

Notre Dame of Maryland University Conference Services & Special Events 25Live PRO Training Guide

Home Screen

Log in using your NDMU login credentials

The screenshot shows the 25Live Pro dashboard interface. At the top, there is a navigation bar with the 25Live logo, user information (25Live Pro, Event Wizard, conferenceguest), and a More menu. Below the navigation bar, there is a search bar with a 'Go to Search' button and a 'Recently Viewed' dropdown. The main content area is divided into several sections:

- Quick Search:** A search bar with four options: Search Events, Search Locations, Search Resources, and Search Organizations.
- Find Available Locations:** A section with two options: 'I know WHEN my event should take place -- help me find a location!' and 'I know WHERE my event should take place -- help me choose a time!'. Below these is a 'Create an Event' button.
- Your Starred Events:** A section indicating 'You do not have any Starred Events!' and explaining that events can be marked as 'Starred' by clicking the star icon.
- Your Starred Locations:** A section indicating 'You do not have any Starred Locations!' and explaining that locations can be marked as 'Starred' by clicking the star icon.
- Your Starred Resources:** A section indicating 'You do not have any Starred Resources!' and explaining that resources can be marked as 'Starred' by clicking the star icon.
- Your Event Drafts:** A section with two items: 'No Event Drafts in which you are the Scheduler' and 'No Event Drafts in which you are the Requestor'.
- Your Starred Event Searches:** A section with a 'Drafts' item.
- Your Starred Location Searches:** A section indicating 'You do not have any Starred Location Searches!'.
- Your Starred Resource Searches:** A section indicating 'You do not have any Starred Resource Searches!'.
- Your Starred Reports:** A section indicating 'You do not have any Starred Reports!'.

At the bottom right of the dashboard, there is a 'Customize Dashboard' link.

The 25Live dashboard uses element sections to give you quick access to commonly used objects. You can customize the placement of the elements and hide those you do not wish to see. The default dashboard includes all the available elements in their expanded view.

- **Quick Search**
 - Use the search fields to perform a very basic search for objects
- **Create an Event**
 - A simple, easy to find button used to go straight to the online event request form
- **Your Event Drafts**
 - Allows quick access to Draft Events for which you are the Requestor or the Scheduler
- **Your Upcoming Events**
 - Allows quick access to any upcoming saved and/or Confirmed events which you are the Requestor
- **Your Starred Events**
 - Displays a list of events you have starred as favorites

You may click on the 25Live Pro link at the top of the screen to return to the Dashboard at any time



1. Event Wizard/Creating a New Event

To enter an event using Event Wizard, please enter all fields that are marked as “required”. Reservations will not save without these details.

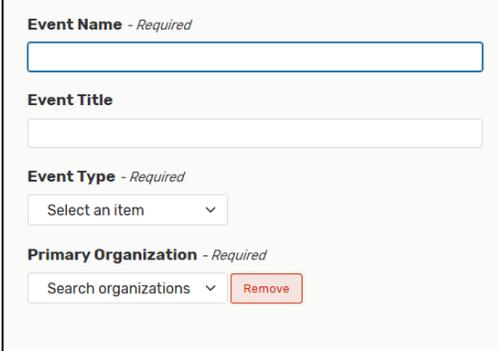
To begin entering a reservation, please provide the **Event Name** and **Event Title**.

NEW The **Event Title** field is how your event will be listed on the NDMU website’s calendar if you choose to have this event published to that calendar.

After entering the name of the event, please scroll through the options for **Event Type** (Ex: meeting, orientation, reception, etc.).

Next, please enter the **Primary Organization**, which is the organization overseeing the event. If you are unsure how departments are listed, please use the Browse option and then scroll through the Index.

Upon entering these details, please scroll down.



The screenshot shows a form titled "Event Wizard" with the following fields:

- Event Name - Required**: A text input field.
- Event Title**: A text input field.
- Event Type - Required**: A dropdown menu with "Select an item" as the current selection.
- Primary Organization - Required**: A dropdown menu with "Search organizations" as the current selection and a red "Remove" button to its right.

2. Event Headcount/Event Description

Please enter the **Expected Head Count** for the event. A preliminary estimate will suffice. Please do not leave this blank, as this is essential information for planning purposes.

The various campus service providers, such as Conference Services & Special Events, Facilities, Information Technology, and Public Safety, use the anticipated attendance for events, to determine if additional resources and staff support are needed.

