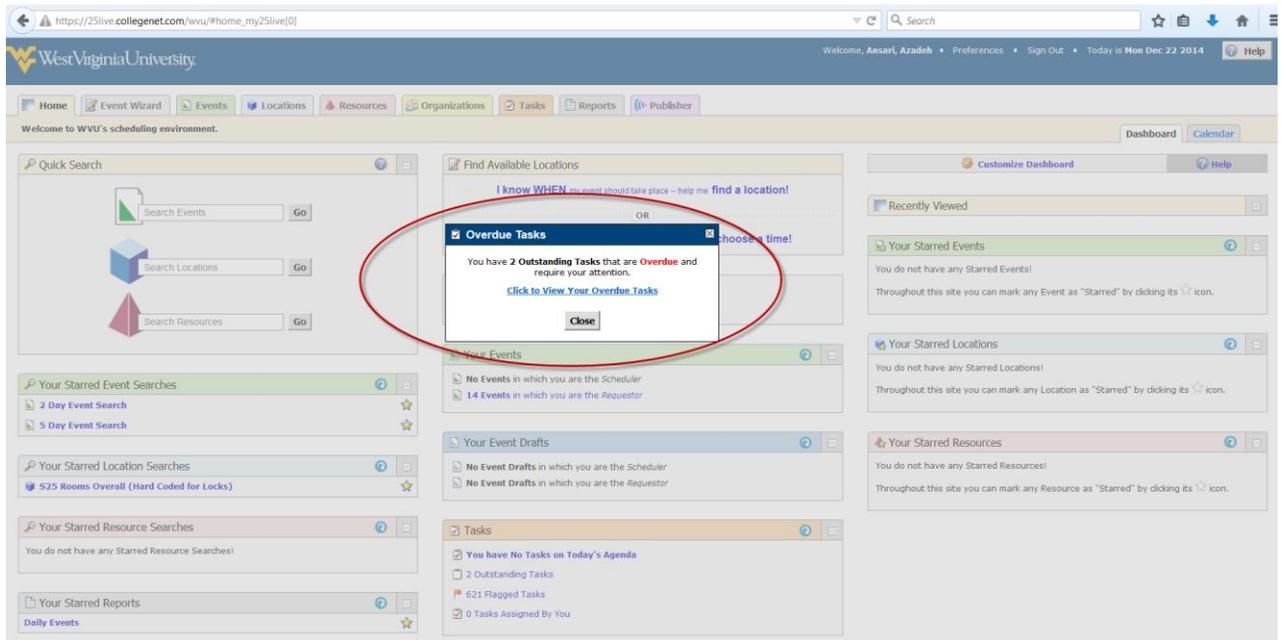
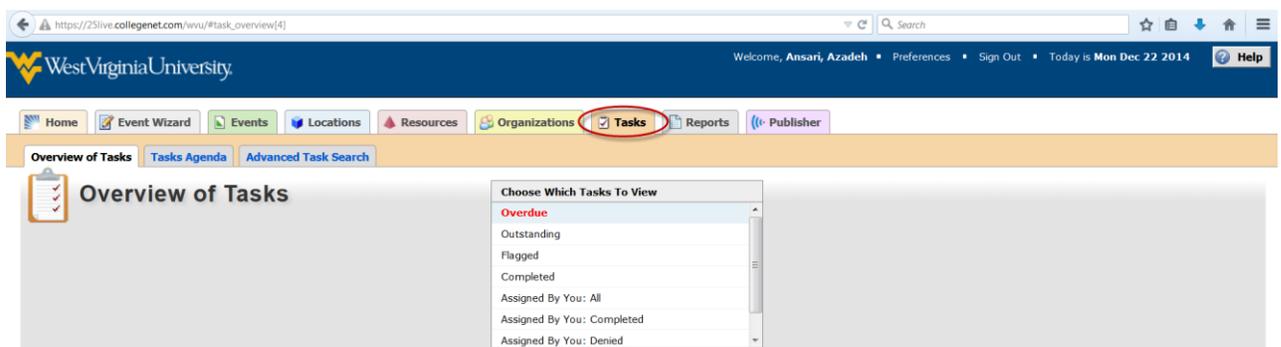
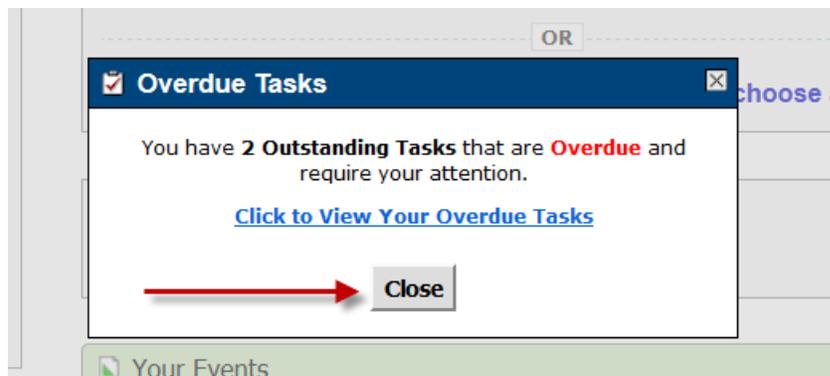


# Troubleshooting Task Issues

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.

