Depending on your role as a scheduler, you may be assigned as the person that monitors the tasks in your department. If so, please check tasks regularly throughout the day or at the very least once daily.

Please note that 25Live does not send emails through the notification system. If a task is accepted, the Reservation Requestor will not know that the Approver has selected "Approve"; likewise, if the reservation is denied…no one is alerted through the 25Live system that the Approver has selected "Deny". If denying a request, the Departmental Approver must communicate that through their UNC email or by phone.

Checking Tasks

If applicable to your job function, tasks can be located through the "Tasks" tab or through the "Tasks" section. Both located on the Dashboard of your Home page.
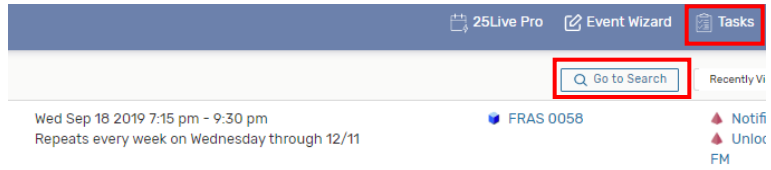

OR

Tasks open in the view below. It is always a good idea to open the blue links in the event column because there may be multiple meeting patterns within one reservation.

For Example; After clicking on the blue link in the red box above, the details page loads. Click on the Occurrences tab. As you can see, this event has 13 occurrences. To see all meeting days and times, click on the blue link that says "12 following occurrences".

After reviewing all the occurrences, you are ready to go back to the tasks page to "Approve", "Assign", or "Deny" the event. To get back to the Tasks page, you can of course hit the Tasks icon on the main page header, or you can select "Go to Searches" right under the main bar.

Now back in the tasks page, you can select "Approve", "Assign" or "Deny". Refresh to update the page.

Please remember that this is a monitoring system and by selecting Approve or Deny that you are just removing or clearing the request from your Overdue or Outstanding task list. Those reservations that you have "Approved" or "Denied" can now be found in one of the other drop-down folders such as Flagged, Completed, Assigned by You, or Today's Agenda. You are not actually sending anything out that Approves or Denies the event. IF further communication is needed with the requestor, you must do that through your UNC email or by phone.

"Assigning" a room is different than "Approving" a room. If you have "Assign "permissions for a restricted space, you are essentially assigning or putting the entered event into the restricted room. This is the only task type that has actual impact on a space. When a scheduler enters a reservation into a restricted space, their Occurrences tab will show that the room is "awaiting approval". If the Approver of the location chooses "Assign" from tasks, the event pushes into the room. The requestor will now see that the room is showing in the Occurrences tab, and that the "awaiting approval" has disappeared. If the Approver of the location has selected "Deny", the room as well as "awaiting approval" will no longer show in the Occurrences tab. If denied, the Approver of the space should be communicating with the requestor the reason for the denial and letting them know they will need to look elsewhere to place their event.

Again, if you are a Task Approver or Assigner, please make sure you check your tasks tab regularly throughout each business day.