

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

The screenshot shows the 25Live Group Administration tool interface. The top navigation bar includes the 25Live logo, 'Group Administration', 'Help', and 'More' options. The main heading is 'Configure Location Security for Multiple Groups'. Below this, there's a 'Selected Groups' section with a list of groups: Administrator - Functional, Administrator - Publisher, Approver - Athletics, Approver - Conference Services, Approver - Student Center, and Requestor - Faculty and Staff. A search bar is present with the text 'ARTS 101' and a 'Go' button. The 'Assignment Policy' tab is selected, and the 'ARTS 101' location is chosen. The 'Assign, Unassign, Approve' rights are highlighted for the 'Administrator - Functional' group. The table below shows the rights for the selected location across different groups.

Location Name	Administrator - Functional	Administrator - Publisher	Approver - Athletics	Approver - Conference Services
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**

i 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](#).

