25 Live Resource Users Training & Tips
25Live

Resource Users Training

Contents

Resource Users Training ............................................................................................................................................ 3
- 25Live Sign In .......................................................................................................................................................... 3
- 25Live Help/Feedback? ........................................................................................................................................... 4
- 25Live Environment ................................................................................................................................................ 4
- 25Live Calendar ..................................................................................................................................................... 5
- 25Live – Parts to an Event .................................................................................................................................... 6
  Event Card Fields .................................................................................................................................................... 6
- 25Live – Reviewing Tasks ..................................................................................................................................... 7
- 25Live – What Happens If You Must Decline a Request? ...................................................................................... 9
- 25Live – Reports .................................................................................................................................................... 10
- 25Live - Creating a Custom Personal Search ........................................................................................................ 11
- 25Live – Tips .......................................................................................................................................................... 12
25 Live

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25Live Sign In

25Live is a Web-based application. The Application will perform best using Firefox but will work in Chrome. You will also be able to access 25 Live from a link in myPellissippi (Employees Tab)

25Live Link - Production: https://25live.collegenet.com/pstcc/#home_calendar[0]

Sign In: Use your Pellissippi Username and Password

How to bookmark in Firefox

Visit this site for more information on managing bookmarks in Firefox: https://support.mozilla.org/t5/Learn-the-Basics-get-started/Create-bookmarks-to-save-your-favorite-webpages/ta-p/2363

To create a bookmark, click the star in the toolbar. The star will turn blue and a bookmark for the page you're on will be created in the Other Bookmarks folder. That's it!
25Live Help\Feedback?

If you have any problems with 25 Live or need help with one of the following, please use the Feedback option at the bottom of the 25 Live screen.

- Questions
- Lock Errors
- Date\Time\Room Editing
- Event Deletion

Need More Tips or Help?

You can find additional help on a screen whenever you see this:

These will pull up a helpful screen giving detailed information about the view you are on and helpful tips.

25Live Environment
25Live Calendar

The 25Live calendar tab will show events based on **search** chosen and **date range** chosen. These cannot be customized to default to your personal preferences at this time and must be changed each time.

**Choose Search**

**Click on Date Range to Change:**

This will hold throughout current session (Click Enforce), but must be reset each session: Defaults to next 4 weeks.

**Click on Interval**
Event requestors have the ability to request services your department offers. They do this during the event creation process while filling out several fields. Many of these fields will contain relevant information about their event and their request of resources. Below are explanations of the fields they enter and the information that is collected for each event.

Event Card Fields

1. **Event Title** – This can be a longer name and will be the title displayed on the college calendar.
2. **Event Name** – This field is 40 characters and will refer to the event in reporting documentation etc.
3. **Event Description** – Any information here to describe what the event is about.
4. **Event Type** – This is an important field. Classify the event to the best applicable type available.
5. **Categories for Calendar Publishing** - This is an important field. Classifies event to ALL applicable categories including Web Calendar Posting. This field will affect where the event is posted on public calendars and is critical to keeping these accurate and up to date.
6. **Event Date and Time** - Please note the recurrence options and adhoc options if these apply to the event. Some events may repeat and could have different instruction on each date. Please note whether the event is a one time occurrence or multiple.
7. **Event Locations** – Note that some events may take place in multiple locations at the same date\time or may be in different locations on different dates.
8. **Contacts**: Please look for the Requestor (person requesting the event or event sponsor\contact) and Scheduler (one who enter the event information into 25Live) this should default to user. Some event types will give the user the option to include Emergency contacts or an Additional Contact.
9. **Primary Organization** – The sponsoring organization of the event.
10. **Head Count** – Number attending event.
11. **Resources** – This space allows for automatically requesting equipment and ETS personnel for the event. ETS, Security, Facilities, Publicity etc. will be notified of the requests.
12. **Event Comments** – This is just a space for additional comments regarding your event such as setup or additional requests to the Resource requested. However, if their information is critical or short notice. We have advised users to notify that department directly by email or phone.

**Categories are critical and will determine how your event is published to the web!**
25Live – Reviewing Tasks

Event resource requests can only be found and reviewed in the 25Live application. You will not be automatically notified of a request by email and must log into 25Live daily to check your new requests (Tasks). Some users will follow up with emailing you with their “Event Confirmation Detail Report” and we have advised them to do this when they have a complicated or late notice request, and when making changes to an event; however, some users my not on day to day simple requests.

When you first log into 25Live you may be notified of Task requests that you have not responded to, however, this notice will only appear when you first login. You will have to check in one of the following ways for any new requests that are created after you login.

25Live requests are referred to as Tasks and can be reviewed in three primary ways:

1. Task Overview Tab

From the Main “Task” there are two sub tabs. The “Overview of Tasks” tab will show you all tasks that are awaiting a response from you. This is your first notice, there are several categories at the top of the screen to view these tasks by various groups: Overdue (in the past), Outstanding (awaiting response), Completed (you have responded), etc.

**Note:** That one you Approve\Decline a task the user will not receive an automated message. Therefore, if you must deny a request do to other conflicts please notify the user via email or phone of the necessity to decline their request.
2. Tasks Agenda

This tab will give you tasks that are requested for events occurring on that date. This is a good place to get a quick glance as to what is required for this date’s events.


There are several reports on the Resources sub tab of Reports, however, the primary report that will be useful for determining the Resource requirements for the day would be the “Daily Operations Report”. This report will give a listing for a specified date range and Resource group. Choose the appropriate searches (“All_Events” and “Your Department Resources”) when prompted to produce a report for your specific department.
25Live – Event Detail Confirmations

1. Click on Event
2. Go to More Actions
3. You have the option to Print a Report for this Event or Email Event Details. Detailed is preferred.

25Live – What Happens If You Must Decline a Request?

What happens if you must decline a request? Schedulers can only be aware of this if they go into 25Live and look on their Dashboard in the Task section. Some users are not in 25Live very frequently and could very well miss this. So as a courtesy, please inform the user by email or phone of the need to decline their request.
There are many reports available and these are often based on "searches". Make the appropriate search selection in the parameter drop boxes for each report. If these are not chosen your report will not return information. You may create your own searches and you can contact the Helpdesk if you are interested in custom searches or have a search idea that would benefit the group.

Tip! Firefox Pop-ups Disabled

Make sure you disable Firefox’s pop-up blocker. This will insure that Reports appear once you launch them.

To verify:
1. Tools>Options>Content Tab
2. Make Sure “Block pop-up windows” is unchecked > OK
25Live - Creating a Custom Personal Search

If you want a Search for only your events do the following:

1. Events Tab> Search for Events> More Search Options
2. Fill in the appropriate Search Drop Downs
3. Click “Go”

4. Choose Save Search
5. Name your Search > Search Name:

6. Check “Search Criteria” at the top > Save Search (bottom Left)

25Live – Tips

1. **Refresh** - You MUST use the Refresh button to reveal any events additions, changes etc. **Use it often.**

2. **Use Firefox** – You may use IE as your browser but 25 Live may be a bit slower and quirky. Chrome and Firefox are the recommended browsers for 25Live.

3. **Use the Feedback button when you need help.**