running with SSL	Exchange Integration Web Service > PAMConfig.aspx > Lotus tab	PAM	
True to use LDAP for attendee	Exchange Integration Web Service > PAMCon-	PAM	

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
lookups	fig.aspx > Lotus tab		
Password of Lotus user (encrypted)	Exchange Integration Web Service > PAMConfig.aspx > Account Info tab	PAM	
True if domino is running with session	Exchange Integration Web Service > PAMConfig.aspx > Lotus	PAM	

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
authen-tication	tab		
PAM Max-imum size of attach-ment to allow	Exchange Integ-ration Web Ser-vice > PAMCon-fig.aspx > Mes-sage tab	PAM	If attachments are allowed, this parameter sets the maximum file size allowed for an attachment. Attach-ment upload by mobile not allowed. This setting does not apply to reservations made directly in EMS for Outlook.
True is user mail-boxes	Exchange Integ-ration Web Ser-vice >	PAM	Check this box if your Exchange environment has mailboxes on

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
exist on both 2003 and 2007/2010 servers	PAMConfig.aspx > Account Info tab		2000/2003 and 2007/2010 servers. If you are in Mixed Mode, AutoDiscover MUST be utilized.
Message Added to meeting request	Exchange Integration Web Service > PAMConfig.aspx > Message tab	PAM	Message appended to the bottom of the appointment body. This message is seen by all users.
PAM number	Exchange Integration Web Ser-	PAM	

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
of results to return in lookup	vice > PAMConfig.aspx > Tab		
Path used for outlook web access	Exchange Integration Web Service > PAMConfig.aspx > Exchange 2000/2003 tab	PAM	Outlook Web Access (OWA) URL (make sure you end with a slash) i.e. https://mail.dea.com/exchange/
True if Outlook web access	Exchange Integration Web Service > PAMCon-	PAM	Select this option if your Outlook web access uses Forms-Based Authentication (FBA).

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
uses forms based authen- tication	fig.aspx > Exchange 2000/2003 tab		
	Exchange Integ- ration Web Ser- vice > PAMCon- fig.aspx > Account Info tab	PAM	Select the Authentication Type. Options are: Anonymous (no cre- dentials passed), Default Credentials (security con- text of running application (App Pool, EMS Client or Outlook), Specify Account (custom account you spe- cify). Note: Please contact

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			Customer Support (or a member of the Professional Services group if you are working with one) to discuss the configuration process for this option.
Domain\-user of user to authenticate to PAM with	Exchange Integration Web Service > PAMConfig.aspx > Account Info tab	PAM	Custom account to use to authenticate to the Exchange Integration Web Service.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Password of account to call PAM withr (encrypted)	Exchange Integration Web Service > PAMConfig.aspx > Account Info tab	PAM	Provide this password only if updating.
The text to display above the details link	Exchange Integration Web Service > PAMConfig.aspx > Message tab	PAM	Message added to the appointment body, above a link that takes a user to a view-only EMS Web App page for the appointment. This message is seen by all users.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
The text to display above the edit link	Exchange Integration Web Service > PAMConfig.aspx > Message tab	PAM	Message added to the appointment body, above a link that takes the meeting organizer to the EMS Web App Reservation Summary page for that reservation. This message is seen by all users, but only the meeting organizer can access the Reservation Summary page to make changes.
Use App Pool Identity	Exchange Integration Web Service >	PAM	Use application pool identity when authenticating to

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
for authen- tication	PAMCon- fig.aspx > Account Info tab		calendaring service (only applicable for Exchange 2007/2010 environments, all other situations REQUIRE username and password). This option allows you to set the PAM Account credentials at the Application Pool level instead of storing the cre- dentials in the EMS data- base (which is done by inputting the PAM Account credentials on the PAMConfig.aspx page). If this option is selected, you

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			es. Using this method allows your organization to maintain absolute control - only IIS applications running in the newly created application pool can run as the PAM Account.
True to use AutoDiscover to locate CAS	Exchange Integration Web Service > PAMConfig.aspx > Account Info tab	PAM	Select “.. utilize AutoDiscover to locate the best Client Access Server for the user…” to locate the best Client Access Server for the user. If you are in Mixed Mode, AutoDiscover MUST be utilized.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			Note: if you do not check this box, you MUST fill in the Url to Exchange Web Services field.
Use EWS Imper-sonation for PAM	Exchange Integ-ration Web Ser-vice > PAMCon-fig.aspx > Account Info tab	PAM	Select this option if del-egates should be able to access mailboxes. If not, then FULL ACCESS or DELEGATE (at least Editor) access must be granted to the account for ALL mailboxes.
Name of calendar	Exchange Integ-ration Web Ser-	PAM	

