SpaceQuest(25live) User Guide

Reserving space for events in SpaceQuest(25live) is accomplished via hosted web-based scheduling system called 25Live. This system encompasses locations in the Cohon University Center, Tepper School of Business, Posner Center Telepresence Room, Computing Services Clusters, Heinz College, Mellon Institute and all University Registrar lecture halls and classrooms.

Members of the Carnegie Mellon community (with a valid Andrew ID) may request locations using this application. Requests must be submitted 2-3 business days in advance. Scheduling offices respond to requests during regular business hours, Monday through Friday.

**IMPORTANT:** For better performance, we strongly suggest that you use one of the following browsers: Mozilla Firefox, Google Chrome, Safari (on Apple products).

Logging into SpaceQuest (25Live)

1. Open up your browser to website: https://25live.collegenet.com/cmu
2. Log in with your Andrew ID and password.
3. When you log in, you will be brought to the Dashboard.

Dashboard

At the bottom of the Dashboard, in the middle of the page, are helpful icons with information about navigating 25Live. The Icon Legend is a breakdown of the symbols and their meanings you will see throughout the 25live application. Choose the feedback button to initiate an email. To change the text size of your screen by increasing or decreasing the text size. Note: At this time, Help Tips may not be activated for all users.

From the Dashboard Home Tab, view you can view the following:

- **Quick Search:** Allows you to search for events and locations. Please note: most events are private and may not appear on the events search.
- **Create an Event:** Create an event and book a location.
- **Your Starred Events and Your Starred Locations:** Users can “star” their frequently requested spaces or events for quick access. To star events, organizations, types or locations, click on the hollow star to turn it yellow.
To Request an Event/Location

There are two ways to create a room request from the Dashboard:

1. Click on the Create an Event button within the Dashboard.

OR

2. Click on the Event Wizard tab on the top menu.

Both options will display a custom form known as a wizard. This form provides our scheduling offices with the necessary information for confirming location requests.

Event Wizard

The event wizard displays your entries on the left side, requested information in the middle of the page and instructions on the right side.

Start by entering basic information: Event name, event type and organization.

Enter the event name and hit return. The name needs to be specific including a course number if applicable.

As basic information is added, a green checkmark appears.

Scroll and select an event type based on your college affiliation (Heinz or Tepper affiliates) OR the desired location. Select one event type based on your college affiliation OR the desired location. Scroll down to review all possible event types.

- To request Cohon University Center space: choose a University Center event type.
- To request Cluster space: choose a Cluster event type.
- To request Registrar Classrooms: choose a Registrar Classroom event type.
- To request Posner Center Telepresence Room: choose Immersive Telepresence event type.
- For Tepper School of Business Affiliates (faculty, staff or student): choose a Tepper event type.
- For Heinz College Affiliates (faculty, staff or student): choose a Heinz event type.
- For Mellon Institute Affiliates: choose Mellon Institute event type.
Why an event type? The event type is the kind of event you are requesting which indicates the various buildings on campus. Different buildings have different policies and scheduling guidelines. If you desire to request a CUC location, the event type must be University Center.

Note: You may edit this event type after selecting your location in case you are not sure what location you will be choosing.

Select your organization. Start typing the name and a smart control will list all related words. Your starred organizations will appear immediately. Star your organization by clicking on the hollow square next to the organization name. Student Organizations must be listed as active in The Bridge to reserve locations. Tepper and Heinz affiliates (students, staff and faculty) need to use a Tepper or Heinz organization.
Continue entering basic information: Expected Headcount.

Enter the **expected headcount**. The headcount can be enforced when selecting a location.

Select

Does this event have more than one occurrence?

- If you are requesting one day/time, select **No**.
- If you are requesting multiple days (such as weekly, monthly, etc.), select **Yes**.

Select
Tell us WHEN this event takes place...

Enter the date and the actual time checking carefully for AM and PM indications. This time will be listed on space door signs and calendars, if applicable. Do NOT select the pre-event or post-event duration.

- **For the Cohon University Center spaces:** If you need extra time for set-up, please indicate in the comments and notes section of this wizard.
- **For Tepper School & Heinz School Students:** Events are booked on the hour or half hour for a 60 minute minimum. Events must end at 11:59 p.m.
- **Note:** Registrar classrooms will only be booked through the last day of classes.

