Why Can't I See a New Event Custom Attribute

If you've created a new Master Definition (such as a Custom Attribute) in the 25Live System Settings, but cannot see it when you log in as a user it may be that you need to adjust your settings.

Troubleshooting Steps

Check the Master Definition Settings

- In **System Settings** > **Master Definitions** > **Custom Attributes**, locate your custom attribute

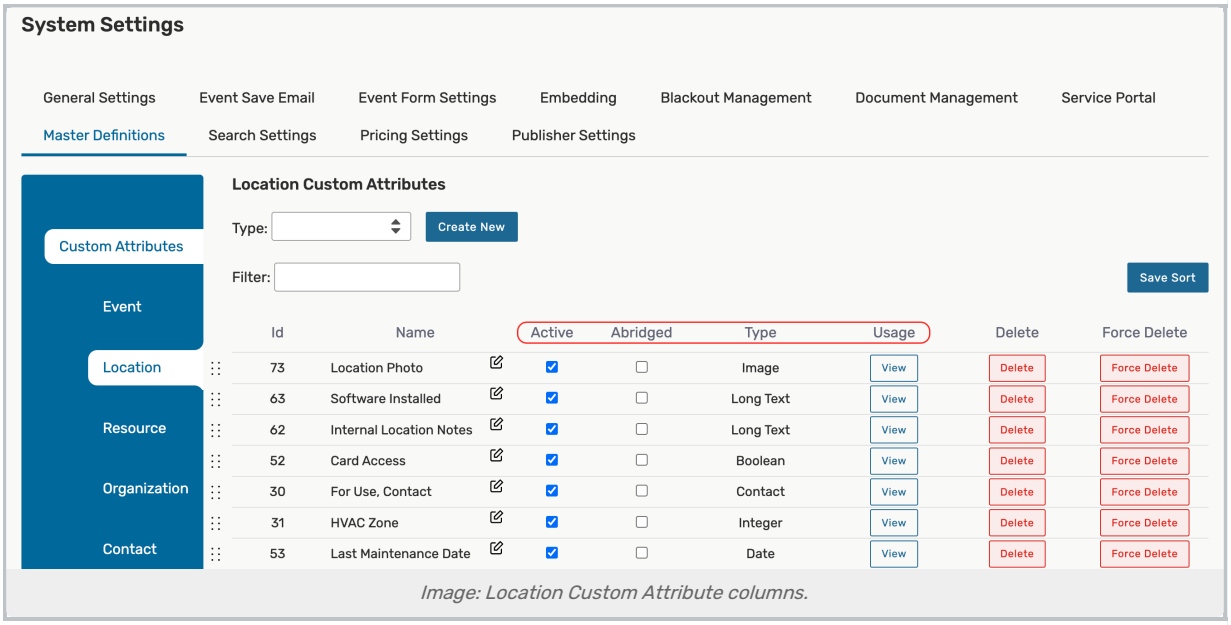

Image: Location Custom Attribute columns.

- Check that the custom attribute is **Active**
- If relevant, check the **Abridged**column to see if some users don't have the right to view the custom attribute
  - If you're not sure if a security group is limited to abridged security rights, you will need to log in to Group Administration and go to **Configure...** > **Security.** There, you can view and update the settings for viewing an object's master definitions under the **Basic** tab.

