

Publisher FAQ

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How do I get Publisher access?

Contact your account manager for Publisher credentials and first-time login instructions.

After you receive your 25Live Publisher login credentials, the username and password cannot be changed without [contacting CollegeNET Series25 Technical Support](#). Trying to update credentials without support may cause calendars to fail.

How do I get started creating a Publisher calendar?

Check out our documentation for step-by-step instructions: [25Live Publisher Overview](#)

I'm not sure what a specific Publisher setting does. How do I find out?

There are many articles that explain how certain settings will impact your calendar. Choose an article below that best aligns with what you're looking for:

- [Working with Publish Settings](#)
- [Selecting and Styling Calendar Views](#)

- [Selecting and Styling Control Spuds](#)
- [Selecting and Styling Promotion Spuds](#)
- [Styling E-mails and Feeds](#)
- [Setting Up and Styling Event Actions](#)
- [Configuring Custom Fields and Event Templates](#)
- [Embedding Publisher Spud Code in Websites](#)

What do the Publisher Overview options in 25Live do?

Check out our documentation for info about the Publisher Overview page: [Managing Publisher Feeds](#)

How do I send a search to Publisher?

Check out our documentation for step-by-step instructions:

- [Sending Events to 25Live Publisher](#)
- *Related:* [Creating Event Searches for 25Live Publisher Calendars](#)

How can I highlight important events on my calendar?

Check out our documentation on setting up featured events:

- [Featured Events in 25Live and 25Live Publisher](#)
- *Related:* [Using the Featured Events Custom Attribute on Events in 25Live](#)
- *Related:* [Creating a Featured Events Custom Attribute](#)

Troubleshooting

Why aren't images showing up on my calendar?

This question may require some troubleshooting. Some things to check:

- Have you moved the images to your [template](#)?
- Does the [calendar view](#) you're using include images?

Why are there duplicate events in my calendar?

This question may require some troubleshooting.

Typically we see duplicate events on mixed-in calendars when two (or more) searches being sent to the calendar cover the same criteria. For example, if Search A includes extracurricular events and Search B includes on-campus events, then each extracurricular event that **also** occurs on-campus would be accounted for twice in a mixed-in calendar.

More info here: [Building a Mixed-in Container Calendar in 25Live Publisher](#)

Why are *some* events missing from my calendar?

This question requires some troubleshooting. Some things to check:

- Do the dates of your missing events fall into the timeframe you are looking at in your calendar?
- Is this a mixed-in calendar? If so, do other events from this search display on your calendar?
- Has it been over 30 minutes since your events were created? If not, please see [this item](#).
- Do all events drop off after a certain date? If so, please see [this item](#).

If after troubleshooting, it still seems like events should have moved over to your calendar, consider clicking the **Update Now** button next to the affected feed on your [Publisher Overview](#) dashboard.

If you're still having trouble, please contact support@collegenet.com.

More info here: [Managing Publisher Feeds](#)

Why are *all* events missing from my calendar?

This question requires some troubleshooting. Some things to check:

- Have you sent your search to Publisher?
- Does your feed show up on the [Publisher Overview dashboard](#) in 25Live?
- Have events displayed on your calendar in the past? If so, has anything changed?
- Does the feed have associated errors on the Publisher Overview dashboard in 25Live?
- Are there multiple calendars with similar names? If so, are the events on one of the other calendars?
- Are you looking at the correct timeframe in your calendar? If so, does your search have events that fall into that timeframe?

If you're still having trouble, please contact support@collegenet.com.

Why are my calendar events not showing up past a certain date?

Publisher has restrictions on how far into the future your events will display. The default setting is 180 days in the future to ensure that your calendars have reasonable processing times. However, this can be updated by

following the steps in [Configuring Publisher Settings](#).

Why hasn't my calendar been updated with my changes yet?

A Publisher feed will re-execute the event search it is based upon every 30 minutes. Any new events, updates to events, or cancellations of events will be pushed to the calendar within that timeframe. If you have made a recent change that should be reflected, consider clicking the **Update Now** button on the [Publisher Overview dashboard](#) to reinitialize the feed.