



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.

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: <https://25live.collgenet.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.

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.

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

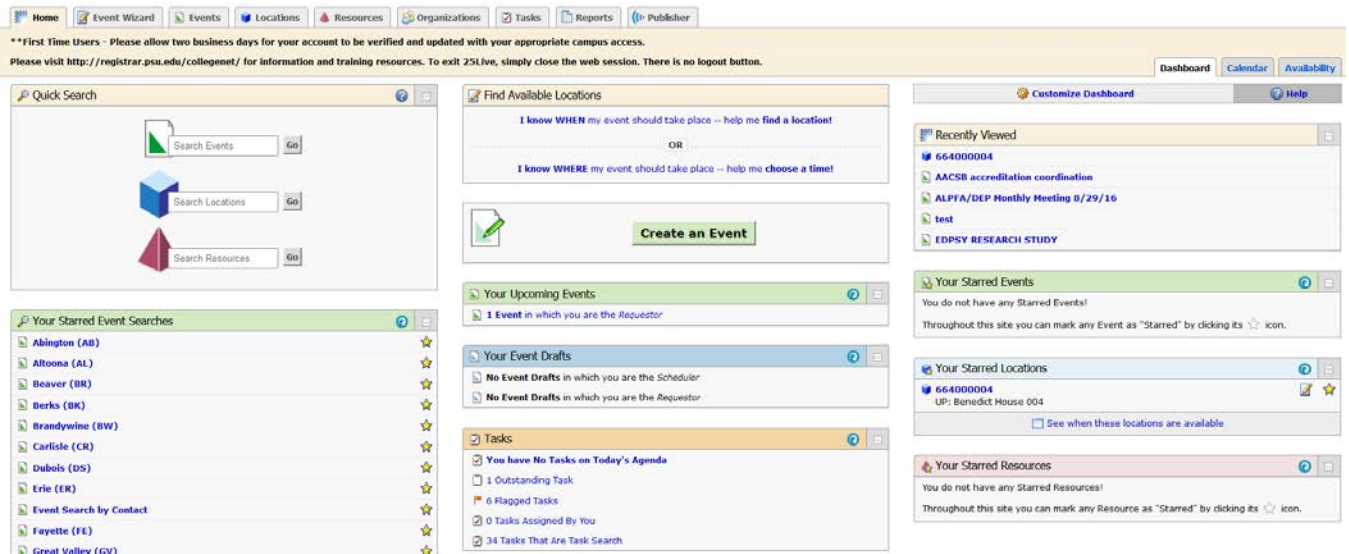
A. If logging in for the first time you will not be able to view many areas of 25Live. Please allow two business days for your 25Live account to be verified and updated with your appropriate campus access. If you are still experiencing viewing issues after the 2 day wait period please contact events@psu.edu.

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.

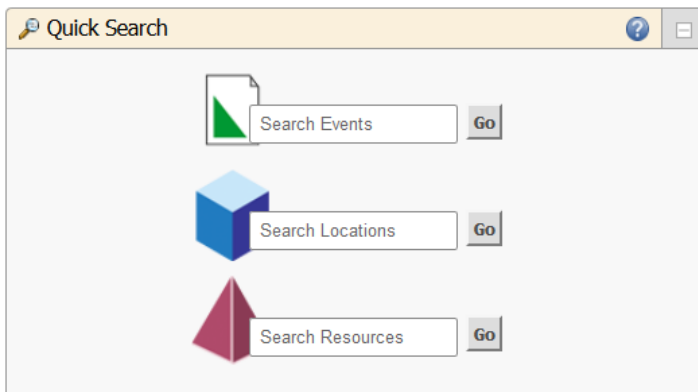
Q. Can I change my Home tab dashboard?

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.



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 successful starred the object. Your starred objects will appear on your Home tab dashboard once your session is refreshed.



Your Starred Locations			
	664000004 UP: Benedict House 004		
<input type="checkbox"/> See when these locations are available			

Your Starred Resources			
	UP - 4 Outlet Gangbox (HUB)		

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

A. To check room availability visit <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.

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.

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.

Q. How do I request a University classroom?


A. To request a University classroom you will utilize 25Live at the following link:
<https://25live.collegenet.com/psu/>.

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: 2013-AAUDKS. The below image with the event id displays when an event has been saved.




**CollegeNet Test Event**
CollegeNet Test Event for FAQ's


Meeting
UP - Office - OPP
4 Attendees Expected
**Tue Aug 30 2016 4:00pm -
Tue Aug 30 2016 5:00pm**
664000004

Are there minor children?; Cancel if Bad Weather?

 **STEINBUGL, ALIANA KRISTIN**
Scheduler

 **STEINBUGL, ALIANA KRISTIN**
Requestor

Campus - University Park

 **Tentative** **ID: 2016-AAPHPN**

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.

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.

