

# Active Data Calendar FAQs

Answers to questions we've received regarding the Active Data Calendar

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  - Is there a way to change the "from" email address from an event registration confirmation email?
  - I'm making my own form and I see six different types of emails. When are these sent out to the registrants?
  - Can I style the confirmation, approval, and other emails sent to the registrant for an event?
  - When I syndicate a list using "Specific Events" with a marketing template, I am restricted to five events. Can I show more?

## Space Reservation Questions

**How do I only make a facility request in the calendar? I don't want an event to be published in the calendar.**

- When you add an event to the calendar, you have the option of leaving "Publish on Selected Calendar(s)" on "Select". This will not publish this event to anywhere in the calendar and only make a facility request.

### Add Event - General Details

**\*Event Name:**

**\*Department:**

Baruch Computing and Technology Center (BCTC) ▼

**Publish on Selected Calendar(s):**

Select ▼ ☐ Highlight This Event

**\*Category(s)/Subcategory(s):**

▼

**\*Event Description:**

What is the difference between "Save Event" and "Release Event"?

### Modify Event - Preview and Finalize Event

#### Event Details

☐ Save Event  
☒ Release Event

☐ Go to Event Notification Page  
☐ Do not notify category or event subscribers of th

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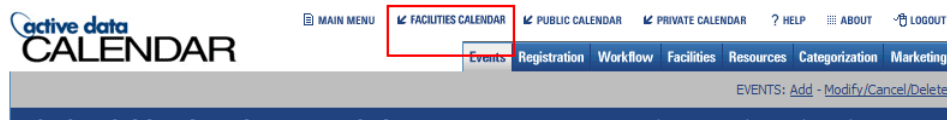
- The "Save Event" option will not publish your event to the calendar or send a facility request to a Space Manager. An event should be saved when **you have not received the rate category from your Dean/VP yet** (Any rate category other than "TBD by Dean or VP") or if you are missing event information and wish to fill it in at a later time.
- The "Release Event" option will send a facility request to the Space Manager and publish your event to the calendar (if it's a public/private event).

If your event has a rate category of "TBD by Dean or VP" and it is released with a facility request, it will not be approved by the Space Manager. Your Dean/VP will give you a rate category for your event after you send them the event information. Steps for this can be found at [Space Reservation Workflow - Event Organizer \(Step 4 on the linked section\)](#).

## How do I see availability in a room before adding an event?

- You can use the "Facilities Calendar" to see availability in a room before adding an event. This link is available at the top of the page when you login to the calendar.

Please note that classroom availability is not accurate as academic schedules are not loaded into the system.



For information on how to use the Facilities Calendar, please see [Active Data Calendar Training Guide - Using the Facilities Calendar](#)

## What are setup and tear down times?

- The setup time and tear down times depend on who own the room. **If the room is owned by Conference Services, please do not modify these times.** If the rooms are owned by anyone else, the setup time is how much time before the event you need to be in the room to set up and prepare. The teardown time is how much time after the event you need to be in the room to breakdown and clean up.

**Available Room(s)**

**Availability Level: Matching 1 Occurrences**

**Location - Building:** [Baruch College - Information & Technology Building \(Library Building\)](#)

Select	Matched/ Unmatched	Room	Room Type	Setup Option	Capacity	Setup	Tear Down
<input checked="" type="checkbox"/>	1 / 0	<a href="#">Atrium, Rackow Room and Lounge - Rooms 750 and 760</a>	Conference	Theatre/Rows of Seats ▼	170	120	120

**Setup Time:** 2 hours ▼ Select Minutes ▼ **Tear Down Time:** 2 hours ▼ Select Minutes ▼ **Setup Count:** 170

**Setup Notes:**

## How do I find information about a room or who owns the room?

- When searching for rooms on the "Scheduling & Facilities" tab, the results of your search will show all of the rooms that are available for your event. You can click on the room name to show information about the room such as photos of the room if available and who owns the room.

