25Live: How to Submit a Request

Need help?
If you can’t remember your passcode, contact the UTS Help Desk at 303-871-4700 to have your passcode reset or reset it yourself through Forgot Passcode link on the webCentral login page.

*Browser recommendations:* the site operates best on Firefox or Chrome. If you use Internet Explorer, be sure you are in Compatibility Mode.

For specific questions about scheduling timelines and policies, contact the schedulers responsible for the location you desire. To find the contact for a location, view the location details in 25Live by clicking on the location name in any view. Processing time varies by unit and may be delayed until rooms are satisfactorily assigned to courses for any given term. **Plan accordingly and submit your request at least a week in advance.**

For information about scheduling events on campus, such as when to contact Risk Management in regards to insurance coverage, use the Event Planner Guide provided by Conference and Event Services located right below the 25Live link in webCentral.

Getting Started
To access 25Live:

**Option 1:**
- Go to the “Resources” Tab.
- Click the first link in the “All Other Campus Space and Events” box.

![PioneerWeb Image]
Option 2:


Signing into 25Live
The sign in link is located in the upper right and the lower left of the browser.
Sign in using your DU ID and passcode.

*If you need an AAC study room, do not submit your request via 25Live. Instead, please visit http://go.du.edu/reserve-aac-study-spaces*

Creating a Request

Start by clicking either the “Create an Event” button or clicking the “Event Wizard” tab.

You can also start a request from any calendar or availability grid using the pencil icon.
Navigating through the Event Wizard

There are two ways to navigate through the 25Live Event Wizard:

1. **The Navigation Bar:**
   Located at the top-right side of the request and at the bottom of the event request, the “Next” and “Previous” buttons will you through each page of the event request. The top-right panel includes a “Print” button and a “Help” button.

2. **The Navigation Panel:**
   Located on the left-hand side of the event wizard, the Navigation Bar allows you to skip to any of the event wizard in any order.

   *Note, this panel will only be available after a requester inputs all event information. This is helpful when something has been missed or if something needs to be changed prior to saving the event request.*
Entering you request details

**Name:** Enter your event’s name. **This is a required field.**

**Title:** If applicable, enter an event title, as well. **This is not a necessary field.** Event title should be different from event name.

**Event Type:** Select an event type. **This is a required field.**

**Note:** The event type cannot be changed once your request is saved.

This drop down box will allow you to search for the most appropriate event type. Star event types that you use most frequently for easier selection on your next requests.

**Primary Organization:** Select a Primary Organization. **This is a required field.**

Start typing your organization in the drop down box. Organizations will begin to populate as you type. Choose your organization and add a star to the organization for easier selection on future requests. If you cannot find your organization, choose “NOT LISTED.” Please alert your event scheduler so they will be able to assist you further.

**Additional Organization:** If the event is co-sponsored, those organizations can be added under the additional organizations area. Enter this the same way as you would enter the Primary Organization field.
*Notice, your information will begin to populate on the Navigation Panel on the left-hand side of the screen.

The information in black are added from the requester’s input. The headings in red are missing information and will not allow the requester to proceed with submitting their request until the areas in red have been fixed.

Expected Headcount: Enter an expected headcount (this can be an estimate and needs to be greater than zero (0). **This is a required field.**

Registered Headcount: Enter a registered headcount. This is the amount of guests that have confirmed for the event; however, this is not required.

Event Description: A description can be provided for any event.

The description will show on events on public calendars and internally within 25Live.

Descriptions can provide information about the event and any details necessary for attendees.

The description can be entered using the provided style editors or it can be provided in HTML code on the source tab.
Event Date and Time:

- Before a date and time can be entered, the requester must determine if a repeat is needed. After the choice has been made, the requester may enter their event date and time (see next page for more information on event repeats).

- The event start date and event end date will always be equal to each other regardless if the event will or will not repeat. If an event is to take place over a 24 hour period, the event time should start at 12:00 am and end at 11:59 pm with a daily repeat (see next section).

- Enter the event start time and event end time. Do not include event setup or takedown in the event start and end time.

- If event setup or event takedown is required, please enter the amount of time required. Event setup and takedown are not included on any calendar thus preventing guests from arriving early or staying later while takedown occurs.
Event Repeat:

Choose the appropriate repeat for the event.

- **Ad Hoc Repeat:** Does the event repeat on an odd schedule, i.e. January 12, February 27, March 1 and 3rd? Choose this repeat and add all those dates to one request instead of creating multiple submissions. This will not only save time but will make the event more organized for both requester and scheduler.

- **Daily Repeat:** Choose the day – Monday, Tuesday, Wednesday, etc. – you would like to have your event repeat. Choose the end/last date the event will take place or choose how many times the event will occur.

- **Daily Weekly Repeat:** Choose the days your event will take place. This can be multiple days (see image on lower left).