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
folder (typically calendar)	vice > PAMCon-fig.aspx > Tab		
Path to web dav root	Exchange Integ-ration Web Ser-vice > PAMCon-fig.aspx > Tab	PAM	
N/A	N/A	N/A	This parameter will be per-manently enabled and hid-den in the June release. See comments.
Exchang-	Desktop	Integ-	The URL to the optional

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
e Integration Web Service URL	Client > System Administration > Settings > Parameters > Everyday User Applications tab	ration to Microsoft Exchange	Integration to Exchange module. If Exchange Integration is enabled, this URL is inserted into the links within meeting appointments generated by the EMS Web App or EMS for Outlook.
Lock Booking Details If Booking Is Locked	Desktop Client > System Administration > Settings > Parameters > Desktop Client tab	Reservations	If a booking is locked due to being invoiced or age, booking details within the booking are also locked. If this parameter is disabled, however, the booking details remain editable.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Group Bookings by UTC times and keep together on Video Con- ference Reser- vations	Desktop Client > System Administration > Settings > Parameters > All Applications ta- b	Reser- vations	If enabled, any changes made to a booking belong- ing to a Video Conference occurrence cascade to the other related bookings within the occurrence. It is strongly recommended that this parameter be enabled if you plan to use EMS for video conference management in multiple rooms.
Max Length for Event	Desktop Client > System Administration	Reser- vations	The maximum number of characters, including spaces, that a user can

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Name	> Settings > Parameters > All Applications ta-b		enter in the Event Name field when creating or edit-ing a new reservation.
Update Billing Inform-ation When Changin-g Group	Desktop Client > System Administration > Settings > Parameters > All Applications ta-b	Reser-vations	If set to "Yes," auto-matically updates the billing information when a user selects a different group for a reservation.
Update	Desktop	Reser-	If set to "Yes," auto-

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Room Charge When Room Changes	Client > System Administration > Settings > Parameters > All Applications ta-b	vations	matically updates the room charge when a user selects a different room for a reservation.
Show Billing Refer-ence on Reser-vation	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Create/M-anage Reser-vations	If set to “Yes,” the Billing Reference is displayed in the Reservation Details.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Billing Reference Validation	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Create/Manage Reservations	Controls what options exist for requiring and validating Billing References. Validation occurs against preconfigured Billing References in the desktop client, either on a Group record or in the global Billing References list under Configuration > Billing > Billing References.
PO Number Validation	Desktop Client > System Administration	Create/Manage Reser-	Controls what options exist for requiring and validating PO Numbers. Validation

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	> Settings > Parameters > Everyday User Applications ta-b	vations	occurs against pre-configured PO Numbers in the desktop client, either on a Group record or in the global PO Numbers list under Configuration > Billing > PO Numbers.
Reservation Comment Type on Checkout	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Create/Manage Reservations	Reservation-level Comment to be displayed in the Reservation Details when creating a Reservation. Comment must be configured to Display on Web and include Display Text. Only one Reser-

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			vation-level Comment per Web Process Template allowed. Comments are configured in the desktop client under Configuration > Other > Comment Types.
Allow Temporary Contacts	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Create/Manage Reservations	If set to “Yes,” then a user can specify a temporary contact when making a reservation. Temporary contacts are not saved to the Group record.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Attachments Allowed Extensions	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Create/Manage Reservations	The allowed attachment types for room requests.
Require Contact Email	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-	Create/Manage Reservations	Specify No or Yes to require contact email at checkout.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	b		
Require Contact Phone	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Create/Manage Reservations	Specify No or Yes to require a contact phone number at checkout.
Show 2nd Contact	Desktop Client > System Administration > Settings > Parameters >	Create/Manage Reservations	If set to “Yes,” then the 2nd Contact Name, Phone 1, Phone 2, and Email Address fields are displayed in the Reservation

