Frequently Asked Questions

What is 25Live Pro?
25Live Pro is a web-based scheduling and event publishing application developed by CollegeNET. As a full hosted service, the software provides one centralized scheduling system and data repository for events held at Ithaca College. 25Live Pro is CollegeNET's successor product to Resource25 (R25) and allows individual users to maintain some of their personal scheduling preferences, view event information, and request the use of space 24 hours a day, seven days a week, from any other computer with internet access.

Who can use 25Live Pro?
25Live Pro can be viewed by anyone that visits the website. Without logging in, the website allows visitors to view basic event location and information. In order to request a reservation for an event space, users must log into the system with a valid Ithaca College username and password.

Do I have to use 25Live to schedule event and request use of college spaces?
Yes. 25Live Pro is the only recognized method for scheduling events on campus.

What browsers are reccommended for using 25Live Pro in?
Windows: Mozilla Firefox, Google Chrome
Macintosh: Safari, Mozilla Firefox
Using Internet Explorer is not recommended

Why doesn't my event show up on the calendar immediately after I submit my request?
Only requests that are approved by the schedulers are displayed in 25Live Pro. When an event is submitted, it is sent from the requestor to the scheduler as a "tentative" request. The request is not "approved" until the scheduler reviews the request and you receive an email confirmation stating that your space request has been approved.

Does availability automatically mean approval?
No. Availability refers to whether or not a location is open on that date and time. However, the event itself and the location must be approved by the scheduling coordinator before confirmation can be given.

How long do I have to wait for a confirmation?
Users should receive a response from the scheduling coordinator within three business days. If they have not received a response in that time, they should contact the Conference and Event Services scheduling coordinator at cesreservations@ithaca.edu.

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I submitted a request and it was approved, but now I need to cancel or make a change. How do I edit my event?
Please contact the Conference and Event Services scheduling coordinator at cesreservations@ithaca.edu. Please include the reference number, date, time and location of your event in the email.

When I logged into 25Live Pro I couldn't find the room I wanted to request.
Some spaces are not available to be requested for certain users due to s specific area's scheduling coordinator. Therefore, certain spaces may be "hidden" once a user is logged in to 25Live Pro. For example, certain spaces (Costume Shop, Television Studios, etc.) are not available to be requested by students, so when a student logs in, they will not be able to view the space.

What is the difference between Event Start and End Time and the Reservation Start and End Time?
Event Start and End Time: The actual time your event will begin and end. Reservation Start and End Time: This is the entire time reserved for the event including the actual event itself.