**BU** | Events & Conferences

# Viewing Contact Details

The two main types of contact roles in 25Live are **Requestors** and **Schedulers**. Contact information for both roles appear on each event in 25Live.

The **Requestor** is the overall person responsible for the event and can answer questions about the event and services that will be needed.

The **Scheduler** is the entity that owns/manages the location being used for the event and has approval and assignment rights for the location. The **Scheduler** approved use of the location for the event and issued a reservation confirmation to the **Requestor**.

Sign in to 25Live at https://25live.collegenet.com/pro/bu using your personal BU login and Kerberos password.

To see the contact roles on an event, follow the steps outlined in this guide.

## Step 1: Find the Event

Find the event by searching for it via its unique reference number or by keyword in the event name.  Use the event search in the **Quick Search** feature on the 25Live dashboard to find your event with either option.
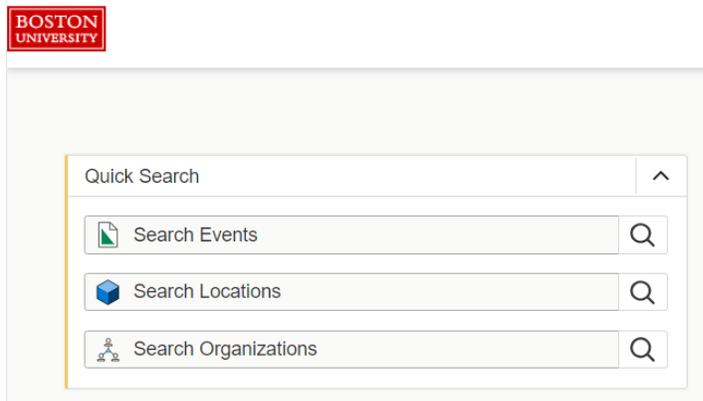


You can also find your event by clicking on the link in the **Your Upcoming Events** section on the 25Live dashboard.  If you haven't customized your dashboard, this section will be below the **Create an Event** button.  If you have requested events, there will be a number before the word "events" and this is a clickable link that will return a list of your events.

If you know the location of the event, you can also find it by looking up the location availability, finding the date of your event and then clicking on your event to open it.



## Step 2: View Contact Details

Once you have located and opened your event, click on **Details** tab.

In the **General** section, you will see basic details about the event, including **Event Name**, **Event Type**, **Organization**, **Requestor**, and **Scheduler**.
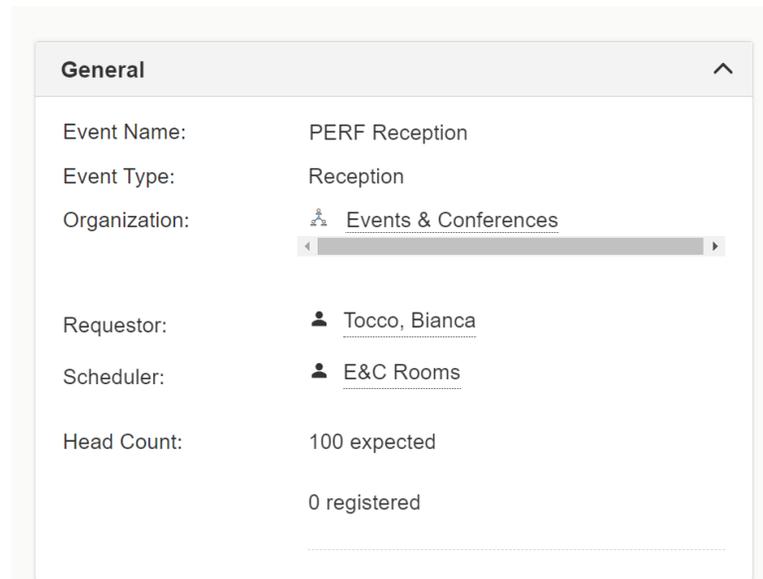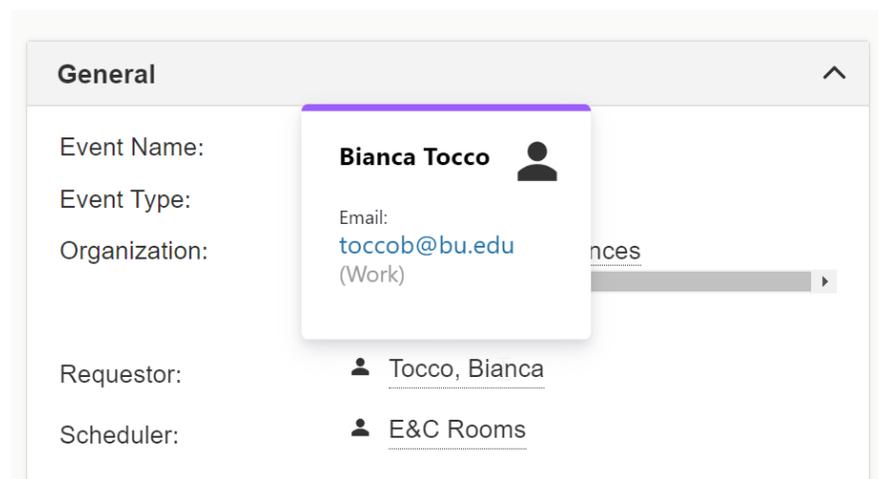


When you hover over the **Requestor** name or the **Scheduler** name, a pop-up window will appear and show you the email address for the role.

**Requestor example:**

**Scheduler example:**



## Tips!

If you a service provider (Facilities Management, Catering on the Charles, LETS, SPS, BU Productions, Parking Services, and others), and you need to contact the **Requestor** because you have questions about the event and the services needed, following the steps in this guide will provide you with the contact email address for the **Requestor**.

If you are the **Requestor** and you need to make changes to your event such as changing the date, time, location, or even cancelling your event, following the steps in this guide will provide you with the contact email address for the **Scheduler** of the location so you know who to email to request changes or cancellations.

## For More Information

For more information, additional assistance with using 25Live, or general questions about event locations, please feel free to contact the Reservations team in BU Events & Conferences at roomres@bu.edu or 617-353-2932.  We are available to assist you Monday through Friday between the hours of 9 AM and 5 PM.