

Welcome to the [25Live](#) scheduling system! The scheduling system is designed to help you determine available campus locations and to request use of those locations.

25Live is a campus-wide room requesting/scheduling solution. Requests to use classrooms, performance spaces, and meeting and event spaces are sent via workflow to the various [location approvers](#) for their review and approval. This allows the location approvers the opportunity to review your request to determine if the right room is selected for the right event. Most requests are responded to within a few days of receipt.

25Live is a web-based scheduling system and may be accessed via the Internet. Using either Chrome or Firefox, sign onto [25Live](#) using your TU username and password. All users are placed into the student permissions group upon initial log in. Faculty and staff, send an e-mail message to reservations@towson.edu to have your account moved into the appropriate access group. Please provide your name and department.

Requestor enters classroom/room request into 25Live, populating the required information using the *Event Form*.

Requestor can view room availabilities to make a better location choice using the *Quick Search*.

Location Approver reviews/approves (or denies) request. May ask for more information from you.

Location Approver assigns the classroom/room or assigns another more appropriate room.

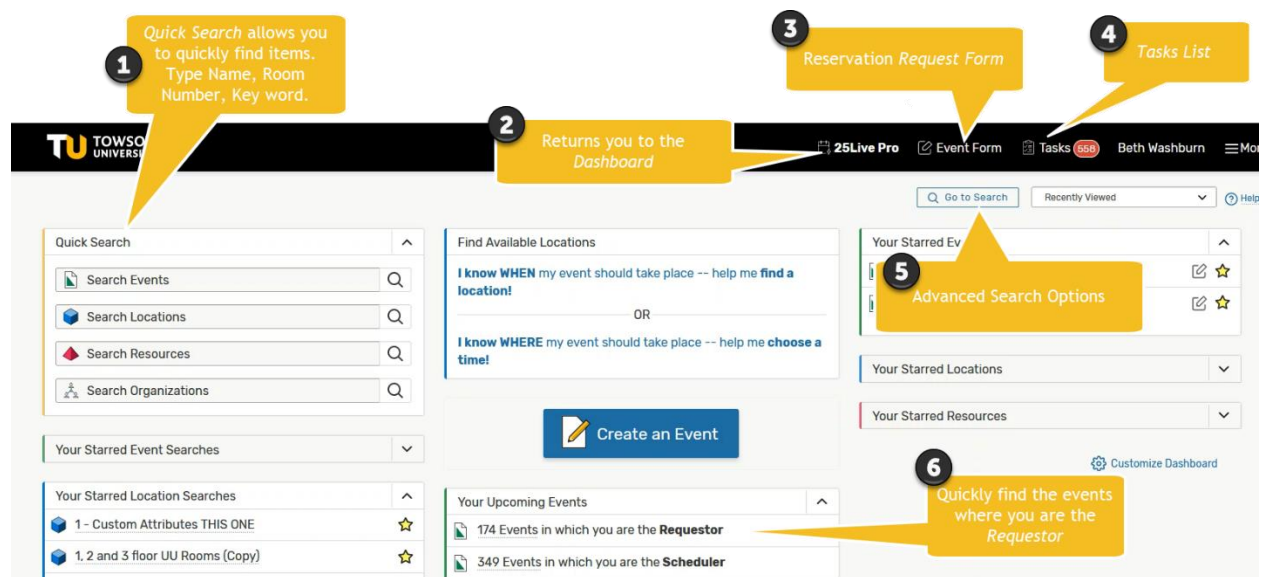
Event and Conference Services (ECS) is notified of all room assignments *except those for Campus Recreation Services (Burdick Field & Gyms) and those rooms within the Center for the Arts and Stephens Hall Theatre*. Currently ECS is sending e-mail confirmations.

At any time, requestor may sign into 25Live to check the status of his/her requests.