Available Room(s)

Availability Level: Matching 1 Occurrences

Select	Matched/ Unmatched	Room
<input type="checkbox"/>	1 / 0	<a href="#">Atrium, Rackow Room and Lounge - Rooms 750 and 760</a>
<input type="checkbox"/>	1 / 0	<a href="#">President's Dining Room - Room 761</a>
<input type="checkbox"/>	1 / 0	<a href="#">Room 755</a>
<input type="checkbox"/>	1 / 0	<a href="#">Room 763</a>
<input type="checkbox"/>	1 / 0	<a href="#">Room 765</a>

Setup Time: 2 hours

Select Minutes

Tear Down Time: 2 hours

Select Minutes

Setup Count: 170

Setup Notes:

These links are clickable

If you click on "Atrium, Rackow Room and Lounge - Rooms 750 and 760", you will see the following room information shown below.

Location:

Baruch College

Building:

Information & Technology Building (Library Building)

Room:

Atrium, Rackow Room and Lounge - Rooms 750 and 760

Room Phone/Extension:

Room Link:

Room Address

Address 1:

151 E. 25th St.

Address 2:

City:

State:

Zip/Postal Code:

County:

Phone:

Fax:

URL:

Internal Notes:

The only setup option for the Atrium space is reception style with capacity of 125.

[Newman Conference Center](#)

Image(s)

Room Feature(s)

Feature	Count	Notes
Computer Podium	1	
Projector	1	
Projector Screen	1	
Stage	1	
Tag - Conference Services	1	IGNORE - for internal use

Facility Owner(s)

Room Permissions:

Locked

Facility Owner(s)

3:

Coutinho, Crescentia

MooreBrown, Vivian

Rivera, Roseann

These are the room owners

## How do I know if I have successfully added a room to my event to be requested?

- You can look at the "Schedule Facility Booking(s)" area on the "Scheduling & Facilities" tab. This will show all the rooms you are requesting for your event. Please note that if this is a new event, this event must be **released (make sure that a rate category is set by the Dean/VP)** to make the request to the facility owner.

If you did not book a room for your event date(s), there would be a tab named "Unbooked" with the number of dates that are unbooked in parentheses. In the image below, 14-266 was successfully added to be requested for the event.

**Schedule Facility Booking(s):**

Room 14-266 (1) Add More Rooms

Facility	Setup Option
Baruch College - Newman Vertical Campus - Room 14-266 ( <a href="#">view</a> )	Classroom

RESET SEARCH

If you are unsure on how to correctly book a facility, please follow the instructions here: [Active Data Calendar Training Guide - Scheduling & Facilities Tab](#)

### How do I know if my Dean/VP has given me a rate category?

- Your Dean/VP will email you the rate category **after you've sent them the details of your event** (See: [Space Reservation Workflow - Event Organizer \(Step 4 on the linked section\)](#)).

### How do I know if a Space Manager has received my facility request?

- An event will send a facility request if the following things are true:
  - Your event **has been released, not saved**. This option is set when you preview the event. **A saved event will not send a request to the Space Manager.**

**Modify Event - Preview and Finalize Event**

**Event Details**

☐ Save Event

☒ Release Event

☐ Go to Event Notification Page


☐ Do not notify category or event subscribers of th

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- You have a **room booked** for your event date(s). You can verify whether or not you have correctly selected a room on the "Scheduling & Facilities" tab in the "Schedule Facility Booking(s)" area. If you see Unbooked anywhere, it means you have not booked a room for your date(s).

If you have correctly selected a room, it will be displayed like below:



To: [REDACTED]  
Cc: [REDACTED]  
Subject: Calendar Event Facility Request for Baruch College has been Approved  
Attachments:  Event.ics (828 B)

Your event room reservation facility request has been approved for the following event

Event Name: Sample Event

Facility Request Approved  
Event Start/End Date: 5/31/2014  
Event Start/End Time: 9:00 AM - 11:00 AM  
Booking ID: 315000000000176  
Location Name: Baruch College  
Building Name: 137 East 25th Street  
Room Name: Room 831  
Room Setup Option:

- You can also check the "Change Log" to see if a room has been approved or denied. This page is shown after you select an event to modify on the "Modify/Cancel/Delete" page.

**Modify Event - General Details**

DELETE EVENTCANCEL EVENTCOPYCHANGE LOG

\*Event Name:

\*Department:

Publish on Selected Calendar(s):  
 ☐ Highlight This Event

\*Category(s)/Subcategory(s):

Internal Event Comments Log x

There are no comments for this event.