Information is current as of Dec 22 2014 2:38pm

Event	Title	Task Item	Status	Actions	Respond By	First Date	Reference	Assigned By
Test 2		<input type="checkbox"/> WDB-D 101	Active / In Progress	Assign? /  Deny?	Dec 22 2014	Jan 19 2015	2014-AAKBLE	25LiveViewer Seat

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”.

Information is current as of Dec 22 2014 2:38pm

Event	Title	Task Item	Status	Actions	Respond By	First Date	Reference	Assigned By
Test 2		<input type="checkbox"/> WDB-D 101	Active / In Progress	Assign? /  Deny?	Dec 22 2014	Jan 19 2015	2014-AAKBLE	25LiveViewer Seat

1 Matching Tasks

5. Go to the “Details” tab of the event information.

Event Details

Event Name: Test 2  
 Event Type: Testing  
 Reference: 2014-AAKBLE  
 Alias UID:  
 State: Tentative  
 Organization: FACILITIES PLANNING AND SCHEDULING  
 Cabinet: 2015 SPECIAL EVENTS  
 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

Event Preferences

The following location preferences were registered for Rsrv\_378640:  
 WDB-D 101 [Remove preferences](#)

Start Date	Start Time	End Date	End Time	Assignments
Mon Jan 19 2015	2:00pm	Mon Jan 19 2015	3:00pm	

Information is current as of Dec 22 2014 2:41pm

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.

Event Details

Event Name: Test 2  
 Event Type: Testing  
 Reference: 2014-AAKBLE  
 Alias UID:  
 State: Tentative  
 Organization: FACILITIES PLANNING AND SCHEDULING  
 Cabinet: 2015 SPECIAL EVENTS  
 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

Event Preferences

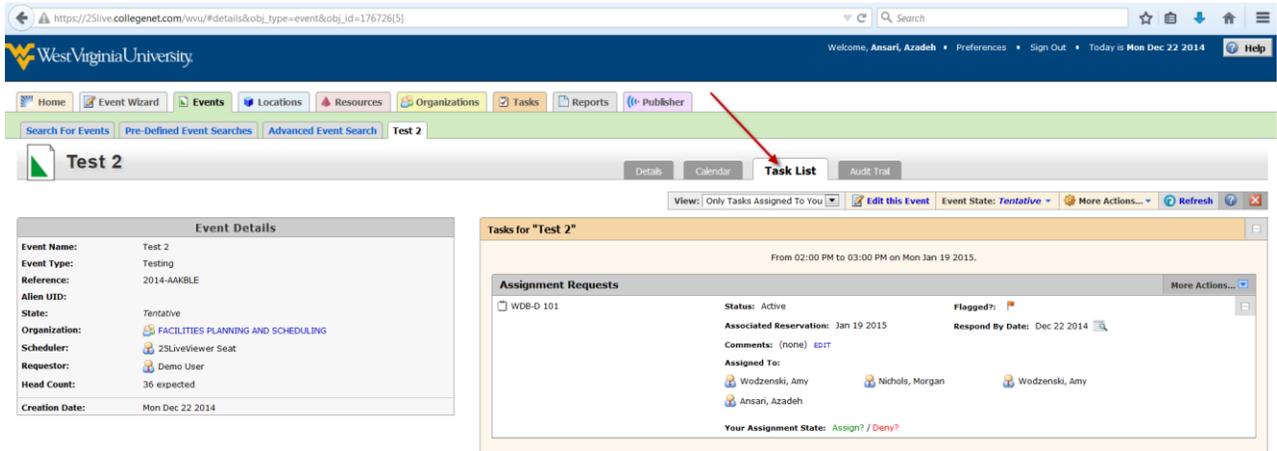
The following location preferences were registered for Rsrv\_378640:  
 WDB-D 101 [Remove preferences](#)

Start Date	Start Time	End Date	End Time	Assignments
Mon Jan 19 2015	2:00pm	Mon Jan 19 2015	3:00pm	

