

Series25 System Users

Series25 uses various contact records associated with specific user accounts to accommodate system functions. These accounts generally should not be modified.

Critical System Accounts

These accounts are system-defined and **should never be modified** without first contacting Series25 Support. This includes changing the username or password, making the account an inactive user, or moving it to another security group.

25Live Viewer (viewer25)

- The 25Live viewer account is mostly used to configure how 25Live will look to non-logged-in users. Users who are not signed in will behave as though they have the permissions configured for this user.
- The default username is usually 'viewer25' but this can be set to a different username when 25Live is initially installed.
- Best practice is not manually log in with this account. Do not combine it with other system account roles described below (such as the public search user.)
- See [Setting Up the 25Live Viewer Seat](#) for more information.

CollegeNET Service Account (service25)

- This service account is a required system account used to clean up stale sessions, old cache files, and other expired objects in the database.
- This user is also used as a service account by Series25 Support in troubleshooting issues.
- If the account is altered, you may experience a loss in application functionality until Series25 Support can restore the account.

Default Object Owner (object25)

- This account is a placeholder "owner" for locations, resources, organizations, and other objects that have no owner.
- It is not relevant in day-to-day scheduling.

Other Custom Service Accounts

These accounts are not system-defined but are usually configured when 25Live is set up or when licensing new additions to the software. Best practice is to use generic usernames for these functions rather than tying them to specific individuals at your institution. If someone leaves, you don't want your core functionality tied to an account that's been deactivated.

As these (non-Interface) accounts are generally for view-only purposes, we recommend that they have enough permissions to see all events, locations, resources, and organizations in 25Live, but not the ability to edit any objects.

Note that anyone using a public search will only see results that their own permissions allow them to see, regardless of the Public Search User's security.



Warning: System Admin Privileges Are Not Recommended

Except for the Interface user, it is not recommended to create any of these accounts as system administrators (in the -1 security group) as this will prevent you from using the [Masquerade](#) feature.

Interface User

- This account is used by LYNX to access your Series25 database. Automatic imports and exports happen under this username.
- The interface account should stay in the system administrator (-1) security group.
- The account's username is not standardized but is usually something like 'Interface25' or 'Lynxuser'.

Public Search User

- Any searches [created in 25Live](#) by the Public Search User can be seen by all other 25Live users.
- We recommend creating a separate service account just for searches rather than using the viewer seat. However, using the dashboard user is acceptable.
- *Tip: Use Masquerade Mode to log in and change this user's searches.*
- For more information about building a Public Search User account see [Creating and Managing Public Searches](#).

Publisher User

- We recommend creating a separate Series25 account for managing publisher searches and feeds.
- This is a 25Live account, separate from the publisher credentials for <http://25livepub.collegenet.com> provided by your account manager.
- Best practice is to use this account to control all feeds for 25Live Publisher rather than individual user accounts.
- For more information about building a Publisher user account see [Building a Generic Publisher User Account](#).

Default Dashboard User

- Log in as this user to [customize the dashboard](#) in 25Live. All new users' dashboards will match this default configuration.
- New users' dashboard configurations only include the position of dashboard elements, not saved searches or favorite objects.
- This username is set in System Settings > General Settings > [User Defaults](#).

Integration Service Account

- This type of account can be useful when you are setting up an integration with a third-party vendor.
- For more information about building an integration user account see [How to Create a Service Account](#).

