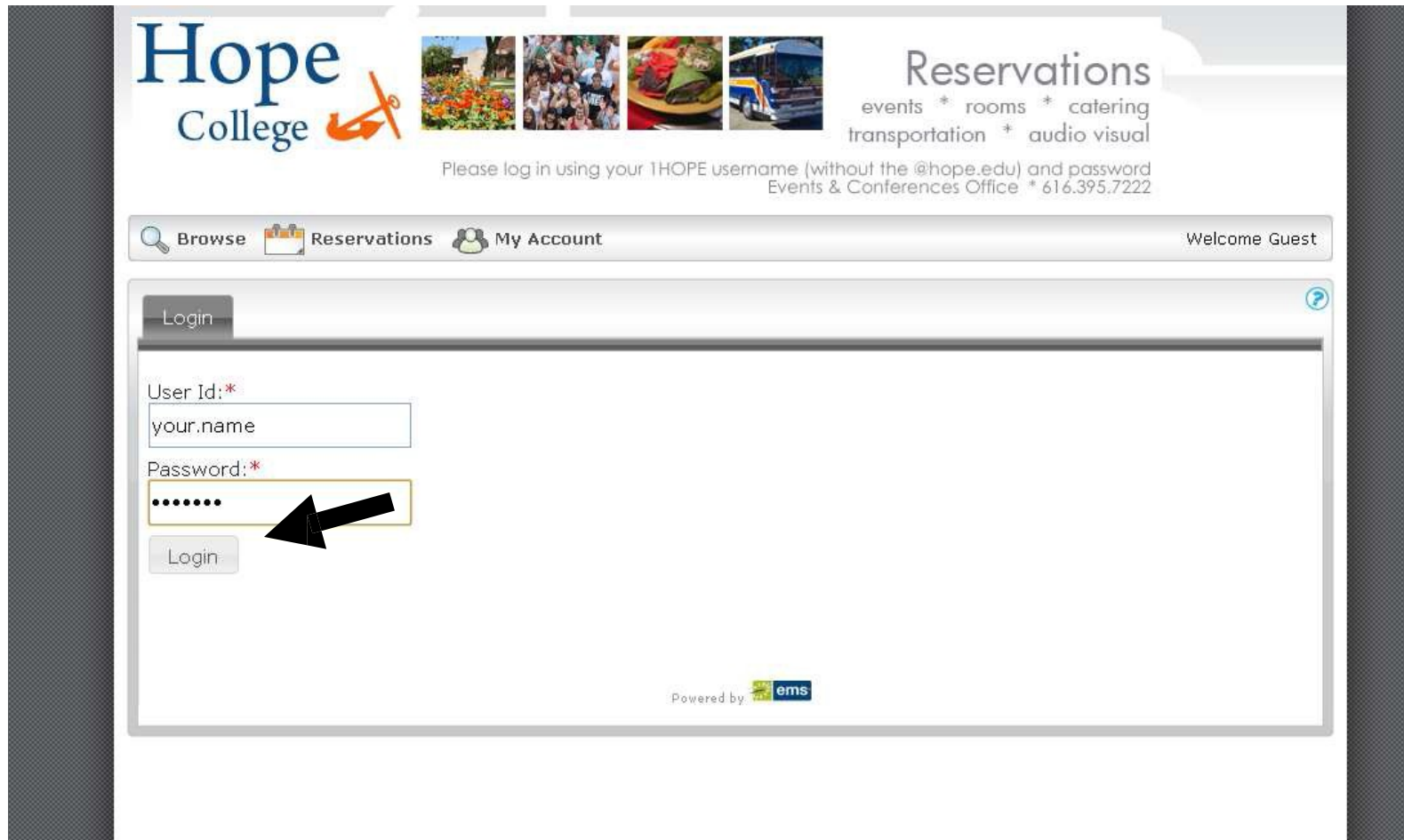


Log in at events.hope.edu using your 1Hope User ID
(without the @hope.edu) & Password



The screenshot shows the top navigation bar of the Hope College Reservations website. The header includes the Hope College logo, a navigation menu with 'Browse', 'Reservations', and 'My Account', and a 'Welcome Guest' message. Below the navigation bar is a 'Login' section with a 'Login' tab. The login form contains two input fields: 'User Id:*' with the placeholder text 'your.name' and 'Password:*' with masked characters. A black arrow points to the password field. Below the password field is a 'Login' button. At the bottom of the page, it says 'Powered by EMS'.

Hope College

Reservations
events * rooms * catering
transportation * audio visual

Please log in using your THOPE username (without the @hope.edu) and password
Events & Conferences Office * 616.395.7222

Browse Reservations My Account Welcome Guest

Login

User Id:*
your.name

Password:*
.....

