

## EMS Troubleshooting FAQs

Q: What happens if I booked my room for the wrong day?

A: Go to your EMS account and cancel your reservation and put in a new request.

Q: What if multiple groups show up for the same room at the same time?

A: Check your EMS account and check that your reservation say "Approved" under status for the room that you are in. If it says "cancelled", "waitlist", or "web request" under status, your space is not confirmed. The person whose account doesn't say approved will need to leave the space and find an alternate space. If it is a weekend or evening, you can try to find an empty room and use that space temporarily. To see the schedule for the day go into your EMS account and click "Events" under browse. You'll be able to see the schedule for the day.

Q: What happens if the setup or the capacity for the room I booked doesn't fit my needs?

A: When submitting a request, please always check to make sure the room you are requesting fits your rehearsal needs on your EMS account. If the room is already booked, you may cancel your reservation and submit a new request for a room that best fits your needs.

Q: What happens if I booked the wrong room?

A: First, check your EMS account to confirm which room you reserved. If it is not the room you intended, please cancel and submit a new request. If it is a weekend or evening, you can try to find an empty room and use that space temporarily. To see the schedule for the day go into your EMS account and click "Events" under browse. You'll be able to see the schedule for the day.

Q: What happens if the computer or smart board isn't working?

A: If you are at Dodge, please call the IT phone number posted in the rooms or refer to the smart board instructions to help with troubleshooting. IT can be reached at this number: 212-853-1708. If you are at Nash, please see Britta Kuhn during office hours or refer to the instructions posted in the room.

Q: What if the door is locked?

A: First, please confirm that the room you are trying to access is the room that you booked on your EMS account. If you have booked either Dodge 603 or 605, please use the following codes to unlock your room:

Dodge 603: 3, 2, 4

Dodge 605: 5, 1, 4

If you are at Riverside, please see the front desk on the first floor.

If you are in Nash, please first check in at PR to see if anyone is available to unlock the door.

Otherwise, please call the following staff member for the building:

Nash - call Nash Manager, contact is tbd

Schapiro - call student worker, contact is tbd

Q: What if the entrance to the building I have a reservation in is inaccessible?

A: First, check your email to make sure you have not already received instructions regarding entrances to the building you have a reservation in. If no notifications were sent out about a building closure, please contact Anna.

Q: What if I did not receive a confirmation email?

A: Please refer to your EMS account to check that your reservation has been confirmed. If it has not, please contact [theatre@columbia.edu](mailto:theatre@columbia.edu) at least 24 hours prior to your reservation.

Q: What if I received an email from the Admin team regarding my reservation and the information doesn't match what I requested?

A: Please refer to your EMS account as it will reflect the most up to date information regarding your reservation. If you want to change rooms/times, you can always edit your reservation.