

2015

# Campus Reservations 25Live Training Manual



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# BHCC Reservations

## Quick Reference Guide for Requestors

### Table of Contents

General Information .....	2
Scheduling a room .....	2
<i>Scheduling priorities</i> .....	2
<i>Dates for classroom availability</i> .....	2
Getting Started .....	2
<i>Sign in to 25Live</i> .....	2
25Live Basic Navigation.....	3
25Live Tabs .....	3
Customizing the Dashboard .....	4
Calendar Viewing .....	4
Quick Search – find an Event or Class Scheduled .....	4
Find Available Locations – One Time Event.....	5
Find Available Locations – Recurring Event.....	6
Requesting a New Event .....	7
Completing the Requestor Event Wizard .....	8
Cancelling and Deleting Events .....	8
Starred Events, Locations, Reports (aka Favorites) .....	9
Location Availability Calendars (i.e. Room Calendars).....	9
Frequently Asked Questions .....	11
<i>Basic Navigation</i> .....	11
<i>Scheduling Events</i> .....	12
<i>Event Approvals</i> .....	13

## General Information

What is 25Live? 25Live is the official space reservation and calendar system for Bunker Hill Community College. It is a web-based system that can be accessed from any computer with Internet access from the following URL: <https://25live.collegenet.com/bhcc>

It is used by academic and service units to create and maintain the schedule of courses and to schedule one-time or special events. 25Live serves as a “central location” for classroom data. Google Chrome, Firefox, and Safari are the recommended browsers for 25Live. Internet Explorer is also compatible if using the newest version of IE but is not recommended.

## Scheduling a Room

Scheduling of events and locations is done through the BHCC Scheduling System. Requests should be made at least 5 business days in advance of the event.

BHCC also offers affordable rates for rentals of the facilities for conferences, banquets, and non-BHCC meetings. For additional information on facilities rentals, contact 617-228-2017 or 617-228-2328 or email: [facilitiesrental@bhcc.mass.edu](mailto:facilitiesrental@bhcc.mass.edu)

### ***Scheduling Priorities***

Most areas are scheduled on a first come, first served bases. However, when receiving multiple requests, the Academic Records Office will prioritize them in the following order:

- First Priority: President’s Office/Staff
- Second Priority: BHCC Faculty/Staff
- Third Priority: BHCC Sponsored Groups
- Fourth Priority: All other requests

### ***Dates for classroom availability: (Exceptions: Standing Committees and Student Clubs may request classrooms anytime for activity hours)***

Classrooms may be requested as follows:

- Fall Semester – after July 1
- Spring Semester – after December 1
- Summer Semester – after April 15

## Getting Started

### Sign In to 25Live

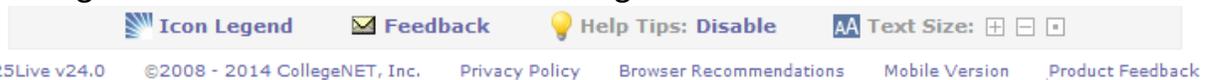
1. From the Start Menu on the computer, select the appropriate Internet Browser
2. In the search bar enter: <https://25live.collegenet.com/bhcc>

3. Click on Sign-in- located on the top right of the screen
4. Enter your BHCC ID and Password. The BHCC ID is case sensitive, and should be entered using lowercase.
4. Home Screen/Dashboard – Each time you sign into your account, the Dashboard Home Screen will display.



## 25Live Basic Navigation

- BHCC Logo – Links to BHCC Calendars Home Page
- Help – Collegenet Help Resources. The help button is on the right of the page. These help tips are not customized to BHCC Business Processes but do provide information on how to use the system.
- Icon Legend – Describes all icons used throughout 25Live



- Feedback – Emails BHCC Reservations Staff
- Help Tips – *Enabled* allows for rollover pop-up tips, *Disabled* will not show rollover pop-up tips
- Text Size – Adjusts page text size
- 25Live Version – updates and changes new to the version displayed
- Browser Recommendations – Firefox, Google Chrome, Safair, and Internet Explorer (only if newest version – not recommended)
- Mobile version – not active for BHCC

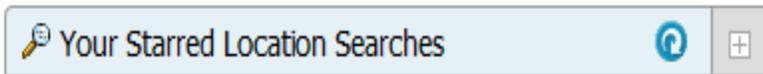
## 25Live Tabs



- Home – displays user customized dashboard
- Event Wizard – Event Reservation Request Form
- Events – Search for Events
- Locations – Search for Locations
- Organizations – Search for Organizations
- Tasks – Search for Tasks
- Reports – Search for Reports