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	Everyday User Applications tab		Details.
Allow Billing Reference Lookup	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Create/Manage Reservations	If set to “Yes,” a user can look up pre-configured Billing References in the Reservation Details. Pre-configured Billing References can exist in the desktop client on a Group record or in the global Billing References list under Configuration > Billing > Billing References.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Show PO Number on Reservation	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Create/Manage Reservations	If set to "Yes," the PO Number is displayed in the Reservation Details.
Allow PO Number Lookup	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-	Create/Manage Reservations	If set to "Yes," a user can look up pre-configured PO Numbers in the Reservation Details. Pre-configured PO Numbers can exist in the desktop client on the Group record or in

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	b		the global PO Numbers list under Configuration > Billing > PO Numbers.
Enable "Add to Cal- endar" Check- box by Default	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta- b	Integ- ration to Microsoft Exchang- e	For templates with Exchange integration. If enabled, the Add to Calendar checkbox is ticked by default which will add automatically add new bookings to the user's Outlook calendar.
Display Location Filters	Desktop Client > System Administration	Unau- thentic- ated	If enabled, an unau- thenticated user can search for rooms and see

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
and Room Avail-ability to Unau-thentic-ated Users	> Settings > Parameters > Everyday User Applications ta-b	Request-s	room availability.
Allow Unau-thentic-ated Users to Search for Room	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-	Unau-thentic-ated Request-s	If enabled, an unau-thenticated user can spe-cify a room as part of their request.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
by Name	b		
Exclude Closures From Date Cal-culations	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Create/M-anage Reser-vations	If set to Yes, closures are not taken into account on booking rule date cal-culations.
Exclude Week-ends From Date Cal-	Desktop Client > System Administration > Settings > Parameters >	Create/M-anage Reser-vations	If set to Yes, weekends are not taken into account on booking date calculations.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
culations	Everyday User Applications ta-b		
Default Pricing Plan	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Create/M-anage Reser-vations	Indicates the default pri-cing plan that is used to dis-play pricing.
Default Room Avail-	Desktop Client > System Administration	Create/M-anage Reser-	When a user searches for available rooms, this para-meter drives the default dis-

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
ability View	> Settings > Parameters > Everyday User Applications ta-b	vations	play. Options are Grid, List or Floor Map.
Allow Single-Day Request-s for Unavail-able Rooms	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Integ-ration to Microsoft Exchang-e	For templates with Exchange integration. If enabled, a user can make a single-day booking in an unavailable room. If dis-abled, a user must choose an available room in order to make a single-day booking.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Override Default Room Setup/Teardown Times	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Create/Manage Reservations	If set to “Yes,” the default setup/teardown times defined for a room are ignored and the values for Setup Time in Minutes for All Rooms and Teardown Time in Minutes for All Rooms parameters are used instead. These parameters are usually configured for videoconference bookings where setup/teardown times for participating rooms may differ.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Setup Time in Minutes For All Rooms	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Create/Manage Reservations	If enabled, the default setup time defined for a room is ignored and this parameter's value is used instead. The parameter Override Default Room Setup/Teardown Times must also be enabled. This parameter is usually configured for videoconference reservations where setup/teardown times for participating rooms may differ.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Teardown Time in Minutes For All Rooms	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Create/Manage Reservations	If enabled, the default teardown time defined for a room is ignored and this parameter's value is used instead. The parameter Override Default Room Setup/Teardown Times must also be enabled. This parameter is usually configured for videoconference reservations where setup/teardown times for participating rooms may differ.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Attachments Allowed on Room Request	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Create/Manage Reservations	Controls whether users can submit an attachment as part of creating a reservation.
Default Value for Attendance	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-	Create/Manage Reservations	A default value for attendance when users make a room request.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	b		
Hide Daily Recurrence Option	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Create/Manage Reservations	Hide the daily recurrence option on the Room Request page.
Hide Monthly Recurrence Option	Desktop Client > System Administration > Settings > Parameters >	Create/Manage Reservations	Hide the monthly recurrence option on the Room Request page.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	Everyday User Applications ta-b		
Hide Random Recurrence Option	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Create/Manage Reservations	Hide the random recurrence option on the Room Request page.
Hide Weekly Recur-	Desktop Client > System Administration	Create/Manage Reser-	Hide the weekly recurrence option on the Room Request page.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
rence Option	> Settings > Parameters > Everyday User Applications ta-b	vations	
Number of Avail-able Rooms on Search	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Create/M-anage Reser-vations	Specify the number of avail-able rooms listed at a time in search results (in EMS Web App and EMS Mobile App; note that this para-meter is ignored for EMS for Outlook).
Sequenc-	Desktop	Sched-	Option for how rooms are

