

# 25LIVE PRO EVENT CREATION GUIDE

November 2022

## HOW TO ACCESS 25LIVE PRO

- <https://25live.collegenet.com/pro/csustan>
- Google Chrome is the recommended browser to avoid issues
- All Faculty/Staff/Students with a valid Warrior ID have access to 25Live

## HOW TO FIND AN AVAILABLE LOCATION

- Locations use both the formal name and the short-hand name
  - Formal names can be searched by using any combination of the full name (Mary Stuart Rogers)
  - Short-Hand names are denoted by the building code, then a space, then the numbers (MSR 130)
- “Quick Search” for a location from the dashboard by entering the name on the “Search Locations” box
- “Go to Search”> select “Locations” enter the location name, or select a dropdown search, or click on “more options” to add additional parameters to your search
- “More” menu > Availability, shows a full list of what is scheduled on the Turlock campus for a specific date (select the date you would like to view and ensure “Turlock Campus Locations” is chosen from the dropdown)
- View location details plus additional calendars for a specific location by clicking on the location name

## HOW TO CREATE AN EVENT REQUEST

There are several ways to start an event request:

- On the dashboard/Home page you can click on the “Create an Event” icon
- Click on the “Event Form” button in the right top of the screen
- On an availability view, find the location you’d like to reserve and click on the date/time on the calendar
  - If you see the pencil and paper icon, you have permissions to reserve the location
  - If the pencil and paper icon do not display, you do not have permissions to reserve the location

### ***“EVENT NAME” SECTION***

- Be as specific as possible and include your organization name in the title when possible
- If you must abbreviate any items, please be sure to spell out the full title in the description
- **NOTE: Event Names are what will be used in your publication if you select the publication request**

### ***“EVENT TYPE” SECTION***

- Review the [25Live Event Types](#) on the 25Live webpage for definitions and examples
- Select one of the “Event Type” options
- **NOTE: It is important that the proper event type is selected, as notifications and questions are populated based on this selection.**

### ***“PRIMARY ORGANIZATION RESPONSIBLE FOR THIS EVENT”***

- This is the CAMPUS organization that is primarily responsible for this event

### ***“ADDITIONAL ORGANIZATION(S) RESPONSIBLE FOR THIS EVENT”***

- Other CAMPUS organizations involved in planning your event

### ***“EXPECTED HEAD COUNT”***

- The headcount should include all the guests you expect to attend your event, including speakers and staffing
- If you are tabling, select the number of staff who will be at your table without including potential attendees
- It is important for the head count to be accurate, since the system recommends rooms based on the headcount

### ***“EVENT DESCRIPTION”***

- This field is intended to capture public details about your event and will be used for marketing purposes
- The information will be visible to the public on our campus calendar, so please use it as a marketing section to

inform guests regarding your event.

- **NOTE: Event Description is what will be used in your publication if you select the publication request**

#### ***“EVENT DATE AND TIME”***

- Choose the first date of the first event- keep the check box “The event begins and ends on the same day”
- Chose the start and end time of your ACTUAL event, NOT including setup and takedown time
- **NOTE: Event Dates/Times are what will be used in your publication if you select the publication request**

#### **\*ADDITIONAL TIME\***

- Input additional time for setup if:
  - You are wanting to change the layout
  - You are having food delivered to your event
  - You need time to set out materials
  - You would like to access the room before your event
- Input additional time for setup if:
  - You changed the layout and the room will need to be reset back to the default
  - You have food/beverage present and therefore will need custodial services to clean after
  - You would like to access the room after your event

#### ***“EVENT REPEATS”***

- Select dates on the displayed calendar for any repeating days for this event
- All occurrence dates chosen will display as a blue box on the calendar
- You can view an entire list of occurrences by clicking on “View All Occurrences”
- To adjust the times for individual occurrences, select the time displayed and update it to a new time
  - Durations can be different for each date
  - Setup and take down times remain the same for each date
- To remove individual occurrences, select the red “Remove” button

#### ***“EVENT LOCATIONS” SECTION***

- You can choose an existing location search from the drop down “Saved Searches (optional)” list or just enter a keyword for the location you’d like
  - “Off Campus Location”: Select this option if you have a University Sponsored event or an event using University Funds that is occurring off campus
  - “Online/Webinar”: Select this option if you have an event that is taking place online or in a webinar, not utilizing any space on campus
  - “Other Campus Location”: Select this option if you have an event that will be taking place in a campus location that is not currently listed in 25Live and make note of the location you are reserving in the requestor comments section

Once you search for a location, a few things can occur:

- “RESERVE”:
  - If a space is available on all of the dates you entered, a blue “reserve” button will appear.
- “RESERVE AVAILABLE”:
  - If there is a conflict on any of the dates, a brown “reserve available” button will appear
  - You can click on the “Conflict Details” wording to view the conflicts
  - If you would like to use the room on the dates without conflicts, click on the “reserve available” button and it will select all the available dates
  - You are able to start the search over again to add an alternate location for the conflicting dates and then unselect the previously selected dates with the other location by going to “view occurrences”
- “UNAVAILABLE”
  - The location selected is unavailable for all the dates you have selected
- “NO RESULTS”:

- You either do not have permission to reserve this location or it does not exist in the 25Live system
- If you know you will be utilizing a location that you do not have permissions to request in 25Live, find and select the “Other Campus Location” and leave notes regarding the location you will be utilizing and who you spoke to about using that space. The 25Live team will update your request and verify this information.

