Using 25Live to View and Request Event Reservations

25Live is the upgraded scheduling system used by CUMC IT’s Classroom Technology Support (CTS) to manage room reservations. It offers a web-based interface to display scheduled classes and events in spaces managed by CTS. Approved staff can also login to 25Live to request, modify or cancel a room reservation.

- The URL for 25Live is: [https://25live.collegenet.com/cumc](https://25live.collegenet.com/cumc)
- This is also linked from CUMC IT’s home page: [http://www.cumc.columbia.edu/it](http://www.cumc.columbia.edu/it)
- Reservations placed via 25Live should only be made for special events, training, etc.

25Live is most compatible with current versions of Firefox or Chrome web browsers, and may run slowly in Internet Explorer. It has limited functionality on mobile devices.

Obtaining a Login to Place Reservation Requests

Approved users can place reservation requests after signing in to 25Live. We ask that anyone needing this access first attend a training class, see [http://cumc.columbia.edu/it/cts/25live-reservations.html](http://cumc.columbia.edu/it/cts/25live-reservations.html) for dates and details. Once approved you can sign in with your Columbia UNI and password to make and modify reservations.

Space Booking Schedule

Scheduling space for academic coursework (those listed in the Columbia University Directory of Classes) is given first priority. Reservation for special events and other requests may only be submitted after academic course scheduling has been completed for each semester. The dates below outline the periods when special events and other requests may be submitted.

<table>
<thead>
<tr>
<th>Scheduling Period</th>
<th>Special Events and Other Requests Accepted After</th>
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</thead>
<tbody>
<tr>
<td>January through May</td>
<td>Third Monday in October</td>
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<tr>
<td>June through third week in August</td>
<td>Third Monday in April</td>
</tr>
<tr>
<td>Fourth week in August through December</td>
<td>Fourth Monday in May</td>
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Reservation and Room Use Policies

Please review all information at [https://secure.cumc.columbia.edu/cumcit/secure/policy/room.html](https://secure.cumc.columbia.edu/cumcit/secure/policy/room.html) to make sure you understand and can comply with all policies before placing a reservation request.

Viewing Events, Dates and Locations in 25Live

Anyone may view scheduled events in 25Live. For the current schedule make sure the Calendar tab to the right is selected. To adjust the range of locations or dates use the bar below the Calendar tab.

Event and location names are highlighted in blue. Hovering your cursor over a name will bring up basic details for the event or location, or you can click directly on its name to view more information.
Sign In to 25Live

While anyone with a UNI account can sign in to 25Live, it is not required unless you want to place a reservation.

1. Select the Sign In link in the upper right, then enter your Columbia UNI and its password when prompted.

   - If you have problems with your UNI or password please visit the Manage My UNI site for immediate self-help: http://cuit.columbia.edu/cuit/manage-my-uni - fixing an issue there will allow you to log in to 25Live.

2. Your name will appear in the upper right and you will see more tabs across the top of the 25Live window.

3. When done, close all open instances of the web browser (select File - Exit from the upper right menu, or click the X at the top right of the browser window) to fully sign out. You may remain signed in to 25Live if you do not.

Requesting a Reservation

As stated in Obtaining a Login on page 1, only pre-approved users will be able to see request options in 25Live.

1. After signing in, select the Event Wizard tab to the left and follow prompts to enter information. In general:
   - There are Back, Next, Cancel and Save buttons below the form fields. Clicking Save on any but the final Event State screen will store what is entered so you can return later to finish a request.
   - Text at the left shows what is you have already entered for the event; some may be used as a link to jump to another section of the request.
   - Text at the right has information and requirements about the current field.

2. Follow prompts to enter event information:
   - Event Name and Title – the Name is how the event will appear in the calendar and in searches. It is OK for both to be the same.
   - Event Type – select from the drop menu
   - Primary Organization – type the first few letters of your department or organization to view and select, or click Browse to see a list.
   - The last two options have a “favorite” star that you can click so the choice appears as a default (that can be changed) in future requests.

3. Click Next, then enter the Expected Head Count and Event Description. Click Next again to continue.

4. Select No if the event will only occur once, or Yes if it will have repeat occurrences at the same time on different dates. If the event will repeat at different times select No and create separate requests for each occurrence.

5. Click Next, then enter the date and time of the event.
   - Enter the Event date; if it repeats enter the first occurrence.
   - IMPORTANT: Please leave Setup/Pre-Event and Post-Event/Takedown options set to No; instead include any setup and takedown times in your Event Start and Event End times.

6. If you selected Yes for more than one occurrence you will see Repeat options, otherwise skip to the next step.
   - Select Ad hoc for repeating dates that don’t follow a pattern, then follow prompts to add dates.
   - Select Daily, Weekly or Monthly for those that do (read the Example under each option to get a better idea of the repeat pattern) and follow prompts to add dates.
   - An Occurrence List will appear below and can be used to remove or add comments for a specific date.

Click Next when ready to continue.
7. For **Location** select an option to find a space:
   - **Starred Locations** - favorites will be listed
   - **Search by Location Name**
   - **Saved Searches** - aside from any searches you may save for future use, this has a Public Searches option to let you select a default CUMC filters such as HSC Lower Level, Rooms Seating... (image shown to the right).
   - **Advanced Search** - allows you to filter rooms based on their features (A/V equipment, etc.), categories and layout.
   - A space with a green check to its right is available for your time and date; a red triangle means it is not.
   - To limit results to spaces that fit the head count and time entered, make sure these options below the search are checked.
   - If you change options while searching, be sure to click the **Refresh** link under the search fields to apply them.

8. Click on the location you’d like to use from the list below your search field(s). Once selected it will appear under a **Selected Locations** heading.
   - If you select more than one room they will all be reserved; to remove click the red x to the right of its name.

9. Click **Next** in the lower right and add **Comments** if you’d like to include any pertinent message about your request. Click **Next** again.

10. The **Verify or change the Event State** window will default to **Tentative**. Click **Save** to submit the request.

11. You will see a status window, then a success message when the event is submitted. This will also send an automatic email to you with the subject **Event Created**. **IMPORTANT**: Your request is not yet confirmed by CTS.
   - A Tentative (not yet confirmed) request can still be edited or canceled if needed. Make sure you are signed in to 25Live and select the event under the **Your Upcoming Events** section near the middle of your Dashboard.

**Confirmed Events**

While most events that are approved will generate an email indicating an **Event State: Confirmed** in the body of the message, viewing the status in 25Live is the only way to verify whether a reservation has been approved.

1. Sign in to 25Live and select **Dashboard** in the right
2. Select the **Events in which you are the Requestor** link under the **Your Upcoming Events** heading near the center of the page.
3. A list of your requests will appear near the bottom of the next window, look for the **State** column or click the name of the event to view its details.

4. The **State** is under the **Event Details** column and read **Confirmed** if your request was approved.

**Canceling or Changing a Confirmed Reservation**

Once a reservation has been confirmed it cannot be edited in 25Live by a requestor. To change or cancel please contact 5-Help (212-305-4357, option 5, or 5help@columbia.edu) as far in advance as possible. Be sure to include your event's **Reference** number (highlighted in the image above) and any other pertinent information.