- **Monthly Repeat:** Choose “Repeat by Day” – Repeats from the start or end of the month – or “Repeat by Position” – Repeats on the **FIRST** / **MONDAY** of the month.

  * = THESE ARE INTERCHANGEABLE IN THE SYSTEM

- **Does Not Repeat:** If you chose a repeat by mistake, click this choice to continue. **Note:** This screen may pop up even if you chose NO in a past screen.

All of the dates selected are displayed in the occurrence list for easy verification and specific comments can be entered for each occurrence.

Event repeat can also be chosen/changed by using the drop down box (see the lower-left image labeled “Weekly Repeats” – this is where the repeat can be changed).
**Event Locations:** Select location(s). It is recommended searching by typing in the building in the search box and hitting the “Enter” key on the keyboard. Locations with a **green check mark** are available locations for the day(s) you have entered for your event. Locations with the **red caution sign** are not available for all or some days of your event. You must click on your location choice for it to populate in the “Selected Locations” area on the right. If the location does not show on the right, the location has not been chosen and notification will not go to any schedulers to process your request. If you selected a location by mistake or decide not to use a selected location for any reason, you can remove the location by clicking on the red “X”. Star favorite locations for easier selection on future requests.

**Note:** Hovering over a location will create a popup window (see below) that will allow requesters to see the features of the room, such as AV and capacity. Images for some rooms may not be available.
**Resources:** If needed, select appropriate resources. Resources are items that are not available in a location but can be brought in for use during an event. **Note:** If resources are not required, this page can be skipped.

To find a resource, it is recommended searching by typing in the building in the search box and hitting the “Enter” key on the keyboard. Resources with a green check mark are available locations for the day(s) you have entered for your event. Resources with the red caution sign are not available for all or some days of your event. You must click on your location choice for it to populate in the “Selected Resources” area on the right. If the resource does not show on the right, the resource has not been chosen and notification will not go to any schedulers to process your request. If you selected a resource by mistake or decide not to use a selected resource for any reason, you can remove the location by clicking on the red “X”. Star favorite locations for easier selection on future requests.
**Additional Information:** Selecting the event type generates different questions on this tab that help the schedulers properly manage your event. If an item applies to your event, check the box on the left and provide the information in the text box. This area is most commonly used for:

- Adding Secondary Contact
- Adding Course Name, Subject Code, Subject Course Number, Instructor Name
- Checking a radio box confirming if parking will be required, if alcohol is going to be served, etc.

**Note:** These are not required elements in general but schedulers reserve the right to ask you to complete specific items if you skip this step when creating your initial request and your request may not be approved until those items are completed.

**Contacts:**

The scheduler and requestor box will default to the requester submitting the event request into 25Live. The event manager box will be blank but can be changed. It is recommended this box be used when a student worker is inputting the request on behalf of a supervisor. The supervisor’s information can be inputted into this box. Begin searching by typing the contact’s name (first or last) and choosing the correct contact.
**Categories and Calendars**: This provides an additional method for identifying events for filtering on reports and public calendars. You can check the box for any item that is relevant to your event. **Do not** click “Check All.” The below image is a sample of categories and calendars requesters can choose.

| 201301 | 201310 | 201320 | 201325 | 201330 | Academic Calendar | Add & Drop | Admissions | Alumni Calendar | Autumn Interterm | Off Campus Event | Open to the Public | Orientation | Practice | Production |

**Event Comments**: The Event Comments area is for requestors to provide additional information for schedulers and service providers. Information included here can include setup needs, information about room adjustments, etc.

- For AV setup, please visit the University Library's Event Media Support webpage: http://library.du.edu/services/media-support/event-media-support.html
- For event setup, such as tables and chairs, please visit the Conference and Event Services Event Setup & Production Services webpage: http://www.du.edu/facilities/services/eventproduction.html

**Internal Notes**: This area is only viewed by schedulers and can be used for maintaining internal notes about the event, setup, special needs, dates of conversation with the client/requester, etc. This is the place to alert schedulers to needing more than one room if possible or if room preference A is unavailable, asking for room preference B or C instead.
**Affirmation:** Read the “Affirmation” and click “I Agree” for the event. **This is required.**

**Affirmation**

By submitting this request, I agree to the following terms. If I cancel the event associated with this request, I assume responsibility for contacting any service providers associated with my request (audio-visual, custodial and facilities services) and notifying them of the cancellation. My organization will be liable for any fees for services to those providers for cancellation without notification. I agree to return any furniture I have moved to its original location.

- [I agree *]

**Event State:** Leave this as TENTATIVE. Clicking CANCELLED will undo all the work a requester just did which will require everything to be resubmitted. A requester can certainly cancel their event request here if preferred; however, this can be done at a later time (noted in a later section).

**You're ready to save this event!**

- **Tentative**
  The event is scheduled, but is awaiting Confirmation from its Scheduler.

