

Troubleshooting Express Scheduling Issues

User Can't See Their Desired Location

The location may have an [assignment window](#) configured for it in the [Series25 Group Administration tool](#) that enforces a specific period of time before which you must request a location ahead.

If an assignment window isn't the issue, [review the setup](#):

- Verify that the location is configured for Express Scheduling.
- Verify that the user has Assign rights to the location. (Request rights will not be enough.)
- Verify that the user has View rights (or higher) for the location.

User is Receiving an "Event Duration" Error

This error ("The selected location only allows events up to _ long. Your current event duration is _ minutes.") requires users to choose a shorter total event time.

If the duration seems incorrect, it can be adjusted in the Maximum Event Duration field in the [Location Details](#).

Alternatively, users can also bypass the Express Scheduling maximum duration by creating the event in the standard Event Form.

User is Seeing a Location Conflict Error, but There is No Conflicting Reservation

Although it is rare, it is possible for two users to try and create events simultaneously, resulting in conflicts.

User Can't See The Edit Event Button in the Event Details for an Event Created With Express Scheduling

For events created with Express Scheduling, this is expected behavior. The recommended way to make a change is to simply cancel the existing event and recreate it.

User Does Not Have Rights to Perform an Action but Was Able to With Express Scheduling

Express Scheduling has different restrictions than the Event Form. Users are able to save events as Confirmed, Cancel events, and bypass Event Form date buffers, even if they don't usually have those rights.

For more information about which configurations Express Scheduling ignores, please see the **Important Notes About Express Scheduling** section below.

Users are Reserving Express Scheduling Locations Outside of the Express Scheduling Form

Express Scheduling locations are not restricted to the Express Scheduling form. However, you can prevent users from selecting them from standard forms through System Settings > Event Form Settings > [Configs](#) by toggling **Hide**

express scheduling locations in search to **Yes**.

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