

## ETS Request Guidelines and Procedures

### **General Procedures:**

- ✓ Please request services at least 2 weeks in advance of event.
- ✓ Last-minute Event Modifications are fulfilled based on resources and staff availability.
- ✓ “Special Instructions” is utilized for greater clarifying a specific A/V request
  - Ex. “Laptop and projector package: Special Instructions: also need audio for the presentation”
- ✓ Avoid listing additional a/v requests within “Special Instructions”, as it does not flag it in the system
- ✓ Make sure to select specific services needed for the event.
- ✓ If a/v support is needed, but details are undetermined, select the “I need help determining my audio-visual needs”
- ✓ When selecting a podium, still select a microphone in the ETS selection menu
- ✓ Designate a Point of Contact that is involved with the Event, and provide a number we can reach them on. (Cell phone preferred)
- ✓ When bringing own laptop, indicate if it is an Apple Laptop (“Mac”)
  - Customer’s bringing their own Mac laptop must supply the connection adapter for projectors. (ETS does not supply the adapter, either hdmi or VGA must be indicated)
- ✓ If your event is scheduled outside, please notify us of a rain location in the event of inclement weather.
  - ETS reserves the right to cancel our services for outdoor events if there is a 50%, or greater, chance of rain
  - Rain Calls are requested to be made no less than 24 hours prior to the scheduled event.
- ✓ The Last Minute Event Form on the ETS website is available, but not encouraged. Utilizing the EMS submission format is the primary, and preferred, method of ordering our services.

### **Shows/Productions:**

- ✓ Please submit Technical Rider(s) at least 6 weeks in advance
- ✓ Submit audio and visual materials at least 2 weeks prior to the event date

### **Other Departments:**

- ✓ For outdoor events, please check with Physical Plant to make sure electrical access is available
- ✓ Events occurring in classrooms (Henson, Devilbiss, Conway Hall, Holloway Hall, etc) are supported by Audio Visual Services (AVS).