Login

Powered by EMS

Select “Begin your EXPRESS RIDE request”

Begin your ROOM request here (*instructions*)

Begin your BUS request here (*instructions*)

Begin your CAR/VAN request here (*instructions*)

Begin your FIELD PLACEMENT SHUTTLE request here (*instructions*)

Begin your EXPRESS RIDE request here (*instructions*)

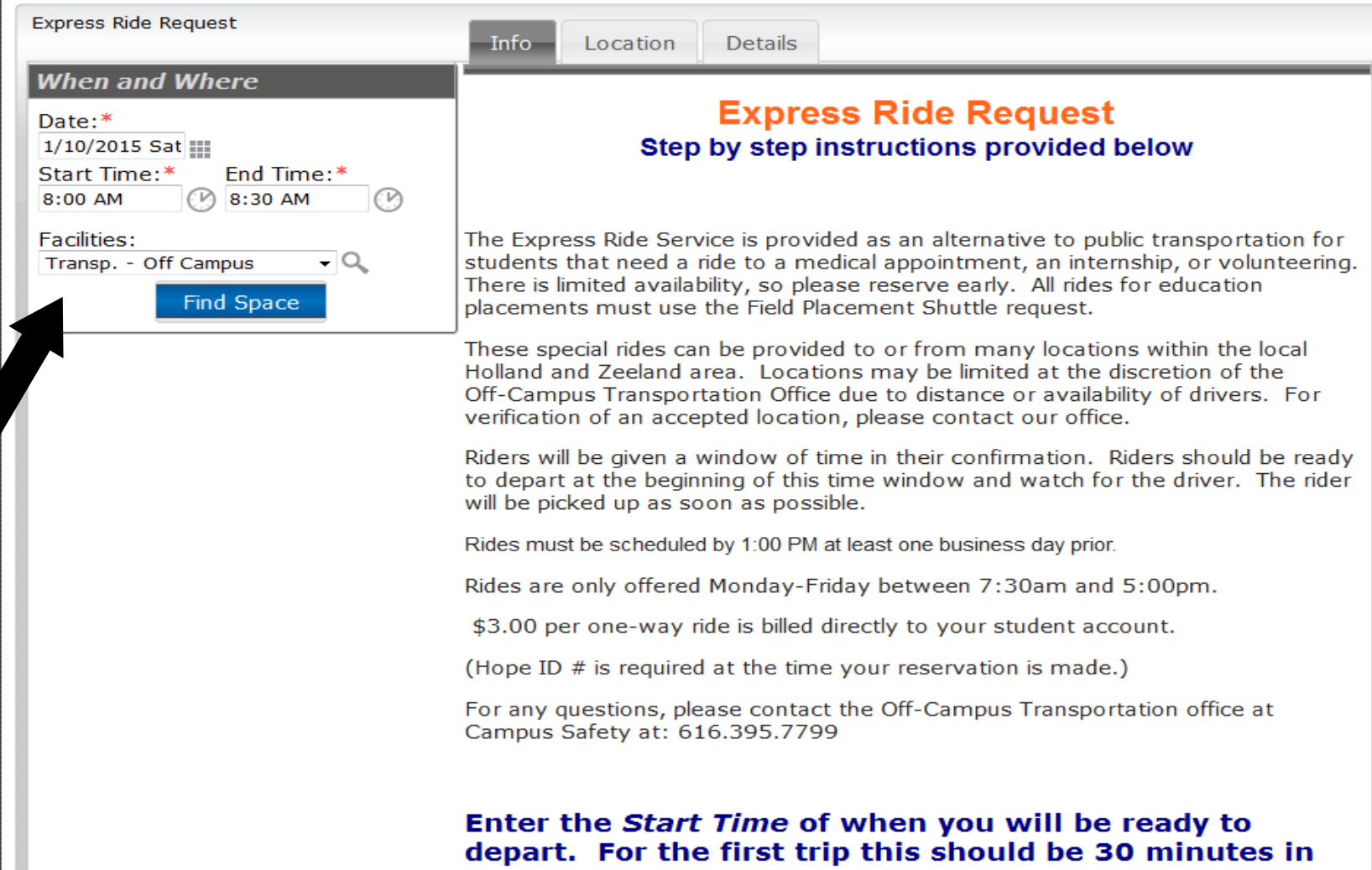
Begin your AIRPORT SHUTTLE request here (*instructions*)

Request to Arrive Early / Remain Late (*instructions*)

Student Check In/Out

Common Area Check In/Out

Select the date of your ride, Start Time = Departure time from your location (Campus Safety or your off- campus site.) The time should default to one half-hour time block. Click ‘Find Space’.



The screenshot shows a web form titled "Express Ride Request" with three tabs: "Info", "Location", and "Details". The "Info" tab is active. On the left, a sidebar titled "When and Where" contains the following fields: "Date:*" with a calendar icon showing "1/10/2015 Sat"; "Start Time:*" with a dropdown menu showing "8:00 AM" and a clock icon; "End Time:*" with a dropdown menu showing "8:30 AM" and a clock icon; and "Facilities:" with a dropdown menu showing "Transp. - Off Campus" and a search icon. A blue "Find Space" button is located below these fields. A large black arrow points from the left edge of the page towards the "Find Space" button. The main content area on the right has a heading "Express Ride Request" in orange and "Step by step instructions provided below" in blue. Below this, there are several paragraphs of text providing details about the service, including its purpose, availability, scheduling rules, and contact information. At the bottom of the main content area, there is a bold blue instruction: "Enter the *Start Time* of when you will be ready to depart. For the first trip this should be 30 minutes in".

Select green **+** to add *Ride Needed*

If it says “No space available”, it is possible that the requested time block is full. Check that your time is Monday-Friday between 7:30am and 5:00pm and try again.