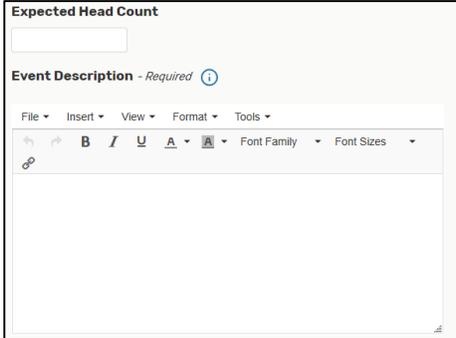
Conference Services & Special Events also uses this count to project the number of individuals on campus on a given day, to determine if we can process requests for large events.

Additionally, if we need to move a reservation to another location, the Expected Head Count will help determine what space to use.

If you are unsure of the Expected Head Count, please select I Don't Know.

Lastly, enter additional details regarding the event as part of the **Event Description**. **NEW** - If you want your event published on the NDMU website, please put a brief description here that explains who your event is for (if it is open to the public), if there are registration fees, a brief itinerary or schedule, etc. If you do NOT want your event published on the NDMU website, just type 'N/A' in this area.

Please click scroll down when finished.



The screenshot shows a form titled "Event Description" with the following fields:

- Expected Head Count**: A text input field.
- Event Description - Required**: A rich text editor with a menu bar containing "File", "Insert", "View", "Format", and "Tools". The menu items include "B" (Bold), "I" (Italic), "U" (Underline), "A" (Text Color), and "Font Family". There is also a "Font Sizes" dropdown menu.

3. Date & Time

Please enter the **event start** and **end times** for the first date of the reservation. This would be the first meeting time in the set of multiple dates.

We recommend checking that a given space is available for the full timeframe, including the pre and post-access needs, before entering a room reservation.

Date and Time - Required ⓘ

Fri Nov 01 2019

11:00 am

To:

12:00 pm

This event begins and ends on the same day

Event Duration:
1 Hour

4. Pre & Post Access Times Completed

If the event requires a Setup or Pre-Event time and a Post-Event or Takedown time, please expand the Additional Time portion of the form

For events with an involved setup or in which you plan to be in the space before the events begins, please allow additional time.

When finished, please scroll down.

Additional time

Setup Time
0 Days 0 Hours 0 Minutes

Pre-Event Time
0 Days 0 Hours 0 Minutes

Post-Event Time
0 Days 0 Hours 0 Minutes

Takedown Time
0 Days 0 Hours 0 Minutes

Reservation Start: Fri Nov 01 2019 11:00 am
Reservation End: Fri Nov 01 2019 12:00 pm

Reservation Duration:
1 Hour

5. Repeating Pattern

If the reservation is for a one-time event, scroll past this calendar.

If the reservation is for an event that occurs **multiple dates**, you may select the dates Ad Hoc or selected a repeating pattern by clicking on the Repeating Pattern button above the calendar.

NEW: Once you select the multiple dates, you now have the option to adjust the start and end times per individual occurrence within one reservation.

After entering these details, please scroll down.

Click on the calendar below to add dates to your event or click the button below to select a date pattern for your event.

Repeating Patterns

<< < November 2019 > >>

S	M	T	W	T	F	S
27	28	29	30	31	01	02
03	04	05	06	07	08	09
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
01	02	03	04	05	06	07

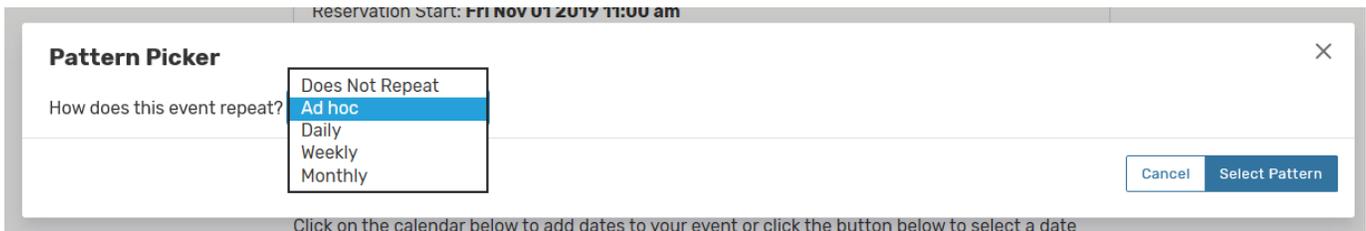
View All Occurrences

a. **Ad Hoc / Daily / Weekly / Monthly -- Additional Dates Screen**

Once you have clicked on the Repeating Pattern button, a prompt will appear.

