25Live Reservation Instructions

The purpose of this document is to provide users with detailed information
regarding the 25Live Event Reservation Wizard.

Step 1:
Access 25Live at: http://25live.collegenet.com/ju/
Click the **Sign In** link on the upper right-hand area of the page.

Step 2:
On the 25Live Home Tab click *Event Wizard or Create an Event*. If you are not signed into 25Live, you will be prompted to do so.

Step 3:
Complete the following fields:

- **Event Name**

When naming events remember that 25Live is a web-based scheduling and calendar system and is viewable by anyone who may be visiting the Jacksonville University Website. In addition, Marketing and Communications may pull event information from specific events in 25Live to populate on the web.

For this reason, we ask that users name events in a way that will be understandable to others and avoid acronyms when possible.

- **Event Type**

Users should select the event type that best describes their event from the complete list of event types included. By clicking the drop down arrow on the right side of the box you will see the list.

- **Primary Organization**

Users should select the organization or office responsible for the event from their list of favorite organizations, or search by organization name.
Note: If the search does not return the expected result, try limiting the search to a key word in the organization name. If the organization is not listed contact the University Scheduler and she can assist you.

- **Additional Organization(s)**

Users can also select any additional organizations involved with the event. Multiple Organizations can be selected.

- **Head Count**

Users should enter the estimated number of attendees for their event in the Expected field.

- **Event Description**

Information entered into this section will appear in the 25Live Event Detail view. For example, if there is a website for the event, this would be an ideal location to display the URL.

- **Event Date/Time**

Users select the start and end dates and times for each event. Be sure to enter the EXACT start and end times for this date. Users can add pre and post event times for additional set up time, registration, etc.
For one-day events with multiple occurrences (i.e. weekly meetings at the same time), users will enter the start date of the first occurrence then select Repeats Ad Hoc from the drop down box and add additional dates using the calendar tool.

- **Locations**

Users should select the Location(s) for each event from their list of favorite locations or search within the categories list in Public Searches. Once familiar with 25Live you may have a list of favorite locations to refer to quickly.

Note:
If the search does not return the expected result, try limiting the search to a key word such as the building name. More than one location can be selected for an event. However, it users need locations in more than one category the requests should be submitted separately, by category. (For example, an event that needs the Kinne Center, Howard Building Lobby and DCOB rooms, should be put into 2 separate requests. While an event in the Kinne Center banquet rooms, Snicker, Starbucks can be put in the same request.)

- **Resources**

Resources are defined as equipment or services that are not associated with a specific location.
Users should select the Resource(s) for each event from their list of favorite resources or search by selecting the collection associated with the event location. If you cannot find the resource you are requesting, the University Scheduler can assist you. (Samples of resources: chairs, tables, AV equipment, etc.). Requested resources cannot be changed 72 hours prior to the event.

Note:
If the search does not return the expected result, try limiting the search to a key word in the resource name.
More than one resource can be selected for an event.

- **Contact Roles**

The Requestor Contact Role is used to identify the organizer of the event or representative from the Organization responsible for the event.
The Scheduler Contact Role is used to identify the person submitting the request.

Clarification on Event Contact Roles
If a user is entering a request for another individual (i.e. a department secretary entering an event for a faculty member), the Secretary would be the requester but provide additional information regarding the individual in the comments section.

- **Categories**

Event Categories are just one of the many ways event data can be sorted in 25Live. Users should select all categories that apply to a specific event. It is very important to limit categories to no more than 3.

- **Student Organization Custom Attributes**

Student Organizations must complete all the fields listed in the custom attributes in order to received approval from the Student Life.

- **Event State**

Select Events Folder 2016-2050. All requests will be entered with a TENTATIVE Event State. During the approval process, the Event State will be changed from Tentative to Confirmed.
Comments
This field is designed to give users an opportunity to send additional instructions or comments to scheduler about an event. This information is only viewable by the scheduler, requestor and any service providers or approvers of locations and/or resources assigned to this event.

- The following message should be displayed at the end of the Event Reservation Wizard: *Your event is not confirmed until you receive a confirmation e-mail for a University Scheduler.*

Step 4:
E-mail the Event Details using the links in the Event Options section of the screen that is displayed after saving the event. (Optional)

All Users:
Requests for events in academic spaces will not be approved until after the add/drop period has concluded.

Faculty/Staff/Administrators:
Within 24-48 hours, users should receive information from the scheduler. Once a confirmation is received, requestors should proceed with the scheduling of service providers, etc. for the event.

For Student Organizations:
Events request drafts are first reviewed by the Events Scheduler. Events are passed along to the appropriate Student Life Staff for additional approval. Student organizations should submit requests within the timeframes recommended by Student Life.

Step 5:
Signing out of 25LIVE
- When logged in, the user's name will appear on the top of the page.
Click Sign Out or close the browser to exit 25LIVE

Canceling an Event
1. The best way to cancel an event is to locate the original e-mail confirmation from 25LIVE. Within this email is a link to the event. Click on this link and follow the following steps:
2. Click on the *more actions* drop-down button in the upper-right area of the screen.
3. Select *cancel this event*. The Event State will change to CANCELLED and any space or resource assignments will be removed.
4. To exit the event, click more actions again and select *close this event*.
5. If you cannot find your original confirmation, please follow the following steps to cancel an event:
6. While logged in, click on *Events*.
7. Select the *Your Event Searches* tab.
8. Under *Search Groupings*, select *Pre-Defined Groups*.
9. Choose either *Events You Have Requested* or *Events You Are Scheduling* from the list on the right.
10. Click on the grey *List* tab.
11. Click the desired *Event Name*.
12. Follow the steps above for canceling an event using the link from the confirmation e-mail.

Note: Cancelling an event in 25Live does not automatically cancel any requests made for additional services for an event. Requestors should also follow up with any service providers to cancel requested services for an event.

Customizing 25Live – Starred items

Users can designate any event type, organization, location, resource or contact as a Starred item by clicking on the hollow stat icon to the left of the name column in a list view. When clicked, the icon will turn yellow and be saved as a starred item in the user's 25Live account.

Selecting Starred items will allow uses to speed up the scheduling process for users who request the same items often for events.

Want to make things go faster?
After you've logged in, change your view from calendar to dashboard by clicking on the Dashboard tab.
To access the 25Live Event Portal we recommend that you use Mozilla's Firefox browser (version 3 or higher) or Google's Chrome browser.

For assistance with 25Live, please contact: Debbie Guy, University Scheduler/Events Coordinator at 904.256.7048 dguy@ju.edu