R25 WebViewer

Submitting Requests
Brief History of Scheduling Principles Document

• A group convened in October 2010 to discuss and develop scheduling principles that made sense from a campus-wide perspective for Tomson Hall.
• A group of schedulers convened in December 2010 to discuss if the draft Tomson principles should be extended campus-wide.
• Both the Dean’s Council and the Cabinet reviewed and approved the resulting principles.

Issues that the Principles Address

• It’s crucial to have a scheduling system that makes the best use of campus buildings and rooms.
• The simpler the process of scheduling, and the fewer people doing the actual scheduling, the more efficient the use of staff time and the less confusion for all.
• In order for a room to be scheduled, it must be entered into the college’s scheduling program, Resource25 (R25). Public Safety does not open a room unless it is in R25. If someone privately schedules a room and does not have it entered into R25, it is not officially scheduled.
• Everyone on campus needs to know how to view R25 to check on spaces.
R25 (Resource25) Online Campus Reservations will allow faculty, staff, and students to search the daily schedules and submit room requests online. The first step in making a reservation request is to click on Faculty/Staff on the top of the St. Olaf website, or the Current Students for student access.
Next, click on the R25 icon to get to the R25 page
Students may access the webviewer by clicking on the R25 Room Scheduler
A screen will pop up showing today’s events. To check to see if a space is available, either scroll down the list of spaces or select a filter from the right hand toolbar. By using the “Filter” area, your search will load faster to access future dates.

A shaded area indicates that there is a booking during that time slot. If you mouse over one of these areas, a box will pop up with more information about that booking. A black-shaded area indicates that the space is not available for general use.
Once your building has loaded, use the calendar on the right side to move to the date you want to book a space, and once loaded, click on that day on the calendar and that date’s schedule will appear.
To make a reservation request, you must click on the space and time you want to reserve. A login screen will appear. Make sure the space is actually available the entire time needed. The squares must all be white, which means that the space is open and available and not booked by others. After signing in, the space and time fields will automatically populate on the reservation request form.
Sign into the R25 Webviewer using your St. Olaf username and password.
1. Type your Event Name: This is the name that viewers will be able to see. Please note that this field is required and the Sponsoring Organization MUST BE THE FIRST PART OF THE EVENT NAME. Event Title is optional.

2. Select your Event Type: Which category best fits your event type? This field is required and helps determine which scheduler will process the reservation request.

3. Select the Sponsoring Organization: If your sponsoring org is not on the list, and you choose that option, please make sure you include the name in the comments to the scheduler so it can be added to the list. If it is a Student Org, it must be recognized through the Student Activities Office.

4. Enter Your Head Count: This is required so that we will be able to tell if the space you’ve requested is an appropriate match to the size of your event.

Please note that fields in red are required fields. The R25 Webviewer will not permit a request to be submitted if one of these fields is blank.
Start and End date – One Date Only: Should be the first day of your event if you are requesting multiple dates, and the time is the actual event time that will be viewable on the Web. (The default date and time are the date and time you are creating the request.) Multiple dates for the same event are chosen by using the Repeat AD HOC area in the form.

If you need set-up time, you can request it in the “Comments” box lower in the form. If you need set-up and tear-down time, it is important to indicate this, as a prior event can possibly have the room just before your event is scheduled to start.
Additional Dates

1. Ad Hoc: Is for random weekly/monthly repeat dates. Make sure if you do not plan to meet during breaks, that you do not include those dates in your request. Remember that this is only for THE SAME EVENT on different dates. Note that when you click on “Ad Hoc,” a calendar will pop up, and you can select the various dates you want to book. The first date of your event will not show on the calendar, as it is not a repetition. Do not just type in the dates or they will not populate within the request. All dates must be chosen individually from the drop down calendar.