**Hint:**
If you will be requesting more than 1 occurrence, always enter the event’s first date and time to start, then select the remaining dates in the following wizard.

**CORRECT:**
Sun Dec 07 2014  8:00p.m.
Sun Dec 07 2014  10 p.m.

**INCORRECT:**
Sun Dec 7 2014  8:00 p.m.
Tue Dec 9 2014  9:00p.m.
This is asking the system to find a location that spans 3 days including the night starting at 8:00p.m, spanning midnight thru the next 2 days until 9:00p.m.

Notice the green progress bar!

Select Next
If you are requesting more than one occurrence... this wizard appears after entering the first start date/time.

By choosing Weekly Repeats, a time wizard appears. Since the first actual date is Sunday, I will select only Sundays through a later date. Notice as you input the repeating end date, the occurrence dates appear in a list.

If one occurrence in your selection is not needed, you can always cancel that particular occurrence by selecting the ‘cancel’ option from this icon.
Find and Select Locations

Your starred locations will appear first on the selection screen.

- A green check mark means the space is available for the desired date and time.
- A red triangle means the space has a conflict for the desired date and time.
- If yellow triangle appears, check the date and time in the previous step.

For Posner Center Telepresence Room: This room is only available for Immersive Telepresence calls, not general-purpose meetings. Also, event type must be specified Immersive Telepresence.

For Cluster Reservations: For software-only requests, use the "CLUSTER - SOFTWARE ONLY" space.

Under any location option, there are two NEW options to consider when searching locations.

- locations that do not have time conflicts
- enforce the headcount when selecting locations.

When checking or unchecking these fields, be sure to ‘refresh’ your location screens.
If you need to search for locations, you can search by location name by typing in the location and hitting return to search.

Under Advanced search, you can search for locations with features, categories, layouts or capacity, using All or Any conditions.
Selected locations appear on the right side of the page. Notice in this example, cluster- Hunt Near & Far (Windows) displays a conflict for one of the four date occurrences. The user can unassign the date by clicking on the View and Modify Occurrences. Be sure to save your changes.
Find and Select Software FOR CLUSTER REQUESTS ONLY

For Clusters Reservations only: Please follow the Clusters software guidelines.

Under Advanced Search, click on Categories, then select the platform.
Then click on ALL software required for this reservation.
If required software is not listed below, enter it in comments and notes section.
Select Additional Information for Clusters and Telepresence Room Locations only

If the location selected was a Cluster or the Posner Telepresence room, then more information is needed.

Click on the check box next to each field to enter the necessary information. Do not submit a request with incomplete information, or a new request will be required. For clusters, they will ask for the operating system, andrewid and name of the requestor. For the Posner Telepresence Room, many more items are required to be filled out.

Ensure the appropriate event type is selected to see applicable fields. If you have any questions about what to enter in these fields, refer to the Space Policies.

For Cluster Locations

For Telepresence Room
For Cohon University Center and Heinz College Only

Please enter any facility needs such as media technology or room set ups that are currently not present in the room.

- Facility Needs include: reserving a table in the foyer; request for additional trash receptacles; reserving an additional table in a room (for food serving);
- Technology Needs include: request for microphone; request for video conferencing; request for telephone connection (this request has a 2 week lead time).

For Cohon University Center Spaces Only: To ensure availability of services, the CUC Scheduling Office should be notified of specific room setup and use requirements as soon as possible. The Scheduling Office may not be able to accommodate requests for special equipment and setups if such requests are received less than 10 business days prior to an event. For more information about room layout styles in Cohon University Center spaces, refer to Room Layout Styles.

If your event requires an Oracle string, please enter it here.
Agree to Location Policy

Space policies are noted on the Spacequest webpage for each scheduling office.