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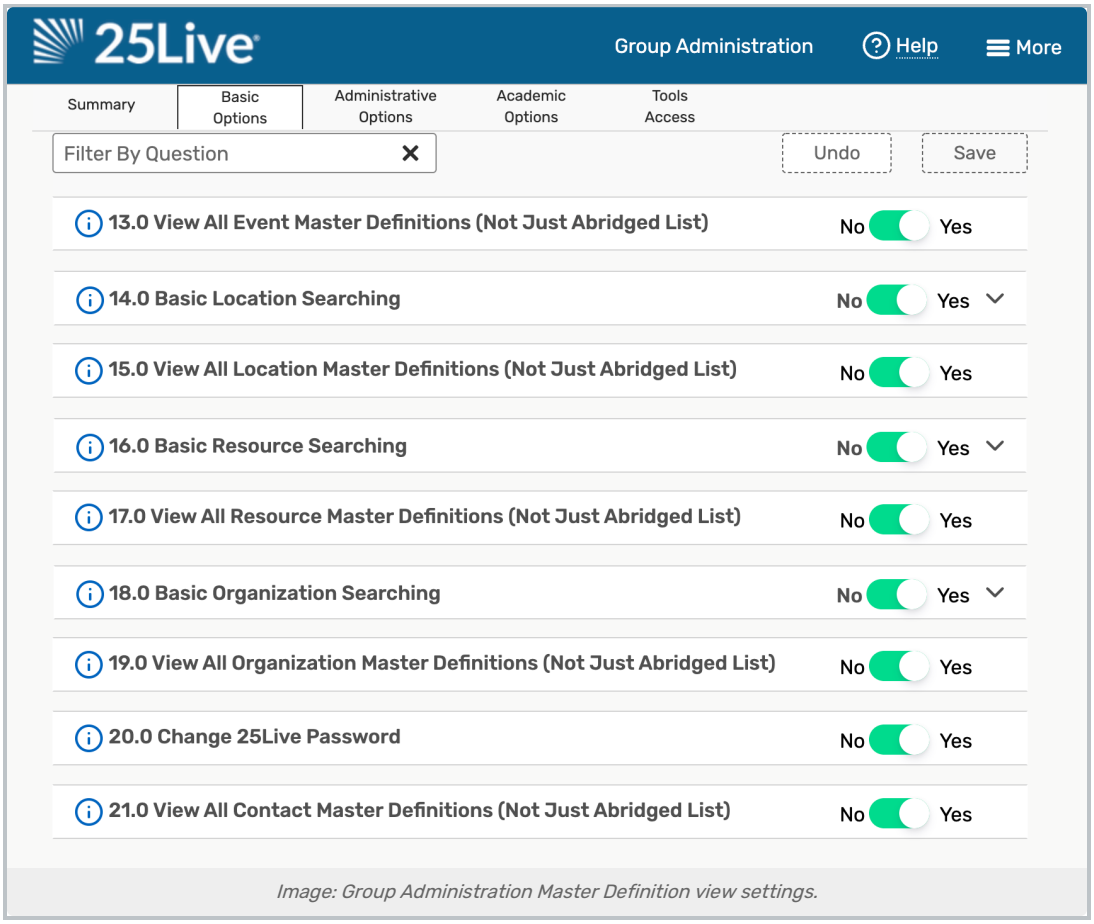

Image: Group Administration Master Definition view settings.

- If active, select the **View** button in the **Usage**column to verify if is currently mapped where you'd expect it to be
    - If you need to map the attribute, that can be done in **System Settings** > **Master Definitions** > **Event Types**

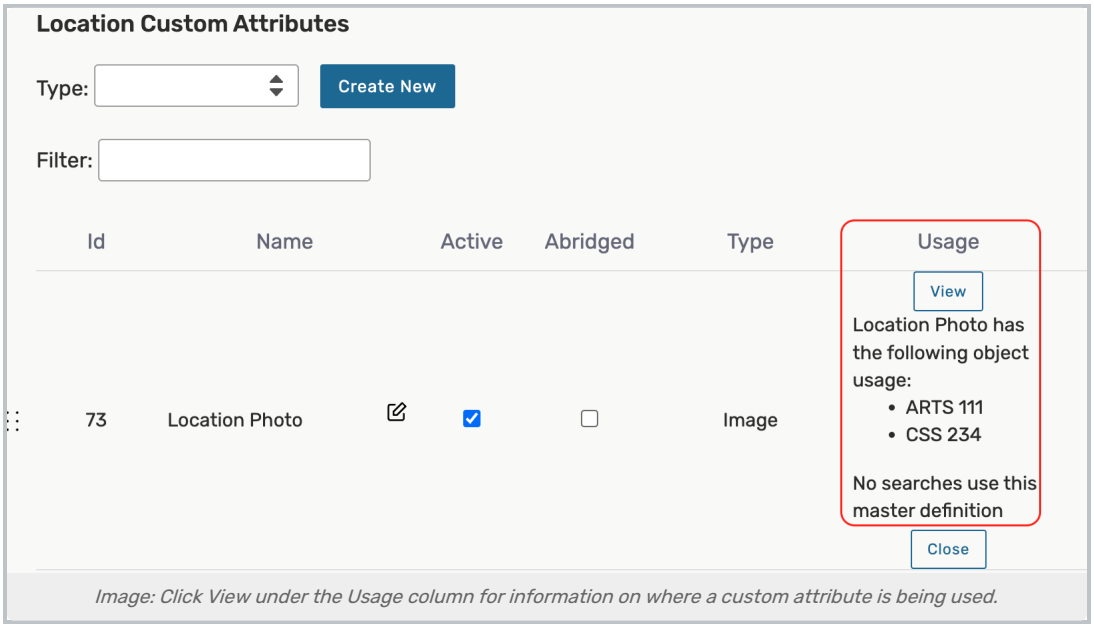

Image: Click View under the Usage column for information on where a custom attribute is being used.

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