Please note: The system can only process a request for dates within a single academic year at a time. If the dates of your event will repeat into the next academic year, please submit the next year’s dates as a separate request.
Additional Rooms Needed for Same Date and Time

- If you would like multiple rooms for the same time and date, you need only submit one request for the first room needed. After you have checked to make sure all rooms needed are available, type in the comments to the scheduler and list the additional rooms you would like to have assigned in your request.
These resources are only available in Buntrock Commons. You cannot request these items if reserving a room in another building.

Resources:

If your request is for Buntrock space and you need resources, please indicate which resources will be required by entering a number in the box next to the resource name.

If your request is for space not in Buntrock and you need resources, please follow up with Bon Appetit, Facilities, and other departments on your own.
Comments: Please type comments to the scheduler such as, any additional rooms needed, extra setup requirements, or questions you may have on the space requested or about your reservation. Make sure if you plan to have Bon Appetit cater your event, that you include that in the notes so the scheduler can allow for extra set up/clean up time. Information entered in this box will NOT show on the web.

Description for Web Display: Please provide a brief summary of your event. (We recommend one line; two at most.) This information may be displayed on the Web.

Once you have finished entering your information, click Next. If you need to start over, click Reset. (Note: all information will be lost if you reset.)
Event Request Summary: Review and print the Confirmation Page. Please pay close attention to the NOTE: Your request has not yet been processed. Please carefully review the information above. If everything is correct, submit it now; otherwise, make changes and then submit it.

To submit your request to the scheduler, click “Submit.” **Important: Please click on the Submit button only once!** (A separate request is sent to the scheduler every time you hit “Submit.”)

DO NOT submit a form for an event on the same date as your request. At least 48 hours notice is required. This allows schedulers to process all requests efficiently.
We have received your **request** for the following event, and will process it as soon as possible.

The room(s) is/are not reserved until you receive a confirmation email from the scheduler.

Please quote the reference number 2011-AADWUQ in future correspondence.

| Event Name: Test - new reservation note |  |
| Event Title: Test - new reservation note |  |
| Event Type: (Unspecified) |  |
| Sponsoring Organization: (Unspecified) |  |
| Expected Head Count: |  |
| Start: August 15 2011 09:00 AM |  |
| End: August 15 2011 10:00 AM |  |
| Date Summary: No Repeating Dates Were Selected |  |
| Date List: Aug/15/2011 |  |
| Space Preference: BE143 MUNCH ROOM |  |
| Resources: |  |
| Custom Attributes: |  |
| Requirements: |  |
| Comments: Test of edited reservation request note |  |
| Description: |  |

Thank you for using WebViewer.

Your R25 Team.

Once you have submitted your request, you will receive an email from R25 saying “We have received your **request** for the following event, and will process it as soon as possible. The room(s) is/are not reserved until you receive a confirmation email from the scheduler.”
To Request a Change of a Reservation:

If after your event is CONFIRMED and you have additional needs or changes, **do not submit a new request**. Forward the CONFIRMATION of your event to the scheduler, and be sure to include the **reference number** in the subject line (it will look something like 2011-AAAFXW). Ask them to make your changes, such as the deletion or addition of rooms, adding technology, or if the time needs amending. You will then receive an email back with your updated reservation attached.
Please note that the R25 WebViewer cannot be used with Internet Explorer, versions 6 or earlier, or Netscape. Please also note that Java must be enabled.

To access R25 from off campus, you must have a VPN (Virtual Private Network) connection. Please see the IIT documentation on how to set this up on your home computer under:

http://www.stolaf.edu/services/iit/documentation/vpn/
Known Performance Issue in the R25 WebViewer:

You may experience some slowness while trying to view the R25 WebViewer. Some slowness is inevitable, however, the speed of the WebViewer is more dependent on how much data a search is querying . . . The more data being queried, the slower the WebViewer.

Example: The Master Filter is querying all the information available on the WebViewer and will be slower than the filter for Buntrock Spaces, which is only looking at events within Buntrock. Likewise, a filter in combination with an entire month will be slower than a filter in combination with one day.