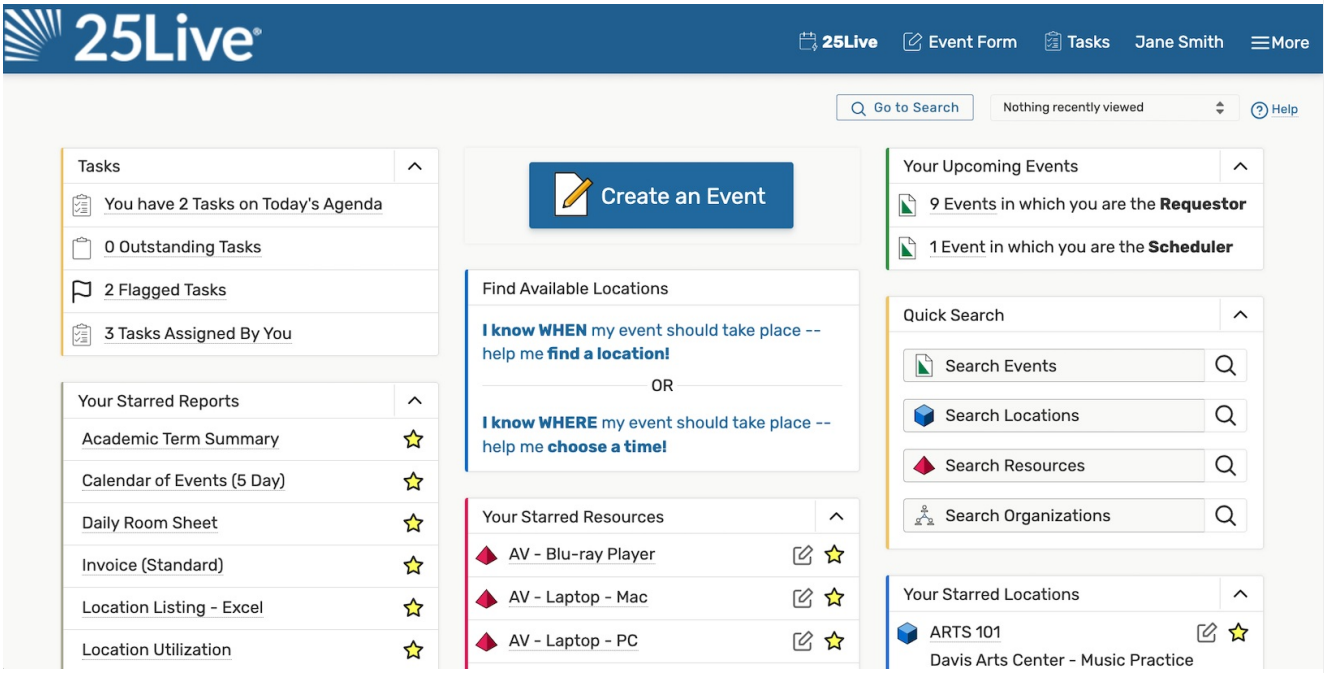
25Live FAQ

What Is 25Live?



25Live is an advanced scheduling application built on a SaaS platform using updated coding and deployment practices. For more, see About 25Live.

General Functionality

What are the recommended browsers for 25Live?

For the most up-to-date information, please see the Series25 Technical Specifications.

Can I use 25Live on my mobile devices?

25Live is designed to adapt to different device screen sizes, making it automatically compatible with mobile devices in the browser.

In addition, 25Live has a mobile app for iPhone available on the Apple iOS App Store and for Android on the Google Play Store.

How do I run reports in 25Live?

If you have permissions to access 25Live Reports, you can navigate there through the 25Live More menu under Go to Tool.

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Is 25Live accessible to keyboard users and screen readers?

Yes, and we are actively working to make all 25Live tools more accessible. Please see our accessibility page for information. If you encounter any accessibility issues, please report them to our support team.
Additionally, you can request a VPAT by emailing your account manager at series25implementation@collegenet.com.

Why do only some of the assigned locations and resources appear on the event details page?

The summary above the event details lists the first three locations and resources. To see all assigned items, view the Occurrences tab.

How do you schedule events with different times for each occurrence?

Individual occurrence times can be set through the event form or inline editing. For more information, please see Viewing and Editing Event Occurrences.

How do blackouts work in 25Live?

See Managing Blackouts.

How do I upload images to events for use with published calendars?

You can use the Detail Image and Event Image custom attributes as described here: Custom Attributes for Publisher Images.

How do you edit a search in 25Live?

In the search area, select a saved search, then click the toggle to **Advanced** to add or remove criteria. Then, save your changes. For more information, please see Using Saved and Shared Searches.

There is an Always Share option administrators can turn on for locations. Does this setting apply to everyone who has access to schedule the location?

Yes. Locations that are set to Always Share will always be available to reserve and will never encounter conflicts, regardless of individual user permissions. For more information, please see Permanently Sharing a Location.

The 25Live Event Form

Can I customize the behaviors of specific editors in the event form?

You can control which editors appear and which are required. Additional information:

- WYSIWYG rich text options in the event description cannot be customized.
- The **Create Organization** link is visible to any user with the Functional Security permission that allows them to create organizations, and it cannot be hidden.
- The **Spans Midnight** checkbox in the date/time editor cannot be hidden.

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What happens to an unsaved event when you click the browser Back button?

If you navigate away from an unsaved event, you can click on the Event Form button found at the header to get back to the event you were working on, or you can click on your browser Back button to get back to the event.

Is there a way to see an event or location that I recently viewed?

You can also use the Recently Viewed dropdown menu to find any objects that you have recently visited but clicked away from.

Are instructions always hidden in the Event Form?

Custom text for editor instructions is hidden behind an information icon and does not appear until the icon is clicked. Administrators can make some or all of the custom information blocks visible to users in the event form configurations. For more information, please see Creating and Editing Custom Event Form Configurations in 25Live.

Where can you edit occurrence comments, specific occurrence start and end time, or remove an occurrence?

You can use the **Manage Occurrences** button in the event form or inline editing from the Occurrences tab of the event to make adjustments to specific occurrences. For more information, please see Viewing and Editing Event Occurrences.

How do I make an event with multiple occurrences on the same day?

Below the **Repeating Pattern** button in the event form, click the date on the calendar where you want to create multiple occurrences, and a modal will appear. Change the occurrence times for the first occurrence, then click the **Add Occurrence** button. A new occurrence for that specific date will appear. Once you have added all your occurrences, you can close the modal.

How do I make an event with multiple occurrences on the same day with different locations?

Once you have selected your desired locations in the event form, click 'View Occurrence' for each location and choose which dates you want the location assigned to.

Event Save Email Feature

What is the difference between Event Save Emails and the email notifications that are available in Group Administration?

Notification emails are triggered only when tasks are created or completed, and their message text is not customizable. Event Save Emails can be triggered via multiple actions and are highly customizable.

Can you set up an Event Save Email Template and not send it immediately, so I can review the contents before sending?

Yes, a manual template option is available when configuring emails.

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