

## CollegeNet-25Live Frequently Asked Questions - Requestors

25Live is the online scheduling component of CollegeNET. This document answers frequently asked questions about the 25Live scheduling system.

**1. Q. How do I access 25Live and who can use it?**

A. To gain access to 25Live you must have a Penn State WebAccess login account. You can log in at the following link: [Penn State CollegeNET https://25live.collegenet.com/psu/](https://25live.collegenet.com/psu/). CollegeNet is available to Faculty, Staff and students. If there are locations in the system that you cannot request, or locations that you do not find in the system, please contact the controlling unit directly.

**2. Q. Is it required that I use 25Live to schedule events?**

A. 25Live is used for scheduling courses, meetings, events, and calendaring. The expectation is that all space scheduling will eventually occur through this unified platform. A phased roll-out began in August 2016. Please contact units directly for locations that are not found in or requestable through 25Live.

**3. Q. Why can't I see any locations, resources, or organizations?**

A. If logging in for the first time you will not be able to view many areas of 25Live. Please allow two business days for your 25Live account to be verified and updated with your appropriate campus access. If you are still experiencing viewing issues after the 2 day wait period please contact [events@psu.edu](mailto:events@psu.edu).

**4. Q. How do I sign out of 25Live?**

A. To sign out of 25Live please close your browser. Log out will occur at that time. A "sign-out" button is not provided due to WebAccess log in restrictions.

**5. Q. Can I change my Home tab dashboard?**

A. You are able to customize the view of your Home tab dashboard by "grabbing" the section headers with a single-click and dragging them to a new location on the screen. Subsequent sections will rearrange as this is performed.

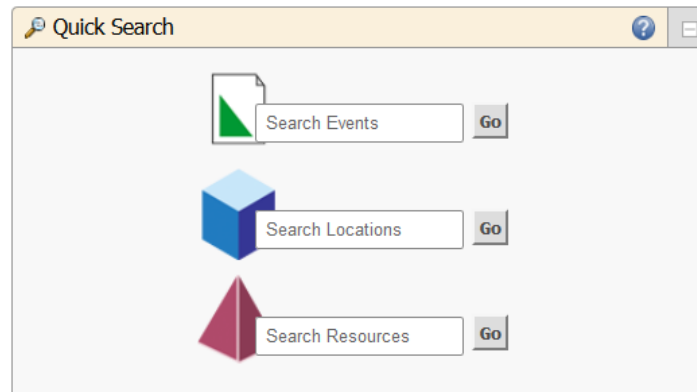


The screenshot displays the 25Live Home dashboard interface. At the top, there is a navigation bar with tabs for Home, Event Wizard, Events, Locations, Resources, Organizations, Tasks, Reports, and Publisher. Below the navigation bar, a message for first-time users is displayed. The main dashboard area is divided into several sections:

- Quick Search:** A section with three search boxes: Search Events, Search Locations, and Search Resources, each with a Go button.
- Find Available Locations:** A section with two options: "I know WHEN my event should take place -- help me find a location!" and "I know WHERE my event should take place -- help me choose a time!". Below these is a "Create an Event" button.
- Your Starred Event Searches:** A list of starred searches for various locations: Abington (AB), Altoona (AL), Beaver (BR), Berks (BK), Brandywine (BW), Carlisle (CR), and Dubois (DS).
- Your Upcoming Events:** A section showing "1 Event in which you are the Requestor".
- Your Event Drafts:** A section showing "No Event Drafts in which you are the Scheduler" and "No Event Drafts in which you are the Requestor".
- Tasks:** A section showing "You have No Tasks on Today's Agenda".
- Recently Viewed:** A list of recently viewed items: AACSB accreditation coordination, ALPFA/DEP Monthly Meeting 8/29/16, test, and EDPSY RESEARCH STUDY.
- Your Starred Events:** A section stating "You do not have any Starred Events!" and providing instructions on how to star an event.
- Your Starred Locations:** A section showing "66400004 UP: Benedict House 004" and a checkbox for "See when these locations are available".
- Your Starred Resources:** A section at the bottom for starred resources.

6. **Q. How do I find my events, locations, and resources quickly?**

A. To quickly search for events, locations and resources you can utilize the “Quick Search” on the Home tab dashboard. You must enter at least 2 characters into the search field and then click “Go.”