This document will provide an overview of [25Live](#), to include:

- 1 [Quick Search](#), how to quickly search for rooms, events, events by organization.
- 2 [Return to the Dashboard](#), how to get back to the Dashboard.
- 3 [Reservation Request Form](#), how to complete the request form.
- 4 [Task List](#), who has a task list and how to use it to approve or deny location requests.
- 5 [Advanced Search Options](#), what are advanced search options.
- 6 [Find Events Where You are the Requestor](#), discover how to find the location/event requests you've made.
- 7 [Planning Deadlines](#), how far in advance should I make a request.

Overview of Dashboard



1 Quick Search

Search Events by event name or reference number.

Search Events by Event Name	Search Events by Reference Number
Options: <i>List View</i> or <i>Calendar View</i> Options: <i>Future Only</i> or <i>All Dates</i>	Exact reference number required, e.g., 2021-ACGHBG Options: <i>Details</i> , <i>Occurrences</i> , <i>Calendar</i>

Search Locations by exact or partial building and room number (two-letter building code and four-digit room number), e.g., BU 0112 or if you know the room is on the first floor of Burdick but are unsure of the exact room number then use a partial number such as "BU 01". This will pull up locations on level one of Burdick Hall. Or, search by keyword (Lab, Seminar, Ballroom, Lawn, Field, Theatre, etc.).

Search Locations by Exact or Partial Building & Room Number	Search Locations by Keyword
Options: Availability lists a grid with the room number to the left and the hours at the top. Navigate by changing the date. Green means the room is booked (mouse over for more details). White or gray means the room is available.	Options: List provides a list of rooms that matches the keyword. Click on one location to see availability grid for that single location. Or, click on <i>Availability</i> to see when the locations are already reserved or available. Green means the room is booked (mouse over for more details). White or gray means the room is available. Navigate by changing the date.

Search Organizations by organization name or by partial name.

Search Organizations by Organization Name	Search Organizations by Partial Organization Name
Options: Calendar by the week will populate with all events held by that organization's name. Navigate by clicking on the date. Mouse over events for more details.	Options: List will populate all organizations with that partial name. Click Calendar to view a week of events by all organizations with that partial name. Navigate by clicking on the date.
*Note: Department names contain all classes the department is offering. The list will take a few minutes to populate and will be extensive.	Or, select one organization to view events by clicking Calendar.

2 Return to Dashboard. Anytime in 25Live click on *25Live Pro*, located in the header, to return to the *Dashboard*.

3 Reservation Event Form. Use this form when requesting all campus locations except Cook Library. The [Library's Group Study and Collaborative Areas](#) are available during library hours.

Event Form

Fill out the form in its entirety.

Select the event date.

Repeating Pattern offers the ability to select multiple dates for the same meeting/event/request.

Locations make sure “**Hide Conflicts**” and “**Enforce Headcount**” are not selected.

Click the X in the *Your Starred Locations* box. This will allow you to search for locations. Click in the box “*Search Locations*” and type in the exact or partial room number or keyword, such as Ballroom, Field, Seminar. Click *Search*. Scroll down the list to find the location you wish to request. If available, click “Request.” If unavailable, click on *Conflict Details* to determine whether you can host the event by changing the times of the event.

Unsure of which location will work for your meeting or event then search and request *Find Me A Space* in the “*Search Locations*” box. In the comments section at the end of the event form give us complete event details which will help us find the most appropriate, available location.

Additional Event Information complete this section, give as much detail in *Facility Setup Needs* and *AV/Tech Equipment Needed*.

Requirements Complete this section when inviting ten or more outside guests to campus. Parking & Transportation Services will review your event request to determine the best location for your guests to park their vehicles. Remember, parking is the first and last thing your guests will remember about our campus.

Read and click the *Affirmation* and then click *Save*. Your request will be routed to the location approver(s) for their review.

4 Tasks. Not all 25Live users will have a Tasks List. Tasks are generated for location approvers and for those who receive notifications about spaces, services, or events. Here’s how to manage your Tasks.

