

## **25LIVE FAQs**

### 1. What is 25Live?

25Live is a part of the Series25 suite of software that we use to schedule general purpose classrooms. 25Live will be replacing the WebViewer for general purpose classroom and computer lab requests. Additionally, 25Live can currently be used to schedule the recreation fields, OIT controlled computer training labs, Statler College departmental rooms and conference rooms, the College of Education and Human Services departmental rooms and conference rooms, the College of Physical Activity and Social Sciences departmental rooms and conference rooms, and the Student Health Building conference rooms.

### 2. Who can use 25Live?

Anyone can view 25Live information but only WVU faculty, staff, and students can request space through 25Live. A user must log in using their WVU MyID username and password to have the ability to request space for an event. Faculty/staff and students have different security levels and can request different spaces.

### 3. What do I need to access to use 25Live?

All you need to use 25Live is your WVU MyID username and password and access to a web browser. Users are strongly encouraged to use Mozilla Firefox or Google Chrome. There are a number of reported issues with 25Live and Internet Explorer. If you do not have Firefox or Chrome and cannot install it yourself, you can submit a trouble ticket to [oithelp@mail.wvu.edu](mailto:oithelp@mail.wvu.edu) for it to be installed on your computer.

### 4. What can I use 25Live to schedule?

Currently you can use 25Live to schedule general purpose classrooms, the recreation fields on Evansdale and Health Sciences campus, OIT controlled computer training labs, Statler College departmental spaces, Statler College conference rooms, CEHS departmental spaces, CEHS conference rooms, CPASS departmental spaces, CPASS conference rooms, and Student Health conference rooms.

25Live has the ability to schedule spaces all over campus through one website. If you are interested in having some departmental spaces that you control in 25Live, please contact [scheduling@mail.wvu.edu](mailto:scheduling@mail.wvu.edu) with this information.

### 5. Why is 25Live running so slowly?

25Live is a complex university scheduling system that searches thousands of events and locations to deliver the most accurate information in real time and can be accessed by hundreds of people at one time. System performance can vary based on a number of factors such as the

speed of your network connection, available bandwidth, and the number of users on the system.

25Live also runs best on Mozilla Firefox or Google Chrome.

6. I am receiving multiple errors, including script errors, while accessing 25Live.

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7. The front page is overwhelming after I sign in. I don't know where to start!

You can customize your home page by clicking on the "Customize Dashboard" link in the upper right hand corner of your home page. You can then remove parts of the home page that you do not want to see. Your changes will save and your home page will be reflected the next time you log in.

Make events, locations, and searches "starred" is a quick way to customize your home page as well. Also, remember 25Live is tab based so you can click on the "Event Wizard" tab to schedule an event, the "Events" tab to view individual events, and the "Locations" tab to view what is going on in different locations.

8. What is the easiest way to request an event?

The easiest way to request an event is to use the two quick start options in the center of the home page under "Find Available Locations". You can also click on the "Event Wizard" tab in 25Live to build an event from scratch or find the location availability first and then schedule the event.

Instructions for all four methods can be found at <http://facilitiescheduling.wvu.edu/25live-event-scheduling-process> under the titles that start with "Event Request".

9. How will I know my event is scheduled?

If you are requesting a Student Health Building conference room, your event is scheduled as soon as you submit the Event Wizard and receive the request confirmation page with your reference number. Student Health conference rooms are auto approved as long as there is not a date error or room conflict.

If you are requesting any of the other spaces in 25Live, your event will be scheduled when you receive a confirmation email from the appropriate scheduling office. Once your event is scheduled, it will show up in the locations tab in the appropriate room.

10. What do the colored bars mean in the availability grid?

The colored bars mean that something is scheduled in that room during that date and time. White space on the availability grid means the room is available. You can hover over the colored bars on the availability grid to see the name, date, and time of the event. If you double click on the event information in the colored bar, it will take you to the event detail where you can also see the name and email address of the event requestor.

11. How can I look at the availability grid for 1 week at a time (or 16 weeks at a time) like I could with WebViewer?

When you pull up space information, you will see an “Availability (Daily)” tab and an “Availability (Weekly)” tab. You can go to the “Availability (Weekly)” tab and then adjust the “Number of Weeks” option to 16 to view a whole semester at once.

12. I found an available space using the availability grid, but 25Live told me that I am not allowed to schedule events. Why?

The most common issue is you are a first time user of 25Live. You may have been placed in a default security group when you logged in. Please contact the scheduling office at (304)293-0069 or [scheduling@mail.wvu.edu](mailto:scheduling@mail.wvu.edu) to see if your security needs adjusted. You will need to provide your MyID to the scheduling office.

Once you have confirmed that your security is adjusted, you will need to clear the cache on your browser, log out of 25Live, completely close out of your browser, and then open a fresh one and type <https://25live.collegenet.com/wvu> in the URL field. You will then need to log in again to see the updated settings.

13. I was able to see the space I want to request for my event but when I tried to select it for the request form, it isn't showing up. What happened?