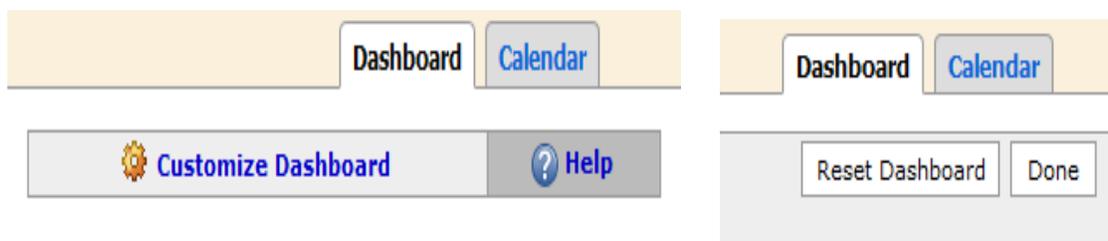
## Customizing the Dashboard

Users can customize the objects that appear and how they appear on the Dashboard. Leaving all the dashboard items collapsed at the end of each session, will allow for a fast page reload the next time a user logs in.



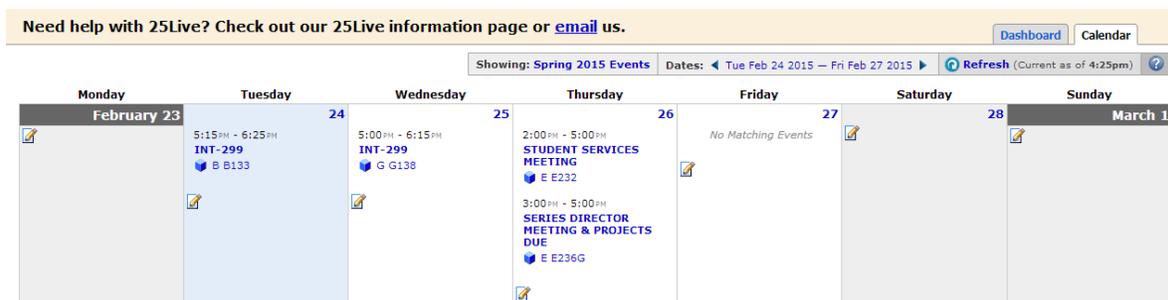
(+ expands the object; - collapses the object)

Click on **Customize Dashboard** under the Dashboard tab. A gray box will appear. Users can then click and drag any of the objects on the page and move them around. To hide an object, click and drag the object to the gray box. The object can always be unhidden by repeating the steps and dragging the object back onto the dashboard. Once all objects are arranged, click “Done”.



## Calendar Viewing

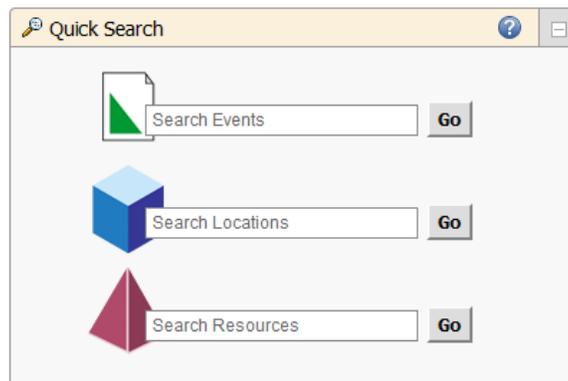
Users can click on the Calendar tab to view specific events or sections during certain dates.



## Quick Search – find an Event or Class Scheduled

Users can use the Quick Search object on the Home Tab to search for Events/Classes, Locations, and Resources. **A minimum of two characters must be used for the searches.** The search fields are not case sensitive, and is a “contains” search, meaning that the search results will display any results with the characters in any part of the field name (i.e. Search = STU; Search Results = **S**tudent Government Meeting, Non**st**udent activity, etc.)

- **Search Events** – Searches within an event name, event title, event reference number, class prefix, class number, class section number
- **Search Locations** – Searches within the short and formal location names



## Find Available Locations – One Time Event

There are two easy ways to begin searching for available locations. You can choose to search by location, or you can choose to search by date. The “Find Available Locations” options are an element on the dashboard of 25Live. These options can only be used for one-day events, not recurring events. – See Find Available Locations – Recurring Events below.

