



Requesting an Event in 25Live

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PURPOSE

This document provides the steps and guidelines for requesting an event using the 25Live system.

An **Event** reservation is a reservation for a location (space) but also includes at least 1 of the following: catering, rental furniture, rental equipment, audio/visual rentals, performer contracts, safety reviews, security, and more.

25LIVE TARGET AUDIENCE

- Faculty
- Staff
- Registered Student Organizations
- Students
- Administrators

RELEVANT LINKS

[25Live Dashboard](#)

GENERAL INFORMATION

The following details, at a minimum, are required for a reservation:

- Purpose of meeting
- Number of guests
- Identification of participants from outside CMU
- Date and Time
- Proposed layout
- One main point of contact for all communications with the events team. NOTE: This point of contact can be different from the person requesting the event.
- All services requested, such as AV equipment, event staffing, food requested, custodial, trash cans, power, vendor support, security needed, etc.
- All program activities to be included pre, during, and post event. Inclusion of activities, such as crafting, performances, inflatables, etc., will determine the required event diagram and design.
- Complete list of any requested rehearsal(s) prior to the actual event
- Identification of all items your team or your event partners propose to bring into the venue. Pre-event storage of these items, along with storage of materials or furniture, will require additional approval(s) and must be identified in the request submission.


The Events Team will review your request and coordinate with service providers. Your event is confirmed only after all approvals are received.

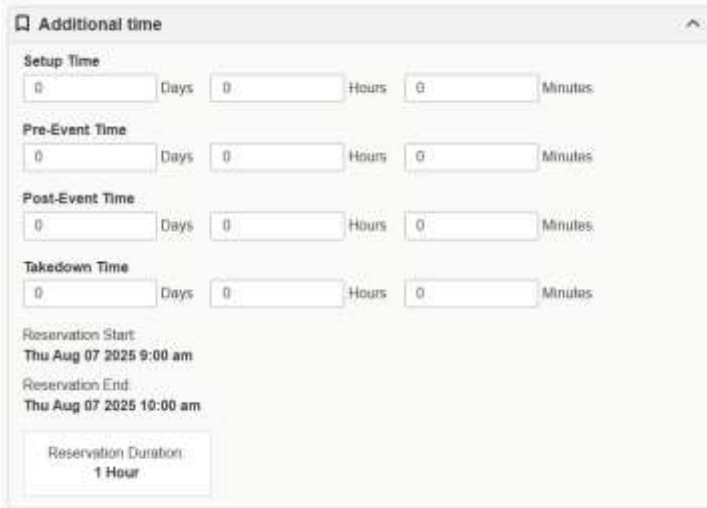
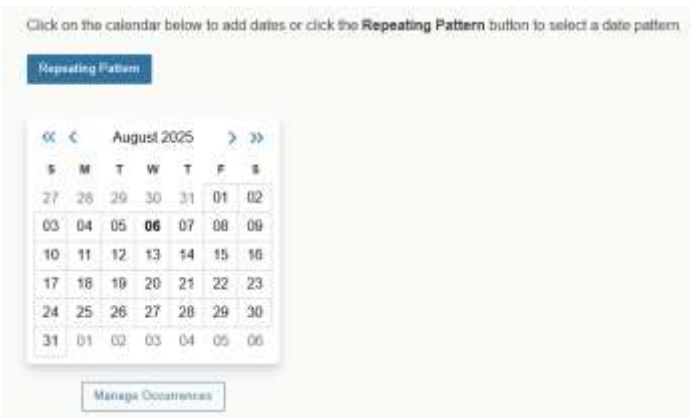
Some events require compliance or additional approval which may extend the processing timeline (animals, requiring insurance, 5ks, inflatables, facilities support, vendors, requesting large event venues, minor, performer contracts, and the like).