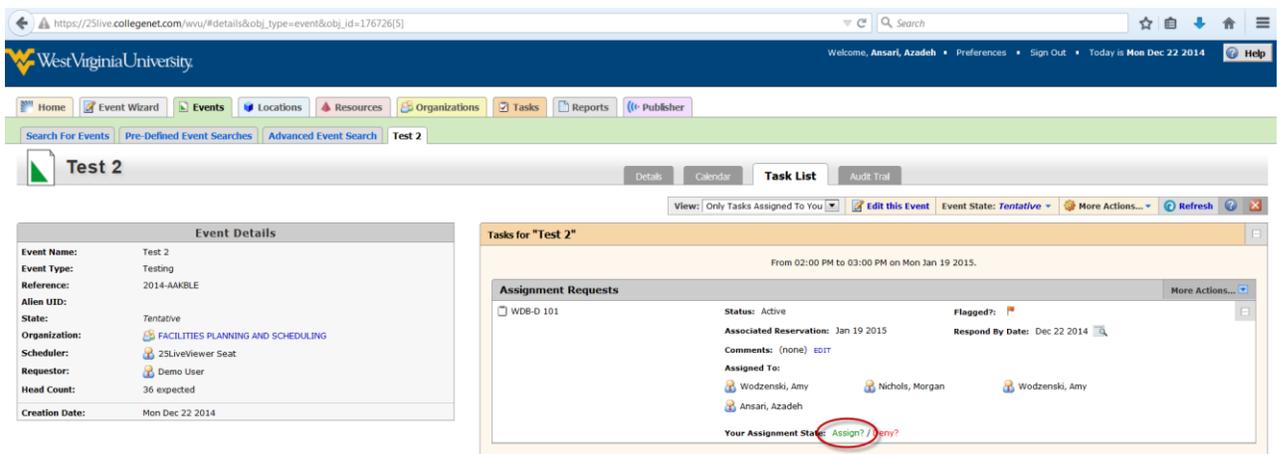
Information is current as of Dec 22 2014 2:41pm

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.

https://25live.collegenet.com/wwu/#details&obj\_type=event&obj\_id=176726[5]

West Virginia University

Welcome, Ansari, Azadeh | Preferences | Sign Out | Today is Mon Dec 22 2014

Home | Event Wizard | Events | Locations | Resources | Organizations | Tasks | Reports | Publisher

Search For Events | Pre-Defined Event Searches | Advanced Event Search | Test 2

Test 2

Details | Calendar | Task List | Audit Trail

View: Only Tasks Assigned To You | Edit this Event | Event State: Tentative | More Actions... | Refresh

**Event Details**

Event Name:	Test 2
Event Type:	Testing
Reference:	2014-AAKBLE
Alien UID:	
State:	Tentative
Organization:	FACILITIES PLANNING AND SCHEDULING
Scheduler:	25LiveViewer Seat
Requestor:	Demo User
Head Count:	36 expected
Creation Date:	Mon Dec 22 2014

**Tasks for "Test 2"**

From 02:00 PM to 03:00 PM on Mon Jan 19 2015.

**Assignment Requests**

WDB-D 101	Status: Denied	Flagged?:	More Actions...
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11. Click "Edit this Event" to go back to the "Event Creation and Editing" tab.

https://25live.collegenet.com/wwu/#details&obj\_type=event&obj\_id=176726[5]

West Virginia University

Welcome, Ansari, Azadeh | Preferences | Sign Out | Today is Mon Dec 22 2014

Home | Event Wizard | Events | Locations | Resources | Organizations | Tasks | Reports | Publisher

Search For Events | Pre-Defined Event Searches | Advanced Event Search | Test 2

Test 2

Details | Calendar | Task List | Audit Trail

View: Only Tasks Assigned To You | Edit this Event | Event State: Tentative | More Actions... | Refresh

**Event Details**

Event Name:	Test 2
Event Type:	Testing
Reference:	2014-AAKBLE
Alien UID:	
State:	Tentative
Organization:	FACILITIES PLANNING AND SCHEDULING
Scheduler:	25LiveViewer Seat
Requestor:	Demo User
Head Count:	36 expected
Creation Date:	Mon Dec 22 2014

**Tasks for "Test 2"**

From 02:00 PM to 03:00 PM on Mon Jan 19 2015.

**Assignment Requests**

WDB-D 101	Status: Denied	Flagged?:	More Actions...
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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 Title

Testing

FACILITIES PLANNING AND SCHEDULING

36 Attendees Expected

**Mon Jan 19 2015 2:00 pm -**  
**Mon Jan 19 2015 3:00 pm**

Event Repeats

**Event Locations**

Event Custom Attributes

Internal Notes

[Terms of Use Policy](#)

**Tentative** ID: 2014-AAKBLE

**Add, remove or edit EVENT LOCATIONS.**

**\* You must select at least one location.**

[Associated Locations...](#)

[Your Starred Locations...](#)

**Search by Location Name...**

wdb-d

<b>WDB-D 101</b>	Woodburn Hall 101	Max Capacity: 48	⚠
<b>WDB-D 102</b>	Woodburn Hall 102	Max Capacity: 48	✓
<b>WDB-D 116</b>	Woodburn Hall 116	Max Capacity: 45	✓
<b>WDB-D G21</b>			✓

Show only my authorized locations that have no time conflicts [Refresh](#)

Enforce head count

[Saved Searches...](#)

[Advanced Search...](#)

[You may select more than one location using this search.](#) [HIDE](#)

**Selected Locations**

none selected

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