From these searches, a new event request can be started. If the user already knows the date, time, and location and does not need to search for this information, the user may proceed directly to Creating an Event (see “Requesting a New Event” below). These searches replace the need for users to contact Academic Records for available space before requesting the space. Search results will only show locations that are available.



By using the “I know when my event should take place – help me find a location”, the user can enter the desired date and time of the event and search spaces that are available during this time.

General users will have two search options: Good Locations for Meetings and multiuse locations.

By using the “[I know where my event should take place – help me choose a time](#)”, the user can enter the desired location for the event and search dates and times that the space is available.

Date	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11
Wed Sep 24 2014																		
Thu Sep 25 2014																		
Fri Sep 26 2014																		
Sat Sep 27 2014																		
Sun Sep 28 2014																		
Mon Sep 29 2014																		
Tue Sep 30 2014																		

### Find Available Locations – Recurring Event

Currently, the 25Live system does not provide a dashboard resource to search for space for a recurring event. The best method for searching for a room for a recurring event is to start a new Event Wizard, and skip to the Date and Time, and Location fields.

Enter the first date of the occurrence in the Start/End along with the times (**start and end dates have to be the same, these cannot span dates**). Then click on **Event Repeats: Repeats Ad Hoc**. Enter all the dates of the occurrence. It is recommended to use the adhoc feature rather than the repeats daily, weekly, or monthly. This helps if dates change or are cancelled, other dates will not be affected.

The screenshot shows an event scheduling form with the following fields:

- Start:** Thu Sep 25 2014, 09:00 am (Pre-Event/Setup durations?)
- End:** Thu Sep 25 2014, 11:00 am (Post-Event/Takedown durations?)
- Occurrence Duration:** 2 Hours
- Event Repeats?:** Repeats Ad Hoc
- Ad Hoc Repeat Criteria:** A calendar for November 2014 with the 6th, 13th, and 20th highlighted in blue.
- Occurrence List:** A table with columns for Date, Comments, and Status.
 

Date	Comments	Status
Thu Sep 25 2014	[none]	Active
Thu Oct 2 2014	[none]	Active
Thu Nov 6 2014	[none]	Active

Once all the recurring dates have been set, proceed to the Locations field. Search “spaces” using the Categories or your Starred Locations. Rooms that are available will show a Green Checkmark, while rooms that are NOT available will show a Red Yield.

The screenshot shows a dropdown menu titled "Choose from..." with the following items:

- B B127** (Max Capacity: 28) - Red yield icon (unavailable)
- B B128** (Max Capacity: 28) - Green checkmark icon (available)
- B B129A** (Max Capacity: 28) - Green checkmark icon (available)

At the bottom of the menu, there is a note: "Hover over ✓ or ⚠ icons for availability details." and buttons for "Refresh" and "Hide Unavailable".

If you are using this process to find a location for a recurring event or meeting and the room is available, proceed to complete the Event Wizard and submit for approval.

## Requesting a New Event

The Event Wizard allows a user to request a new event (aka the Reservation Request Form). To start creating an event, you can:

- Click the Event Wizard tab on the dashboard  
OR
- Click an option in the Find Available Locations area of the dashboard to start from a required time or location  
OR
- Click on the button “Create an Event” on the dashboard

## Completing the Requestor Event Wizard

The Requestor Event Wizard for general requestors consists of the following fields. (Reservations are not confirmed until the appropriate scheduler and/or administrator reviews and approves the request and a confirmation is assigned.)

- **Event Name** – this is what will display to the public on the web calendars. Please limit abbreviations and general titling. Event names should be clear and easy to understand by the general public.
- **Event Type** – the most appropriate event type should be selected. All meetings and events are simply “events” and all course sections are “sections”.
- **Primary Organization** – this is the organization facilitating and/or requesting the event. Search by ‘Types’. Only use BHCC Internal or BHCC Student organizations.
- **Expected Head Count** – the expected head count is required for all requests for space utilization reporting.
- **Event Description** – the Event Description will show to the public and is subject to review, approval, and modification. **Event descriptions are required for any event that is ‘Open to the Public’.**
- **Event Date and Time** – this is the date and time of the event. For recurring events, only use ad-hoc dates rather than recurring event. If the event requires additional setup beyond facilities setup, please indicate the amount of time needed using the "Pre-Event" and "Post-Event" times. Do not include these times in the time of the actual event. Setup and Takedown times are for facilities use only.
- **Event Locations** – the requested space or spaces.
- **Requestor** – the person who makes the request. This is person to contact if there is a question concerning the event. This will default to the person who is logged in when the information is entered. If you are entering the event for someone else, use SEARCH and select that person’s name.
- **Scheduler** – the event coordinator assigned to the event. You may leave this blank

