

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

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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

The screenshot shows the 25Live Group Administration tool interface. The 'Configure Location Security for Multiple Groups' page is active. Under 'Selected Groups', several groups are listed, including 'Administrator - Functional'. The 'ARTS 101' location is selected. The 'Assignment Policy' tab is active, showing a table of rights for different groups. The 'Administrator - Functional' group is highlighted with a red box, indicating it has 'Assign, Unassign, Approve' rights. Other groups like 'Administrator - Publisher', 'Approver - Athletics', and 'Approver - Conference Services' have 'Not Requestable' rights.

Location Name	Administrator - Functional	Administrator - Publisher	Approver - Athletics	Approver - Conference Services
<input checked="" type="checkbox"/> ARTS 101	Assign, Unassign, Approve	Not Requestable	Not Requestable	Not Requestable

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](#).