For meetings that occur sporadically, please select the Ad Hoc Repeats option. If the meetings repeat every day, please select Daily Repeats. You may also select Weekly Repeats if the meeting occurs at the same day and time each week. The last option is for meetings that occur monthly.

The Ad Hoc and Weekly Repeats are the most common options for events with multiple meeting dates.

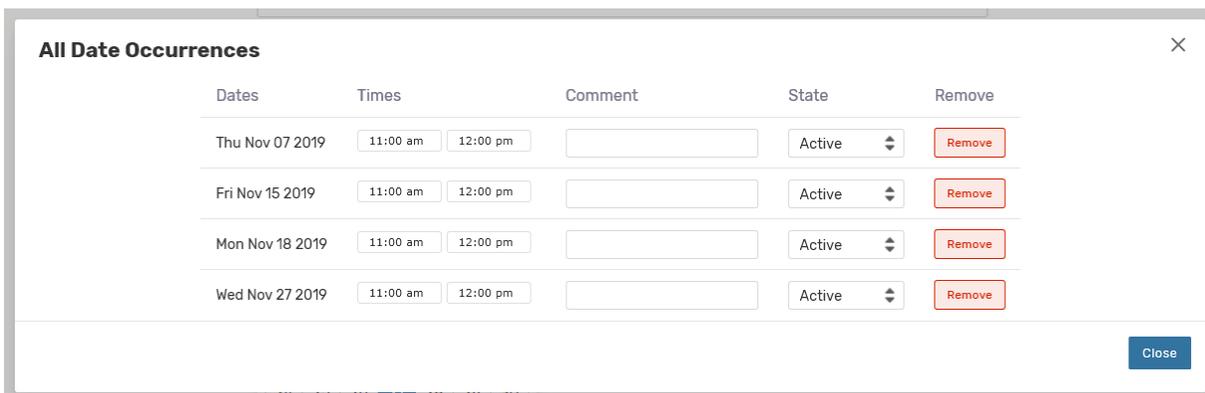
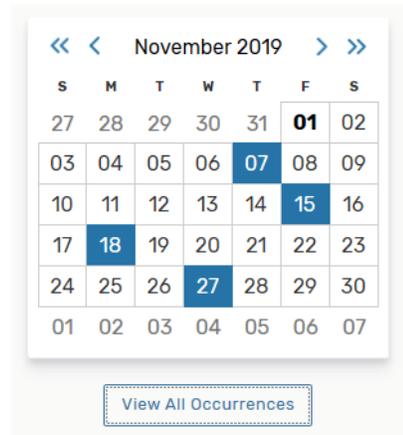


6. Ad Hoc Repeats

When entering Ad Hoc Repeats, please select the applicable dates on the calendar. To view all of the selected dates, click the View All Occurrences button below the calendar.

Please leave the Status as Active for the full set of multiple dates, unless one of the dates needs to be cancelled. If one of the dates needs to be cancelled, you may do so on this screen by changing the Status from Active to Cancelled.

When finished, please scroll down.



7. Locations

As you proceed with entering the remaining event details, the next portion will prompt you to enter the location you would like to reserve for the event.

You may search for locations by the Location Name. We would also recommend assigning regularly used spaces as **Starred Locations** via the Home screen.

If you check off the “hide locations w/ conflicts” parameter & the “enforce headcount” parameter, only those locations that have no time conflicts and that meet the anticipated head count will appear. By leaving these unchecked, you will see all locations and all conflicts.

Once you have found the correct room that has availability, click the Reserve button on the left. This will add the room to your reservation.

Please click on **View Occurrences** to enter the event times for each date under the Setup Instructions. Please click on the blue arrow icon to copy the times to each date.

At this point, please scroll down to the next section.