## Cancelling and Deleting Events

Events that have been cancelled for any reason, should be cancelled in 25Live for accurate reporting, room utilization reporting, to allow others to request the space, and to show an accurate record of the calendar of events on public calendars. Cancelled events will still show on public calendars, but will show as cancelled. Events that need to be cancelled should be cancelled through an email request to [25Live@bhcc.mass.edu](mailto:25Live@bhcc.mass.edu). Please include the confirmation number and the date(s) to be cancelled.

## Starred Events, Locations, Reports, Locations (a.k.a Favorites)

Events, locations, organizations, event types, can all be created as starred items by selecting the 'Star' next to the item to be starred. Many items can only be starred while the user is in an Event Wizard. Other items can be starred through searches.

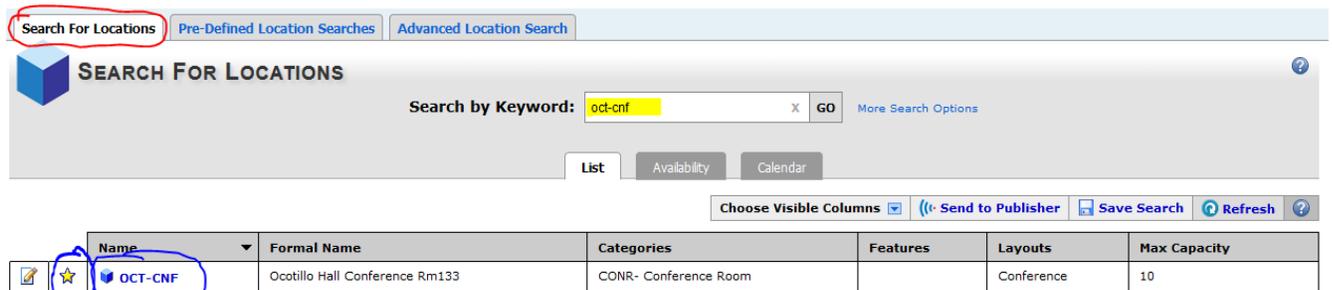
Look for the Star 



## Location Availability Calendars (i.e. Room Calendars)

While many of the events on campus are posted to the public calendars (Community, Student, Employee), these calendars do not show all events or classes that are scheduled and should not be used to identify available locations. To view/print a complete list of events for a particular space, the user must login to 25Live and follow the steps below to access the location availability calendars.

1. Once logged in to 25Live, click on the location in 'Your Starred Locations' on your dashboard then skip to step #3. If the location is not in your favorites, continue with step #2
2. Click on the 'Locations' tab. In 'Search for Locations' enter the space short name or formal name, or partial (i.e. auditorum, or C202). Click on the star to the left of the location name to make it a favorite.



Name	Formal Name	Categories	Features	Layouts	Max Capacity
 OCT-CNF	Ocotillo Hall Conference Rm133	CONR- Conference Room		Conference	10

3. Click on the location name (i.e. OCT-CNF), then click on the Availability tab if it is not already selected. The availability tab will default to the current week. To select a calendar view for different dates, or a different range of dates (i.e. daily, weekly, monthly), click on 'Dates' and make necessary changes.



# OCT-CNF (OCOTILLO HALL CONFERENCE RM133)

Details

List

**Availability**

Calendar

Dates: Wed Mar 26 2014 through Tue Apr 1 2014

Weekdays: All Days

Same-Day Event View: Overlapping

Actions...

Refresh

What is this view?

?

Date	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11
Wed Mar 26 2014									NURSING STAFF MEETIN									Closed
Thu Mar 27 2014																		Closed
Fri Mar 28 2014																		Closed
Sat Mar 29 2014																		Closed
Sun Mar 30 2014																		Closed
Mon Mar 31 2014																		Closed
Tue Apr 01 2014			BUSINESS FACULTY SELECTION COMMITTEE MTG															Closed

## 25Live Frequently Asked Questions

### **Basic Navigation**

#### **What is 25Live?**

25Live is the official space reservation and calendar system for Bunker Hill Community College. Built on the latest Web 2.0 technologies and standards, community concepts, and data sharing capabilities, 25Live enables users to view event information and request the use of campus space 24 hours a day, seven days a week from any computer with internet capability.