- **Cancelled**
  This event has been cancelled, and all Location and Resource reservations will marked as cancelled.
If any of the event information is incorrect, please correct it at this time. Requesters can jump to any section by clicking on any of the inputted information just as they would a link on a webpage.

Save the Event

This can be done from any page of the event - the last page or from any page edits were just made.
**Heading:** In order for an event request to reach a scheduler, requesters must choose an event heading. The heading is where in the database the event is saved to based on who is hosting the event. This can have some impact on how events are pulled for various reports and calendars. To summarize, choose a heading based on the following information:

- **Student:** All student groups should pick this heading, i.e. student organizations, group study, or any other type of student-hosted event
- **Internal:** DU instructors and other members of DU staff should choose this heading including those events organized or sponsored by University Departments or Organizations
- **External:** If an event does not fit into the previous two described headings, the event most likely fits under the external heading. This heading is typically for events hosted by individuals or organizations outside the University.
- **I Don't Know:** **This heading should be avoided at all costs.** Requests kept under this heading will never reach a scheduler thus never become confirmed. Without a confirmation, a group can be asked to vacate any location on campus. If a requester has any question on which heading to choose, please contact the university’s Scheduling Coordinator in the Office of the Registrar.

![Image of heading selection](image.jpg)

**Click Save**

You request is done! Once a request is completed and saved, notifications are created for the appropriate location and resources scheduler(s) to review, approve, and confirm your request. *Nothing is reserved until the appropriate scheduler(s) approve the request.*
Summary page: This is the final screen. You can view event details, edit the request, email a copy of the request to whomever the requester would like, print, star (favorite), make a duplicate/copy, and/or establish relationships. If nothing more is needed, please click the red X to close the request window.
Helpful Shortcuts

Cancelling your Event

In the event details screen, under the Details tab, a requester can cancel their event by using the drop down box labeled “Event State.” Requesters may or may not see the “Confirmed” choice when making their selection; however, requesters will see the “Cancelled” option. This will cancel the event.

Note: As the requestor, you are responsible for contacting and notifying all other vendors of the cancellation. To cancel AV, email [library- AVstaff@du.edu]. To cancel event setup (such as tables and chairs) please visit [http://www.du.edu/facilities/event_services.html]. If you set up something with Sodexo, please call (303) 871-4744. If there is anyone else, make sure you let them know, too!
Copying your Event
When copying your event, everything will be pulled in from the event you copied including date(s) & time(s) of your event, organization(s), location(s), and resource(s).

- Event Name will now begin with “Copy of…” Change if necessary.
- Organization(s) will be the exact same. Change if necessary.
- Event Locations will be the exact same. This will cause the red flag on the event request. It is recommended this be changed to avoid having the request cancelled.
- Event Date and Time will be the exact same. Change if necessary.

Before saving the event, verify with the left-hand panel all event information is correct. Save the event, choose the appropriate heading, and click the save button.
Establishing Relationships

There are times when 25Live will make establishing relationships easy, like below. If this is the relationship a requester wants to establish, simply click the button.

If not, click the “More Relationship Options” and choose the event another event instead:
Adding Stars to Event Types, Organizations, Locations, Resources, and Events

Adding stars to events, event types, organizations, locations, and resources makes the system show the starred choices first, making things much faster for requesters to find information and submit their event requests quickly.

Adding Star to Event Type:

Notice the starred event types show first in the drop down box so that no typing or scrolling is necessary. The red arrow marks an un-highlighted star. To highlight/star the event type, simply click on the star. This will add it to the starred event types.
Adding Star to an Organization:

To add a star to an organization, the organization must first be located in 25Live. Once the organization has been found, click on the un-highlighted star. This will make the organization show first in the drop down box making it easier for the organization to be found for future event requests.

Adding Star to Locations:

Search for the location and add it to your event request. Once the location has been added and populated on the right-hand side of the request, requesters can click the un-highlighted star. Once highlighted, the location will show under the “Your Starred Locations” box making it easier to find and select in future event request submissions.
Adding Star to Resources:

Search for the resources and add it to your event request. Once the resource has been added and populated on the right-hand side of the request, requesters can click the un-highlighted star. Once highlighted, the location will show under the “Your Starred Resources” box making it easier to find and select in future event request submissions.

Adding Star to Events:

Once the event request has been submitted, requesters can click the “Add to Starred?” link. This will make the event show on the requester’s 25Live dashboard.
**25Live Dashboard**

The 25Live dashboard has many boxes on the homepage of 25Live; however, each requester can edit their dashboard by clicking the “Customize Dashboard” link. Once that has been done, requesters can move the dashboard boxes into the storage area. Requesters can also move their preferred boxes on their homepage wherever they like. Once a requester is done editing their dashboard, click “Done” to set. To reset the dashboard back to its original setting, click on the “Customize Dashboard” link and select the “Reset Dashboard” button and click “Done.”