



TECHNOLOGY SERVICES: 25Live User Guide

This document provides basic instructions for accessing and using **25Live**, FHSU's campus-wide room reservation system. All campus spaces should be reserved using **25Live**.

For further assistance:

- **Memorial Union rooms** can be reserved by calling 785-628-5305, emailing fhsuunion@fhsu.edu, or filling out a room request form on TigerLink at tigerlink.fhsu.edu/forms.
- **Academic classroom spaces** are managed by the **Registrar's Office**. General classrooms can be requested online using 25Live. Questions regarding academic spaces should be directed to the Registrar's Office at 785-628-4334.
- Conference rooms and other departmental spaces can be added to 25Live. To have your room added to 25Live, download the **Location Details Form** at www.fhsu.edu/tigertech/25live, and email the completed form to TS-BusinessOps@fhsu.edu.

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LOG IN TO 25Live and VIEW THE DASHBOARD

1. Go to: <https://25live.collegenet.com/pro/fhsu>
2. Log in with your **TigerNetID username** and **password**.
3. The 25Live dashboard will be displayed. To return to the dashboard at any time, simply click on **25Live Pro** at the top of the window or click on the **More**  menu and select **Home**.

TIP: Be sure to bookmark this **25Live** link!




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VIEW SPACE AVAILABILITY

There are many ways to view space availability in 25Live. Here are some of the most common methods.

Quick Search:

1. From the dashboard, locate the *Quick Search* block.
 2. Use keywords to perform a quick search:
 - **Search Events:** Know the name of the event you are looking for? Type in a keyword to search for the event.
 - **Search Locations:** Type in a building name to view a list of all locations in a certain building or type in a building name and room number to go straight to a specific location.
 - Click on the **Name** of a location to view information about that specific location.
 - Under the **Details** tab, you can view details about the space and view availability. Events for the location can be viewed under the **List** tab. To browse availability, choose **Availability (Daily)**, **Availability (Weekly)**, or **Calendar** tabs at the top.
- TIP:** While browsing availability, look for the **paper and pencil icon**  when moving your mouse over the grid. Simply click this icon to start a reservation at that date/time.
- **Search Organizations:** Do a keyword search to find an organization and view organization details and/or associated events.

Advanced Search:

1. From the dashboard, click the **Go to Search** button at the top right of the screen.
2. From the *Select Object* drop down, choose what you would like to search (**Locations**, **Events**, etc).
3. Browse the **Saved Searches** dropdown list to choose from Pre-Defined, Your Starred, Your Saved, or Public searches; or follow the steps below to perform an Advanced Search:
 - a. Click the **Advanced** toggle button at the top of the page.
 - b. Click **Add Criteria** and choose a filter to apply.
 - c. Continue using the **Add Criteria** button to add more filters to your search.
 - d. If you wish to save your search for future use, choose **Save As** and name your search. Click **Yes** to star the search for easy access. The search will be added to your list of saved searches.
4. Click **Search** to perform the search.
 - a. The search results will populate at the bottom of the screen.
 - b. Use the buttons at the top of the search results grid to customize your view.

Your Starred Locations:

- The quickest way to find space availability is to [star your favorite locations](#). Starred locations will be displayed on the dashboard in the *Your Starred Locations* block. Simply click your starred location to go straight to that location and view its availability.
- Star a location from anywhere within 25Live by simply clicking the **star icon** next to the location name.



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RESERVE A SPACE

There are a few ways to begin the process of reserving a space in 25Live. Here are some of the most common methods.

Create an Event Using the Event Form:

1. From the dashboard, click **Event Form** in the top menu bar.
2. The 25Live Event Form will open and you will be guided through the process of creating your event.
3. After completing the form and entering all required information, click **Save**. Your event request will be submitted for approval.

TIPS:


- Be sure to fill out all required fields on the Event Form.
- Click on the **information icons**  to view instructions for each entry (click it again to close the instruction box).
- The form will populate with your request details as you progress through each entry.
- Links on the left sidebar allow you to quickly navigate to different sections of the form, if desired.
- To add *Pre-Event* or *Post-Event* times to your request, click **Additional time** to enter that information.
- If your event requires multiple dates, click **Repeating Pattern** for additional options.
- Several **Location** search options are available (*Saved Searches*, *Search Locations*, *More Options*). Click the up or down arrows   to expand or collapse these options.
 - **HINT:** *Your Starred Locations* is available from the **Saved Searches** drop-down.
 - Results will display only those locations you have access to reserve, that meet your search criteria, and are available at the requested date(s)/time(s).
 - Click **Reset** to clear your search criteria and results, if needed.
 - Click **Request** next to the location(s) you wish to reserve at the specified date(s)/time(s).
 - For better location search results, leave these boxes **unchecked**:
 - *Hide Conflicts*
 - *Enforce Headcount*
- If you don't have access to request a particular location in 25Live, you can view instructions for requesting it as follows: Go to the **dashboard**, use the *Search Locations* box to **search** for that location, click on the location **Name**, and view the **Details** tab.
- 25Live is the source for all calendars that are used on the FHSU website. If you would like your event included on the calendar, check the appropriate calendar. If your event is private, and you want to make sure your event does not post to any public calendars, choose **Do NOT publish this event to a calendar**.




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Use the Paper and Pencil Icon from any Calendar or Availability View:



- When browsing a location's availability or calendar view, look for the **paper and pencil icon** .
- Hover over the hourly grid, and simply click the paper and pencil icon to start a new event in that location at that specified time.
- If a paper and pencil icon is not available, then you do not have access to request that location.