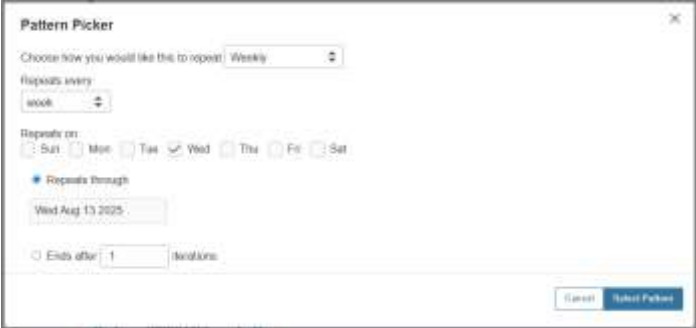
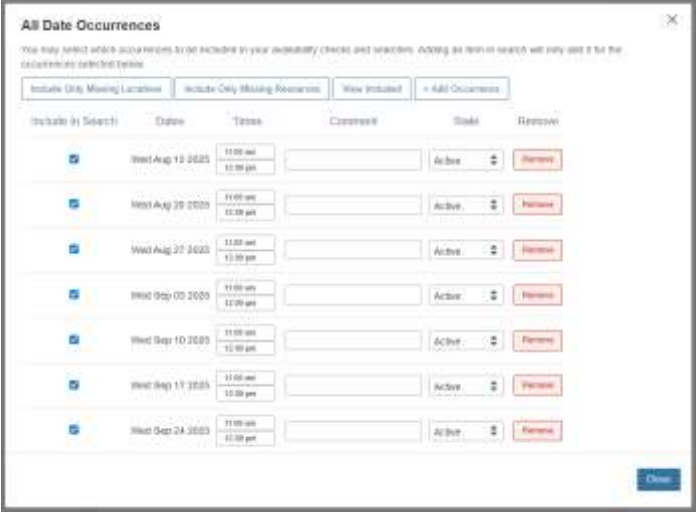
Notes:

- Requesting a space does not guarantee it is reserved. You'll get a confirmation email once the space has been officially booked.
- If the location is not visible, it is not available.
- You may not see all scheduling conflicts in 25Live. Include backup dates and locations in your request – in the additional details section.
- Submit your request within the allowed time window for review.

PROCEDURE STEPS

Step	Description
	Any fields visible on the form but not mentioned in the steps below are not required for this type of request and may be skipped.
00	Requestor identifies need for an event and gathers the appropriate information to submit the request.
01	Navigate to the 25Live dashboard and select the Create an Event button located in the middle of the display.
02	Enter a descriptive name for the request in the Event Name field.
03	Select an option from the Event Type list that begins with the category ' <u>EVENT</u> '. Navigate to the 25Live Website to find a list of Event types with associated space recommendations and typical coordinated services needed.
04	Select the organization from the list that represents the Primary Organization (Billed) information. This is the organization that is responsible for paying for the event services requested. This is a mandatory field, and the request cannot be submitted without this information. If you are unable to locate your organization in this list, navigate to the 25Live Website and submit a request to have the Organization added.
05	Enter the Expected Head Count in the appropriate field. If 20-40 attendees are expected for your event, enter the upper range of 40 in this field. The range of the headcount can be added in the additional details field located further below in the request form. The 25Live tool will use the headcount value to display rooms/venues that can accommodate the number of attendees. This value will also be used by the approvals team to verify the space requested is appropriate for the audience size and that the requested resources are available. Thus, it would not be unexpected to have the events team provide an alternate space if, for example, a request was submitted for a location accommodating 100 attendees and 10 was entered in the expected head count field.
06	Enter the complete event program details in the Event Description field. Provide as much context/detail as possible so that the scheduling and event support teams can identify the support resources required, coordinate request reviews, secure approvals, and ultimately respond to the request.
07	Enter the Date and Time of your request. Click on the date presented in the field to activate a calendar to aid in selection. <div> <div> <p>Date and Time - Required</p> <p>Wed Aug 13 2025 <input type="checkbox"/> All Day</p> <p>11:00 am</p> <p>To:</p> <p>12:00 pm</p> <p><input checked="" type="checkbox"/> This begins and ends on the same day</p> </div> <div>  </div> </div>