 **Your Upcoming Events**  

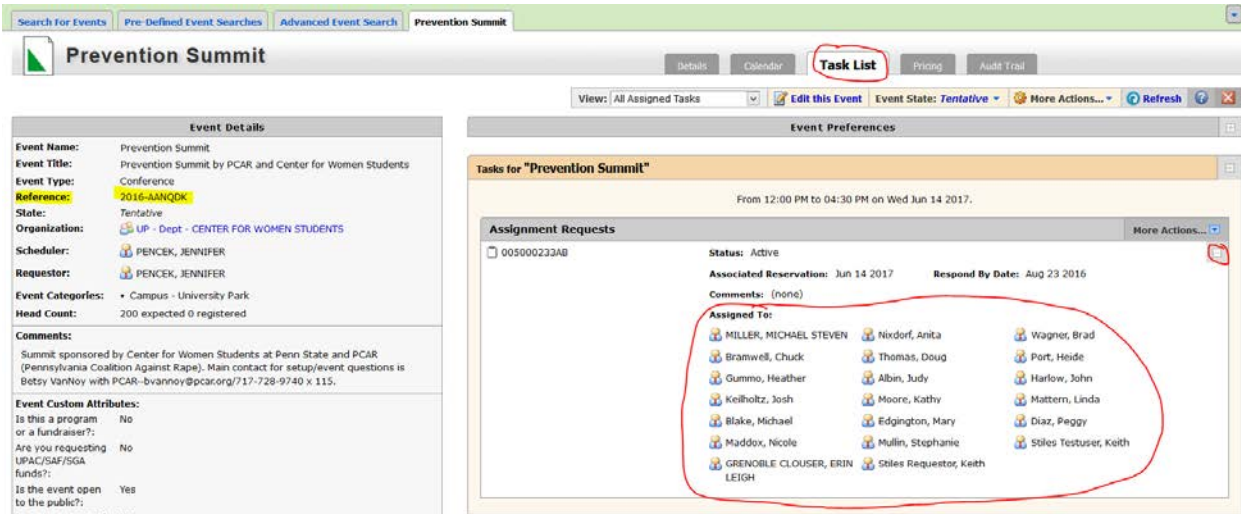
 **1 Event** in which you are the *Requestor*

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.

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. 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.



The screenshot shows the 'Prevention Summit' event page. At the top, there are navigation tabs: 'Search for Events', 'Pre-Defined Event Searches', 'Advanced Event Search', and 'Prevention Summit'. Below these are buttons for 'Details', 'Calendar', 'Task List' (circled in red), 'Pricing', and 'Audit Trail'. A dropdown menu shows 'View: All Assigned Tasks' and buttons for 'Edit this Event', 'Event State: Tentative', 'More Actions...', and 'Refresh'.

The 'Event Details' sidebar on the left includes:

- Event Name:** Prevention Summit
- Event Title:** Prevention Summit by PCAR and Center for Women Students
- Event Type:** Conference
- Reference:** 2016-AANQDK
- State:** Tentative
- Organization:** UP - Dept - CENTER FOR WOMEN STUDENTS
- Scheduler:** PENCEK, JENNIFER
- Requestor:** PENCEK, JENNIFER
- Event Categories:** Campus - University Park
- Head Count:** 200 expected 0 registered
- Comments:** Summit sponsored by Center for Women Students at Penn State and PCAR (Pennsylvania Coalition Against Rape). Main contact for setup/event questions is Betsy VanHoy with PCAR-bvanhoy@pcar.org/717-728-9740 x 115.
- Event Custom Attributes:**
 - Is this a program or a fundraiser?: No
 - Are you requesting UPAC/SAF/SGA funds?: No
 - Is the event open to the public?: Yes

The main content area shows 'Event Preferences' and 'Tasks for "Prevention Summit"'. A task is listed for '005000232AB' with the following details:

- Status:** Active
- Associated Reservation:** Jun 14 2017
- Respond By Date:** Aug 23 2016
- Comments:** (none)
- Assigned To:**
 - MILLER, MICHAEL STEVEN
 - Nixdorf, Anita
 - Wagner, Brad
 - Bramwell, Chuck
 - Thomas, Doug
 - Port, Heide
 - Gummo, Heather
 - Albin, Judy
 - Harlow, John
 - Keilholtz, Josh
 - Moore, Kathy
 - Mattern, Linda
 - Blake, Michael
 - Edgington, Mary
 - Diaz, Peggy
 - Maddox, Nicole
 - Mullin, Stephanie
 - Stiles Testuser, Keith
 - GRENOBLE CLOUSER, ERIN
 - Stiles Requestor, Keith
 - LEIGH

Q. How can I change the time of my event?

A. If your event has been confirmed, to change the time of your event you will need to contact the individual(s) who approved it and sent your confirmation. 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.

Q. I submitted a request and it was approved. 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 after it is approved. 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.

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.