A User Cannot Request a Location in 25Live Despite Having Correct Assignment Rights

When trying to request a location, if the assignment doesn't "stick" despite the request assignment privileges to the location and the necessary security settings to request the location, it may be that no group has assignment approval rights. Follow the steps below to troubleshoot this issue.

Troubleshooting Steps

Check the Assignment Policy Rights

- In the 25Live Group Administration tool, tick the **Select or Deselect All Except Sys Admin Group** checkbox
- Select **Configure...** > **Location Security**
- Use the search field to select the affected location
- Under **Choose Security Type to View**, select **Assignment Policy**
- Verify that at least one security group has **Assign, Unassign, Approve** rights for the location

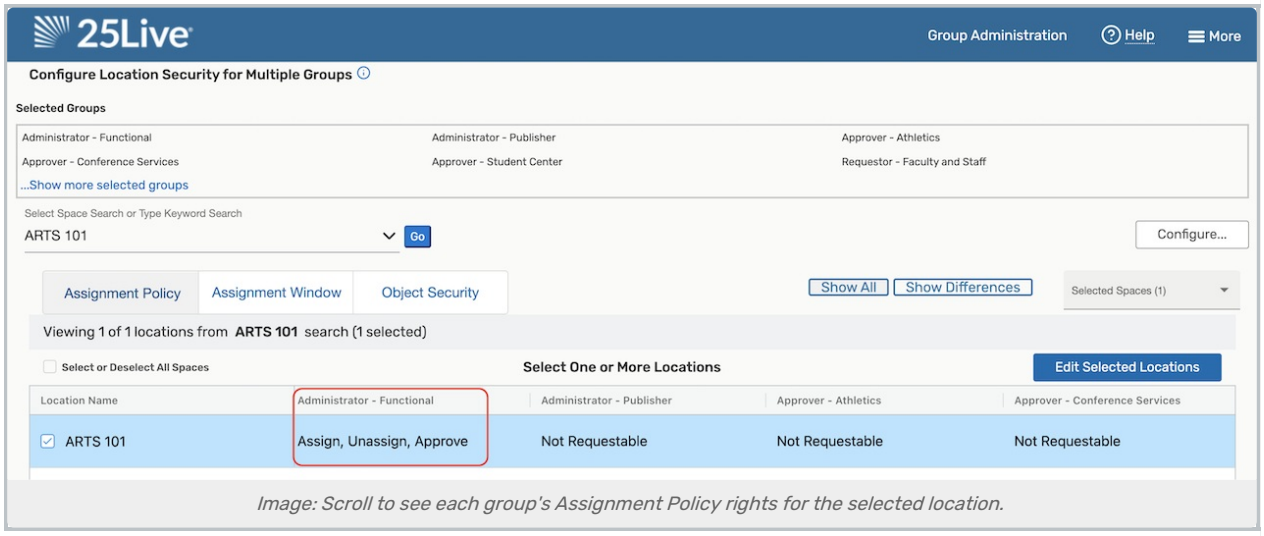

Image: Scroll to see each group's Assignment Policy rights for the selected location.

Update the Assignment Policy Rights

- If no group has Assign, Unassign, Approve rights, update the rights by ticking the Location's checkbox and clicking **Edit Selected Locations**
- Make changes in the form and **Save**

If this does not explain why a location request is not working, you might look at our list of reasons why location assignments may fail.

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