One Way Express Ride Request

Info Location Details

When and Where

Date:*
9/10/2013 Tue

Start Time:* 8:00 AM End Time:* 8:30 AM

Facilities:
Transp. - Off Campus

Find Space

Selected Locations

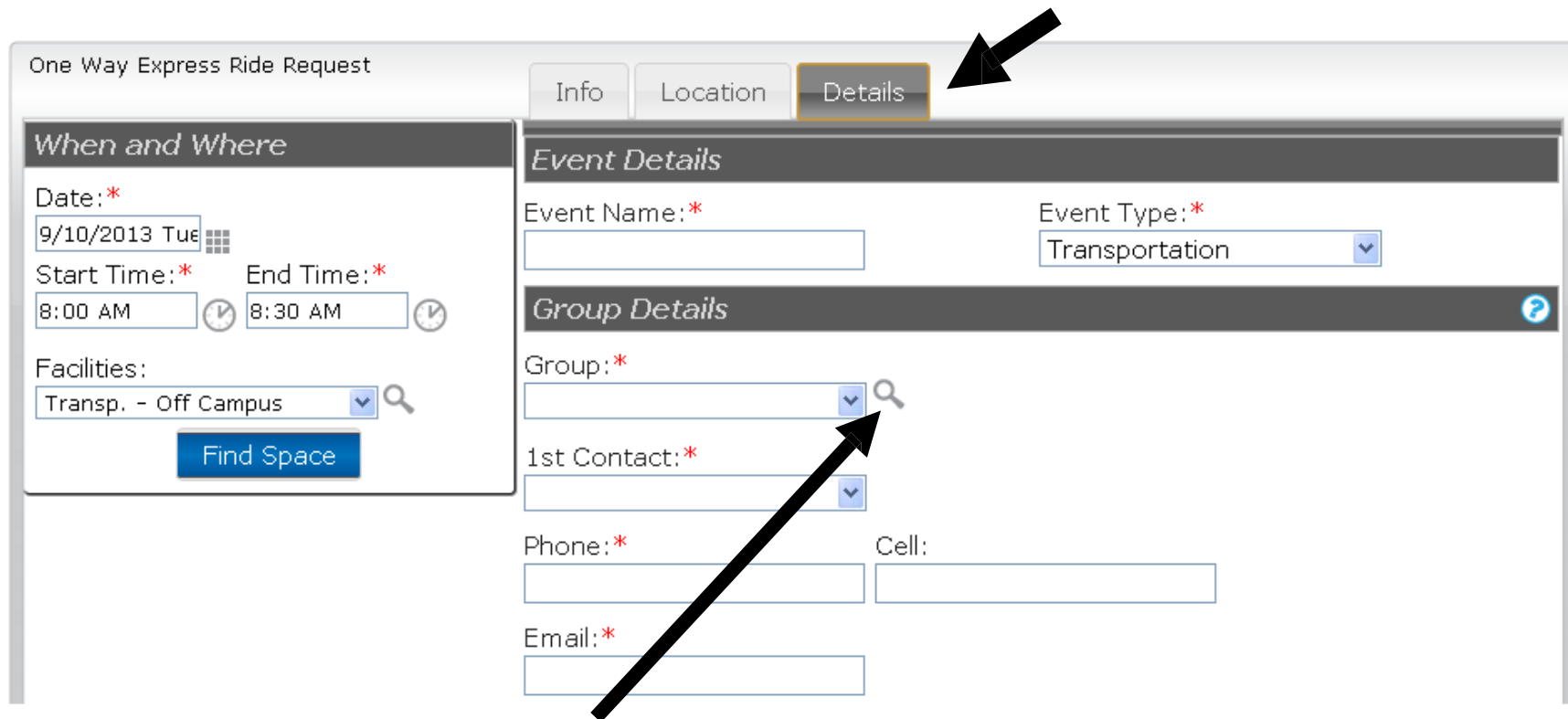
No rooms currently selected

List Grid

Availability

SELECT	AVAILABLE	LOCATION	CAPACITY
Request			
	1/1	Ride Needed 1	4
	1/1	Ride Needed 2	4
	1/1	Ride Needed 3	4
	1/1	Ride Needed 4	4

Select 'Details' tab & complete all required fields (noted with *). Event Name = your name. List your name and contact information, including cell phone. This will be used only if there is change to your reservation or a problem with your ride.




The screenshot shows a web form titled "One Way Express Ride Request". It has three tabs: "Info", "Location", and "Details". The "Details" tab is selected and highlighted with a yellow border, and a black arrow points to it from the top right. On the left side, there is a "When and Where" section with fields for Date (9/10/2013 Tue), Start Time (8:00 AM), End Time (8:30 AM), and Facilities (Transp. - Off Campus). A "Find Space" button is at the bottom of this section. The main form area is divided into two sections: "Event Details" and "Group Details". The "Event Details" section has fields for Event Name (*), Event Type (*, set to Transportation), and a search icon. The "Group Details" section has a "Group" dropdown menu (*), a search icon, "1st Contact" (*), "Phone" (*), "Cell", and "Email" (*). A black arrow points from the bottom left towards the "Group" dropdown menu.

Select the Group of "Hope College Student". If this is your first time, and no Groups appear in the drop-down, select the magnifying glass (see the Appendix for instructions to find the group).

Event Details: Use this box to enter any additional information you think we may need to know to complete your ride request.

