

25Live v26 Webinar Chat Question & Answers

Webinar Questions

Will you also detail what may or may not be in the DBCS version versus SaaS?

- In the presentation you will notice that each slide is labeled with SaaS or DBCS/SaaS to indicate which features are available. Please let us know if you have any questions.

Will this webinar be available for viewing online at a later date since I was unable to hear you?

- We make the Webinar available as a PDF. They are not recorded. If you need any specific information not covered in the PDF, please contact your Account Manager.

Mobile

So there is not an app? It's just formatted so the website shows correctly for mobile. Is that correct?

- Correct. It is a responsive webpage. No 'App' is required.

What is the URL to access the mobile site directly?

- Simply add /mobile.html to the end of your URL. For example, if your normal path was <https://25live.collegenet.com/yourschool> then the URL for your mobile site would be <https://25live.collegenet.com/yourschool/mobile.html> .

How do you view events you have requested in mobile?

- You can search for events or utilize your searches to view events (such as starred events)

In the mobile version, is it possible to include set up and take down times before launching the Event Wizard?

- Just as in 25Live, set up and take down times need to be altered within the event wizard.

The Home Screen message is not on the Mobile page. Is there a place we can put notifications somewhere for those using the Mobile page?

- Not at this time, but we'll put in a story card for that.

Will mobile app work on older versions of Android; Samsung S3?

- Mobile has only been fully tested on the latest operating systems for Android. However, older versions may support it as well.

Will there be a time out for the log in on mobile?

- It's similar to 25Live. ~15 minutes for most authentication methods, but Shibboleth may be different, b/c the user may stay authenticated in other applications and mobile/25live will know this and keep them authenticated until they hard-close the browser

Can favorites be set in the mobile app, or do those still need to be set in the desktop version?

- You can favorite items within the mobile app as well. Favorites are shared between mobile and desktop views.

Will mobile be configurable to each school? If so, in what way? If not, are there plans to make it configurable?

- Customization limiting user access will still persist, and mirror the desktop version. Currently there are no branding or imaging related customizations available.

Can mobile view be set as default view for a particular security group?

- Not at this time. However, you can direct users to utilize a mobile-specific URL.

How do you tell if location is available in the mobile version?

- Each location will have an icon next to it indicating if it is available to reserve or request. Alternately, it may also show that it is unavailable.

Is there a calendar view on mobile?

- There are location and resource availability views, but there is not a calendar view.

How customizable is the task view in mobile? Example: You might want to assign or deny immediately based on who requested the assignment if everything else looks good.

- It is not currently customizable.

Is the link to TASKS security group specific? In other words, tasks are not something general requesters would need to see. Is it suppressible?

- Those tabs obey current security privileges. If a user doesn't see tasks per their FLS, they will not have that option.

Will custom BPE's defined within the config utility still fire when events are saved using the mobile site?

- BPEs are read by 25Live Mobile, but since BPEs are a customization, your school should carefully verify the customization works in Mobile. In general, we suggest your school move away from a BPE and onto using standard 25Live functionality.

How customizable is the task view in mobile? Can you show additional information (requestor name, user type - student, faculty, staff) Example: You might want to assign or deny on the immediately based on who requested the assignment if everything else looks good. The view you showed seems to require reviewing the request to get that information.

- At this time, only minimal information is displayed in order to facilitate ease of viewing.

Can you add an event to your personal calendar in the mobile app.

- You can mark an event as favorited which would make it easier to find on your personal 25Live calendar. However, there is no way to export that information to an external calendar like there is in the main 25Live application.

You mentioned "reserve" or "request" is this done in admin or configure page?

- This is done via Object Level Security in the Admin Tool.

If you are timed out in the mobile app, will the clients progress be lost or when they sign back in can they pick up where they left off? If the clients progress is lost, will this create a "Pending" event for a location?

- If you time out, the pending event should be cleared and the user would need to restart their event creation.