Selected locations will display below the search box

- You can “remove” locations here by clicking on the “remove” button
- “View Occurrences” to unselect a location for certain dates
- “View Occurrences” also allows you to change the layout from the default to another option

**If you have a large event with multiple rooms, you may receive an error that the headcount exceeds the capacity of the room. This is just a warning, so you are able to continue with the reservation.**

#### ***“EVENT RESOURCES”***

- Resources are used for equipment, services, or staffing available to you for your event
- Some resources are automatically added to requests based on the information provided and cannot be removed
- Some resources are only available in specific locations, pay close attention if they list a location in the name
- **NOTE: RESOURCES ARE CODED AS RED IN THE SYSTEM-** It is not an error and is not stopping you from saving your event in case of save error.

#### ***“EVENT FILES”***

- Include information such as event flyers, agendas, itineraries, custom layouts, etc.
- Do not use this area to upload photos you would like included in publications, there is a question in the next section to upload a publication image called “Thumbnail image for Publication”

#### ***“ADDITIONAL INFORMATION”***

- **Questions answered YES in this section may result in additional questions being added to the form.**
- Different questions populate depending on the event type, location, and answers you provide. Please pay special attention to questions which denote, “Turlock Campus” which includes everything outside of the Student Center/Event Center, “Student Center” which also includes Event Center locations, and “Stockton Campus”.
- Answer all the required questions that are marked with a red asterisk, even text boxes. **Remember, exclusion of event information and vague answers will result in a delay of confirmation!**
- Some questions will notify the appropriate department and some questions still require you to complete additional steps to acquire the services needed:
  - **Co-Sponsored with Off-Campus Entity?**
    - DESCRIPTION: Select if you are planning on co-sponsoring an event with an outside entity
    - LOCATION: Applies to all locations
    - NOTIFICATION: University Events Department
    - ACTION: Co-Sponsorship form required, along with fee waiver form if you are requesting to waive rental fees for the co-sponsorship. Release of Liability or Certificate of Insurance may also be required.
  - **Hiring Off-Campus Service Provider?**
    - DESCRIPTION: Select if you are bringing any vendor to campus or hiring a vendor for any services for an event.
    - LOCATION: Applies to all locations
    - NOTIFICATION: N/A, but the scheduler reviews and provides guidance
    - ACTION: Additional forms may be required such as Certificate of Insurance from service provider
  - **Performer/Speaker/Lecturer?**
    - DESCRIPTION:
    - LOCATION: Applies to all locations
    - NOTIFICATION: N/A, but the scheduler reviews and provides guidance
    - ACTION: Additional forms may be required such as a Hospitality or Performer Engagement form
  - **Physical Activity/Game/Sport?**