#### **Who can use 25Live?**

25Live can be viewed by anyone who visits the url. The default view allows visitors to view basic event information. Access to advance functionality, including requesting the use of campus space is only available after logging into the system with a valid BHCC username and password.

#### **Do I have to use 25Live to schedule events and request the use of campus spaces?**

Yes. Yes you do. 25Live is the only acceptable and recognized method for scheduling events on campus.

#### **How does 25Live work?**

25Live provides the college community with one centralized calendar, scheduling system, and data repository for all events held at the college.

#### **Can you do this for me? I can't use 25Live.**

Academic Records does not make proxy requests for 25Live users. However, we do offer one-on-one assistance, telephone support, and periodic training workshops for schedulers and users. Please contact Deb Boyer at [dboyer@bhcc.mass.edu](mailto:dboyer@bhcc.mass.edu) for more information.

#### **Why does 25Live seem to be running so slowly?**

Although many people think of it as “just another website”, 25Live is a complex and full featured application that has the potential to be accessed by thousands of people at one time. Speeds can vary based on the speed of your network connection, available bandwidth, the number of users on the system and a number of other factors.

Additionally, the data in 25Live changes almost constantly. Using the system involves searching locations, organizations, contact information, and event records to deliver the most accurate information in real time. That being said, performance enhancements and adjustments are being made with every new release.

The browser used to access 25Live can also affect performance. We strongly urge all users to NOT use Microsoft Internet Explorer to access 25Live. There are known performance issues related to using IE. Please use Mozilla Firefox or Google Chrome for the best results. Safari (on Apple products) also performs well with 25Live.

## **Scheduling Events**

### **How far in advance can events be requested?**

Locations, except classrooms, can be requested at any time, but no later than 2-5 days prior to the event.

### **I found an available space using the availability grid, but 25Live told me that I am not allowed to schedule events. Why?**

Users who receive this message are typically not signed into 25Live. Please click the “log into 25Live” link at the top of the page and sign in with a BHCC username and password.

### **Why can't I request something even when 25Live says it's available?**

This is typically encountered when users select an event time outside of the location's normal Open/Close hours. Try adjusting the event times of the event to a time within the open/close hours.

### **I'm using 25 Live on Firefox but every time I input something, the screen jumps to the top of the page. Why?**

This is typically related to using an old version of Mozilla Firefox. Please download and install the most up-to-date version of Firefox.

### **Why doesn't my event show up on the calendar immediately after I put the request in?**

Only approved events are displayed on the Location's Availability Grid in 25Live. The event will appear on the 25Live calendar after the assignment request is approved by the space scheduler.

### **How long do I have to wait for a confirmation? I put a request in last week and haven't heard anything back.**

Schedulers are expected to act on requests and communicate the assignment status within two business days. Please contact the Academic Records Office ([25Live@bhcc.mass.edu](mailto:25Live@bhcc.mass.edu)) if a response is not received after two business days.

### **I requested rooms in different buildings but my confirmation only has a few rooms on it? Why?**

BHCC's de-centralized scheduling practices create an environment where different schedulers facilitate different locations on campus. This may result in users receiving more

than one confirmation for an event based on the specific locations requested. Please contact the Academic Records Office ([25Live@bhcc.mass.edu](mailto:25Live@bhcc.mass.edu)) if all of the spaces requested are not confirmed or denied within two business days.

**I submitted a request and it was approved. Now, I need to make a change. Can I edit an event?**

Yes. Yes you can. When the event is edited and saved a new approval will be required. Please refer to the [25Live Basics document](#) for detailed instructions.

**I need to remove one or more dates from a recurring reservation that I have scheduled. How do I do this?**

Please refer to the [25Live Basics document](#) for detailed instructions on editing event requests. 25Live allows users to remove ad hoc repeat dates. If the date you need to remove is the first occurrence, please contact the Academic Records Office ([25Live@bhcc.mass.edu](mailto:25Live@bhcc.mass.edu)).

## **Event Approvals**

**I approved/denied something by accident. Where's the "undo" button?**

After a scheduler approves/denies a request, it cannot be undone. Schedulers should contact the Academic Records Office ([25Live@bhcc.mass.edu](mailto:25Live@bhcc.mass.edu)) for assistance with correcting assignment errors.

**How do I approve/deny requests?**

When logged into 25Live, click on the "Tasks" tab. Any tasks that require action will be displayed. For more information check out the [Approvals in 25Live](#) document.