Step	Description
	<p>Use the optional Additional time section ONLY if time is required for requestor <u>set-up tasks, clean-up, etc.</u> This will result in an adjustment to the reservation duration to accommodate the entire time needed for this activity and may affect the availability of the location to be selected.</p> <p>As a general principle, events held at the UC will require this information.</p> 
08	<p>Use the calendar or the Repeating Pattern button to select multiple occurrences for a regularly scheduled meeting. It may be helpful to return to this section after identifying a preferred location to review if some of the occurrences need to be moved to a different preferred location, or if separate request submissions would be more applicable if conflicts occur.</p>  <p>If using the calendar, click on the dates to be included – selected dates will appear as colored squares when active.</p>

Step	Description
	<p>If using the Repeating Pattern button, make the appropriate selections in the fields and select the Select Pattern button to accept.</p>  <p>The Manage Occurrences button can be used to review and remove dates that need to be adjusted before submitting the request.</p> 
09	<p>Search for and Select your preferred location.</p> <p>Locations that are already scheduled will not be visible to the requestor.</p> <p>An example search criteria for available locations in Grawn Hall for 4 consecutive Wednesdays in September is shown in the image below. NOTE that the “Hide Conflicts” and Enforce Headcount toggles have been deselected to allow all rooms to be visible. It is recommended that requestors leave these toggles selected to allow the 25Live tool to provide viable options.</p> <p>Make note of the Default Capacity, Availability and Conflict Details columns when making a selection, especially for a recurring need.</p>

Step Description

Add	Name	Title	Default Capacity	Availability	Conflict Details	Building
Request Available	GR-111	Grawn Hall 111-Grawn Atrium	650	2/4	Conflict Details	Grawn Hall
Request	GR-111A	Grawn Hall 111A-Lobby	20	4/4	None	Grawn Hall
Unavailable	GR-115	Grawn Hall 115-Classroom	48	0/4	Conflict Details	Grawn Hall

In the example image above, the availability of 3 possible rooms is displayed for a head count of 40. The first option, GR-111, has a conflict on 2 of the 4 dates (Availability column) needed in this recurring meeting example. This location also has a capacity of 650 and thus is not a logical choice for a head count of 40. The last room shown above, GR-115, has conflicts with all 4 of the recurring meeting times requested. The Conflict Details column contains a hyperlink to provide additional information on the conflicts.

The image below shows the conflict details for GR-111.

Conflicts

Conflicts on:

- Wed Sep 17 2025 • GR-111 (Private)
8:00 am - 5:00 pm
- Wed Sep 24 2025 • GR-111 (Private)
3:00 pm - 5:00 pm

Only the option of GR-111A is available for all 4 of the meeting occurrences, and thus, is the only option with the REQUEST button available.

Step Description

Choose the Request button for the available location desired to select the location. It is important to select only the primary location here. If alternate locations are identified, these should be noted in the Additional Details section further below on the request form.

The selected primary location will appear in the list below the available options as shown in the image below.

Additional functionality is also provided through this view to include or deselect an occurrence for the room, allowing the requestor to adjust the locations by date when there are desired locations and conflicts within those locations.

The final selections shows 2 occurrences in GR-216 and the remaining 2 in GR-111 in the example used.

10 Resources are the additional options or services provided by either the Events Team or the Support Providers. These include items such as AV equipment, event staffing, food requested, custodial, trash cans, power, vendor support,

