Campus Center Meeting and Event Services
Mazévo Reservations
### Frequently Asked Questions

Do I need to create an account in Mazévo?
- If you did not receive an email from Mazévo on August 2, 2021 or you are new to our system, you will need to request a new account.

How do I access the Campus Center's new Mazévo reservation request system?
- Access from your desktop or mobile device at ccmes.mymazevo.com
  - Supported browsers: Google Chrome, Mozilla Firefox, Safari, Microsoft Edge.

How do I submit my request to use space at the Campus Center or Hemenway Hall?
- Log into your Mazévo account or open Mazévo from your smartphone
  - Click "Add New Request"
- Fill in the Event Name, Event Type, Organization, and number of people attending.
- Choose your preferred date, time, duration, recurrence, and building.
- The available spaces will be displayed. Choose the room(s) you would like.
- Optional: Select resources you would like, or select "Special Requirements" and provide a brief explanation of what you would like to do in the text box on the next screen.
- Acknowledge and complete the required questionnaire. Hit the SUBMIT button at the bottom of Step 6 to complete your request.
- You should now see your request in a "pending" status under "My Events."
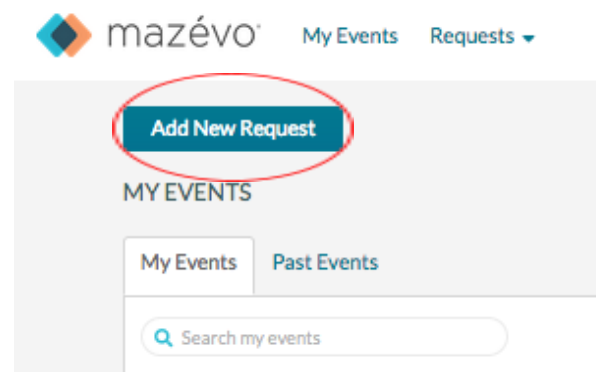
Why can't I request a room that is available on the calendar for the day(s) and times I need it?
- If it is a recurring event, the room might not be available for ONE or more of the dates.
- The number of people you enter may exceed the room capacity.
- The time of your event may not be within our normal event operating hours or on a holiday.
- The reset time (automatically applied by the system) between events may prevent your request.

- Your date does not fall within the CCMES Booking Rules. Please see Booking Rules for all restrictions.

Do I need to input all the equipment I will need for my event when making the online request?
- No, simple requests can be made with date, time, attendance, and room/building. Details and equipment can be added later or discussed with our office when you know more about your event.

What do the different colors of my event/bookings mean?
- In the "My Events" tab, you can see your upcoming events. A vertical blue bar means that your EVENT status is "Booked" and your EVENT is confirmed, however, payment may still be due.
- A salmon colored bar next to the EVENT means your EVENT status is "Pending" and is not yet confirmed. We may need more information, paperwork, and/or approvals.
- Within an event, your BOOKINGS may be in the following status. (The colored bars are only viewable on a web browser):
    - "Pending" status with a light blue bar means "Web Request"
    - "Pending" status with a red bar means "Pending Approval"
    - "Pending" status with a orange bar means "In Progress"
    - "Pending" status with a pink bar means "Needs Payment"
    - "Booked" status with a green means "Confirmed"

How do I change the details of my event?
- If the event has not been reviewed by our staff, you can change the times, dates, and event name, as well as add more booking details or cancel bookings.
  - Open the Event. Click on "Change Event", a drop down menu will appear. Choose the appropriate option.
- If the event has been reviewed by our staff, we will lock the event and you can contact us to change any details of your event.
  - Open the Event. You will notice a little "lock" icon next to the reservation number and "(Event Locked)" will appear next to the title of your event.

What's the difference between an event and a booking?
- Each event is made up of one or more bookings, with a booking being a unique room/date/time combination. There is no limit to how many bookings an event can have.

I clicked on "Request Summary" in the app and nothing happened. Is this function disabled?
- When you click "Request Summary" it will email you a copy of your summary and a pdf of your summary will be displayed in a new window.

How do I know my event and/or bookings are confirmed?
- You will receive a confirmation email with the final details of your event. Most events are confirmed approximately 1 month prior to the event date. We will contact you to finalize large event details.

How do I contact Campus Center Meeting and Event Services regarding my requested event?

- To contact the Campus Center, please email ccmes@hawaii.edu or call (808) 956-2525.

Sometimes I see a different web address for the login page, is this okay?
- Yes, you may see the following websites:
  - ccmes.mymazevo.com
  - west.mymazevo.com
  - mymazevo.com
- Each will work properly, however, we recommend bookmarking and using **ccmes.mymazevo.com** as this URL will be tied to greater functionality in the future.