CUSTOMIZE YOUR DASHBOARD

The dashboard is the main (*Home*) screen that you see when you first log in to 25Live. You can return to the dashboard at any time by clicking on **25Live Pro** at the top of the window or by clicking on the **More**  menu and selecting **Home**.

- Various blocks are added to the dashboard by default. These blocks can be moved around and customized.
- Click the **Customize Dashboard** link at the bottom right of the dashboard.
- Drag and drop the blocks to move them around.
- To hide a block from your dashboard, drag it to the shaded block at the top of your dashboard.
 - You can always unhide blocks by dragging them from the shaded area back onto your dashboard.
 - **Note:** The *Express Scheduling* block can only be used by individuals with access to schedule their departmental conference rooms.

'STAR' LOCATIONS FOR QUICK ACCESS

'Starring' locations is a great way to get quick access to view your most used rooms.

- Find the location you want to Star. (Do a quick search for the room or building.)
- To *Star* a location, simply click the star to the left of the location name. The star will turn yellow. To remove the star, simply click the yellow star again.
- Starred locations will appear on your dashboard and will be available when doing custom searches.

TIP: From the dashboard in the *Your Starred Locations* block, click **See when these locations are available** to view availability of all your starred locations at once.



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VIEW, EDIT OR CANCEL YOUR EVENTS

There are several ways to locate your events and then view, edit or cancel them.

Dashboard – Your Upcoming Events:

- From the dashboard, any future events for which you are the scheduler or the requestor will be listed in the *Your Upcoming Events* block.

View All Your Events:

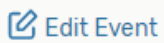
- From the dashboard, click the **Go to Search** button at the top right of the screen.
- From the *Select Object* drop-down, choose **Events**.
- In the *Pre-Defined Groups* section, choose **Events You Have Requested** or **Events You Are Scheduling**.

Create a Custom Search to View Your Events:

1. From the dashboard, click the **Go to Search** button at the top right of the screen.
2. From the *Select Object* drop down, choose **Events**.
3. Click the **Advanced** toggle button at the top of the page.
 - a. Click **Add Criteria** and choose **Contacts**.
 - b. Click **Edit** and do a search for your name. Check the box next to your name to select it, and then click **Done**.
 - c. Choose **Save As**, name your search (for example: *My Events*), and be sure to choose **Yes** to add the search to your starred searches. Click **Save**.
4. Click the **25LivePro icon** in the top menu to return to your dashboard.
5. Your new event search is added in the *Your Starred Event Searches* block. (Refresh the page if the search does not automatically appear.)

Edit or Cancel Your Event:

Prior to approval, you can edit the details of your event. After an event has been approved, however, you will need to contact the Approver to make changes.

- **To EDIT your event prior to approval:** Locate your event and click on the **Event Name**. Click **Edit Event** . The event will open in the *Event Form*. **Event details are summarized in the left sidebar** and will be updated as you make changes. **You can quickly navigate** within the event by clicking on the links in the left side panel. Make any necessary changes to the event. Scroll to the bottom and check **I agree** to accept the *Terms and Conditions*, and then click **Save**.
- **To request changes to an approved event or to CANCEL:** Contact the Approver. For contact information, see the [For further assistance](#) section at the top of this document.



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CREATE AND SAVE A SEARCH OF SPECIFIC LOCATIONS

You can use 25Live advanced search features to create your own custom location searches, to view all events taking place in specific locations.

1. From the dashboard, click **Go to Search** in the top right corner of the screen.
2. From the *Select Object* drop down, choose **Locations**.
3. Click the **Advanced** toggle button at the top of the page.
 - a. Click **Add Criteria** and choose **Locations > Specific Locations**.
 - b. Click **Edit** and do a keyword search to find the locations that you want to add. Put a check mark next to a location to add that location to your custom search. You can continue doing keyword searches to find all of the locations you want to add.
4. After you have added all your locations, click **Done**. Next, choose **Save As**, name your search, and be sure to choose **Yes** to add the search to your starred searches.
5. Click the **25LivePro icon** in the top menu to return to your dashboard.
6. Your new location search is added in the *Your Starred Location Searches* block. (Refresh the page if the search does not automatically appear.)

TIP: When viewing your search, use the **Availability** view to see all events taking place in your starred locations.

SEND AN EVENT CONFIRMATION EMAIL

If you wish to send someone a confirmation email for an event you scheduled, you can do this from the *Event Details* page. If desired, you may use a standard template, or you can create your own message.

1. Locate your event and view the **Details** tab. Click **More Actions > Email Event**.
2. (Optional) You may select **Email Confirmation-Standard** from the *Email Template* drop-down list.
3. Review all recipient, attachment, subject, and message information on the *Email Event* page, and make any changes as needed.

NOTE: If sending to any **Gmail addresses (including @mail.fhsu.edu addresses)**, UNCHECK the box next to **Include link to 25Live Pro**. The message will be returned undeliverable if this box is checked.

TIP: Send a test message to yourself if you wish to see your message before sending it to others. When sending to others, cc: yourself to receive a copy.

TIP: The **Event Confirmation (Detailed)** attachment provides a nicely formatted PDF containing all details related to the event. You can also check the box next to **Include event details in body of message** (at the bottom) if you wish to have the event details listed directly in the message.

4. When all information is completed, click **Send**.
5. A notification appears, stating that the email was sent. Email activity for an event can be viewed under the event's *Audit Trail* tab.