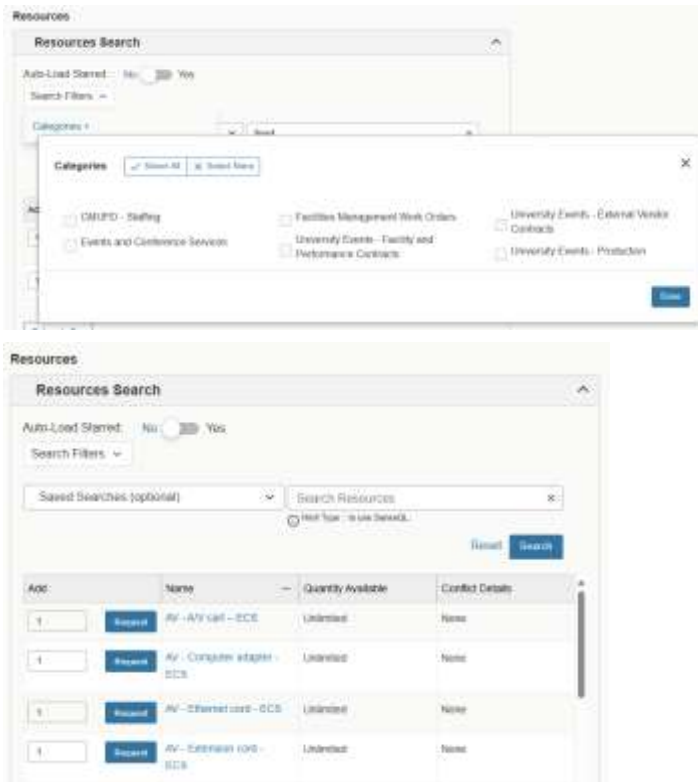
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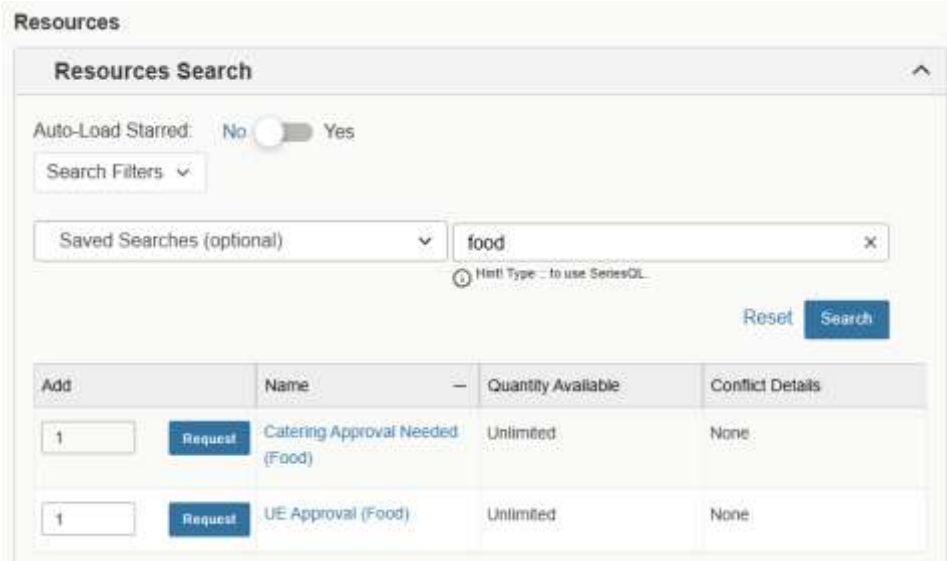
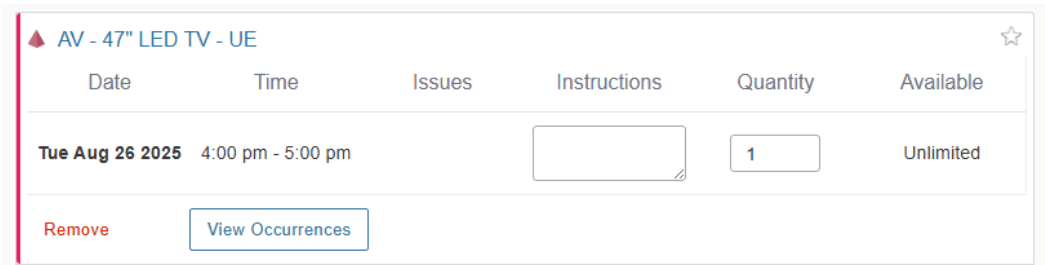
Description

security needed, etc. Some of these items will be triggered automatically based on the type of event selected. Some are optional add-ons. Refer to the EVENT TYPE matrix on the 25Live website for assistance on resources with event types.

