Requesting Cancellation of an Event

After a user creates an event in 25Live, sometimes things change. An event requester without permissions to change the Event State can ask for cancellation of the event.

Security Note

This functionality requires the user to be granted the following permission in <u>Series25 Group</u> Administration: Basic Options: 25.0 *Create To Do's and Request Event Cancellation Tasks.*



The event requestor asking for cancellation cannot also be *both* the event scheduler and owner.

How to Request Cancellation

1. Go to the Event Details

Tapping or clicking the name of any event will bring you to its details view. You can <u>search for an event</u> or look for it as part of your starred items on your home dashboard.

2. Use the Request Cancellation Link

Fri Apr 10 6:00 pm - 9:00 pm Repeats every day for 2 iterations
 AV - Extension Cords [1] AV - Laptop - Mac [1] AV - Microphone - Hand Held with Cord [1] View All
More Actions
C Edit Event Request Cancellation

If displayed, use the Request Cancellation link, then enter a comment describing why you want to cancel the event.

Tip: If Cancelling Via the Event State Fails

Alternatively, if the Event State with the *Cancelled* option is available but fails to complete, you may want to use the **Request Cancellation** link.

3. Check the Tasks List

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Details Occurrence	s Calendar	Schedule	Task List	Pricing	Registration	Audit Trail	Scheduled Er	mails	100	re Actions
Related Events		C Edit Eve	ent Confirm	ed 🗘		View: All As	ssigned Tasks	¢ Ch	at 🔗 Manage Attendees	C (
		Eve Or J	ont Type and rganization Approvals	Location Assignments and Approvals	Resource Assignments and Approvals	(4) Requirement Approvals	5 To Dos and FYIs			
Event Type and Organi:	zation Approvals	(O Tasks)								^
ocation Assignments	and Approvals (C	completed)								^
Resource Assignments	and Approvals (11 In Progress)								~
Requirement Approval	s (2 Pending)									~
To Dos and FYIs (2 In Pi	rogress)									^
Approve Checked	Deny Checked									
0 of 2 rows selected										
Task Item	— Туре	– Status	Flagged	Respond By	 First Date 	— Ac	ction Ass	sign To	- Comments	
Cancel Request	Public	In Progress	\checkmark	Wed Aug 27	Fri Apr 10	No	one 🔻	• Chen, Lee	Not enough film festival entries.	
	Ilmag	e: When a ca	ancel req	uest is in pi	rogress, a tas	k will show	w in the eve	nt's Task Li	ist.	

If your cancellation request is successful, a "Cancel Request" task for the pending request will be included in the event's Task List for the scheduler or event owner to complete. If your event has both a scheduler and an event owner, the scheduler will be prioritized to receive the task.

Note: Cancelling Releases Locations and Resources and Limits Editing

When the event scheduler or event owner cancels the event, all location and resources assignments will be released. After, only users with the required security permissions may edit an event that has been cancelled.

When the task is completed, notifications will be sent, depending on the workflow and <u>Event Save Email Scenarios</u> set up in your instance.

Troubleshooting

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If You Don't See the Request Cancellation Link

- Check to see that the event isn't already cancelled
- Make sure there isn't a pending cancellation request on the event
- Ask an administrator to re-check your user's permissions in the <u>Series25 Group Administration</u> tool to ensure you at least have **Basic Options: 25.0** *Create To Do's and Request Event Cancellation Tasks*
- Check your role in the event to be sure your user isn't listed as the scheduler or event owner (in which case, you may be able to cancel the event using the Event State)

The Task Didn't Appear For the Scheduler

• Look to see if the request cancellation link is visible in the Task List for the event

• Try to request cancellation again if the request wasn't sent successfully previously

Lo	ocation Scheduler	^
	Smith, Jane 🛱	~
	Image: The Location Scheduler listed on the Location Details pa	ige.

If You Don't Receive a Notification

- Check the email address in your contact info in the User Settings
- Check the event's Task List to see if the cancellation request is still pending
- Ask an administrator to see if the workflow and event save emails in your 25Live instance are set up to notify you of the event cancellation