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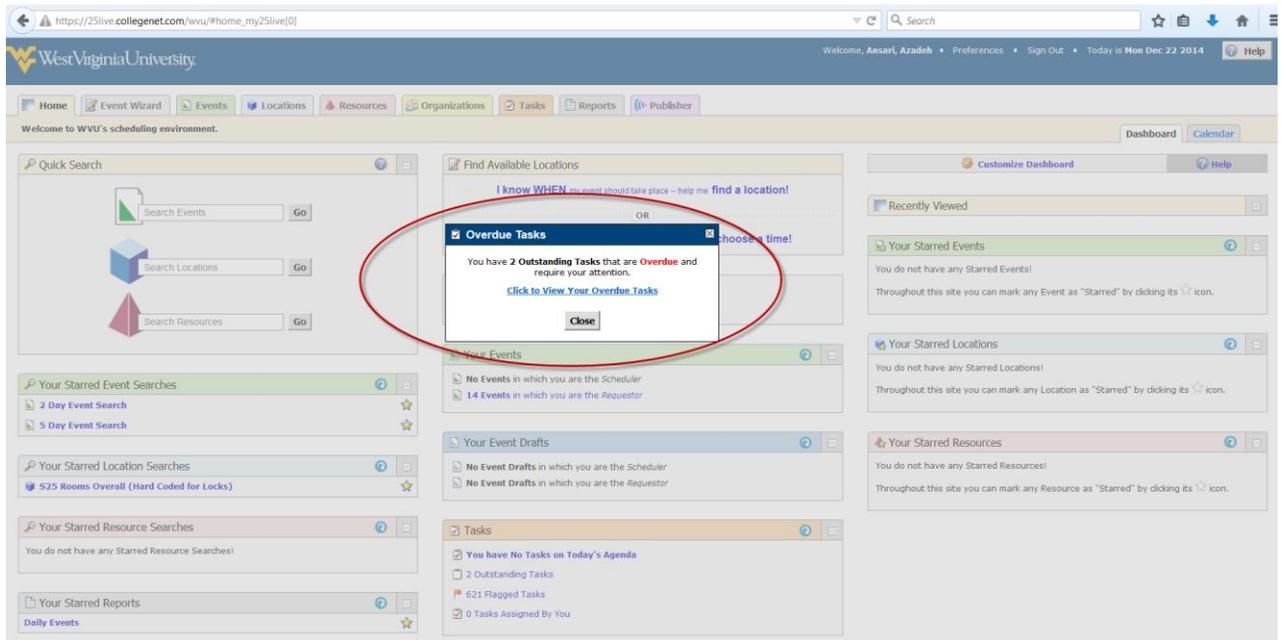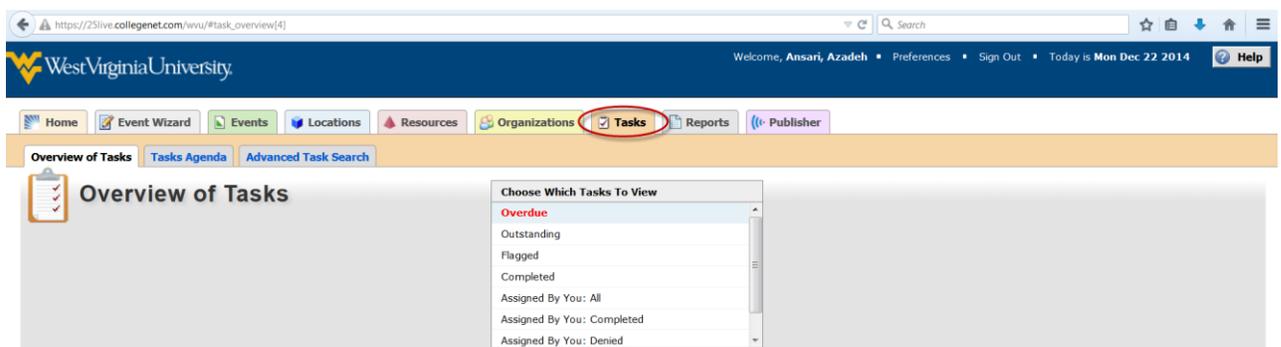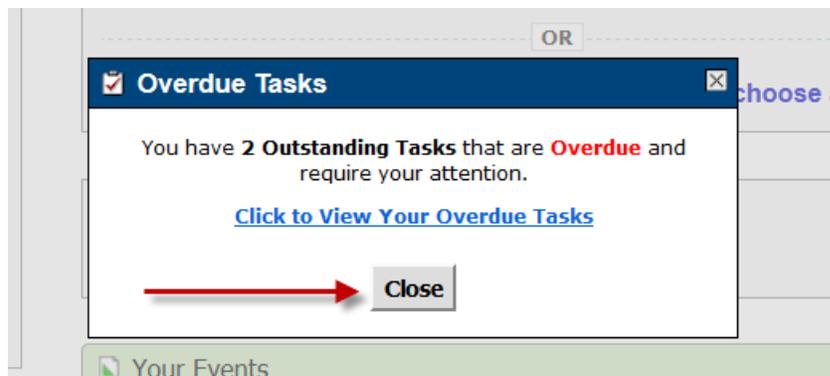
1. After logging into 25Live, your Home Dashboard will load and inform you of any outstanding tasks.

