FORDHAM UNIVERSITY

THE JESUIT UNIVERSITY OF NEW YORK

25Live Pro Helpful Tips

* **Share your comments with us**, email 25Live_Feedback@fordham.edu

* **The recommended browsers for 25Live Pro are Mozilla Firefox or Google Chrome**. If you are using Internet Explorer, please upgrade to the latest version.

* **Clear your browser cookies and cache every other Wednesday**. 25Live Pro performance improvements are performed every other Tuesday at 8:00 pm (est). Clearing your browser will ensure you get the latest enhancements.

* **Wish you had those [Tabs] back?** 25Live Classic had a Tab for each object: Event, Locations, Resources, Tasks, Reports, etc… It was very conducive to toggle back and forth between Tabs. 25Live Pro has one Search box for those same objects. If you prefer to toggle back and forth between objects, just open up 25Live Pro in multiple browser windows. One Pro instance can be set to search on Events, another Pro instance can be set to search on Locations, and so on. The toggle capability is now back, without slowing down the system.

* **Never choose "I Don't Know".** After clicking Finish, as your event request is being saved, you may be brought to a heading page. If you are asked to choose where you want to save this event, it is necessary to select University Events under the campus where your event is being held. Please do not keep your selection as "I Don't Know" – you must select a valid option or your event will not be seen and you will need to resubmit it.

* **Don't forget to choose 'Setup Layout', if needed.** Many events, particularly those in multi-purpose rooms, need to have a 'Setup Layout' specified. After selecting a location in your request, click on [View Occurrences] and choose a Layout for the dropdown box. Feel free to add additional Comments as well.

* **Do you need 'Resources' for your event?** Many locations have installed resources as features built into a room. Review the features on a room to see what equipment is readily available. If you do need additional resources (such as microphone, speakers, Media Services help setting up for a video conference), use the 'Event Resources' to request those items/services. You can search for resources by campus. Make note that some of the available resources are specific to certain buildings, such as McGinley, Walsh Library and Keating. When in doubt, choose Media Services resources. After selecting 'Event Resources' for your request, click on [View Occurrences] for the Resources to add specific instructions.

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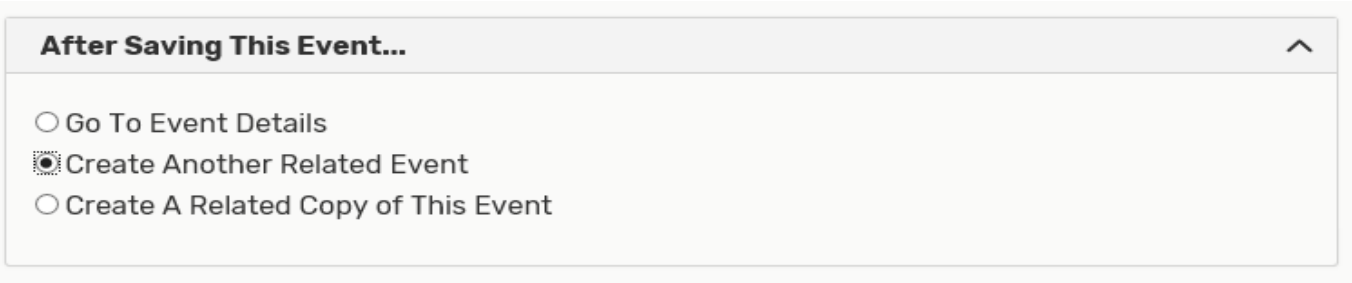
* **Event requests should be broken up by fiscal year.** Behind the scenes in 25Live, each event is filed away into a folder and cabinet which are set up by fiscal year (July 1, 20xx to June 30, 20xx). Therefore, events should be broken down by fiscal year as well. When you are doing an event with multiple meeting dates that span June into July/August, break up the event into 2 separate requests. The first event request should be for all dates up to and including June 30th. The next event request should be for all dates as of July 1st and after.

* **Use the Copy and Establish Relationship option to group similar requests together.** If you have multiple similar event requests and would like them to appear together on reports or searches together, you can create a Relationship between them. Create the first event and at the end of the Event Form you choose * Create Another Related Event, or * Create A Related Copy of This Event.



* **Classrooms for Academic Courses should NOT be submitted through 25Live Pro.** While instructors will find 25Live Pro to be helpful in identifying the features and availability of classrooms, the request for a classroom cannot be submitted through 25Live. All requests for academic courses must be submitted through previously set procedures by the department or school. All room assignments are processed in Banner, which then feeds to 25Live Pro through an interface. Instructors can use 25Live Pro to request a make-up session, or special lecture outside of the normal meeting time for the course.