Located in the header, click on *Tasks*. The list of tasks will appear. You may sort the list by the clicking on any of the column header names. Clicking on **First Date** is a good practice as this will place the request with the earliest date at the top of the list. **Respond By** is the date when the requestor made the request. This can help you identify which request came into your queue first. 25Live will hold requests for 90 days; after which the requests will drop off, still waiting for approval, but will no longer appear in your Tasks list.

Event	Title	Task Item	Type	Status	Actions	Respond By	First Date	Reference	Assigned By	Assigned To	Scheduler
MOD practice	practice	UU 0302A	Assign	In Progress	Assign, Deny	Fri Aug 20 2021	Mon Aug 23 2021	2021-ACGGTB	Robinson, Bryson	You	Robinson, Bryson
Alpha Gamma Delta Executive Training		Find Me a Space2	Assign	In Progress	Assign, Deny	Thu Aug 19 2021	Sun Aug 29 2021	2021-ACGGQV	Jaeger, Jenna	You	Jaeger, Jenna
Alpha Xi Delta Workshop	Recruitment Workshop	SM 0264	FYI	In Progress	Acknowledge	Tue Aug 17 2021	Sun Aug 29 2021	2021-ACGGFV	Villanueva, Katrina	You	Villanueva, Katrina
Chi Phi Weekly Meeting		SM 0356	FYI	In Progress	Acknowledge	Thu Aug 19 2021	Sun Aug 29 2021	2021-ACGGKG	Rooney, Hunter	You	Rooney, Hunter

Type is the type of Task.
Assign: locations you approve/deny
FYI: notification

You may Assign/Deny a location here. Or, acknowledge a notification.

While you can assign/deny/acknowledge requests at the Tasks List, it is recommended you click on the event name of each request to review the details. Select an *Event*, make sure *Details* is selected where you can review the information and the answers given to the event/meeting questions. This information will help you determine whether the location requested is the most appropriate location for the type of event. Click on *Occurrences* to determine whether this is a single date or multi-day event.

MOD practice ☆ Tentative 2021-ACGGTB Mon Aug 23 2021 8:30 pm - 11:00 pm

Details Occurrences Calendar Schedule Task List Pricing Audit Trail More Actions

Edit Event Tentative Help

Event Occurrences			
Date	Start Time	End Time	Additional Details
Mon Aug 23 2021	8:30 pm	11:00 pm	UU 0302A is awaiting approval

Ready to Approve the Location While still in the event, click on *Task List*. Select the Task Item you wish to approve, click *Approve Checked*.

Task Item	Type	Status	Actions	Flagged	Respond By	First Date	Assigned To	Comments
WC 0403 Ballroom A	Assign	Denied	None	✓	Fri Aug 20 2021	Mon Aug 23 2021	You and Arnold, Rebecca, Peltz, Carly; Ranneberger, Victoria; Seabreeze, Richard; Smallwood, Charles; Spence, Kerry; Test, Cnet; Venneman, Ashley; Webster, Andrew C.; Wiley, Leah; Wynd, John; r25field; smsinstall;	
UU 0302A	Assign	In Progress	Assign Deny	✓	Fri Aug 20 2021	Mon Aug 23 2021	You and Smallwood, Charles; Test, Cnet; Venneman, Ashley; Webster, Andrew C.; r25field; smsinstall;	

Click on *Occurrences* to make sure the location is assigned (you may need to refresh the screen to see that the correct actions were taken).