- **Are you requesting a ride *To* or *From* this location or *Both*:** Select *TO* if you are traveling from Campus Safety to a site off campus. Select *FROM* if you are returning to campus. Select *BOTH* if you are traveling to a site off campus and are returning to campus.
- **Select the reason for your ride:** medical appointment, an internship, volunteering, or employment.
- **Name and Address of Off Campus location**
- **List the times you need to be at your destination:** This helps us with planning logistics when our schedule is full. We will get you there as soon as we can, but it must be at least 30 minutes after planned departure time.

Other Information 

Event Details :

Are you requesting a ride To or From this location or Both: *

Name and Address of Off Campus location: *

Select the reason for your ride: *

List the times you need to be at your destination. : *

- **Is your ride recurring:** If yes, put your information in the Event Details. We need to know if you will be going daily or weekly and whether you will need a ride during Hope academic breaks.
- **What is the last date you need a ride (if your ride is recurring):** Enter a date only if your ride is recurring.
- **Hope ID #:** This is used for billing purposes.

Is your ride recurring? If yes, put your information in the Event Details:*

What is the last date you need a ride (if your ride is recurring):

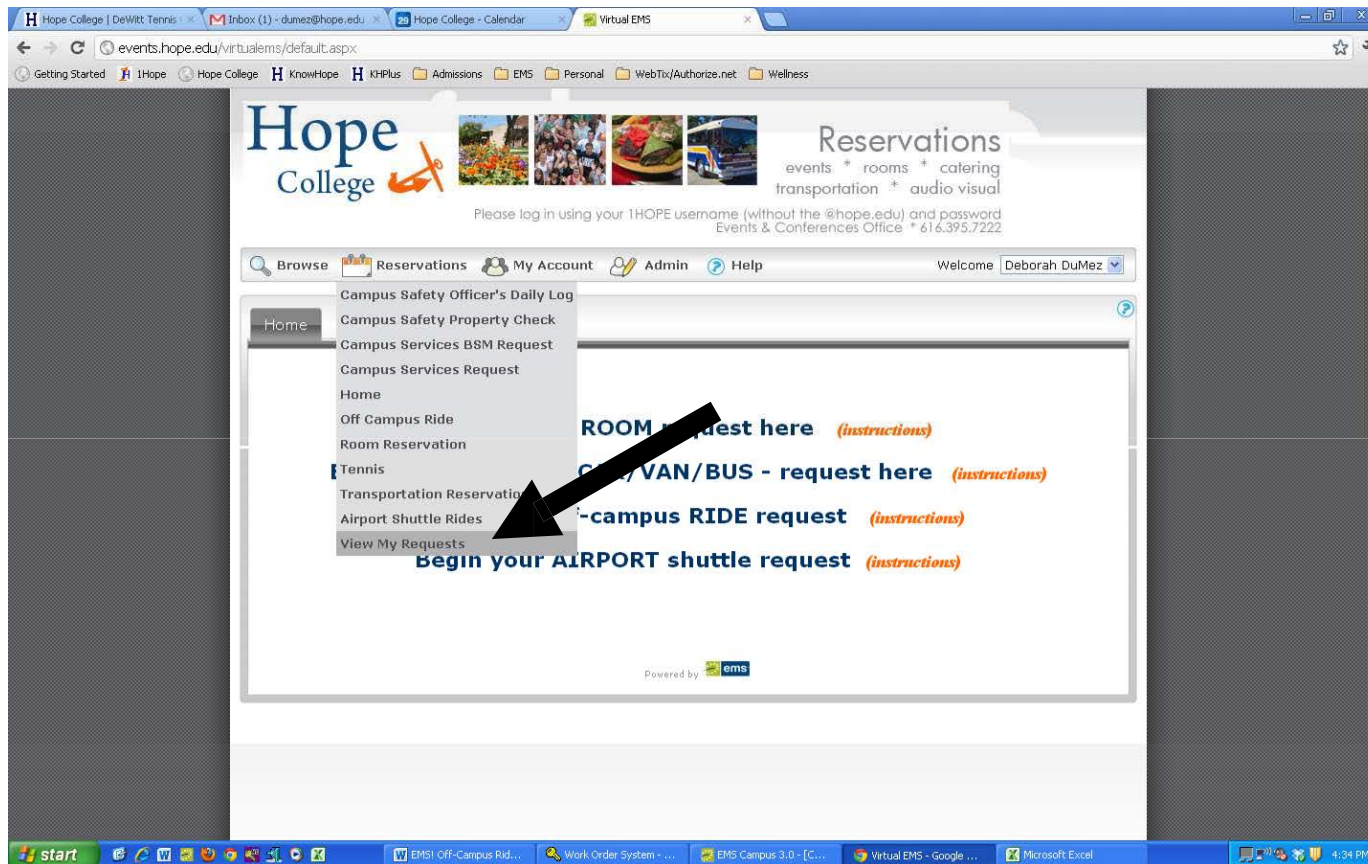
Billing Information

Hope ID #:*

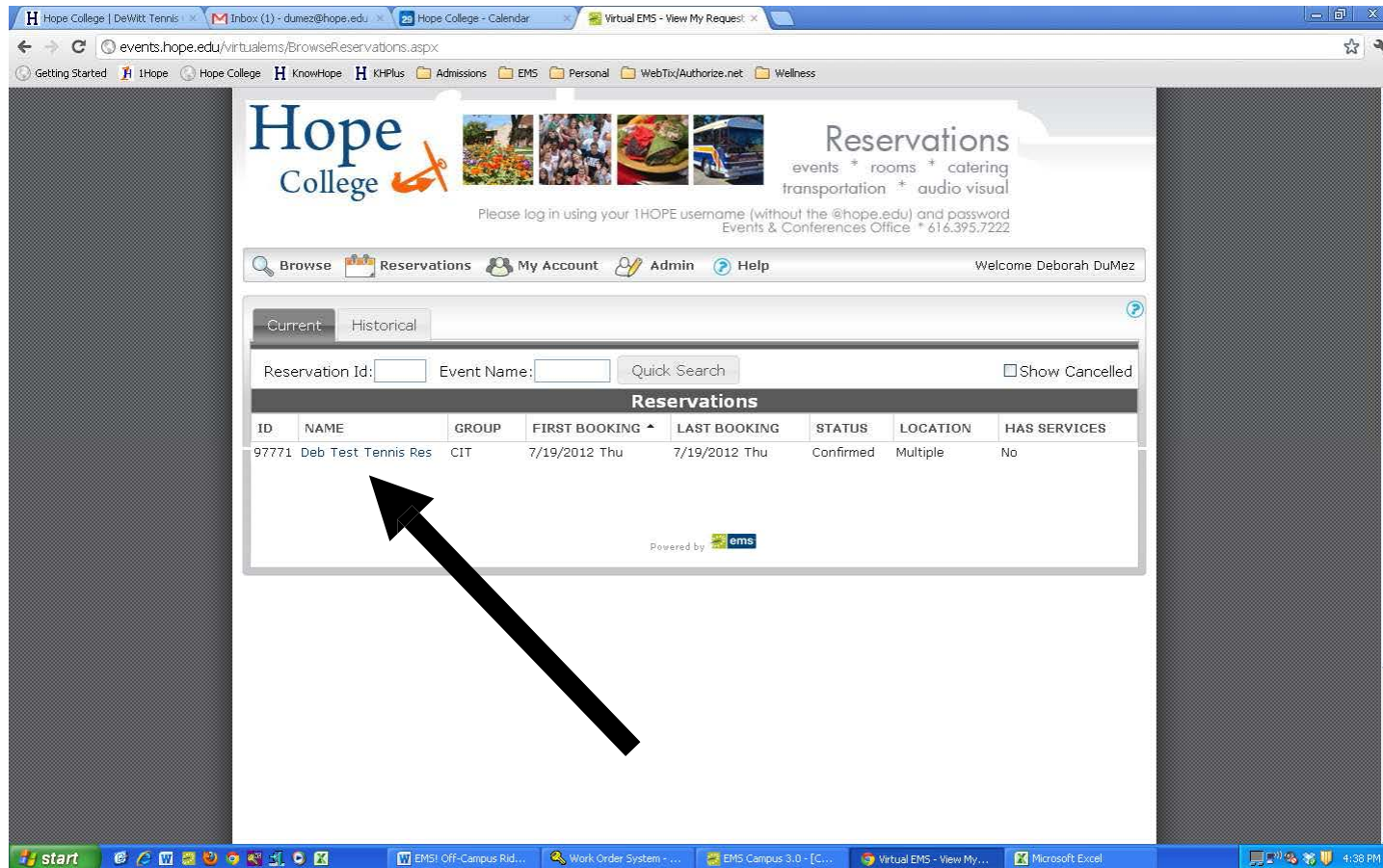
You will receive an email confirmation when your request has been received and added to the reservation list.

Please contact Off Campus Transportation Services at 616-395-7075 if you have questions. Call or use the form online to cancel or modify your request. If you do not cancel, you will still be billed for the ride.

