

Frequently Asked Questions; 25Live Training

1. Q: Is there a complete list of all the rooms in 25Live?
A: There is no complete list of locations within 25Live. All academic and outdoor spaces available through Room Scheduling for Events are available in 25Live.
2. Q: Can we come up with an event naming convention?
A: Department/Office Name: Event Name
3. Q: Does 25Live require a Duo authentication?
A: 25Live uses single sign-on (SSO) which enforces the use of Duo. If you have 2-step activated for your Bronco ID then you will need to use a Duo token or the Duo app to access 25Live.
4. Q: Identify club at U-hour?
A: We encourage OSLCC to add Club in front of their event name
5. Q: Can a room be assigned to a department?
A: Currently the rooms are assigned to the Colleges, which can be found in the details page under Categories.
6. Q: Can we deny use of a space?
A: Yes, but there must be a reason for denying the space.
Only individuals who are configured in 25Live to approve space will have access to deny the use of space. Ex. Academic Planning and Resources deny and confirm the use of space for Academic Lecture Spaces. The President's Office denies and confirms the use of the SSB MPR.
7. Q: How long will a department have to approve or deny a room request?
A: 5 days, also dependent on date of the event, urgency and the volume of requests APR receives.
8. Q: For reoccurring meetings can we only schedule 1 semester at a time?
A: You can schedule the current term and a term in advance.
*Please refer to the training guide for an example
9. Q: Search for facility PeopleSoft will it still work?
A: Yes, it will still work. Best practice is to search for available space in 25Live. We will no longer be scheduling events in PeopleSoft, there for the most accurate way to search for a location, that will have both classes and events, is through 25Live.

You may use 'Search for Facility' in Peoplesoft for **ONLY** class scheduling, your class will trump the event already scheduled in that room, by Academic Priority Override.

10. Q: Do we have to switch in between programs 25Live and PeopleSoft to schedule our classes?
A: No, Class Scheduling will always be done in PeopleSoft, as mandated by the Chancellor's Office.
11. Q: Do we still book our classes in PeopleSoft?
A: Yes.
12. Q: Finals week is always hard to find space-will 25Live help us?
A: Yes, the finals exams will appear on the calendar in 25Live, which will let you see the availability of the room needed.
13. Q: For a hybrid class if it falls into an approved time module-does the class have to be scheduled or will it automatically feed into 25Live?
A: All classes need to be scheduled in PeopleSoft. Classes with complete meeting patterns (includes: Facility ID, Days, Start Time, End Time) will find into 25Live.
14. Q: Can I submit a request even though you aren't processing requests for that term?
A: Yes, you will receive an email notifying you that the term is not open yet and it will sit in 25Live until we open the term being requested. It is recommended to not do this because class are still being scheduled and you may lose your space.
15. Q: If there is a summer class scheduled will orientation bump the class?
A: No.
16. Q: Summer camps will they still be picked up by 25Live?
A: Yes. Business Process for Summer camps, programs, and events will all be requested through 25Live, thus once confirmed, will be picked up in 25Live.
17. Q: My students like to meet during U-hour and they aren't that organized they plan last minute. Do they have to submit their request for space 15 days ahead?
A: Student Clubs must submit their request through OSLCC.
18. Q: Is it possible to have u-hour events scheduled in classrooms earlier than census?
Events like industry events, student club meeting, etc.
A: Yes, but please be aware the location can be removed due to a class being scheduled. For clubs, please refer to OSLCC

19. Q: What does “confirmed” mean?

A: Confirmed is a type of Event State. Event requests with a Confirmed state can have assigned locations and resources. Final approvers of the event requests have now changed the status from a request to a Confirmed Event. See Glossary (add link to APR trainings)

20. Q: Can we have a naming convention so when we look at calendar view, we know whose meeting it is?

A: Department/Office Name: Event Name

21. Q: Hybrid courses and meeting patterns how do we guarantee space?

A: There is no guarantee of spaces. Please see Schedule Building Timelines (add APR link)

22. Q: Can you schedule different days/times in different rooms in one request?

A: Yes, please refer to the training guide.

23. Q: Are the library rooms in 25Live?

A: Library rooms (Ex. Lecture Spaces in Building 15) that were available in room scheduling for events will be available in 25Live. All other room requests that are not Academic Lecture Spaces will need to go through the Library coordinator.

24. Q: Will schedulers get the same training how to use the system?

A: APR will hold 25Live training sessions once a Semester

25. Q: Will I still be able to look up rooms in PeopleSoft?

A: Yes, but if you are looking in PeopleSoft to request an event, it will not be accurate, as we no longer schedule events in PeopleSoft.

26. Q: If a student has a class that is more of an independent study but at the end of the term will have a 4-hour exam, how do I schedule a room that is close by rather than a random room across the campus? (Exams are given in the 10th week of the semester usually from 8am-12pm at a one time/day.

A: Please schedule the exam through 25Live. The scheduler will need to cross check rooms that are close by and ensure that there is no other exams meeting in that specific room.

27. Q: Are meeting notes taken into consideration when moving an event to accommodate a class?

A: No, the system automatically removes the event once the scheduling of the section has been saved in People Soft Schedule of Classes.

28. Q: We have 2 labs that are open now for just our faculty to book through our office. Will that not be allowed with 25Live? (Psychology department)
- A: Specific business requirements can be accommodated in 25Live and do require a consultation with the 25Live implementation team.