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

3. Click on your Overdue 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".

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

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.

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.
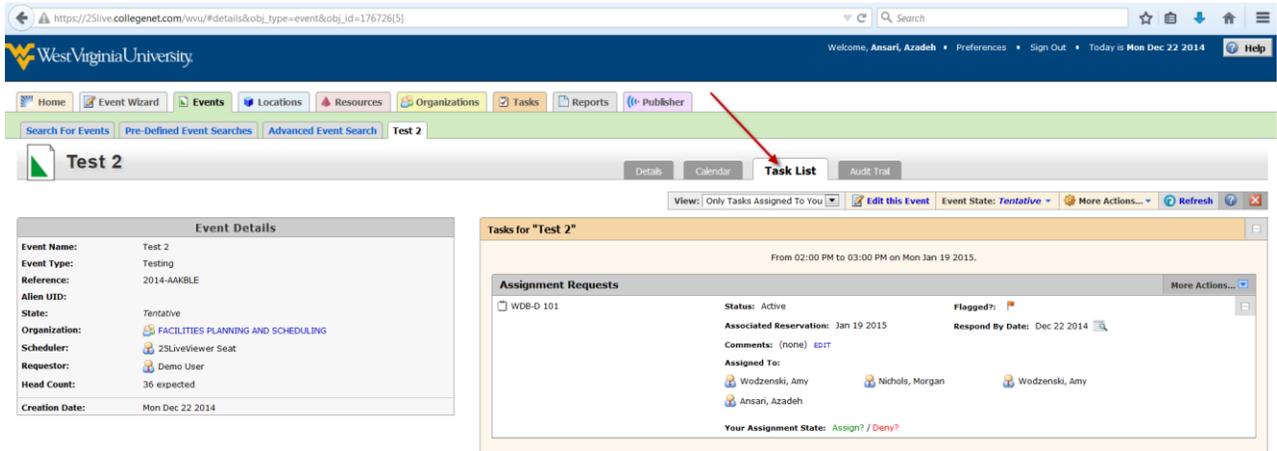
9. If the reservation is ok to approve, click "Assign" under the "Your Assignment State" area. If the reservation is NOT ok to approve, click "Deny" and follow the instructions in the "How to Check Your Task List and Approve Tasks" document.
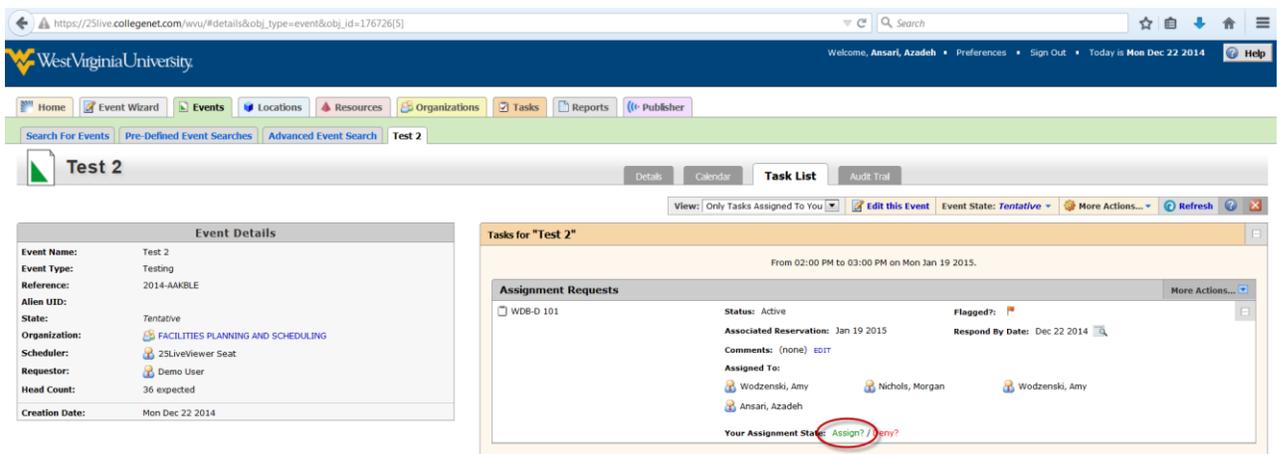
10. If you get a message that your assignment request is "DENIED", that means the room has been reserved prior to you making this assignment. The room was available when the requestor submitted the request, but has since been assigned.

11. Click "Edit this Event" to go back to the "Event Creation and Editing" tab.

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

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