25Live Pro

Find & Edit Existing Reservations

Please only edit events that you have permissions to edit.

Finding the Reservation to Edit

There are multiple ways to find the Event you are wanting to edit:

You can "Search Events" from the Quick Search section of your Dashboard by typing in the event name, reference number, or even a course's CRN.
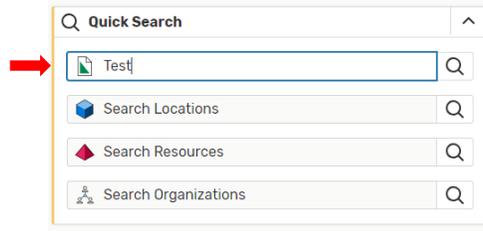
Or you can click on the "Go to Search" tab and then type in the event name or number in that search bar.
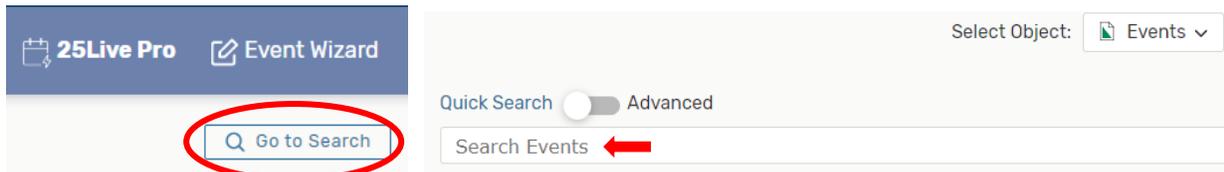
If the event you want to edit was viewed recently, you will be able to simply click on the event in your "Recently Viewed" section.
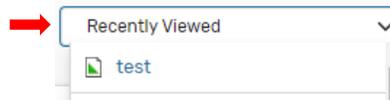
Having troubles finding the event you scheduled, you can always look under "Your upcoming Events" on the Dashboard.
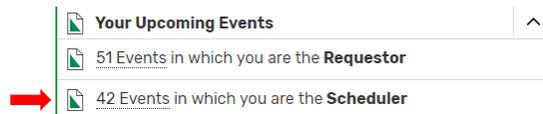
Yet another way to find an event is to go into the location's calendar in which it was assigned and click on the event from there.

Edit the Reservation

After finding the event you want to edit, the system opens an information page like the one below. Click on the name of the reservation to get the details page to open.
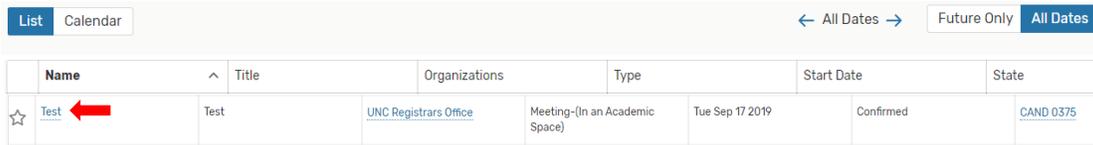

From the Details or Occurrences page, you can get back into the Event Form to make edits to the reservation by clicking on the "Edit Event" icon.
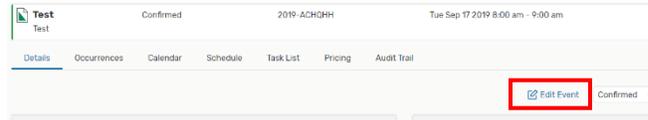
Not all changes have to be made in the Event Form though. Editing can happen from the details page as well. Anything with a drop-down arrow or the pencil icon can be edited in this screen.
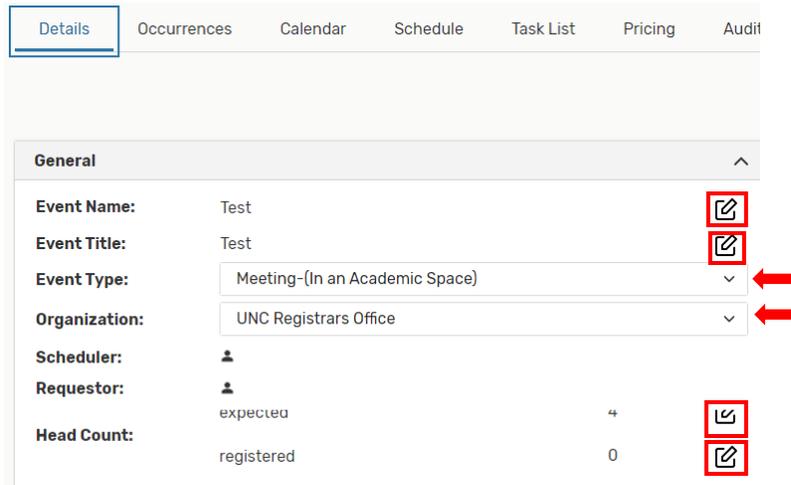