Locations - Required

Locations Search

Auto-Load Starred: No Yes

Hide Locations with Conflicts Enforce Headcount

Saved Searches (optional) Search Locations

Hint: Type : to use SeriesQL

More Options Reset Search

Add	Name	Title	Capacity	Availability	Conflict Details
<input type="button" value="Reserve"/>	DCH	Doyle Chapel	20	1/1	None
<input type="button" value="Reserve"/>	DCL	Doyle Circle Lawn	500	1/1	None
<input type="button" value="Reserve"/>	DOYLE DINING HALL	Doyle Dining Hall	450	1/1	None
Unavailable	DOYLE FORMAL	Doyle Formal	390	0/1	Conflict Details
<input type="button" value="Reserve"/>	DOYLE GATOR ALLEY	Doyle Gator Alley	100	1/1	None
<input type="button" value="Reserve"/>	DOYLE GATOR ALLEY PATIO	Doyle Gator Alley Patio	80	1/1	None
<input type="button" value="Reserve"/>	DOYLE HALL LOBBY	Doyle Hall Lobby		1/1	None

8. Resources

Before entering a room reservation, please consider the resources that might be needed for the event. For example, please determine if you will need tables, chairs, trashcans, etc. beyond what is already existing in the space. You will need to add these items to the event reservation so that Conference Services can provide your set up details & event needs to the various campus service providers.

For a given resource, please be sure to indicate the quantity needed, along with setup instructions. As you enter resources, you will see a list of **Selected Resources** appear below. Please click on **View Occurrences** to enter setup instructions. You may also remove resources.

If the event does not need resources, please select **No Resources**. You will notice that there is an unlimited stock of No Resources.

When finished, please select scroll down.

Resources - Required

Resources Search

Auto-Load Starred: No Yes

Saved Searches (optional) Search Resources

Hint: Type : to use SeriesQL

More Options Reset Search

Add	Name	Quantity Available	Conflict Details
<input type="text" value="1"/> <input type="button" value="Reserve"/>	Conference Services Notes	30 / 30	None
<input type="text" value="1"/> <input type="button" value="Reserve"/>	No Resources	Unlimited	None

Please see the Helpful Hints document for additional information regarding campus resources.

9. Contacts

The Scheduler and Requestor will default to the person entering the event reservation. If you are entering the reservation on behalf of someone else, please be sure to enter that individual's name as the Requestor.

Please click scroll down when this is complete.

Contact Roles

Requestor Scheduler

Events, Events ☆ ▾ Events, Events ☆ ▾

10. Categories

On the next screen, please select the Category that the event reservation falls under.

Click on the EDIT button to display the category options

NEW *Calendar – Publish to NDMU Website* will be automatically posted on the public NDMU website calendar once the event is confirmed by Conference Services.

If you DO NOT wish to have your event published, select *Calendar – Don't Publish to NDMU Calendar*

Please refrain from selecting the date categories, as though are solely to be used by the Registrar's Office.

When the category is selected, click done, and scroll down.

Categories - Required

EDIT

11. Confirmation Notes

If there are any other pertinent details regarding the event reservation, please enter them in the Comments section.

If not, please select scroll down.

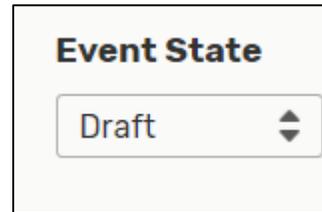
Confirmation Notes ⓘ

12. Draft State

After entering the event details, the Event State will appear as Draft.

At this point, you will now select Save to save the entire event reservation.

Conference Services will then change the Event State to Confirmed once the room and resource requests are approved.



13. Email/Edits

- If a user needs to edit the details of an event after saving in the Draft State, they can email Events@ndm.edu, and request changes.
- User will receive an email from Events@ndm.edu once the Conference Services team has approved your event.
- Conference Services will reach out to the user if there is a conflict, more details are needed or for any clarification.

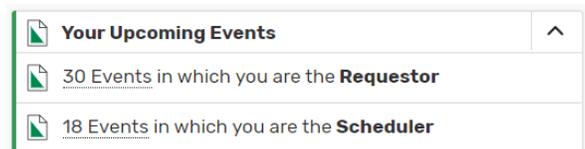
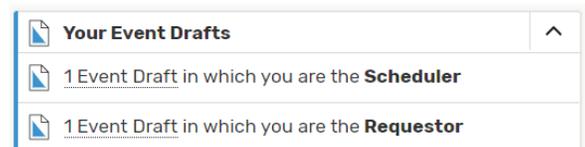
14. Finding My Events

Your event will be saved as a **DRAFT** until a member of the Conference Services office has processed your request.

You can keep track of your drafts from the homepage Dashboard, by clicking on the 25Live Pro text at the top of the page.

Once your request is confirmed, you will receive an email from Events@ndm.edu. To quickly view a listing of all of your events that have been processed, click on the # of events as Requestor

All requests are processed on a first come basis. When you submit a request, we recommend make this event a "**Favorite**" by starring the event after it is saved as a draft.



