

## KUB & MONTY'S ONLINE RESERVATIONS FREQUENTLY ASKED QUESTIONS

- Q: I have previously submitted a paper reservation request. Will I need to request the reservation again using the website?**
- A: No. All data entered prior to 3:00pm on 9/27/07 was fully and successfully converted from the KUB's previous scheduling software to KUB's current scheduling software, Events Management Systems (EMS) by Dean Evans & Associates. Reservation requests submitted and received after 3:00pm on 9/27/07 were entered into EMS.
- Q: I created a user account. Why does it say "account pending approval" when I try to login?**
- A: Account applications must be approved by the KUB Scheduling Coordinator prior to use in order to confirm that users applying for accounts are authorized to request reservations and/or services on behalf of specific groups. Users can be linked to more than one group enabling persons to request rooms for a specific group by choosing the appropriate group in the Customers drop down menu of **Step 3 of 4**.
- Q: I submitted a reservation request (via paper form or website) a while ago. Why don't I see my reservation on the events calendar when I [Browse Events](#)?**
- A: Your reservation request status may be listed as "Tentative" and/or may be pending approval awaiting results of pre-event meetings with KUB staff, completed required forms, or your account may be under review by KUB Staff awaiting contact by your group's event coordinator.
- Q: Do I have to have a User account to REQUEST rooms and services in the KUB or in Monty's?**
- A: Yes. Please apply for a User account by navigating to My Account | [Create An Account](#).
- Q: Do I have to have a User account to BROWSE or view details and pictures of the buildings or rooms, and services in the KUB or in Monty's?**
- A: No. Please browse buildings, rooms and details by navigating to Browse | [Browse Facilities](#) and clicking on building and room links.
- Q: Do I have to have a User account to review details of my reservation in the KUB or in Monty's?**
- A: Yes.

**Q: Can I reserve a room on the same day that I make a reservation request using the website?**

A: No. Same-day room reservations are accommodated based on availability by the KUB Information Center. Requests for equipment or services for same-day reservations and/or room sign outs, however, will not be accommodated.

**Q: Some of the equipment that I originally requested is missing or has been changed on my reservation. Why?**

A: Some equipment may not be available. Alternate equipment may provide increased functionality, ease of use, or increase the presentation quality of/for your event.

**Q: Who should I contact to report a problem or suggestion regarding the online reservation site?**

A: We encourage constructive suggestions. Please send an email to [kubresrv@bloomu.edu](mailto:kubresrv@bloomu.edu).