Troubleshooting Task Issues

1. After logging into 25Live, your Home Dashboard will load and inform you of any outstanding tasks.

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🔆 West Virginia University.		Welcome, Ansari, Azadeh • Preferences • Sign Out • Today is Mon Dec 22 2014 🔐 Hel
Image: Second	s 🕃 Organizations 🖸 Tasks 🖺 Reports 🕅 ((+ Publisher	
		Dashboard Calendar
🔑 Quick Search	Find Available Locations	Customize Dashboard
Search Events Go	I know WHEN me autor should take place - help me find a location! OR	Recently Viewed
	Dverdue Tasks	S Your Starred Events
Search Locations Go	You have 2 Outstanding Tasks that are Overdue and require your attention. Click to View Your Overdue Tasks	You do not have any Starred Events! Throughout this site you can mark any Event as "Starred" by clicking its 🔅 icon.
Search Resources Go	Close	Vour Starred Locations
	S Your Events	Construct controls Voir do not have any Starred Locations
P Your Starred Event Searches	No Events in which you are the Scheduler	Throughout this site you can mark any Location as "Starred" by clicking its 😳 icon.
2 Day Event Search	I 4 Events in which you are the Requestor	
S Day Event Search	*	
	Your Event Drafts	V C C C C C C C C C C C C C C C C C C C
Your Starred Location Searches	No Event Drafts in which you are the Scheduler No Event Drafts in which you are the Requestor	You do not have any Starred Resources!
		Introductions are you can many any resource as iscaned by causing its in con-
P Your Starred Resource Searches	D 🗉 🛛 Tasks	0 =
You do not have any Starred Resource Searches!	You have No Tasks on Today's Agenda	
	2 Outstanding Tasks	
The Your Starred Reports	621 Flagged Tasks	
Daily Events	2 0 Tasks Assigned By You	

2. Click "Close" and then go to the Tasks tab.





3. Click on your Overdue tasks.

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Event	Title	Task Item	Status	Actions	Respond By	First Date	Reference	Assigned By
Test 2		🗍 WDB-D 101	Active / In Progress	d Assign? / 🗬 Deny?	Dec 22 2014	Jan 19 2015	2014-AAKBLE	25LiveViewer Seat
		: 22 2014 2:38pm					1 Matching	Tasks

4. The most recent submitted request will be at the TOP of the task list. To process in date order, start at the BOTTOM of the task list. Click on the Event Name (highlighted in blue) to open the event details of any task with a status of "Active/In Progress".

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				Assigned By You: Denied	•	Choose Visible Col	umns 💌 🖉 Create "T	o Do" Task 🕜 Refresh 💡
Test 2	Title	Task Item	Status Active / In Progress	Actions	Respond By Dec 22 2014	First Date Jan 19 2015	Reference 2014-AAKBLE	Assigned By 25LiveViewer Seat
Information is curre	ent as of Dec	22 2014 2:38pm					1 Matching Tas	ks

5. Go to the "Details" tab of the event information.

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Reference:	2014-AAKBLE									
Alien UID:						Eve	ent Occurrences			
State:	Tentative			s	tart Date	Start Time	End D	ate End Time	Assignments	
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Cabinet:	2015 SPECIAL EVENTS			- Horr Sch		21000	10113011232	5100pm	*	
Scheduler:	🔒 25LiveViewer Seat									
Requestor:	🔒 Demo User									
Head Count:	36 expected									
Tasks Completed:										
Approvals:	0/0									
Assignments:	0/1									
To Do's:	0/0									
	View this event's Task List									
Creation Date:	Mon Dec 22 2014									
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6. Make sure the reservation dates and times are acceptable to assign. If there is a constraint on the date, it will show up here. This doesn't mean the event can't be assigned (depending on the constraint) but the event should be looked over carefully.

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State:	Tentative				Start Date	Start Time		End Date	End Time	Assignments			
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To Do's:	0/0												
	View this event's Task List												
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7. Read any special comments provided by the requestor and act on those as necessary.

If there is a custom attribute email provided, copy it. You will be pasting it into the email at the end of the event confirmation process.

8. Go to the "Task List" tab of the event information.

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Creation Date:	Mon Dec 22 2014				🔒 Ar	nsari, Azadeh								
					Your	Assignment State:)	Assign? / I	Deny?						

9. If the reservation is ok to approve, click "Assign" under the "Your Assignment State" area. If the reservation is NOT ok to approve, click "Deny" and follow the instructions in the "How to Check Your Task List and Approve Tasks" document.

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10. If you get a message that your assignment request is "DENIED", that means the room has been reserved prior to you making this assignment. The room was available when the requestor submitted the request, but has since been assigned.

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Requestor:	🔒 Demo User		
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11. Click "Edit this Event" to go back to the "Event Creation and Editing" tab.

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12. Go to the card with the location editor to search for new possible locations for this event.

Test 2 New Event	
Test 2 Event Tible	Add, remove or edit EVENT LOCATIONS.
Testing	★ You must select at least one location.
FACILITIES PLANNING AND SCHEDULING 36 Attendees Expected	Associated Locations
Mon Jan 19 2015 2:00 pm - Mon Jan 19 2015 3:00 pm Twot Repeats	🕸 Your Starred Locations
Event Locations Event Custom Attributes	
Internal Notes Terms of Use Policy	Search by Location Name wdb-d
Tentative ID: 2014-AAKBLE	WDB-D 101 🛆 🧰
	WDB-D 102 ✓ ■ Woodburn hall 102 Hax Capacity: 48 ■
	WDeb.D 116 Woodburn Hall 116 Hax Capacity, 45
	WDB-D G21 🗸 🗸
	Show only my authorized locations that have free conflicts
	Saved Searches
	Advanced Search

13. Email the requestor, let them know that the requested room is no longer available and provide him with a list of possible alternatives.