How to View or Cancel an Existing Reservation Select View My Requests

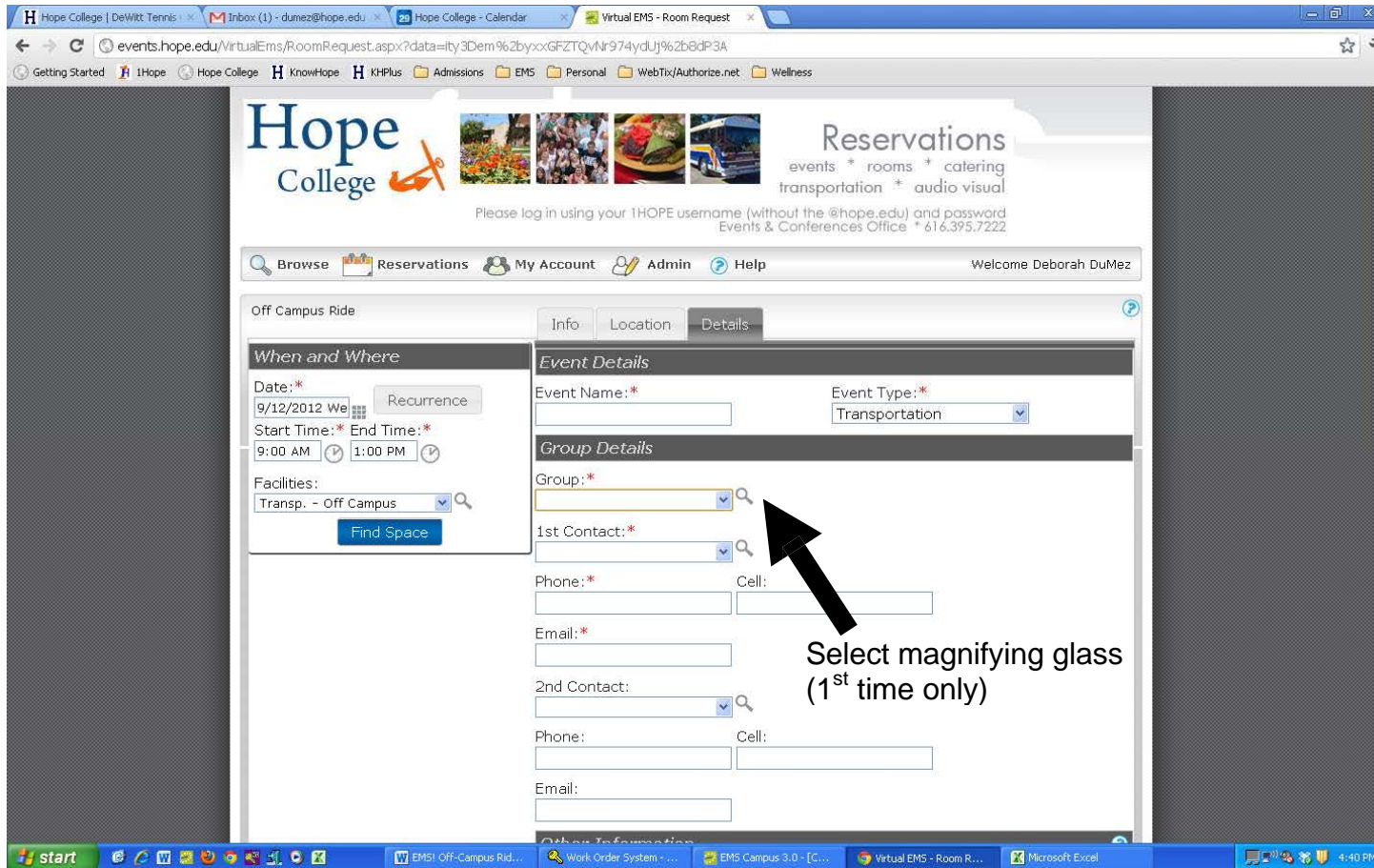


A list of your current requests displays
Click on the Name to see the details



The available actions appear on the right and next to each line

APPENDIX – Making your Group(s) available



Hope College
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Please log in using your HOPE username (without the @hope.edu) and password
Events & Conferences Office * 616.395.7222

Welcome Deborah DuMez

Off Campus Ride

Info Location Details

When and Where

Date: * 9/12/2012 We Recurrence

Start Time: * 9:00 AM End Time: * 1:00 PM

Facilities: Transp. - Off Campus Find Space

Event Details

Event Name: * Event Type: * Transportation

Group Details

Group: * [magnifying glass icon]

1st Contact: * [magnifying glass icon]

Phone: * Cell:

Email: *

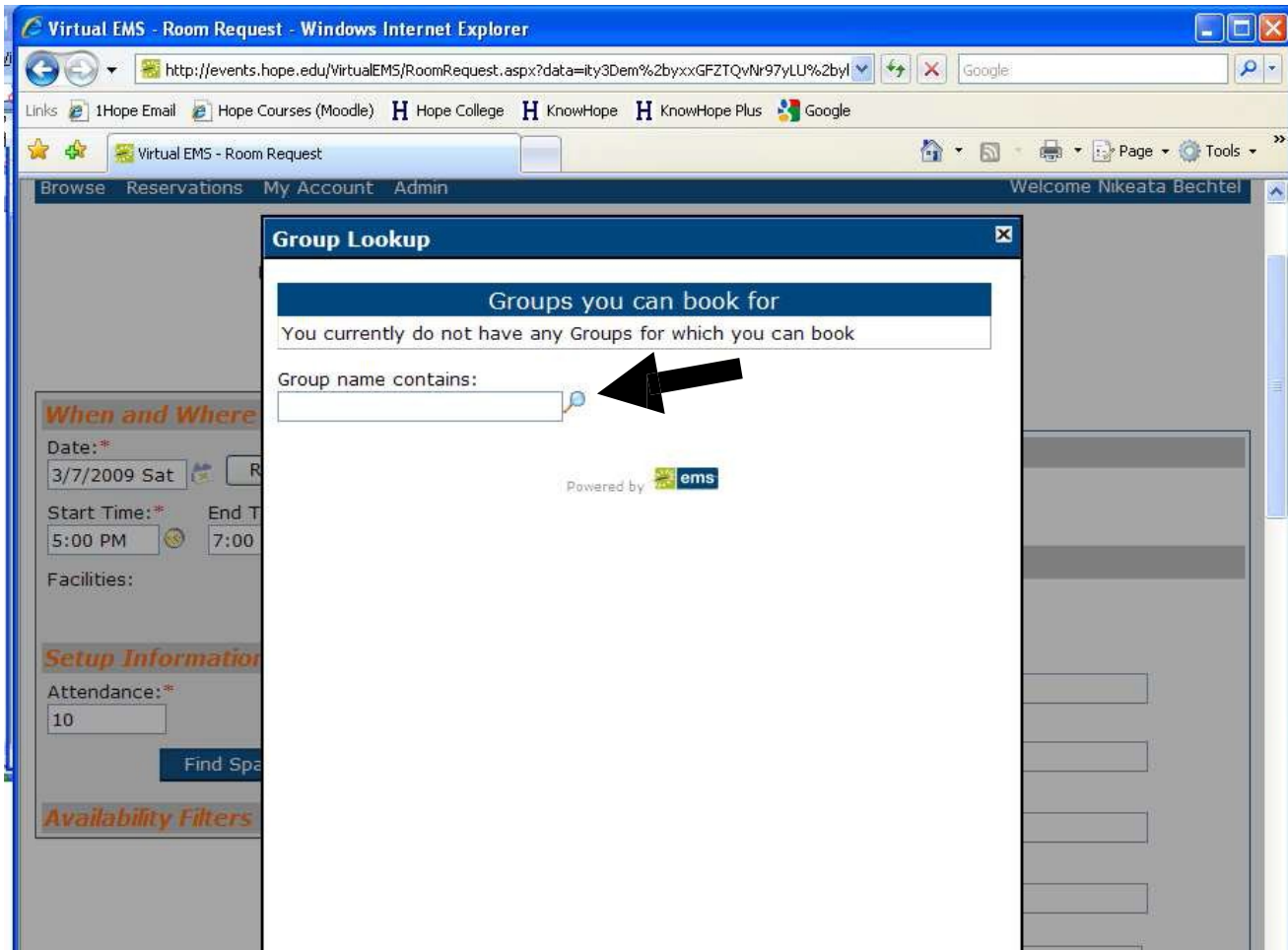
2nd Contact: [magnifying glass icon]