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
e of Available Rooms upon Search	Client > System Administration > Settings > Parameters > Everyday User Applications tab	ule View	sorted when a user is viewing rooms in the schedule view. Choices are alphabetically by Room Description or numerically by Book Sequence values configured on the Rooms.
Setup Type Validation Rule	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Create/Manage Reservations	Determines how Setup Type and Attendance are displayed and handled against room capacities. Four options are available: • No Setup and No Validation: Do not show the

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			Setup Type field and do not validate the Attendance value against room minimum and maximum capacities. • Validate But Don't Show: Do not show the Setup Type field but validate the Attendance value against room minimum and maximum capacities. • Show and Validate: Show the Setup Type field and validate the Attendance and Setup Type against all Setup Type and Capacity

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			pairings for rooms. • Show But Don't Validate: Show the Setup Type field but do not validate Setup Type or Attendance.
Show Additional Filters Initially	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Create/Manage Reservations	If set to “Yes,” then by default, room searching filters are made immediately available to the everyday user. In the web application, filters are available under "Let Me Search for a Room."
Show	Desktop	Create/M-	Controls whether the Num-

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Attendance on Room Request	Client > System Administration > Settings > Parameters > Everyday User Applications tab	anage Reservations	ber of People field appears as part of searching for a Room.
Show Feature Filter	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Create/Manage Reservations	Controls whether Features appear as a search criteria for a room.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Show Floor Filter	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Create/Manage Reservations	Controls whether Floors appear as a search criteria for a room.
Show Room Type Filter	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-	Create/Manage Reservations	Controls whether Room Types appear as a search criteria for a room.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	b		
Val-idation of Building Hours	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Create/M-anage Reser-vations	Controls whether Building Hours are enforced based on the Booking's Event Time or Reserved Time (i.e., the setup and/or tear-down time surrounding the booking).
Warn User if Room Selected is Not	Desktop Client > System Administration > Settings > Parameters >	Create/M-anage Reser-vations	If enabled, a user will be alerted if a selected room is not available for all requested dates.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Available for All Dates	Everyday User Applications ta-b		
Reser-vation Source for New Reser-vation	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Create/M-anage Reser-vations	Specify the only reser-vation source that a user can select for a reser-vation.
Show Room Pri-cing	Desktop Client > System Administration	Create/M-anage Reser-	If enabled, room pricing will be displayed per the selec-tion in the Default Pricing

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	> Settings > Parameters > Everyday User Applications ta-b	vations	Plan parameter.
Require Can-cellation Reason	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	My Events	If enabled, users must provide a cancellation reason if they opt to cancel a booking. Cancel Reasons are configured within the desktop client under Configuration > Other > Cancel Reasons, and a Cancel Reason must be enabled

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			for the everyday user in order to appear as an option.
Allow Add Booking to Reservation	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	My Events	If enabled, users can add bookings to existing Reservations.
Allow Edit UDFs on	Desktop Client > System Administration	My Events	If enabled, users can edit User Defined Field values for their existing

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Reser-vation	> Settings > Parameters > Everyday User Applications ta-b		Reservations.
Allow Reser-vation Edits	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	My Events	If enabled, a Everyday User to edit reservation-level information on exist-ing reservations--spe-cifically, Event Name, Event Type, Group and Contact information, billing information, and a Com-ment (if one exists).

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
ICS File (Cal-endar Appoint-ment) Status	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	General	If the user selects Add to Personal Calendar from their existing reservations, this parameter controls if the default calendar appointment status is Busy or Tentative.
Show Service Avail-ability	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-	My Events	Controls whether the View Service Availability option appears when managing an existing reservation. Service Availability includes cutoff times for services enabled for the

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	b		everyday user as well as Building to which services are available.
Adjust Service Order Times upon Booking Edit	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Services	If set to "Yes," then Service Order Times are auto-matically adjusted if the booking time is modified.
Allow Edit of Services	Desktop Client > System Administration	Services	If this option is set to "Yes," users can edit the services they have added to events.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	> Settings > Parameters > Everyday User Applications ta-b		
Maintain Inventory	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Services	If this option is set to “Yes,” the system notifies the user if an attempt to reserve a resource would cause the resource to be overbooked. The user must then select a new quantity.
Populate	Desktop	Services	If enabled, the Estimated