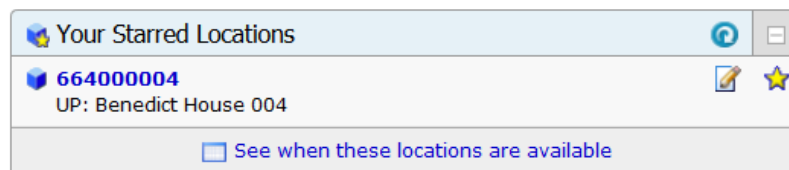
Your events are also displayed in the “Your Upcoming Events” box also on the Home tab dashboard.



Lastly, starring locations, resources and organizations is a quick tool you can use so that your frequently used objects will populate on your Home tab dashboard as well as populate at the top of the list when searching for the object during an event request submission.

To star a location search for the object using the “Quick Search” or the search available within the tabs located at the top of 25Live. Once you have identified the object you wish to star, click the white star

located next to the object. The star will fill with yellow once you have successfully starred the object. Your starred objects will appear on your Home tab dashboard once your session is refreshed.



7. **Q. How can I find out if the space I’m interested in is available?**

A. To check room availability visit [Penn State CollegeNET https://25live.collegenet.com/psu/](https://25live.collegenet.com/psu/). Click on locations, type your desired building into the search field, select the space (if desired), and click on the availability tab. You will be able to see spaces that are open for the date selected. 25Live will not allow you to request or schedule a space if it is already scheduled.



8. **Q. Why can't I request an event location when 25Live shows it's available?**

A. This is typically encountered when users select an event time outside of the location's normal open/close hours.

9. **Q. Why can't I find a location in 25Live?**

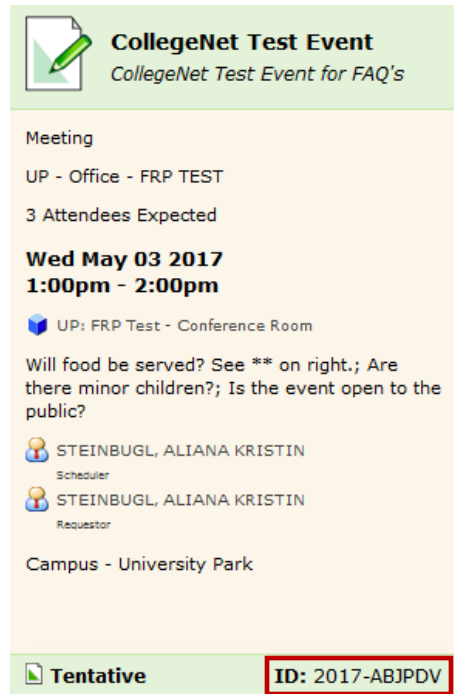
A. If you are not able to find a specific location in 25Live, the location you are trying to request may be unavailable on the date/time that you are requesting. Additionally, not all locations are available to request by all users.

10. **Q. How do I request a University classroom?**

A. To request a University classroom you will utilize 25Live at the following link: [Penn State CollegeNET https://25live.collegenet.com/psu/](https://25live.collegenet.com/psu/).

11. **Q. What is an event reference number? Where can I find it?**

A. Each event in 25Live is assigned an event reference number that is specific to your event. The event reference number is located on your event confirmation as well as the subject line of the email you received with your attached event confirmation. Given the tremendous amount of events in the system it is much easier for us to identify your event by the event reference number. Please keep note of it, and refer to it in email or phone conversations with your event scheduler. Example: 2017-ABJPDV. The below image with the event id displays when an event has been saved.



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

A. Most event requests need to be approved and will not populate on the calendar until approval has been granted. Please do not submit duplicate event requests for the same event.

**13. Q. Where can I find my event request?**

A. To quickly find your event requests view the “Your Upcoming Events” box on the Home tab dashboard. To view more detailed information click on “Event in which you are the *Requestor*” and a more detailed listing with a quick link to the full event details will display.