Phone: Cell:

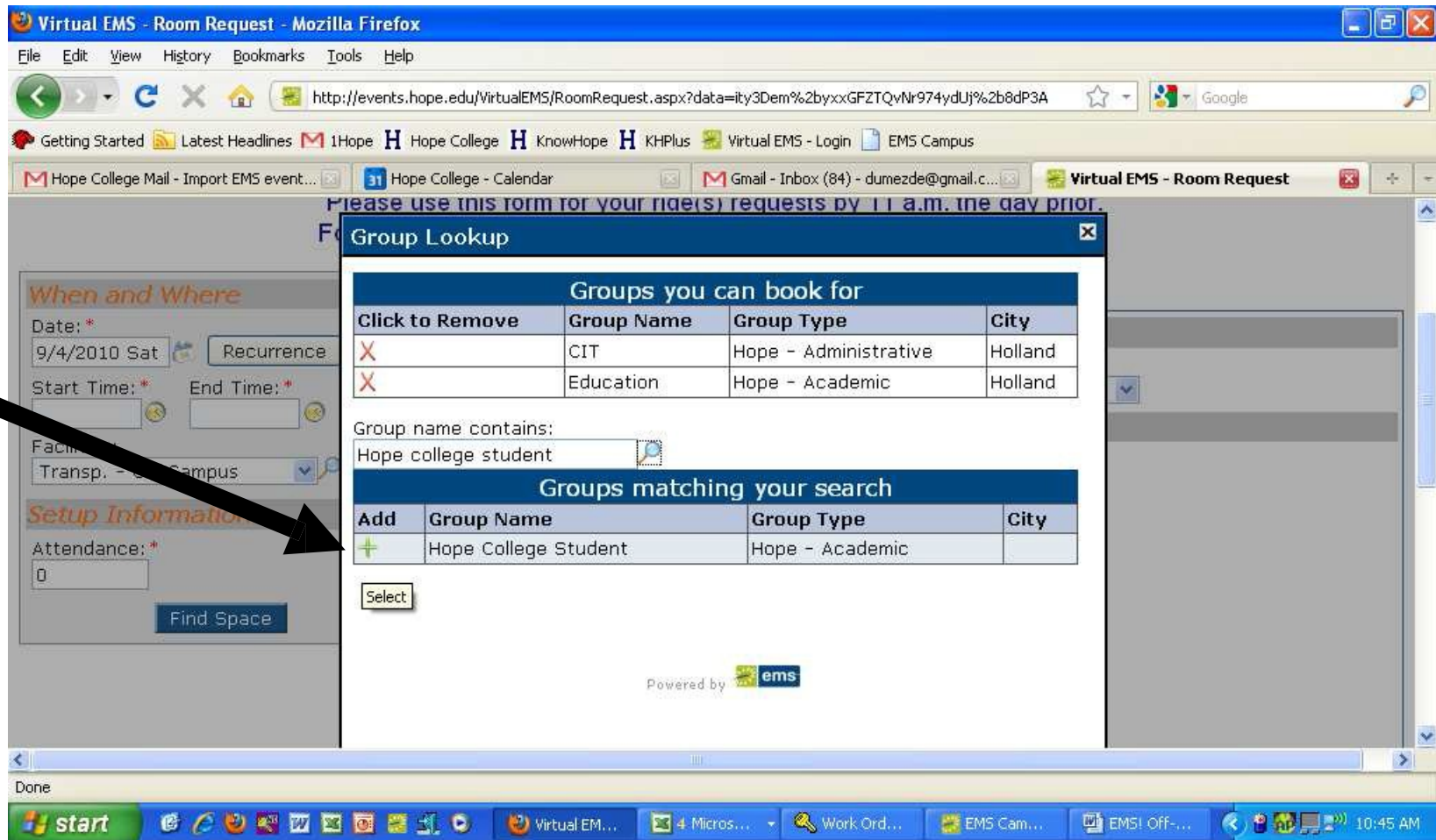
Email:

Select magnifying glass (1st time only)

Type in “Hope College Student” & select magnifying glass

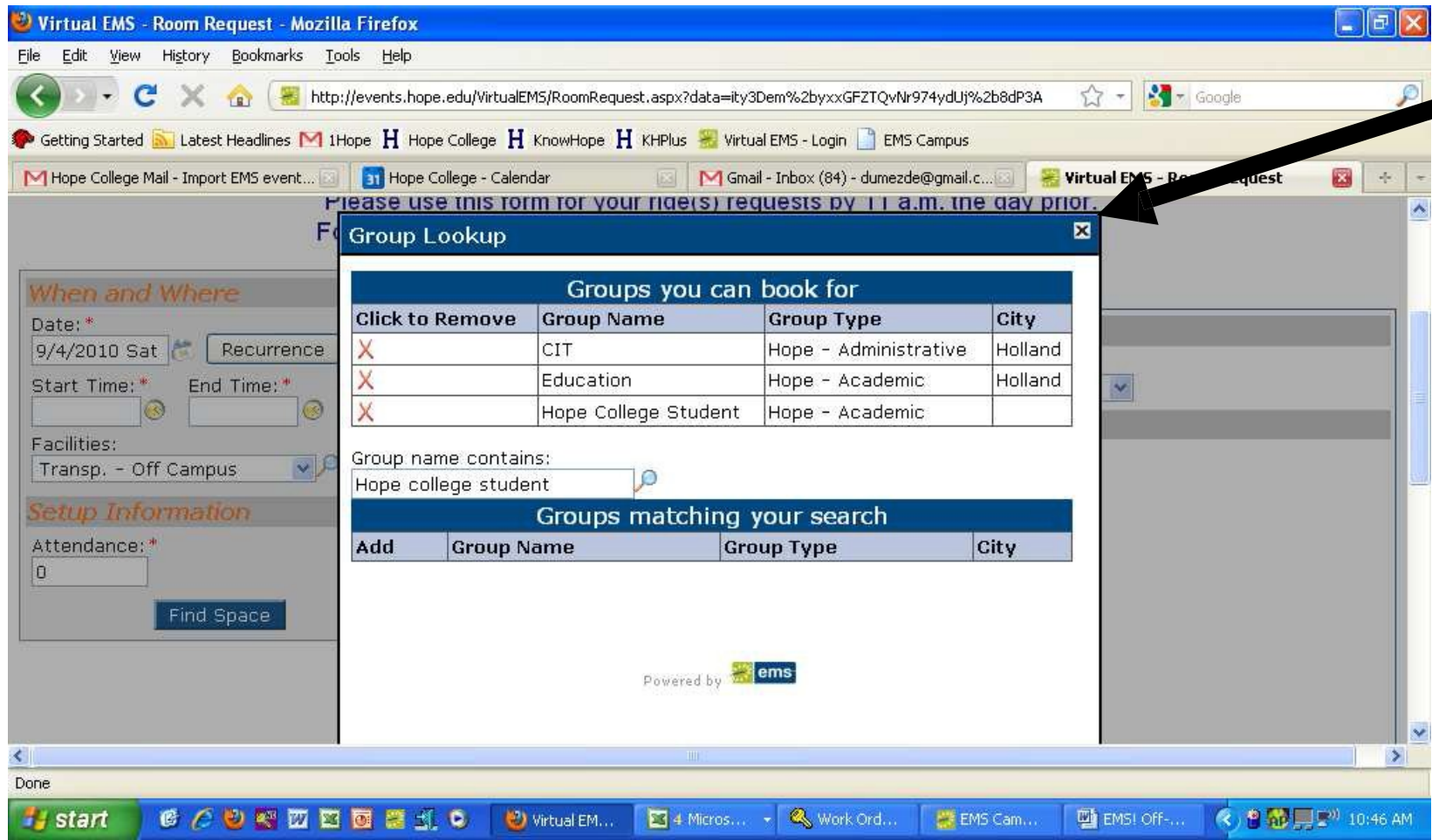


Select the green **+** next to the group name



EMS Instructions for One Way Express Ride Requests

Your group has been added to the available groups.
Select the 'X' to close the window



The screenshot shows the 'Virtual EMS - Room Request' web application in Mozilla Firefox. A modal window titled 'Group Lookup' is displayed over the main form. The modal contains two tables:

Groups you can book for

Click to Remove	Group Name	Group Type	City
X	CIT	Hope - Administrative	Holland
X	Education	Hope - Academic	Holland
X	Hope College Student	Hope - Academic	

Below the table is a search field: 'Group name contains: Hope college student'.

Groups matching your search

Add	Group Name	Group Type	City

The modal window has a close button (X) in its top right corner, which is highlighted by a black arrow.