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Service Setup with Attendance	Client > System Administration > Settings > Parameters > Everyday User Applications tab		Count field for Catering-type Categories will be populated with the Attendance value.
Set Service Time Default from the Event Time	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Services	If set to "Yes," then the service start/end times are set by default to the event start/end times. Note: This parameter is not enforced for EMS for Outlook. The service times

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			will default to the event time when it is changed in EMS for Outlook.
Restrict Service Order Times Within Event Times	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Services	If enabled, users cannot specify Service Order Start or End times outside of the event's Start and End times.
Show Resourc-e Pricing	Desktop Client > System Administration	Services	If enabled, resource pricing will be displayed per the selection in the Default Pri-

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	> Settings > Parameters > Everyday User Applications ta-b		cing Plan parameter.
Allow Access To Sys-tem Check Pages From Any Machin-e?	Desktop Client > System Administration > Settings > Parameters > All Applications ta-b	System	If disabled, access to Sys-temCheck.aspx for all applications except the EMS Web Application is limited to the web server. As of the June 2014 release, the EMS Web Application will no longer have a SystemCheck.aspx page.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
EMS Web Applic-ation URL	Desktop Client > System Administration > Settings > Parameters > All Applications ta-b	System	The Web App URL that is displayed in emails related to the web app as well as EMS Group Notifications that include cancellation and reconfirmation links.
EMS Web Applic-ation Hyperlink Text	Desktop Client > System Administration > Settings > Parameters > All Applications ta-	System	Controls the text for the Web App URL hyperlink in automatic confirmation emails (Configuration > Everyday User Applic-ations > Everyday User Process Templates >

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	b		Confirmation > Summary t-ab.).
Allow Unau-thentic-ated Users to Create Request-s	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Unau-thentic-ated Request-s	If enabled, unau-thenticated users (i.e.,guests) will have the option to request a room. The (unauthenticated user) Web Process Tem-plate must also be con-figured in the desktop client under Configuration > Web > Web Process Templates.
Show	Desktop	My	If enabled, the Group

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Group Column on My Events	Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Events	column appears when a user is viewing a list of their Reservations.
Manual Account Creation - Sign Up Con-firmation Email	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Account Man-agement	Email text sent to a poten-tial web app user as a security measure to con-firm their request for an account. Applicable to organizations whose allow automatic account creation instead of account request-

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
			ing.
Manual Account Creation - Sign Up Success Email	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Account Man-agement	Email text sent to a new web app user to confirm their account has been cre-ated and is active. Email is sent as a result of the user selecting the link within the sign up confirmation email. Applicable to organizations whose allow automatic account creation instead of account requesting.
Manual Account	Desktop Client > System	Account Man-	Email text sent to a poten-tial web app user to con-

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Creation - Request Received Email	Administration > Settings > Parameters > Everyday User Applications tab	agement	firm their request for an account has been received. Applicable to organizations whose allow account requesting instead of automatic account creation.
Manual Account Creation - Password Reset Email	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Account Management	Email text sent as a security measure to a Everyday User who has requested reset of their account password. Not recommended for organizations who utilize integrated authentication.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
Manual Account Creation - Password Reset Success Email	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Account Management	Email text sent to a Everyday User to confirm reset of their password. Not recommended for organizations who utilize integrated authentication.
Default Home Page	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-	Home Page	Controls which home page tab appears to Everyday Users--Site Home(help text record for Default.aspx) or My Home). This parameter only applies to authen-

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	b		ticated users.
Default Home Page for Unau-thentic-ated Users	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications ta-b	Guest Home Page	Controls whether Site Home or My Home is the default tab when loading default.aspx. The default value of this parameter is Site Home. This parameter only applies to unau-thenticated users.
Show Infograp-hics on My Home	Desktop Client > System Administration > Settings > Parameters >	Home Page	Controls whether the infographics about the everyday user's bookings appear on the My Home tab.

TITLE	CONFIGURED WHERE?	AREA	DESCRIPTION
	Everyday User Applications tab		
Default Cancel Reason	Desktop Client > System Administration > Settings > Parameters > Everyday User Applications tab	Create/Manage Reservations	Controls which Cancel Reason, if any, is applied to bookings that are canceled by everyday users. The ability for a user to choose a Cancel Reason does not need to be enabled for a default Cancel Reason to be applied.