FORDHAM UNIVERSITY
THE JESUIT UNIVERSITY OF NEW YORK

SCHEDULERS ONLY
How to Approve or Deny Tasks
in 25Live

Tasks are event requests for the locations or resources you manage. Since you are a Scheduler in the 25Live system, you have an obligation to closely monitor Tasks so you can respond to requests. All Schedulers should sign in to 25Live on a daily basis.

Upon Sign In, **Tasks (#)** will appear on the upper-right hand side of the 25Live banner. The number that appears in the parenthesis is the number of new pending tasks you have in your queue.
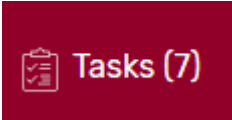
When you click on the **Tasks** icon, a list of *Outstanding* Tasks (pending requests) will appear.

From the Select Object dropdowns, you can also view *Overdue, Flagged, Completed, or Assigned By You Tasks*.

The default display of the Task List is by order of submission from the requestors so you know who asked for a space or resource first. They can then be assigned as first-come, first-serve. However, you can also re-sort the list by clicking on various columns.

The *Outstanding* and *Overdue* pages will prompt you to *Assign* or *Deny* an event request from the Actions column. However, in most cases a Scheduler might want to see more details about the event request. To see more specifics, click on the **Event** name. After reviewing the **Details** and **Occurrences** of the event request, go to **Task List** to *Assign* or *Deny* the location being requested.

Once you *Assign* or *Deny* the request, you should change the **Event State** from *Tentative* to reflect whether or not the event was *Confirmed* or *Denied*.
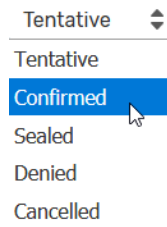
Event States:
Choose one of these Event States after choosing *Assign* or *Deny*

- *Confirmed* – Request for location is approved.
- *Denied* - Use Denied when you want to deny the space requested for an event. Upon notification of the denial, this option will allow the original requestor to go back into their event request and choose another location and resubmit it.
- *Cancelled* - Use Cancelled when an event has been canceled, and will not take place at all.
- *Sealed* - Do not use this Event State. *Sealed* will lock an event which will prevent anyone (even the scheduler) from being able to edit it.

EXCEPTION: *If the event contains multiple location requests, some of which you do not manage, do not change the Event State. The last scheduler should change the Event State after all pending Tasks are reviewed.*

Scheduler:
As you will notice from the list of Tasks, the Scheduler of each separate Task is most likely going to be the person that placed the request. 25Live defaults most event requests to the name of the Requestor. If you would like to update the Schedulers name to your own, do the following:

- Click on the **Edit Event** icon
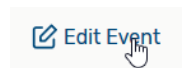
- A summary of the event request will appear on the left hand side of the screen. Click on the **Scheduler Name** and make the appropriate update.
- **Save**

Notification Email:

Requestors will not automatically be notified of your status update of Approved or Denied. You must email them separately so they are made aware of the status as soon as you have updated it.

- To send a notification email, go to the **More Actions** dropdown, and click on **Email Event Details**.
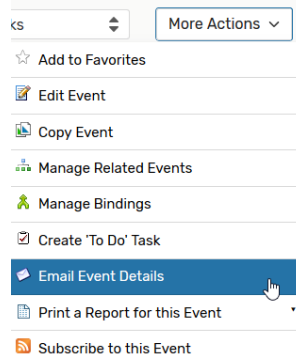
- Check off all **Related Recipients** or add **Additional Recipient.**
- A 'best practice' recommended by many schedulers is to include the word 'DENIED' in the Subject line if you have denied the request. By appearing in the subject line, it is very clear to the Requestor there was a problem with the request.

- Enter your text in the Message Body to clarify the status of the event for the requestor and/or scheduler, both room and resources where applicable as well as any other details you need to confirm.

- Under **Attach** click on a relevant attachment to send a PDF with all the details. It is strongly recommended you use **Event Confirmation (Related)**. You can also add additional attachments if you choose to do so.

- Check off the **Include event details in body of message** so the email notification includes all of the original details of the request.

- **SEND**