Throughout this site you can mark any Event as "Starred" by clicking its ☆ icon.

FAQ:

Who can use 25Live?

Anyone with a NDMU email & password can access 25Live and request rooms for an event on campus.

How do I gain access to the software?

It is accessible via the NDMU GatorHub, or by going to the NDMU website and clicking on 'resources for faculty & staff' or 'resources for current students' and clicking on the event scheduler button.

What is my event Reference ID?

Every saved event is associated with a Reference ID. You can see this number listed in the Event Details block after opening an event. It consists of the year — 6 characters letter combination (i.e., 2013—AAAZJB). You can enter this code to the Quick Search box to directly open your event without keywords and more search criteria.

What is the SGA Approval Process?

Student Clubs and Organizations that are recognized by the Student Government Association (SGA) must complete the following steps to secure an event space:

1. Submit the event request via 25Live to the office of Conference Services
2. Conference Services will then identify any conflicts on requested date and space availability
3. If the space is available, they will forward your request to SGA for secondary approval. You will then receive an email confirmation from the Conference Services office.
4. If the space is unavailable, or if there is conflict on the date, our team will work with you to find a new date or location before reaching out to SGA.

How do I find events I have submitted?

If you know your Reference ID, the event can be looked up quickly using the Quick Search box on the dashboard. Otherwise, you will need to search for it under the 'Events Tab.'

How do I know my event is confirmed?

You will receive a confirmation email from events@ndm.edu confirming your event. A copy of the confirmation will be attached, along with details in the email body. Make sure to read the entire email, as the Scheduler may have some additional questions.

I know the date, time & location I want, but I don't know the set up details yet, what should I do?

You can still submit your event request, but when you get to the 'Resources' section, select "Housekeeping Assistance Requested" and type in notes section that setup details are to be determined. This allows our office to follow up at a later date.

Can I 'hold' a space in the system for a potential future event?

NO. Due to high demand of our larger spaces, we cannot hold spaces. Once you have confirmed that your event is going to happen on campus, you may submit a space request.

When may I submit my request for space or services?

Requests may be submitted anytime. We may keep the request in our queue and process at a later date. Requests must be submitted with a minimum of 5 days notice. Requests for activities occurring the same day as the request date may not be considered for scheduling.

How do I submit a multi-date event request?

In the dates/time field of the Event Wizard form, check the "Event Repeats" button and select a repeat pattern. A calendar will open for you to select all your dates. As long as the meeting series is for the same TIME of day, you may use this feature. If your times are different, a separate request must be completed.

**Please only submit a repeat meeting request for ONE semester at a time.

**Please omit dates that the Registrar's Calendar shows as a holiday, or special event date in which no other activities may meet on campus. If you are meeting on that date, please add a comment so the scheduling office does not cancel the date.

Location Conflicts and Availability

If the SPACE shows a caution symbol to alert you of conflicts when completing the request form, hover over the caution symbol for more information. This will tell you which dates in your series have a conflict. For multi date events, the conflict is not typically effecting all of your dates requested. Go to "View and Modify Occurrences" on your location field to view all your dates.

Uncheck the dates in red (conflicting), and chose another location for those dates. You may also remove the conflicting dates, if you decide not to meet on those.

You may jump to the location by clicking on the bold location name, and then viewing the availability for the DATE you are requesting. This grid will provide a clear picture of available times in WHITE and conflicts in GREEN.

When should I receive a confirmation for my request?

We strive to reply to your request in a timely manner. Our goal is to turn around requests within 3-5 business days. The response may take longer if our office has received a large number of requests in a short period of time or if your request is for space or services requiring additional approvals. Requests for space for the next semester or further into the future will take longer to process. Our office processes those requests that are for the current month first, and there is a high volume of those on a daily basis.

What does Tentative State, Draft State, Confirmed State mean?

DRAFT

This is how most event requests are saved. Drafts are requests that will be reviewed and processed by a scheduling office. No space or services are held until an event has been changed to Tentative or Confirmed.

TENTATIVE

The scheduling offices does not use the tentative state for requested events. This state is only used by the Registrar's office.

CONFIRMED

Your scheduler will modify the state to Confirmed when all of the arrangements have been secured. At this point, the event detail is available to the service departments.

CANCELLED

An event that will no longer be taking place.

DENIED

Your request could not be processed.

What are the recommended browsers?

Until further notice, Microsoft Edge is the recommended browser