- DESCRIPTION: Select if you are having your participants or performer do any physical activities
  - LOCATION: Applies to all locations
  - NOTIFICATION: N/A, but the scheduler reviews and provides guidance
  - ACTION: Release of Liability may be required
- **Written Agreements/Contracts?**
  - DESCRIPTION: Select if you are needing to sign any agreements for your event
  - LOCATION: Applies to all locations
  - NOTIFICATION: N/A, but the scheduler reviews and provides guidance
  - ACTION: Agreements and Contracts may only be signed by persons with delegated authority, so please ensure you are working with someone who has that authority to procure services otherwise you may be held personally liable.
- **Dignitary/Elected Official Invited to this Event?**
  - DESCRIPTION: List any high-profile attendees that are invited to your event
  - LOCATION: Applies to all locations
  - NOTIFICATION: University Advancement
  - ACTION: N/A, but additional security may be required
- **Non-Compensated Volunteers Involved?**
  - DESCRIPTION: Select if you are accepting any volunteers outside of your dept to work your event
  - LOCATION: Applies to all locations
  - NOTIFICATION: Human Resources department
  - ACTION: An additional volunteer form is required
- **Off-Campus Youth Present?**
  - DESCRIPTION: List any off-campus minors that will be invited to this event. Include whether they will be chaperoned by their parents, teacher, or only by someone from the University.
  - LOCATION: Applies to all locations
  - NOTIFICATION: Safety and Risk Management
  - ACTION: Additional forms including LiveScan may be required at a cost. If youth are attending without a chaperone, a release of liability may be required.
- **Soliciting Sponsorships, Donations, Gifts from Businesses for a Fundraiser?**
  - DESCRIPTION: List the details of who you will be contacting and what you will be asking for if this event is a fundraiser or sponsorship event.
  - LOCATION: Applies to all locations
  - NOTIFICATION: University Events Department
  - ACTION: Additional forms may be required, depending on scope of fundraiser
- **Food/Beverage Served?**
  - Outline the types of food and beverage that you wish to serve at your event and whether you are planning on bringing the food yourself or having it cooked by Chartwells. Include information such as whether it is breakfast, lunch, dinner, snacks, and beverages only, and if it is plated, boxed, express pickup, buffet, etc.
  - **Food/Beverage Cooked/Purchased from Other Entity?**
    - DESCRIPTION: If you are ordering food from Chartwells that still needs to be prepared, or if you are getting food from a source other than Chartwells
    - LOCATION: Applies to all locations
    - NOTIFICATION: Safety and Risk Management
    - ACTION: A TFP is required for any food purchased with University funds that is not being cooked via Chartwells
  - **Food/Beverage Fully Catered by Chartwells?**
    - DESCRIPTION: Select if Chartwells will be fully preparing your food order
    - LOCATION: Applies to all Turlock University and Student Center locations
    - NOTIFICATION: Chartwells and ABS
    - ACTION: Complete a CaterTrax food order
- **OIT Tech/Media/Network Services Work Order Request Needed?**
  - DESCRIPTION: List ALL A/V equipment you plan to use, bring, or need to request.

- LOCATION: Applies to all locations
  - NOTIFICATION: OIT
  - ACTION: N/A
- **Alcoholic Beverages Served?**
  - DESCRIPTION: List all beverages that you wish to serve and for how long
  - LOCATION: Applies to all locations
  - NOTIFICATION: Safety and Risk Management, plus UPD and ABS if in any Turlock Campus
  - ACTION: Additional paperwork is needed. There may be a charge associated with having an officer present at your event when alcohol is being served.
- **Pay to Reserve a Parking Lot for Attendees (Moratorium)?**
  - DESCRIPTION: If you are requesting the use of a parking lot for your event and plan to either pay for the lot usage or request a parking fee waiver. Be sure to indicate which Lot you would like to request for your event. If approved, a Parking Lot will be added as a location on your reservation.
  - LOCATION: Applies to all Turlock University and Student Center locations
  - NOTIFICATION: UPD
  - ACTION: Send your chart string information to UPD
- **Event Setup Requested for the Turlock location?**
  - DESCRIPTION: List if you need event services such as a layout change or if you need additional equipment such as tables, chairs, etc. from CPFM
  - LOCATION: Turlock locations excluding Student Center/Event Center/Quad, unless you are a department in the Quad
  - NOTIFICATION: CPFM
  - ACTION: upload supervisory approval as an event file to utilize indicated chart string. An additional CPFM Work Order request is no longer required to be submitted by the requestor.
- **Custodial Service Requested for Turlock location?**
  - DESCRIPTION: List information here about the cleaning you will need done either before, during, or after your event. This would include vacuuming, garbage removal, and cleaning and re-stocking any nearby restrooms. If you have any food/beverages present at your event, custodial services are needed from CPFM
  - LOCATION: Turlock locations excluding Student Center/Event Center/Quad, unless you are a department in the Quad
  - NOTIFICATION: CPFM
  - ACTION: upload supervisory approval as an event file to utilize indicated chart string. An additional CPFM Work Order request is no longer required to be submitted by the requestor.
- **Event Setup Requested for the Student Center?**
  - DESCRIPTION: List if you need event services such as a layout change or if you need additional equipment such as tables, chairs, etc.
  - LOCATION: Applies to Student Center and Event Center locations
  - NOTIFICATION: Student Center
  - ACTION: No additional forms required
- **Event Setup Requested for the Stockton location?**
  - DESCRIPTION: List if you need event services such as a layout change or if you need additional equipment such as tables, chairs, etc.
  - LOCATION: Applies to Stockton Campus locations
  - NOTIFICATION: Stockton Campus
  - ACTION: No additional forms required
- **Will this event be recorded? > Will participants be seen or heard? > Will the recording be publicly visible?**
  - DESCRIPTION: List if your online event will be recorded and published publicly where participants will be seen or heard
  - LOCATION: Applies to online/virtual location
  - NOTIFICATION: Communications and Public Affairs
  - ACTION: Releases needed for participants to sign

### ***"PUBLISH TO CALENDAR"***

- "Publication Request to Promote this Event": Select if you want your request promoted on the University Events Calendar and/or in the Internal Communication Newsletters.
  - If selected, the publications team will pull the publication information from your 25Live reservation such as the event date, event time, description, attendees, and thumbnail image.
  - Detail and comment sections are optional since the publication will come from existing areas, but feel free to include any publication date options or comments to the communications department.
  - Requests are required to be made at least two weeks prior to your requested publication date.
  - Requests for publication will not be completed until your event is confirmed, which means event requests must be made in enough advance time to confirm your request and allow the communications department to create your request with the confirmed information. It is recommended to input at least 1 month in advance.
- "NONE- Publication Not Requested for this Event": Select if you do not want your event to be publicized on any of the internal communications or on the University Events Calendar.