University Policies for Reserving Spaces

University Policies for Reserving Spaces

- Computing Services Clusters
- Heinz College
- Mellon Institute - coming soon
- Posner Center Telepresence Room
- Tepper School of Business
- University Center
- University Registrar's Office

Cancellations

To cancel an event scheduled through SpaceQuest, please use the following guidelines:

- For events in Computing Services Clusters, send email to cluster-reservations@andrew.cmu.edu.
- For events in Heinz College, send email to hnzrooms@andrew.cmu.edu.
- For events in Mellon Institute (affiliates only), send email to fi10@andrew.cmu.edu.
- For events in Posner Center Telepresence Room, send email to both lianice@andrew.cmu.edu and mreilly@andrew.cmu.edu.
- For events in Tepper School of Business spaces, send email to tepper@andrew.cmu.edu.
- For events in University Center spaces, send email to ucres@andrew.cmu.edu.
- For events in University Registrar's Office-controlled classrooms, send email to esrooms@andrew.cmu.edu.
Verify or Change the Event State

All spaces are tentative. The event will be approved or denied by a scheduler. Refrain from advertising the event until a scheduler contacts you. To save this request and send it to the appropriate scheduler, click Save.

Carefully review your entries on the left side of the screen. If you need to change any information, click the Back button and re-enter information as necessary before saving. Once the request is submitted, it cannot be edited!

IMPORTANT: Please check the event type so it corresponds to either your selected location(s) or affiliation.

- If requested a Cohon University Center space: choose a University Center event type.
- If requested a Cluster space: choose a Cluster event type.
- If requested a Registrar Classrooms: choose a Registrar Classroom event type.
- If requested a Posner Center Telepresence Room: choose Immersive Telepresence event type.
- For Tepper School of Business Affiliates (faculty, staff or student): choose a Tepper event type.
- For Heinz College Affiliates (faculty, staff or student): choose a Heinz event type.
- For Mellon Institute Affiliates: choose Mellon Institute event type. Note: CUC Study Rooms (for students) are automatically reserved in 25live. No approval is required by a scheduler. Please print a copy of the detail screen for proof of reservation after saving this event.

When your request is complete and accurate, choose the save button.
Saved Request Summary

Once your request is saved, the screen will show a Done! green progress bar. Editing is not available at this time.

At this time, close this page to release the request to the scheduler.

Again, a scheduler will contact you.

Confirmation

Once your request is saved, the screen will show a Done! green progress bar. At this time, choose the close box to release the request to the scheduler.

EVENT TEST 1

EVENT DETAILS

Name: Event Test 1
Reference: 2014-ABBQGZ
Details URL: https://25live.college.net/cmub/#details&obj_type=event&obj_id=484197

Note from Cavaliero, Joy

Once a request is submitted through the 25live application, our schedulers will assign or deny your request. The event state of your request will change from Tentative to either Confirmed or Denied. AND an email confirmation or denial confirmation will be sent to your Andrew email address.
Generally, most scheduling offices reply between 1-3 days depending on the time of the semester and the extent of the event. Same day requests may not be replied too.

Do NOT assume you have a confirmed reservation without hearing from a scheduling office first.

Changes to Events

- For events in Computing Services Clusters, send email to cluster-reservations@andrew.cmu.edu.
- For events in Heinz College, send email to hnzrooms@andrew.cmu.edu.
- For events in Mellon Institute (Affiliates only), send email to fj10@andrew.cmu.edu.
- For events in Posner Center Telepresence Room, send email to both jillianc@andrew.cmu.edu and mreilly@andrew.cmu.edu.
- For events in Tepper School of Business spaces, send email to tepperrm@andrew.cmu.edu.
- For events in University Center spaces, send email to ucres@andrew.cmu.edu.
- For events in University Registrar’s Office-controlled classrooms, send email to esrooms@andrew.cmu.edu.

Events Tab

Most events that are scheduled in the CUC are shown as private, except for courses.

The Events Tab offers two ways of performing event searches:

- **By keywords:** At this time you can only pull up information on a course number.
  
  ▶ Tip: Use the “More search options” feature to refine your search based on Cabinets or Organizations.

- **By pre-defined searches:** Gives you the opportunity to create your own searches of all the events that you may have scheduled with in this system.

Once your search results are loaded, you can toggle between List View, Availability View, or Calendar View.
Locations Tab

Searching for locations provides some greater flexibility in starring your favorite locations or just reviewing spaces on campus. This tab offers a search by keyword (ie Scaife) or pre-defined searches.

- **Tip:** Use the “More search options” feature to refine your search based on Category, Features, Layout, or Capacity.

Once your search results are loaded, you can toggle between List View, Availability View (Daily) or Availability(Weekly), or Calendar View.

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Questions or Technical Issues regarding SpaceQuest(25live)

Question can be directed to any scheduling office listed above or university-registrars-office@andrew.cmu.edu