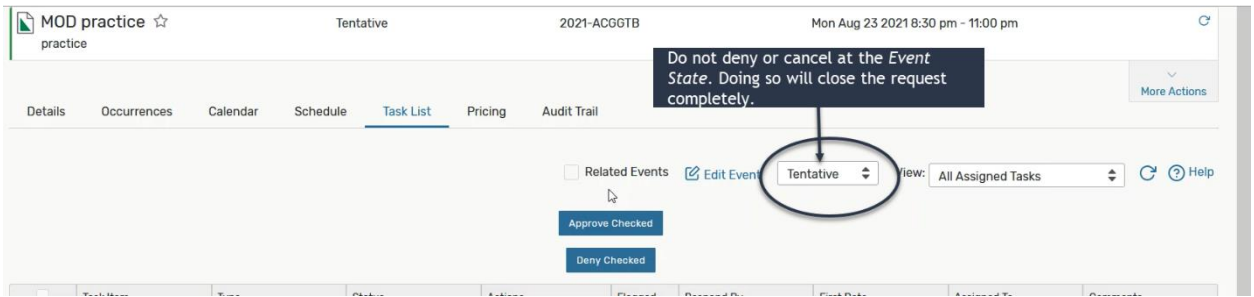
Remember to send the requestor an e-mail confirmation by clicking on *More Actions* → *Email Event* → Select the Recipients, add a message in the Message Body, select *Include event details in body of message* → Click *Send*.

Ready to Deny the Location Two options when denying locations/events.

1. Deny requested location but assign another location within your list of available rooms.
2. Deny requested location and reroute request to Event & Conference Services (ECS) for further help.

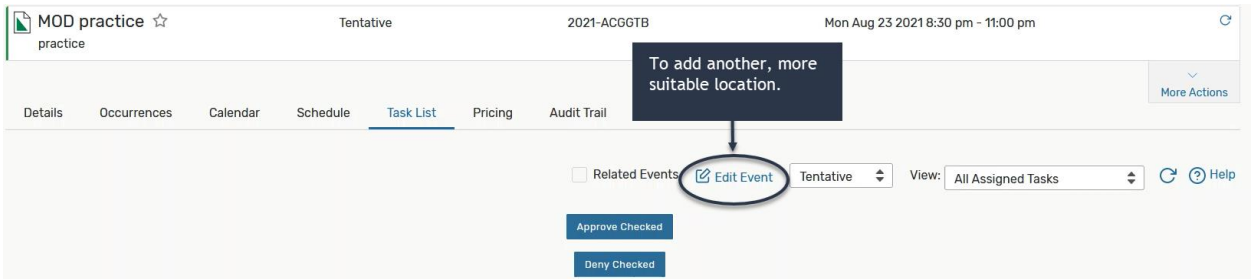
Either action requires you to *Edit Event*.

As a location approver, you never want to completely deny a request. Usually, there is another more suitable location. Additionally, you never want to deny an event request at the *Event State* level as this will completely close the request.

