25Live: A General Guide for Requestors

URL:
- https://calendar.wellesley.edu/25live/ Bookmark it. You can also get to 25Live via the Wellesley campus calendar (Click on Calendar at the top of any Wellesley web page, then click Request on the left, above the calendar.)
- Use Google Chrome or Mozilla Firefox 3.6 (not 4.0). Avoid IE if possible.
- Open URL outside of the MyWellesley Portal
- <mark>User MUST be signed in with domain name and password to request an event or access any of their user privileges.</mark> This is the most common user mistake.

HELP FEATURE
- Use it.

HOMEPAGE
- After opening 25Live, sign in right away. Navigating around the system and only signing in when you need to make a request seems to stump the system.
- Use Tabs to navigate (25 Live Home, Events, Locations, etc.) as desired.
- Minimize all the portlets you don't need by clicking the "-" sign in the upper-right corner of the portlet. Open them with the "+ " sign when you need them.
- Return to 25Live Home before signing out.

TO MAKE A REQUEST
- Sign in using your domain name and password.
- Click on "Event Creation and Editing."
- 25Live will lead you through a series of data-entry pages, beginning with Event Name and ending with Event State. (You'll notice that you can also navigate through these pages with the menu down the left-hand column.)
- Date and time – If you're entering a repeat event (Mondays, 4pm-5pm, for the semester), you need to create only one event and include all the additional dates in that single event. But if your repeat event occurs at different times (Mondays at 4pm, and Thursdays at 6pm), you will need to create a separate event for each separate time.

FAVORITE (STAR) YOUR FREQUENTLY-USED PARAMETERS
- The first time you enter an event, you will need to use the index to select each of these parameters:
    - your location
    - your org
    - your event type
    - your requestor
    - your scheduler (if you don't know who it is, leave it blank)
- <mark>As you select each parameter for an event, it will appear in the right-hand column. Click on the star next to it to "favorite it." This will save lots of time during later entries.</mark>
- After completing a request, you can also favorite the entire event so it shows up in your 25Live Home, where you will be able to right click for a variety of options.

BROWSER FREEZING OR GETTING "HUNG"
- Try refreshing the area of 25live you are in. Most windows have a refresh button (tiny clockwise arrow).
- Try re-loading the page of your browser.
- If those do not work, close the browser and open a new window.
- Report all technical issues to the feedback button at the bottom of each screen.

KNOWN ISSUES
- Event request wizard ORG search does not work. Instead, find your organization using the Index, then favorite your organization.
- The web-based system is sometimes slow due to traffic, but it should not get "hung" up.
- "Create similar event" feature is turned off for most requestors (it only works for space approvers).

MAKING CHANGES IN 25LIVE
- Most users DO NOT have the ability to edit their events after saving them; only approvers may edit events. So, if you need to make a change to one of your events, go to detail view of the event, use the drop-down Actions Menu, click Email, and send the change to your scheduler/approver.