Social Tables FAQs

**What is Social Tables?**
Social Tables is an event-management platform with cloud-based hospitality software that helps properties and planners collaborate.

**What is the purpose of Social Tables?**
The purpose of Social Tables within the university environment is to enable calendar administrators to create seating diagrams and plan accordingly for events and large meetings.

**What part does Social Tables play in the ECMS (Events and Conferences Management System) Suite?**
Working in collaboration with EMS, Social tables will allow you to plan the details of your event seating and add the seating diagrams to the EMS event.

**Technical FAQs**

**How can I get access to Social Tables?**
To get access to Social Tables, please submit a ticket in Service Now. Third Party Applications will contact Social Tables directly and provide your login credentials as well as next steps. Your login will be unique to Social Tables and is not single sign-on accessible. To Access Social Tables, visit [https://login.socialtables.com/](https://login.socialtables.com/)

**How can I reset my Social Tables password?**
To reset your password, click on the “Forget Password” link on the Social Tables sign in page. A token will be sent to your registered email and you will be prompted to update your password.

**Is there a training process to use Social Tables?**
Social Tables conducts 20-minute live webinars weekly called “Introduction to Diagramming” that will provide you a brief training prior to using Social Tables and allows for questions with the Social Tables team. You can sign up for the training here: [Social Tables Training](#). We recommend you complete training after your department and floor plans have been setup.

**What if I have additional people on my team that I would like to have access?**
When Social Tables creates a profile for your department, they will assign a department administrator that will have access to add users, remove users, or revise access within your department. Social Tables only needs to be contacted regarding the initial setup of your departmental account.
Who is the point(s) of contact for Social Tables?
Social Tables may be contacted directly through their various support outlets. You may also submit a ticket through ServiceNow for further assistance.

I have buildings and rooms that are not currently in Social Tables. How can I go about adding them?
In order to import new buildings and rooms into Social Tables, please provide the CAD files (floor plans) to our Social Tables project manager, Sumih Chi (sumih.chi@socialtables.com). This will allow the Social Tables team to import to-scale files to ensure that your floor plans are accurate. For more information on this process, please view the Floor Plan FAQ.

What is the SLA (Service Level Agreement) times?
Social Tables transitioned to an enterprise license as of December 4th, 2017. Because we have unlimited licenses, no approval is required for access.

Whom can I contact for troubleshooting or support?
Most troubleshooting and support needs can be fulfilled through the various Social Tables outlets below. If you need additional assistance, please submit a ticket on ServiceNow.

- Email: support@socialtables.com
- Live Chat: Available from 9 a.m.-9 p.m. on socialtables.com. If sent outside of these hours, the case will be recorded and support will follow-up via email the next business day.
- 24/7 Phone Support: +1 (877) 9-SEAT-ME