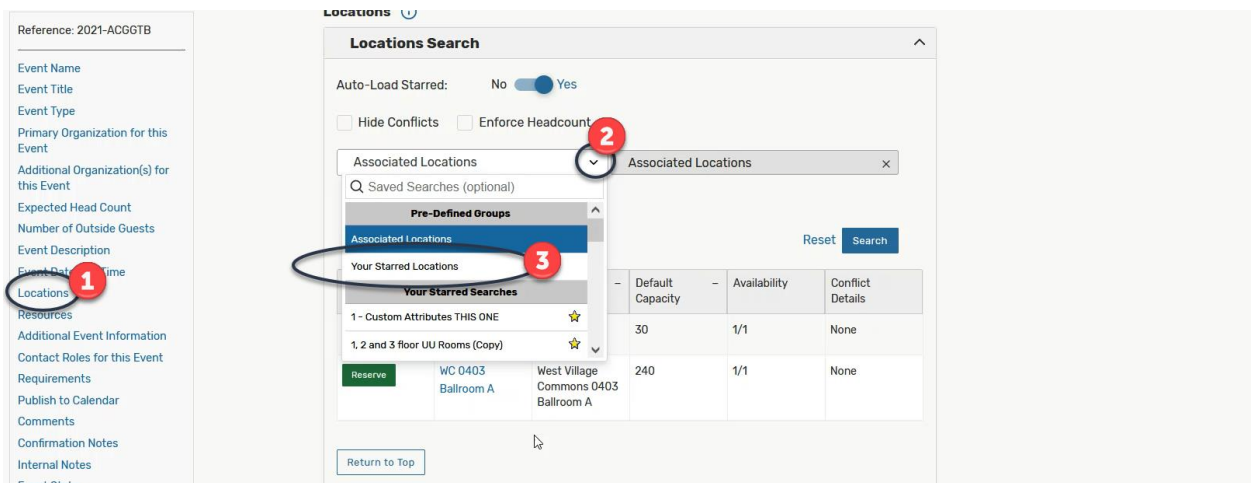


How to Edit Event – Denying the Original Location/Assigning Another Location

After reviewing an event/meeting request, you may determine another room is more suitable for the requestor’s needs. To deny the original location and to assign another location, click on *Edit Event*.



This will open the event form. On the left of the form, click on *Locations* → Click the dropdown arrow on *Associated Locations* → Click *Your Starred Locations*. From this list you will be able to assign another location. Click *Reserve* then click *Save*.



While still in the event, click on *Task List*. Select the task item (original room requested) you wish to deny, click *Deny Checked*.

The screenshot shows the 25LIVE interface for an event titled 'MOD practice'. The event is 'Tentative' and scheduled for 'Mon Aug 23 2021 8:30 pm - 11:00 pm'. The 'Task List' tab is selected and circled. Below the tabs, there are buttons for 'Related Events', 'Edit Event', and a dropdown menu set to 'Tentative'. A 'View:' dropdown is set to 'All Assigned Tasks'. Above the task list, there are buttons for 'Approve Checked' and 'Deny Checked', with the latter circled. The task list table has the following data:

Task Item	Type	Status	Actions	Flagged	Respond By	First Date	Assigned To	Comments
WC 0403 Ballroom A	Assign	Denied	None	✓	Fri Aug 20 2021	Mon Aug 23 2021	You and Arnold, Rebecca; Peltz, Carly; Ranneberger, Victoria; Seabrease, Richard; Smallwood, Charles; Spence, Kerry; Test, Cnat; Vennuman, Ashley; Webster, Andrew G.; Wiley, Leah; Wynd, John; r25field.smsinstall;	

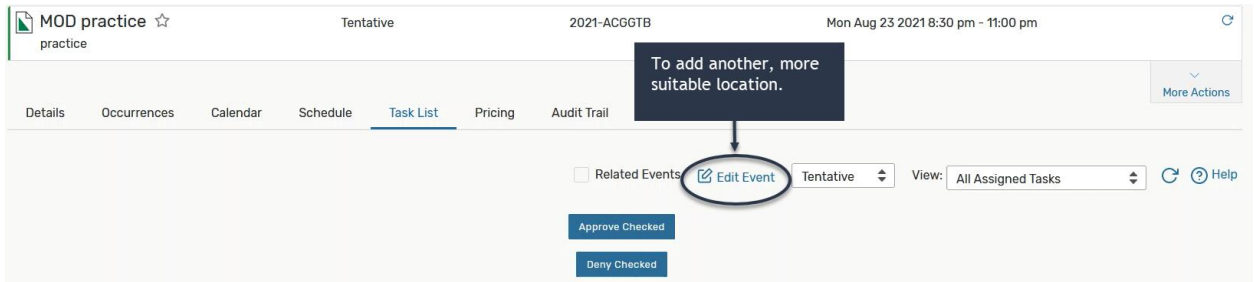
Click on *Occurrences* to make sure the new location is assigned and to confirm the original location has been removed (you may need to refresh the screen to see that the correct actions were taken).

The screenshot shows the 'Edit Event' section of the 25LIVE interface. The event is 'Tentative'. A dark blue button with the text 'Refresh Screen' is positioned above a circular refresh icon (a circular arrow) in the 'Edit Event' section.