### ***"REQUESTOR COMMENTS"***

- Please include additional comments regarding your event that should be relayed to the departments reviewing this request.

### ***I AGREE\****

- An acknowledgement is required for the following items:
  - I acknowledge this event request form is complete and accurate.
  - I acknowledge that exclusion of event information will result in a delay of confirmation and approval.
  - I acknowledge the event state will remain "Tentative" until all details are reviewed and approved.
  - I acknowledge that once this event request is "Confirmed", I will be notified and can then proceed with publicizing this event.
  - I acknowledge that all University policies and procedures regarding events and gathering on and off campus will be followed.
- **Your event is not approved until all involved University departments have reviewed your information.**
- Additional information may be needed before your event is confirmed, please be sure to timely respond to emails and phone calls regarding your request.
- Please do not advertise your event until it is confirmed, as details may change during the review process.

### **EVENT SAVE ERRORS**

- If your event request does not advance from the event form to the event details page, it did not save
- When you hit "Save", pay special attention to where the screen jumps to on the page- this is the section that is missing information
- Event save errors will appear below the section that is requiring a selection to be made as:  
**"Please enter a value for required fields"**
- Most of the time, information is missing from the "Additional Information" section. Required answers will be marked with a red asterisk. Be sure to review all "Yes/No" toggles and text boxes to ensure information is included that is required.
- **NOTE: RESOURCES ARE CODED AS RED IN THE SYSTEM-** It is not an error and is not stopping you from saving your event in case of save error.
- **NOTE:** The location capacity warning does not stop you from saving your event, it is merely a warning that you may have chosen a location that is too small for your event. This may require you to find an alternative location, but if you are planning a large event with breakout rooms, it is perfectly fine to keep the smaller room while having a higher headcount.
- **NOTE: If you are unable to find the issue with your event request and it is still not saving, please call the 25Live Reservation Office immediately. It is easy to troubleshoot over the phone or via a teams call, rather than email since we cannot fully see your screen.**

## HOW TO FIND YOUR REFERENCE NUMBER

- Reference numbers are displayed with the year, dash, and 6 letters (ex: 2022-AATTVL)
- Reference numbers can be found in one of the following ways:
  - Via the event details page of your event (follow instructions below on how to find your event again)
  - Via the email sent to you after your request is submitted
  - By clicking the “Events in which you have Requested” button on the main dashboard

## HOW TO FIND YOUR EVENT AGAIN

- On the main dashboard, find the “Your Upcoming Events” section and click on “xx Events in which you are the Requestor”. This will take you to the search page, where you can select “All Dates” to see past events, or “Future Only” to see upcoming events.
- On the main dashboard, find the “Quick Search” box and the “Search Events” section. Enter your reference number to go directly to your request or input a keyword (full/portion of “event name”) to search.
- “Go to Search” button, select “Events” in the select object dropdown and click on “Saved Searches (optional)” and scroll down to find “Events You have Requested”
- Find your email confirmation with a link directly to your reservation or the reference # for easy searching.

## HOW TO CANCEL YOUR EVENT

- Follow steps for, “How to Find Your Event Again”.
- Once found, select “Request Cancellation” in the upper right, with included reason for cancellation.
  - Cancellation should only be used if the event is truly cancelled, not if it is just being rescheduled or if details are needing to be updated.
- If event location, date, or time needs to be updated, please edit the event. If your event is already confirmed, please contact your scheduler via instructions below.

## HOW TO EMAIL WITH QUESTIONS

- From the event details page, click on “More Options” and select “Email Event”
- Your scheduler will automatically populate, click on the “TO” box next to their name. You can also input any email into the “TO” section to the right.
- “CC” yourself so that you also get a copy of the email in your inbox. If this is not selected here or previously setup in your user settings to always CC yourself, you will have no way to retrieve the message once it is sent since they are not saved in the 25Live system.
- Type your message in the “Message Body”
- Always select “include event details in body of message” under the message box
- Click “send” and verify you received a copy of the email in your own inbox

If you have any questions, please contact  
[25Live@csustan.edu](mailto:25Live@csustan.edu) or the 25Live Line at 667-3525