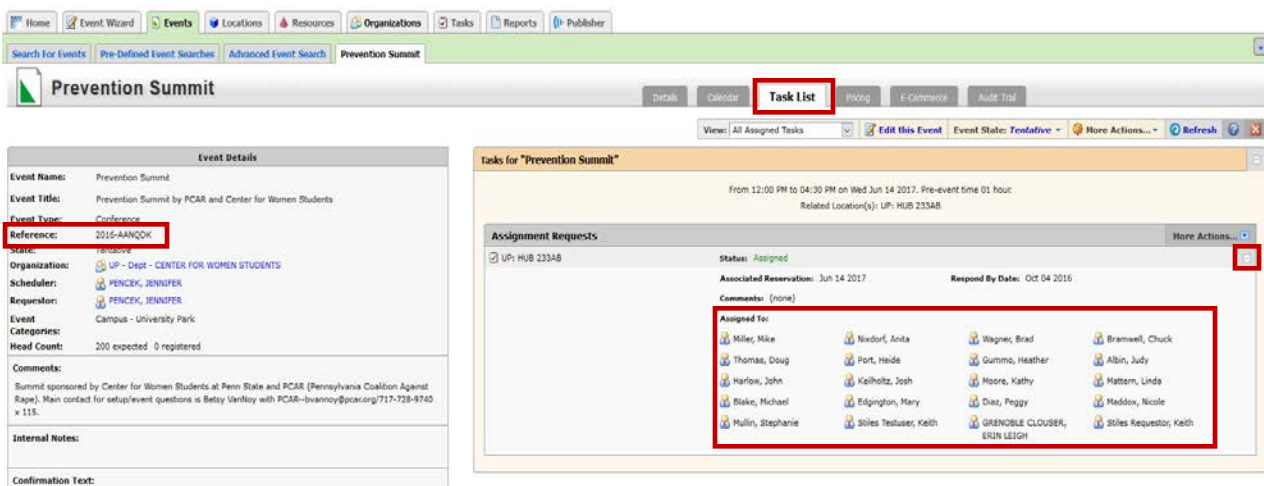


**14. Q. How long does it take to process a room request?**

A. Please submit requests as far in advance as possible and allow approvers at least 48 hours to approve or deny your event requests prior to following up, unless your event takes place within that timeframe. When a request has been submitted, an email confirmation is sent to the requestor, noting that the request is tentative. Once the event is approved or denied another email confirmation is sent to the requestor. Events are not confirmed in any other way. More complex event requests may take longer to process and may include additional steps.

**15. Q. How do I follow up on an event request?**

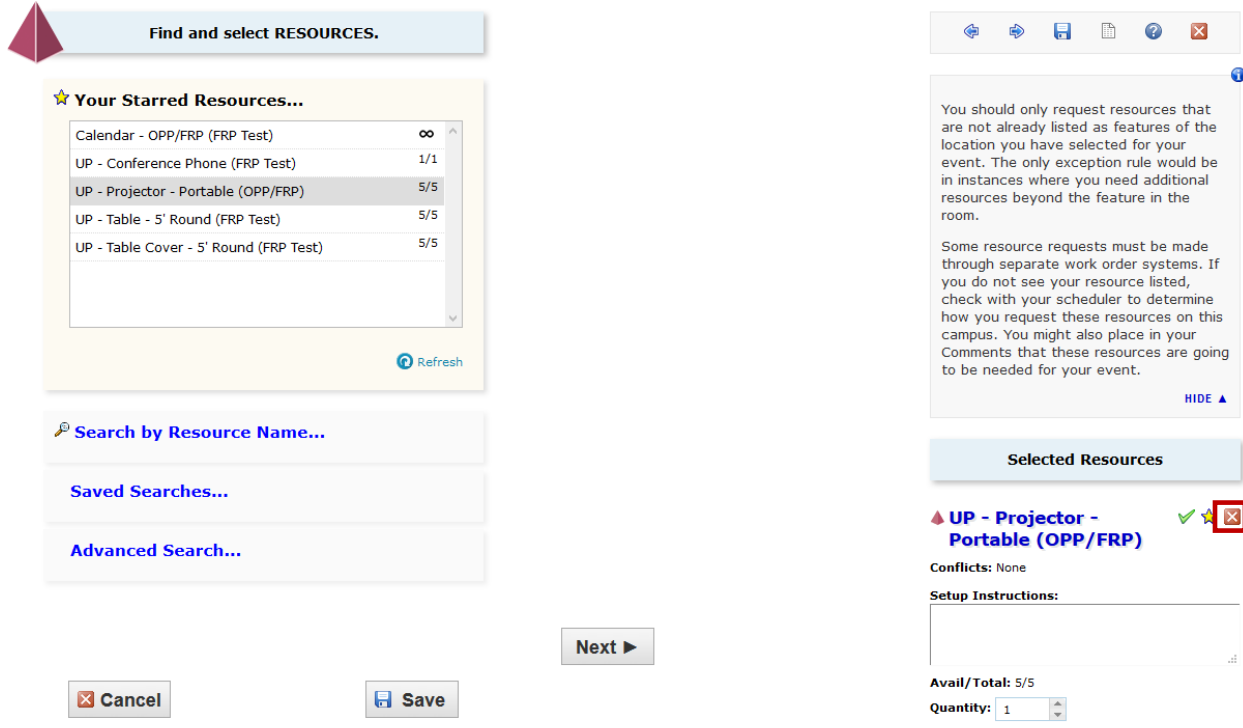
A. To identify the individual(s) who will be approving your event you will need to search and find your event in 25Live, open the event details and select the Task List tab. Next you will need to change the view drop down to “All Assigned Tasks.” You will then need to click on the + sign on the right within the “Assignment Requests” header. This will expand the information to display who is “Assigned To” the outstanding task needing approved or denied. When hovering your mouse over one of the individual’s names in the “Assigned To” section it will display their email address. When contacting one of the individuals please be sure to include the event reference id.