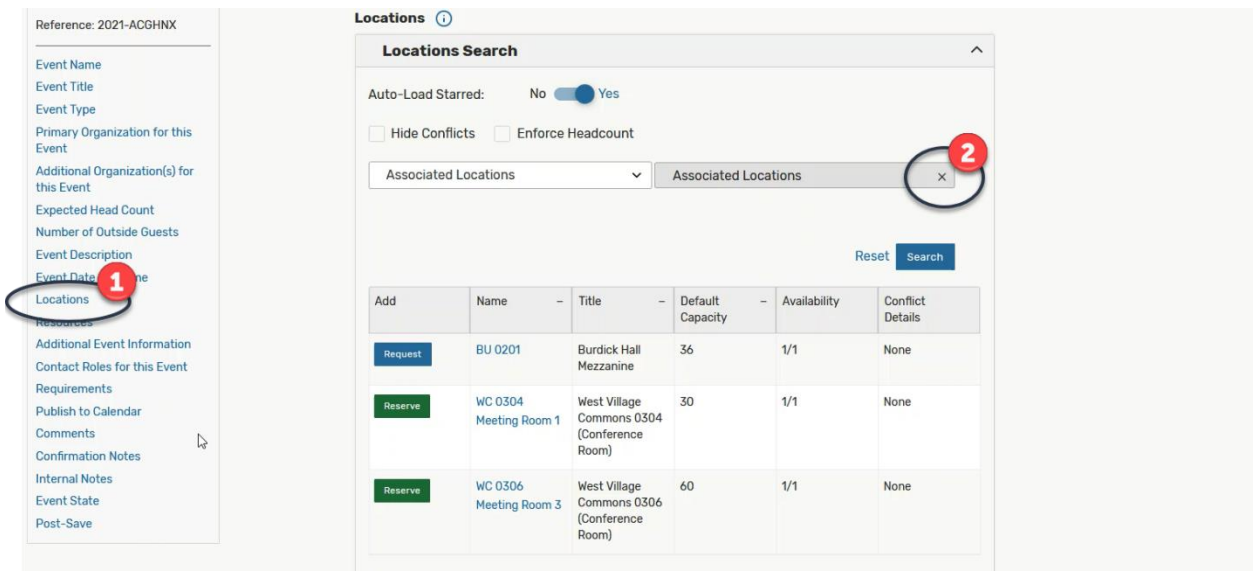
Remember to send the requestor an e-mail confirmation by clicking on *More Actions* → *Email Event* → Select the Recipients, add a message in the Message Body, select *Include event details in body of message* → Click *Send*.

How to *Edit Event* – Denying the Original Location/Rerouting to ECS

After reviewing the details of an event/meeting request, you may determine that the proposed event is not appropriate for your spaces; and would be better suited in the University Union or West Village Commons. To reroute the request to Event and Conference Services, click on *Edit Event*.



This will open the event form. On the left of the form, click on *Locations* → click the X in the *Associated Locations* box. This will allow you to search for locations.



Click in the box "Search Locations" and type in the word "Find." Click Search. Three options titled "Find me a Space" will appear. Select one of those three, by clicking Request.

Reference: 2021-ACGHNX

Event Name
Event Title
Event Type
Primary Organization for this Event
Additional Organization(s) for this Event
Expected Head Count
Number of Outside Guests
Event Description
Event Date and Time
Locations
Resources
Additional Event Information
Contact Roles for this Event
Requirements
Publish to Calendar
Comments
Confirmation Notes
Internal Notes
Event State
Post-Save

Locations ⓘ

Locations Search ^

Auto-Load Starred: No Yes

Hide Conflicts Enforce Headcount

Saved Searches (optional) Find X

More Options

Add	Name	Title	Default Capacity	Availability	Conflict Details
<input type="button" value="Reserve"/>	Find Me a Space1	Find Me a Space	600	1/1	None
<input type="button" value="Reserve"/>	Find Me a Space2	Find Me a Space	600	1/1	None
<input type="button" value="Reserve"/>	Find Me a Space3	Find Me a Space	600	1/1	None

3 Select One

Then, on the left of the form, click *Comments*. In the comments box indicate the request is being rerouted to ECS because the event/meeting is not appropriate for the original space requested. Click *Save*.

