

25Live Frequently Asked Questions

25Live is the online scheduling tool of CollegeNET used by Rider University to manage ALL space on campus. All reservations must be processed through the Scheduling Office. This document answers frequently asked questions about the 25Live scheduling system.

Q. Who do I contact to reserve space on campus?

- A. Faculty, Staff, and Student Club/Organizations must submit space requests online via 25Live at <https://25live.collegenet.com/pro/rider>

Q. How do I access 25Live and who can use it?

- A. To gain access to 25Live you must have a Rider University Rider Key account. You can log in at the following link: <https://25live.collegenet.com/pro/rider>. 25Live is available for use by Rider faculty, staff and students. If there are locations in the system that you cannot request, or locations that you do not find in the system, please contact the Auxiliary Services Scheduling Office directly at scheduling@rider.edu.

25Live works best and fastest in Google Chrome, Apple Safari or Mozilla Firefox. You may experience loss in functionality or slow responses with other browsers. Microsoft Internet Explorer is not recommended.

Q. Is it required that I use 25Live to schedule events at Rider University?

- A. 25Live is used for scheduling courses, meetings, events, and as a resource for data on campus locations. The expectation is that all space scheduling occurs through this unified platform.

While most spaces may be requested through 25Live, there are exceptions (residence hall lobbies, department conference rooms, etc.). The Scheduling Coordinator can assist with requests to use these spaces. Email scheduling@rider.edu or call 609-896-5326.

Q. Not sure which space is best for your event?

- A. Contact the Events Coordinator to ask for advice on room capacity, layouts and set ups by emailing events@rider.edu or calling 609-896-7709.

Q. How far in advance do I need to reserve space?

- A. In order to submit your request via 25Live, you are required to reserve the space 2 business days in advance. Space is available on a first come, first serve basis. We recommend at least one-week notice for a meeting, and at least two-weeks for an event that requires set up.

The timeline for requesting space is coordinated with the Registrar's Office and Student Affairs office, as academic class use and major campus events are entered into the system first.

Faculty/Staff must adhere to the following timeline:

June 15th - Spring non-classroom locations; Fall classroom locations

December 15th - Summer non-classroom locations; Spring classroom locations

March 15th - Fall non-classroom locations; Summer classroom locations

Student Club/Organizations must adhere to the following timeline:

June 15th - Fall event locations

October 15th - Spring semester non-classroom locations

December 15th - Spring semester classroom locations

Q. How can I find out if the space I'm interested in is available?

A. To check room availability visit <https://25live.collegenet.com/pro/rider>. Click on Locations, type your desired space into the search field, select the space, and click on the Availability tab. You will be able to see spaces that are open for the date selected. 25Live will not allow you to request or schedule a space if it is already scheduled.

Q. What is an event reference number? Where can I find it?

A. Each event in 25Live is assigned an event reference number that is specific to your event. The event reference number is located on your event confirmation as well as the subject line of the email you received with your attached event confirmation. Given the tremendous amount of events in the system it is much easier for Auxiliary Services to identify your event by the event reference number. Please keep note of it, and refer to it in email or phone communication with your campus event partners. Example: 2020-ABCDEF.

Q. How do I know what a space looks like or if it has the technology I need?

A. If you would like to view information about a location, for example, photo, maximum capacity, standard layout, media services equipment, etc., you may see this information within the specific Location on 25Live. Right click on the space name and select Details from the "Choose a View Option." The location's features, attributes, and photo will be displayed. You may have to click on the camera icon to display the photo per your computer/browser settings.

Q. How do I request a University classroom?

A. To request a University classroom visit <https://25live.collegenet.com/pro/rider> to see availability. The Scheduling Office only processes ad hoc academic requests. All classroom assignments are scheduled through the Registrar's Office via the Dean of your College.

Q. Why can't I find a location in 25Live?

- A. If you are unable to find a specific location in 25Live, the location you are trying to request may be unavailable on the date/time that you are requesting.

While most spaces may be requested through 25Live, there are exceptions. Contact scheduling@rider.edu with questions.

Q. How do I find my events and locations quickly?

- A. To quickly search for events and locations you can utilize the "Quick Search" on the Home tab dashboard. You must enter at least 2 characters into the search field and then click "Go." Your events are also displayed in the "Your Upcoming Events" box also on the Home tab dashboard.

Q. How can I save location, organization, preferences, etc. on 25Live so I do not have to search for them every time I submit a request?

- A. Starring locations and organizations is a quick tool you can use so that your frequently used objects will populate on your Home tab dashboard as well as populate at the top of the list when searching for the object during an event request submission.

To star ★ a location search for the object using the "Quick Search" or the search available within the tabs located at the top of 25Live. Once you have identified the object you wish to star, click the white star located next to the object. The star will fill with yellow once you have successfully starred the object. Your starred objects will appear on your Home dashboard once your session is refreshed.

Q. Why can't I request an event location when 25Live shows it's available?

- A. This is typically encountered when users select an event time outside of the location's normal building open/close hours.

Q. I am receiving an error stating an event is "locked." What does this mean?

- A. When receiving an error that an event is locked you will not be able to edit the event. This means you or another 25Live user currently has the request open. Please contact the Scheduling Coordinator at scheduling@rider.edu to verify and for assistance in unlocking.

Q. Can I copy an event request in 25Live?

- A. Yes, once you submit a request the option to copy your event appears. This can be helpful if you need similar events scheduled at the same time. Click on the copy icon to proceed with copying an event.

Q. How do I sign out of 25Live?

- A. To sign out of 25Live click the “sign-out” button in the upper right hand corner of the browser tab. You are automatically signed out when you exit the program.

Q. How long does it take to process a room request?

- A. Please submit requests as far in advance as possible, based on the Faculty/Staff or Student Club/Organization timelines, found in the “How far in advance do I need to reserve space?”. You must wait to receive a confirmation email from the Scheduling Coordinator before continuing with your event planning. Space reservations take varying amounts of time, depending on the request process and space. More complex event requests may take longer to process and may include additional steps.

No response? If two business days have passed and you have not received a follow-up email about your 25Live request, you can contact the Scheduling Coordinator at scheduling@rider.edu to ask for a status update. You SHOULD NOT enter your event in the system again unless otherwise notified.

Q. Where can I find the status of my event request?

- A. To quickly find your event requests view the “Your Upcoming Events” box on the Home tab dashboard. To view more detailed information, click on “Event in which you are the Requestor” and a more detailed listing with a quick link to the full event details will appear.

Q. I submitted a request and it is in the confirmed status. Now I need to make a change. Can I edit my event?

- A. Once your event has been saved and submitted, you will need to contact the Scheduling Coordinator to modify the Event Name, Event Title, Sponsoring Organization(s), Expected Attendance, Promotional Information, Date and Time, and Comments. Please send your desired edit(s) to scheduling@rider.edu including the event reference number.

Q. How do I cancel/delete my event?

- A. Events in 25Live cannot be deleted; to cancel your event you will need to contact the Scheduling Coordinator at scheduling@rider.edu If your event was confirmed, please follow the steps in the “What is an event reference number?” to identify your event’s specific identifier, and include it in your email.

Q. Can I change my Home tab dashboard?

- A. You are able to customize the view of your Home tab dashboard by clicking “Customize Dashboard,” grabbing the section headers with a single-click and dragging them to a new location on the screen. Subsequent sections will rearrange as this is performed.

Q. My event has been confirmed, what do I do now?

- A. Now that you have successfully scheduled an event in 25Live, please contact events@rider.edu to begin planning your event set up.

Updated June 3, 2020