The most common issue is you are a first time user of 25Live. You may have been placed in a default security group when you logged in. Please contact the scheduling office at (304)293-0069 or [scheduling@mail.wvu.edu](mailto:scheduling@mail.wvu.edu) to see if your security needs adjusted. You will need to provide your MyID to the scheduling office.

Once you have confirmed that your security is adjusted, you will need to clear the cache on your browser, log out of 25Live, completely close out of your browser, and then open a fresh one and

type <https://25live.collegenet.com/wvu> in the URL field. You will then need to log in again to see the updated settings.

14. I just logged into 25Live for the first time and it is not letting me request anything. What is wrong?

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Once you have confirmed that your security is adjusted, you will need to clear the cache on your browser, log out of 25Live, completely close out of your browser, and then open a fresh one and type <https://25live.collegenet.com/wvu> in the URL field. You will then need to log in again to see the updated settings.

15. I can't find the specific room I want to reserve in 25Live. What now?

Not every room on campus is in 25Live. Currently, the only spaces that can be requested in 25Live are the general purpose classrooms and computer labs, recreation fields, OIT controlled computer training labs, Statler College departmental rooms and conference rooms, the College of Education and Human Services departmental rooms and conference rooms, the College of Physical Activity and Social Sciences departmental rooms and conference rooms, and the Student Health Building conference rooms.

If you are the room owner/controller of a space and you would like to get it in 25Live, please contact the scheduling office at (304)293-0069 or [scheduling@mail.wvu.edu](mailto:scheduling@mail.wvu.edu) 25Live allows your space to be seen on the Web but lets the individual department retain control for approving or denying who can use the space.

16. How far in advance can I submit my request for space?

You can submit an event up until the next calendar year in advance but different scheduling offices may have different policies on if the event will be approved. For example, the Facilities Planning and Scheduling office does not approve event requests for general purpose classrooms until roughly a month before the semester starts (for example, mid July for Fall event requests). If you submit an event before it is allowed, it will be denied by Facilities Planning and Scheduling and you will be asked to resubmit the event 30 days before the start of that academic semester where it falls.

17. How do I submit a recurring event?

The instructions for submitting an event request that occurs over multiple dates can be found here <http://facilitiescheduling.wvu.edu/25live-event-scheduling-process> under the title “How to Request Multiple Dates for an Event Request”. You can also request multiple spaces. Those instructions are titled “How to Request Multiple Spaces for an Event Request”.

One important point is that you can only request multiple dates for the SAME YEAR on an event request. For example, if you wanted an event on 08/11/13, 12/02/13, 02/04/14, 03/01/14, and 04/15/14, you could do one request for 08/11/13 and 12/02/13 BUT you would need to fill out a different request for 02/04/14, 03/01/14, and 04/15/14.

18. When I submitted my event, I got an error message saying things had to be changed due to a constraint issue. What does that mean?

Constraints are set up on University holidays and final exam week. The event request will still go through with that date requested. You may get an email from the appropriate scheduling office asking if you really wanted an event on July 4<sup>th</sup> since the university is closed.

In summary, it won't prevent your event from being processed but different scheduling offices may have different policies concerning University holidays and final exam week.

19. Why doesn't my event show up on the calendar immediately after I put the request in?

If you are requesting any space EXCEPT the Student Health Building conference rooms, then your request is only tentative and must be confirmed and approved by the appropriate scheduling office before it will show up on the calendar.

Requests for the Student Health Building conference rooms will immediately show up on the calendar, assuming your event request had no issues when you submitted it.

20. What is my Event Reference ID?

The Event Reference ID is a unique code that is the easiest and quickest way to pull up your event information. It starts with a 4 digit year, has a dash, and then ends with 6 letters. An example is 2013-AAHLIQ. You will receive your Event Reference ID in an email when you submit your event request.

21. Will I receive a confirmation about my event request? How can I check the status of my event?

An official email confirmation about your event request depends on the scheduling office. Facilities Planning and Scheduling will send an email with 2 PDF confirmations for all confirmed requests in general purpose classrooms.

Instructions on how to check the status of an event can be found here <http://facilitiescheduling.wvu.edu/25live-event-scheduling-process> under the title “Checking the Status of an Event”

22. I submitted a request and it was approved. Things have changed now – can I edit an event?

Yes, you can edit your own events in 25Live. Instructions on how to edit an event can be found here <http://facilitiescheduling.wvu.edu/25live-event-scheduling-process> under the title “Editing an Event Request”.

23. I no longer need to have my event – can I cancel an event?

Yes, you can cancel your own event in 25Live. Instructions on how to cancel an event can be found here <http://facilitiescheduling.wvu.edu/25live-event-scheduling-process> under the title “Canceling an Event”.

24. I still feel like I need trained on 25Live. Are there any hands on training sessions?

Yes, the training schedule for 25Live can be found here <http://facilitiescheduling.wvu.edu/training-schedule/25live-training> and is consistently updated throughout the year.

If none of these dates work with your schedule or you would like to schedule a special group training for your department, please contact the scheduling office at (304)293-0069 or [scheduling@mail.wvu.edu](mailto:scheduling@mail.wvu.edu)