While still in the event, remember to deny the original requested location by clicking on the *Task List*. Select the task item you wish to deny, click *Deny Checked*.

MOD practice ☆ Tentative 2021-ACGGTB Mon Aug 23 2021 8:30 pm - 11:00 pm

practice

Details Occurrences Calendar Schedule **Task List** Pricing Audit Trail

Related Events Tentative View: All Assigned Tasks

<input type="checkbox"/>	Task Item	Type	Status	Actions	Flagged	Respond By	First Date	Assigned To	Comments
<input checked="" type="checkbox"/>	WC 0403 Ballroom A	Assign	Denied	None	<input checked="" type="checkbox"/>	Fri Aug 20 2021	Mon Aug 23 2021	▼ You and Arnold, Rebecca; Peltz, Carly; Ranneberger, Victoria; Seabrease, Richard; Smallwood, Charles; Spence, Kerry; Test, Cnet; Venneman, Ashley; Webster, Andrew C.; Wiley, Leah; Wynd, John; r25field; smsinstall;	

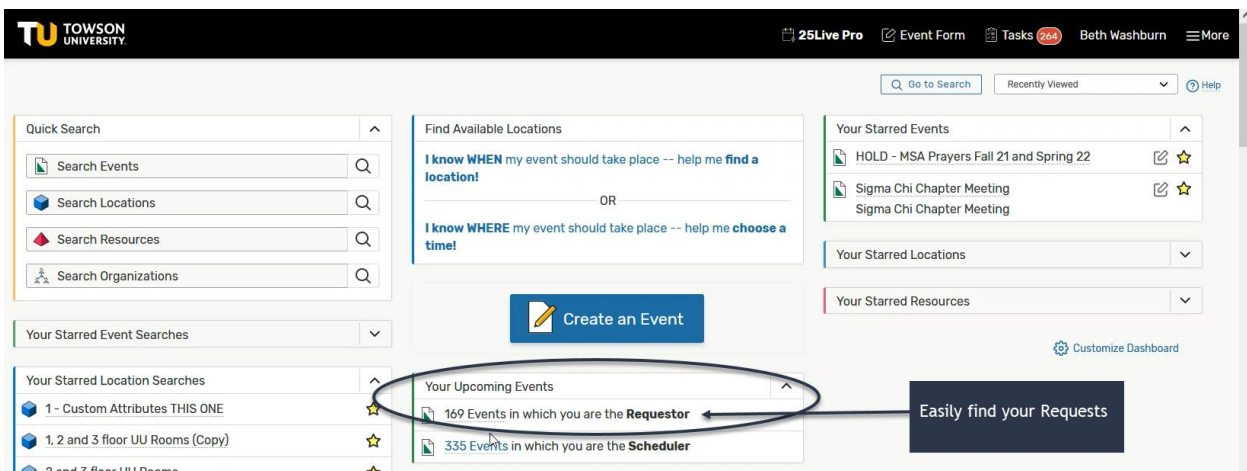
Click on *Occurrences* to make sure the original location has been removed (you may need to refresh the screen to see that the correct actions were taken).



Remember to send the requestor an e-mail message indicating their request is not suitable for the space requested and that you have rerouted the request to Event and Conference Services. Click on *More Actions* → *Email Event* → Select the Recipients, add a message in the Message Body, select *Include event details in body of message* → Click *Send*.