* **Why was my event denied when the classroom requested appears to be available?** Academic courses may not appear in 25Live Pro until a few weeks before the semester begins, and even then, there may be multiple room changes that will have to be made to accommodate all course needs. The Office of Academic Records and the Law School Registrar may not be able to confirm an event until all academic course room assignments are finalized.

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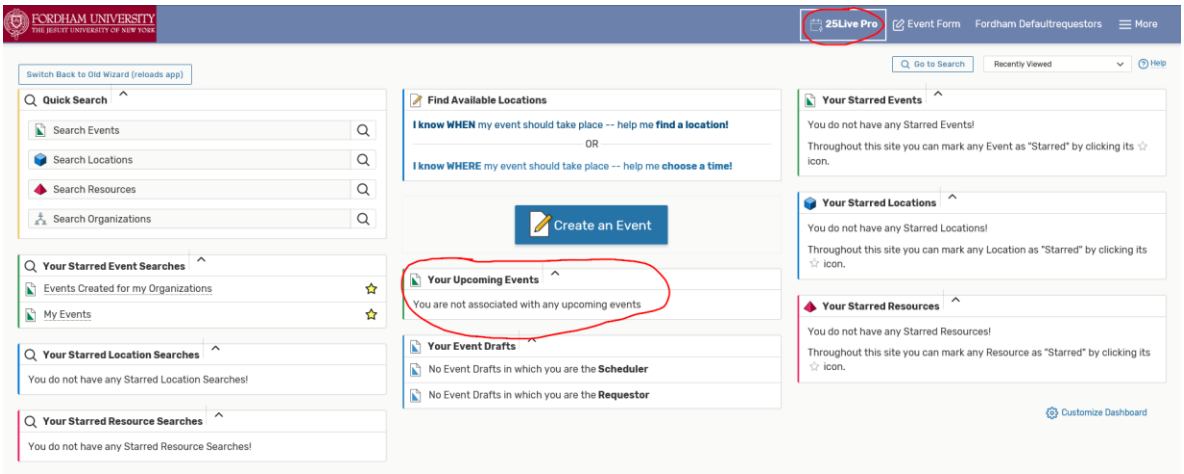
* **Why am I having trouble creating an event to meet 3 years from now?** 25Live Pro will only allow users to submit requests up to 2 years in the future. If you request an event beyond that period, your request may be Denied or you will be told it will remain in a Pending state until it can be processed.

* **Requestors will not be able to edit an event after it is saved.** If you would like to cancel or make changes to an event after it is saved, you can respond to the notification email you receive from the location scheduler to make the appropriate changes.

* **Space can only be used for the purpose in which it was originally requested and approved for use.** Requestors cannot change the type of event for which the space was requested. Requestors cannot give away an approved allocated time in a room to another group. Any changes to an event type or room use needs to be sent to the person who sends the confirmation email.

* **How can I tell if my request has been processed?** All Schedulers will send an email for each request to notify the requestor if it was approved or denied. You can also check Your Upcoming Events channel on the 25Live Pro Home Dashboard for confirmation.



* **Why am I being asked for the name of a sponsoring Vice President?** A Vice President, Dean, or Director's signature is required for use of some spaces, such as:
Lincoln Center – 12th Floor Lounge, Plaza View Room, President's Dining Room, Pope Auditorium
Rose Hill – Walsh Library O'Hare Special Collections Room, Walsh Library Outdoor Terrace
Please indicate the name of the Sponsoring VP, Dean, Director, etc… in the Additional Event Information area so the scheduler can follow up with necessary paperwork.

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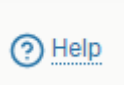
*** My Event Request will not save because of a 'Pending Event Conflict' or because of a 'Blackout Conflict'.**

Pending Event Conflict – Another Event Request is already in progress asking for the same room at the same time. However, an Event Request that was started and not saved or cancelled correctly can also cause a location to have a pending conflict. If you encounter this message, please email 25Live_Feedback@fordham.edu. A 25Live Administrator can review the Pending reservation.

Blackout Conflict - A location Blackout Conflict is different from a Pending Event Conflict. A select few schedulers have the authority to put a blackout on a space if they are holding it for a special event. For example, there might be a Blackout to hold a lecture hall for New Student Orientation or a Board of Trustee meeting. Once the exact times of each meeting and session is confirmed, the Blackout comes off and the actual reservation is then processed. A Blackout could be a real conflict to any new event being submitted.

*** Online Help**

Go to www.fordham.edu/25live for Fordham training documents and videos.

On the top right hand side of the 25Live Pro site, click on 

link to go to documentation provided by CollegeNet, the parent company of the 25Live application.