The images below show two methods to search for resources.

Use the Search Filters pulldown menu to select an option. Select Done at the first window and Search at the main Resources window to execute the search. The second image shows the returned options matching the criteria selected.



Step	Description
	<p>The second method allows free text entry into the search field. The image below shows a search for 'food'.</p>  <p>Select the Request button for the item desired to add it to the request submission. The requested resource will appear as shown below on the request form.</p>  <p>The scheduling team will work with the requestor through the booking process to ensure the desired-- or acceptable alternative--resources and needs are included. Thus, if the event services requested are not available, the events team may offer suggested alternatives within the confines of what is feasible given the location and coordinated services required.</p> <p>The final resources and items will be confirmed on the request as the scheduling and approvals progress.</p>
11	<p>In the Custom Attributes section, answer all the questions relevant to the selection made in the EVENT TYPE field. You will not be able to submit the request if any questions remain unanswered.</p> <p>The details provided here will determine whether additional approvals, contracts, or other support elements are required for this request. from the event service providers.</p> <p>Note: A cost center is required in this section. If a cost center cannot be identified, enter the CMU numeric user ID to allow submission and initial processing. A cost center will be required before the request can be confirmed.</p>
12	<p>Provide details of the activities, event plans, etc. in the Additional Activities and Details section.</p> <p>The specifics on items that will be provided by your teams (as well as items, props and event activities of any co-sponsors of the event) will provide the scheduling and event teams, and service providers, awareness of the entire scope and needs of the request and can route approvals and coordinate resourcing appropriately.</p>
13	<p>Read and address the affirmation statement.</p>

Step	Description
14	<p>Review the information included in the submission form. Requestors can use the Preview button to see a condensed version for a quick view.</p> <p>Modify any information as necessary.</p> <p>When all information has been reviewed and the request is ready for submission, select the Save button.</p>
15	<p>25Live Communications:</p> <p>After initial submission: Requestors will receive an automatic reply email from the 25Live scheduling tool confirming initial submission. Review the email for accuracy and reach out to UEvents@cmich.edu with questions.</p> <p>When the Event is approved: Requestors will receive an automatic email with booking contract confirmation once the request is processed and space is approved for the requested dates.</p> <p>If the Event is denied: Requestors will receive an automated email from the 25Live tool.</p> <p>If the Event is cancelled: Requestors will receive a cancellation email confirming the request is cancelled.</p> <p>Please Note: Requestors may receive additional interim communications originating from the 25Live tool when additional details are needed or when coordinated services are required for event support.</p>
16	<p>Modify or Cancel the Request:</p> <ul style="list-style-type: none"> • Modifications to the request are possible by contacting the Events Team and including the 25Live reference number • Modifications to the request must be within the deadline window based on the requested activities and event services. • The details of the event are locked in once the Event Booking Contract has been issued, and changes are not possible after this happens. • If you wish to cancel your request, navigate to the event details page for the specific event and select "Cancel" from the available dropdown. This action will change the status of your request and release any tentative holds on resources. <p>Charges may be incurred if the reservation request is cancelled after event work or services have been initiated.</p>
17	<p>All requests are assigned a Reference number. Use this reference when communicating with the appropriate teams regarding the request.</p> <p>To avoid confusion and misdirection, it is important that requestors identify and send all communications through one primary contact for all communications with the Events Team.</p>

VERSIONING

Version	Date	Who	Changes
1	08/28/2025	UTO Business Process Analyst	Version 1 for 25Live tool launch
2	9/12/2025	UTO Business Process Analyst	Version 2 for release to Staff and Faculty on Website