Reservation Occurrence Editing Outside the Event Form

As an alternative to going back into the Event Form, meeting patterns can be edited by using the "Schedule" tab on the event information page. For example, you can change a single occurrence in a reoccurring reservation by using drag and drop editing.
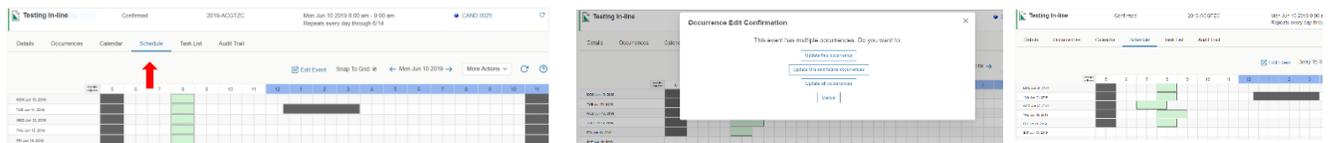
Your event instances appear in green. Scheduled blackouts and other events appear in dark gray. You can move and stretch instances with click and drag, or right click for copy and delete functions. After a change, you will be asked if you want to apply the change to just one, some or all instances. Changes are saved automatically, but you will have to hit the refresh button to the right of the page to see the changes in the Occurrences tab.

A word of caution: If you go back into the Event Form once an event has been edited through the Schedule tab and have saved more changes, please check dates and times closely in the Occurrences tab to make sure changes have aligned properly.

Editing to Cancel a Reservation

Event Name
Event Title
Event Type
Primary Organization for this Event
Additional Organization(s) for this Event
Expected Head Count
Event Description (HTML-Enabled)
Event Date and Time
Event Locations
Event Resources
Contact Roles for this Event
Event Categories
Event Comments
Event Confirmation Notes
Internal Notes
Event State
Post-Save

As you are noticing, there are many ways to navigate 25Live Pro. The different options take you to the same screens or entering changes in the system through different tabs generate the same results. That is no different for editing or cancelling an event.

The most common way to edit or cancel a reservation is to click on "Edit Event". That puts you back into the Event Form. To cancel an event, you will scroll to the "Event State" section toward the bottom of the form, or you can click on the blue "Event State" link on the left side of the page to be taken directly to that section in the form where you will choose "Cancelled" and then "Save".

TIP: From the Information box to the left of each screen in the Event Form, you can click on any line at any time in that box and it will take you to that section within the Event Form.

Another way to Cancel a Reservation, would be to go to the Details or Occurrences tabs and click on the status drop-down that show the event as "Confirmed". Select "Cancelled" from that drop-down, and then refresh.

This Window Populates after you select "Cancelled", hit "OK".

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Saving an event in the Cancelled state releases any location and resource assignments. Only users with the required security permissions may edit an event that has been cancelled.

OK   Cancel

Now go to the Occurrences tab and Refresh to confirm changes.
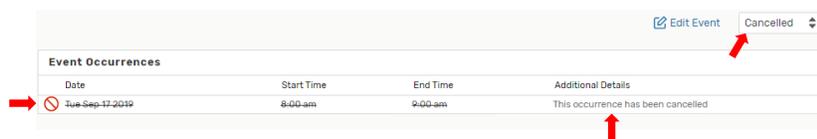
Yet another way to cancel an event would be to click on the "More Actions", and from the dropdown select "Edit Event". That will take you back into the Event Form where, as mentioned above, go to the Event State and selected "Cancelled" and "Save".