

Contact Data Overview

In 25Live, the term contact refers to any person who is affiliated with organizations, classes, or events. Contacts can be users with the ability to login to 25Live, but do not have to be. A contact can also be generic. For example, you could have a contact named "Student Congress President" regardless of the specific person occupying the position.

Contact data is stored on Contact Details pages and in the System Settings.

In This Article:

- [Contact Details Fields](#)
- [Contact Master Definitions](#)
 - [Custom Attributes](#)
 - [Roles](#)

For an overview of all of the tabs on a contact page, please see: [Viewing Contact Details](#)

For information on how to inline edit this page, please see: [Inline Editing Contact Details](#)

Contact Details Fields

Smith, Jane M. ☆
Head of Security

Details | List | Calendar | Audit Trail

Edit Mode
Off ☐ On ☒

General

Contact Name	Smith, Jane M.	
First Name	Jane	
Middle Name	Morgan	
Last Name	Smith	
Prefix	Ms	
Suffix		
Title	Head of Security	
Internal ID	654321	

User Account

Username	jane.smith	The following characters are unsupported for usernames: ! < > % ~ ^
Active User?	<input checked="" type="radio"/> Active <input type="radio"/> Inactive	
Security Group	Administrator - Functional	

Comments

Jane will be on leave until the 21st.

Associated Organizations

X Campus Security Security Personnel

Add Organization:
Search organizations

Additional Roles

None
[Add New Contact](#)

Work Contact Details

Work Email jane.smith@school.edu

Home Contact Details

Street 123 River St.
City Portland
State Oregon
Zip

Attributes

Driver's License on File with HR?	No <input type="checkbox"/> Yes <input checked="" type="checkbox"/>	
Emergency Contact	John Smith	
Foreign Language Fluency	Spanish	

[Add a Custom Attribute](#)

Image: Contact Details page example.

You can store a variety of information about each contact—most of which are optional:

- **Contact Name** - This field isn't editable. It pulls in the first name, middle initial, and last name from the following fields.
- **First, Middle, and Last Name** - Last name is required.
- **Name Prefix and/or Suffix** - These fields are not required.
- **Title** - The contact's position within their organization
- **Internal ID** - Identification number. Likely a school ID or faculty ID.
- **Username** - The contact's 25Live username. If the contact has a username, they are considered a 25Live "user".



Note: Supported Characters in Usernames

Contacts can also be created in Series25 Group Administration when [Adding Users to Security Groups](#) or [Creating Contacts](#).

The at (@) symbol is allowed in usernames. The following characters are unsupported: exclamation point (!), less than (<), more than (>), percentage (%), hyphen (-), caret (^).

- **Password** - Local login password for non-SSO users.



Tip: SSO is Recommended

Please see information about using [Single Sign-On authentication](#) with Series25 tools. We recommend SSO over storing passwords in 25Live.

- **Active User?** - Determines if a user is active in 25Live. Inactive users are [not able to access 25Live](#).
- **Security Group** - The [security group](#) that this contact belongs to. This field is only required if the contact is a 25Live user.
- **Comments** - Custom administrative comments about the contact.
- **Associated Organizations** - Organizations that the user is affiliated with and their [role](#) within the organization.
- **Additional Roles** - The users and roles that this contact can [masquerade](#) as.
- **Work Address, Phone, Fax, Email** - Work email is required.
- **Home Address, Phone, Fax, Email** - None of these fields are required.
- **Attributes** - Custom contact data fields—such as driver's license number or emergency contact information.

Contact Master Definitions

When adding and editing contact details, some fields have you make a selection from a menu. To populate these various menus, you will need to update your [master definitions](#) in the 25Live [System Settings](#).

Custom Attributes

Custom attributes allow you to create data fields that are not available by default on categories details pages. For more information on setting up contact custom attributes, please see [Adding and Editing Custom Attributes In 25Live](#).

In addition to the contact custom attributes you create, 25Live includes two system-supplied contact custom attributes. These items can't be edited or deleted, but can be deactivated.

- **Security Answer** – Used by the system to house the answer given by a 25Live user to a security question sent in response to a new password request. If the user provides the correct answer, the system sends an email with a new password.
- **Security Question** – Used by the system to house the security question to be sent to a 25Live user in response to a new password request.

Roles

When configuring the Associated Organizations, you can select the role of the contact within the organization. For more information on setting up organization roles, please see [Adding and Editing Roles in 25Live](#).