Other v26 Features

Asynchronous creates a faster import?

- Yes. For most users it dramatically speeds up the batch and transactional process.

What was the new headcount process with v26?

- This is not part of 25Live v26; it's already available to SaaS schools. It greatly speeds up the Update Headcount process, so instead of running all night long (in some cases), it can finish in 30 minutes. You can find more information on that process here:
<http://knowledge25.collegenet.com/display/Series25/SaaS+Registered+Headcount+Update>

Does the Generate vCalendar Reply Counter require new FLS or OLS Setup?

- Users will need to have the FLS setting 'Integration – vCalendar Export – Can use all features

On the email page, will the user be able to [see] only the security group with assignment policy for the request in question?

- The user will see all security groups.

Does V26 include editing events without entering the Wizard? Is that going to be a later release?

- Currently we only support event requests created in the wizard or sent from Outlook.

Is it possible to remove the pop up to send counter files to the SIS upon event save?

- This was introduced at the request of customers and is intended as a time saving function. If you do not want your users to have the option to generate vCals you can turn that option off within their FLS, which will in turn remove the popup.

Will more details be available on the audit trail?

- There is a story card in place to improve and expand the info available within the Audit Trail.

Will you be working on a way that we can view communication that has been via email in 25live? We currently cant see communication between our scheduler and the requesters?

- Currently the audit trail only indicates that communication was made, not the details of that communication. We do have this on the agenda for future development but we do not have a timeline at this point.

As an approver I was told to approve my tasks before editing the event. However if I approve the tasks from the main page and then edit the event the tasks now all say cancelled even though they are not really cancelled. We have asked for a solution to this but have not seen one yet. This is for the version 25 that we are currently using. Has this been fixed for V 26?

- It sounds like the behavior you are describing is intended, since an editing an event causes tasks to be deleted and regenerated if they are still needed after the edit.

If we are already have a configured Sibboleth authentication but don't require login, do we need to do anything different if we switch to require login?

- No.

With version 25.2, many of our schedulers were unable to see the new dashboard widget. Can we expect this to be available to them with v 26.0?

- Please contact support@collegenet.com and your account manager if you are unable to see the new dashboard widget.

Will Version 26 allow requesters to Request or Reserve a location based on whether settings require an approval or not? Currently requesters can't tell if a location needs a tentative state or confirmed state in the wizard process. Not obvious which locations require approval and which are automatically scheduled.

- The mobile version will make that information visible based on the reserve/request icon. The desktop version does not currently display that information as it is intended for more robust use.

You said you can share searches with Security Groups in v26, did you say anything about sharing favorites with Security Groups/other?

- There is no new functionality regarding the sharing of favorites.

Will you be working on the calendar view option that is currently only available for Saas for DBCS?

→ At this time that view is not slated for DBCS deployment.

Right now the approval (for events) remains in the approvers list for 30 days and then disappears. Will there be any settings where you we can choose the number of days, or switch it off?

→ There are no changes to this functionality with v26. You can create a custom task search to capture tasks over 30 days old.

Please review the basics of how a location can be configured to trigger the skipping of normal work flow (reserve versus request).

→ If a location has Assignment Policy setup to allow the requester to assign the space it will bypass assignment policy that might otherwise be in place.

Shibolet currently requires the browsers to be closed in order to sign out. Will out a sign out link or button be available in v26?

→ No. That is a function of Shibolet design and is considered an industry standard/expectation of Shibolet authentication.

We often see event stuck in PRIVATE and it requires an Admin to release the event lock. We typically just wait for the next day to reschedule. Is this issue cleaner in this release?

→ Events shouldn't normally be stuck unless your browser is crashing or you are having external issues. Please contact support@collegenet.com or your account manager if this issue persists.

What is the timeline for switching to the new SIS import system?

→ If you are referring to the new Interface system, we are expecting to release the first iteration late this summer. If you are referring to the Asynchronous processing, it is already in place and you can turn it on via the Admin tool.