**16. Q. How can I make changes to my event?**

A. Once your event has been saved, you will need to contact the approver of the location and/or resource to modify the Event Name, Event Title, Sponsoring Organization, Expected Attendance, Promotional Information, Date and Time, and Comments. Please follow the steps in the Q/A “How do I follow up on an event request?” to identify who the approver(s) are.

If the event is in a tentative status you can change or remove the location/resources associated with the event. To remove a location/resources you will click on the red X box for the location or resource and then click save. See the below screen for an example. These changes require a new approval and will be routed to the appropriate individuals once the event is saved again.



**Find and select RESOURCES.**

★ **Your Starred Resources...**

Calendar - OPP/FRP (FRP Test)	∞
UP - Conference Phone (FRP Test)	1/1
UP - Projector - Portable (OPP/FRP)	5/5
UP - Table - 5' Round (FRP Test)	5/5
UP - Table Cover - 5' Round (FRP Test)	5/5

Refresh

Search by Resource Name...

Saved Searches...

Advanced Search...

Next ►

Cancel Save

**Selected Resources**

▲ UP - Projector - Portable (OPP/FRP) ✓ ✕

Conflicts: None

Setup Instructions:

Avail/Total: 5/5

Quantity: 1

**17. Q. I submitted a request and it is in tentative status. Now, I need to make a change. Can I edit an event?**

A. As the requestor you are able to make minimal changes to your event when in a tentative status. You can do this by searching for and opening your event. Then click on “Edit this Event” which will open the event creation screens. You can then make the necessary changes and save your event. Some changes require a new approval and will be routed to the appropriate individuals once the event is saved again. To change event details that you do not have access to, contact the event approver. Please follow the steps in the Q/A “**How do I follow up on an event request?**” to identify who the approver(s) are.

**18. Q. I submitted a request and it is in confirmed status. Now, I need to make a change. Can I edit an event?**

A. If your event has been confirmed you are not able to make additional edits. You will need to contact the individual(s) who approved it and sent your confirmation to edit aspects of the event. Please follow the steps in the Q/A “**How do I follow up on an event request?**” to identify who the approver(s) are.

**19. Q. How do I cancel/delete my event?**

A. Events in 25Live cannot be deleted, however, to cancel your event you will need to contact, via email, the approver who you received your confirmation email from. If the event has yet to be



confirmed, please follow the steps in the Q/A **"How do I follow up on an event request?"** to identify who the approver(s) are.

**20. Q. I am receiving an error stating an event is "locked." What does this mean?**

A. When receiving an error that an event is locked you will not be able to edit the event. This means another CollegeNet system user has the event open currently within their browser. To identify who has an event locked please email [events@psu.edu](mailto:events@psu.edu). If it can be verified that the user is not currently working in the event, the Event Programming Team can unlock the event.