5 *Advanced Search Options* offer you the ability to create searches. Once created searches are used to find a combination of rooms and events; events and organizations; or to run reports. Contact [ECS Reservations](#) if you care to learn more.

6 *Quickly find the events where you are the Requestor*. This handy link allows you to find the requests (pending, confirmed, cancelled, or denied) where you are listed as the Requestor. From the *Dashboard*, click on the drop down “Your Upcoming Events” then click on *Events in which you are the Requestor*.



List view includes the events where you are the requestor. You may filter the events by either *Future Only* or *All Dates*. You may also look at the events in a *Calendar* view.

The screenshot shows the 25LIVE interface with a list of events. Three callout boxes provide context:

- Event Name:** Live link to each room/event request. Click on Event Name to open the request.
- Event State:** Event State indicates whether the request is confirmed, tentative, cancelled, or denied.
- Locations:** Locations indicate which location has been assigned. If blank, then the request is still pending.

Name	Title	Reference	Organizations	Type	Categories	Your Role	Start Date	Creation Date	State	Locations	Scheduler	Requestor
Block out To SGA Storage		2021-ACFWPN	CAMPUS LIFE	Block Out	Don't Publish To The Web	Requestor, Scheduler	Wed Apr 14 2021	Wed Apr 14 2021 10:30 am	Confirmed	UU 0249	Beth Washburn	Beth Washburn
Block out: Not available		2021-ACFWKJ	EVENT AND CONFERENCE SERVICES	Block Out	Don't Publish To The Web	Requestor, Scheduler	Sat May 15 2021	Fri Apr 09 2021 6:24 pm	Confirmed	LA Lawn	Beth Washburn	Beth Washburn
Block Out: Construction		2021-ACFGRH	EVENT AND CONFERENCE SERVICES	Block Out	Don't Publish To The Web	Requestor, Scheduler	Tue Jun 01 2021	Wed Jan 20 2021 1:38 pm	Confirmed	UU 0108B Paws Upstairs, UU 0109 Paws Downstairs	Beth Washburn	Beth Washburn

7 Planning Deadlines

Event and Conference Services

Planning Deadlines

21 Days	Large events require a reservation to be made at least 21 days in advance. Examples: Outdoor Complex Social/Flow Events; Fashion shows; Pageants; Concerts; Walks and runs; Conferences.	Campus location should be booked and confirmed well in advance to ensure the space is available. For example, events which are large (200 or more guests), those which require sound systems, staging, special lighting, contracts with a tech rider, ticketing, registration, coordination with police, should be planned and finalized three weeks prior to the event date.
14 Days	Events, Outdoor Lower-Risk Social/Flow Events, and meetings requiring Technical Services, staffing, catering, rentals and/or Parking Services must be planned with your Event Manager at least 14 days in advance.	On-campus location should already be confirmed. Those events or meetings, for example, with less than 200 guests, or require less sophisticated technical services such as a podium and mic, catering, and/or parking for outside guests should be planned and finalized two weeks prior to the event date.
13 Days – 48 hours	Events and meetings requested between 13 days and 48 hours will have the room confirmed (if available) “As-Is.” Services including room setup, Technical Services, or staffing will not be provided. Outdoor Event requests will not be confirmed.	Campus room, venue, or location should already be confirmed; however, requests for facilities are accepted within this time frame. Services including a specific room setup, technical services, staffing and all Outdoor Event requests require a 14-day lead time. Service requests will neither be considered nor accommodated under 14 days.
Under 48 hours	Requests submitted within 48 hours of the event start time will be denied.	Campus locations will not be confirmed if the request is submitted within 48 hours of the start of the event. No requests will be accommodated in this time period.
10 Days	Please ensure the following forms are submitted at least 10 days in advance: Catering; Parking Services; Food Waiver Request Form; Fire Permit Form.	Services provided by campus departments require two weeks’ notice. This provides ample time to properly staff, order the necessary food and beverages, and/or alert the proper county authorities.