



TENNESSEE
STATE UNIVERSITY

External FAQ'S

ALL EXTERNAL REQUESTS TO RENT MUST BE SUBMITTED AT LEAST 45 DAYS BEFORE YOUR EVENT DATE.

How to obtain a username and password:

1. email emanagement@tnstate.edu
2. Put your name, address, phone number, and email address in your email
3. You should receive a response within 24 to 48 hours with your log in information.

How to search for room availability:

1. Pull up the CBMS Homepage <http://gerak.tnstate.edu/emswebapp/>
2. Under "Browse", click the "Locations" Button (top right hand side of the screen)

How to see a reservation that was placed:

1. log in using your user-name and password then click on "my home", (on the heading of the page)
2. click on "My Events" (located on the left of the page)
3. click on the name of the reservation

How to attach documents:

1. log in using your username and password then click on "my home", (on the heading of the page)



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2. click on "My Events" (located on the left of the page)
3. click on the name of the reservation
4. click on the "attachment" button, (at the top of the page beside "reservation details")
5. attach your document (click the "select your files" button)

How to add rooms if you are within the 20 days:

1. log in using your username and password then click on "my home", (on the heading of the page)
2. click on "My Events" (located on the left of the page)
3. click on the name of the reservation
4. click on "New Booking" (on the right of the screen in a blue box)
5. add the new room

How to change your reservation (room, date, time, and location) if you are within the 20 days:

1. log in using your username and password then click on "my home", (on the heading of the page)
2. click on "My Events" (located on the left of the page)
3. click on the name of the reservation
4. click "Booking Tools" (bottom left side of screen under "Bookings")
5. check the box of the reservation(s) you would like to change
6. select the date, time, or both, once edited select "update bookings"

How to cancel a booking:

1. log in using your username and password then click on "my home", (on the



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heading of the page)

2. click on “My Events” (located on the left of the page)
3. click on the name of the reservation
4. click on “x Cancel Reservation” located on the right of the screen (you can only do this if your reservation is in within 5 days of your event date) If you cannot cancel the booking please fill out the cancellation request form. (Please specify the reason why you need the reservation cancelled)

How to add tables, chairs, if you are within 5 days of the reservation date.

1. log in using your username and password then click on “my home”, (on the heading of the page)
2. click on “My Events” (located on the left of the page)
3. click on the name of the reservation
4. click on the “Add Services” link on the top right of the page, OR “Manage Services” link, (at the bottom left of the page)
5. select “Tables, Chairs, and Room Accessories (on the left of the screen OR under the “Services Summary” (on the right of the screen) click on the name of the room furnishing to change the quantity, delete, or add room furnishings.