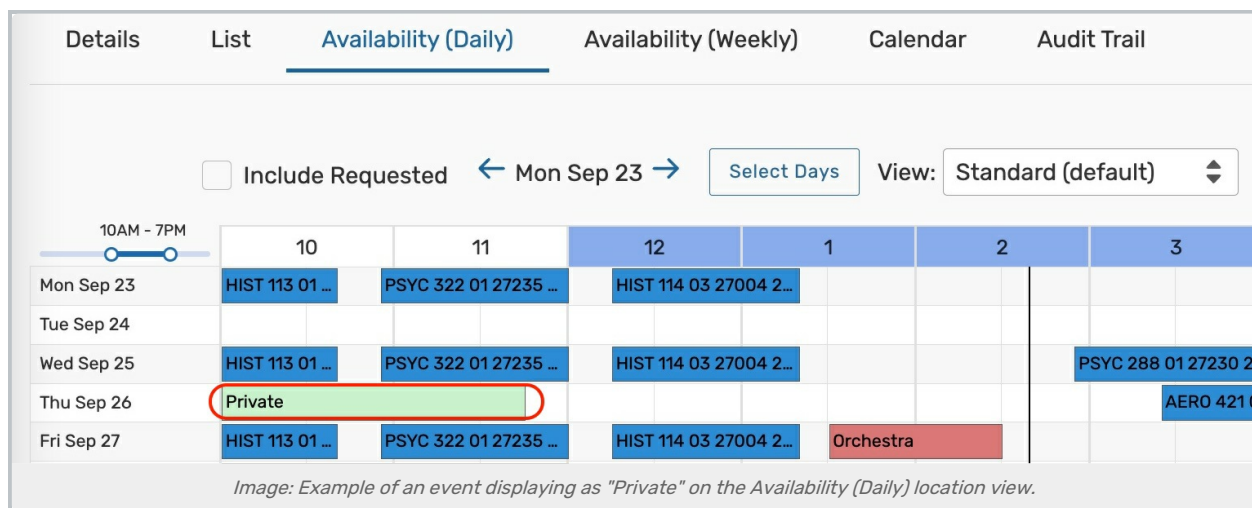


A User Cannot See a Given Event in 25Live

If one of your users can't see a specific event (i.e., it shows as 'private' on a space availability view), it may be that the object security settings are incorrect.



Basic Assumptions

1. This user has logged into 25Live.
2. This user has sufficient [Functional Security Settings](#) to see events (i.e., at least 'Read Only' access to the Event Directory, Cabinets, Folders, and Events).

Troubleshooting Steps

Check the Event Object Security

- In the 25Live Group Administration tool, select the security group for the user experiencing the issue
- Select **Configure...** > **Event Security**
- Select **Events** from the **Find** dropdown menu
- Search for the event that the user cannot edit
- Verify the security group that the user is in has at least **View Only** access

25Live Group Administration [Help](#) [More](#)

Edit Event Security [?](#)

[Configure...](#)

Find **Events** by... **OR:** **Select Event Search**
CollegeNET Events [X](#)

• A start date of 11 07 2023 [X](#)

[Select All](#)

[Additional Filter Options](#) [X](#) [v](#)

1 Selected Event [v](#)

Event Navigation

[Events \(1 displayed\)](#)

[Select All](#) / [Deselect All](#) / [Filter](#)

☒ A Night with Heart 2024
 Event in the Events cabinet
 2023-AAHLBC [i](#)

↓ **Update security options for 1 Selected Event** ^

Object Security [Save](#) [Cancel](#)

| Group Name | Edit, Delete, Copy | Edit | View Only | Not Visible |
|----------------------------|----------------------------|----------------------------|----------------------------------|----------------------------|
| Administrator - Functional | Select All | Select All | Select All | Select All |
| | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |

Image: Event Object Security configuration options.

Check the Folder's Object Security for New Events

- In the 25Live Group Administration tool, select the security group for the user experiencing the issue
- Select **Configure...** > **Event Security**
- Select **Folders** from the **Find** dropdown menu
- Search for the parent folder of the event that the user cannot edit
- In the **Child Events** tab select **New Event Rights** from the **Select security option** dropdown menu
- Verify the security group has at least **View Only** access

Edit Event Security

Find Folders

by...

OR:

Select Event Search

Selected Folders (1)

Select All

Deselect All

Additional Filter Options

events

<<

Clear event navigation

>>

Selected Folders

Select All / Deselect All

☒ Events

Folder in the Events cabinet

Update security options for 1 Folder

Object Security

Child Folders

Child Events

Cancel

Save

| Group Name | Select security option | Edit, Delete, Copy Select All | Edit Select All | View Only Select All | Not Visible Select All |
|---------------------------------|------------------------|----------------------------------|-----------------------|----------------------------------|---------------------------|
| Service Provider - Food Service | New Event Rights | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |

Image: New Event object security rights in the Child Events tab.



Please note that changing the folder setting will not affect existing events, only future ones. You must select existing events to update them.