Add New Comments

ADD

If a Space Manager has approved/denied a facility, you should see something like this in the change log:

**Event Modified By:**  
**Event Modified Date/Time:** 2/25/2014 4:41 PM  
**Details:** The room "Room 765" was approved for the 3/14/2014 1:00 PM occurrence.




- Room: ■ Setup ■ Tear Down ■ Setup ■ Tear Down  
■ Closed ■ Pending ■ Review ■ Approved

 download
  print
  report

[\[Expand Gantt View\]](#)

**Location:** Baruch College  
**Building:** Newman Vertical Campus

Room Name	5:00 AM	6:00 AM	7:00 AM	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM
 <a href="#">Room 14-270</a>								Union Day - DC 37		

- If you received an email similar to the one shown below, it means that another event requesting the same facility within a period of time that overlaps with your event has been approved for the room. This room is no longer available for your event.

From: [REDACTED]  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: Facility Requested for Event placed in Review/Wait List Status

An event that you added included a facility request that was approved for booking for another event owner. Your facility request has been placed in Review status. You may modify or delete your event or maintain your facility request in Review status which places the facility request on a waiting list for the facility if it should become available at a later time.

Facility: Baruch College - 137 East 25th Street - Room 831  
Event Name:  
Event Start/End Date: 4/9/2014  
Event Start/End Time: 8:30 AM - 1:30 PM

The URL for accessing the Calendar administration area for adding/managing events is:  
<http://ersdev01.baruch.cuny.edu/calendartest/login.aspx>

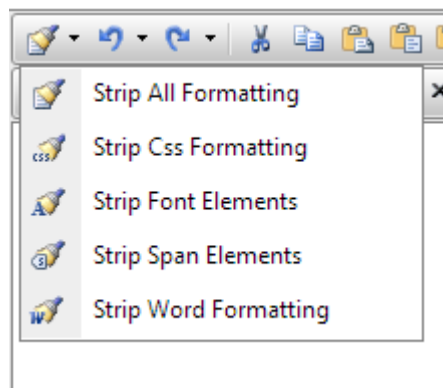
## How do I become a calendar administrator?

- Request for access can be sent by unit or department head to the BCTC Help Desk. Training will be provided by BCTC.

- If the room is not listed in the system, please put the location for the event within the event description. If you own a room and wish to allow others to request it in the system, please contact the BTC Help Desk.

### The calendar is telling me that my event description exceeded 8000 characters, but it's not very long. What do I do?

- When you paste content from Word or other websites into the event description, it will bring over code on the back-end that you don't see. You can clean this up by using the format stripper option shown below. It's advised you select the bottom-most option first (Strip Word Formatting) and work your way up if the calendar continues to give you this error.



### Can I change day and/or time for an event once registration has opened?

- Event day/time information can not be changed once at least one person has registered for an event.** Attempting to modify an event date with registrants will indicate "There are active registrants tied to this event. No scheduling changes can be made to an event while there are active registrants." As an alternative, the event owner can indicate the information change within the event description and send an email to all currently registered users. If you wish to cancel the event and reschedule it, you should inform the current registered users.

### I want people who register for my event to be automatically approved. How do I do that?

- You cannot use the "Standard Form" when you add registration to your event. This form sets all event registrants to pending. You must create your own custom form within the "Registration" tab. On Step 2 of creating the custom form, there is an option to set new registrants to approved.

A screenshot of the 'active data CALENDAR' web application. The top navigation bar includes links for PUBLIC CALENDAR, MAIN MENU, HELP, LOGOUT, and ABOUT. Below this is a secondary navigation bar with tabs for Events, Registration, Workflow, Facilities, Categorization, Marketing, Reports, and Configuration. The 'Registration' tab is active. Underneath the tabs, there are links for PAYMENT, FORMS, REGISTRANTS, and EXPORT. The main heading is 'Add Form - Registration (Text Configurations)' with a 'Step: 1 2 3' indicator. The form contains a 'Form Name:' field and a 'Set New Registrants to:' dropdown menu. A red arrow points to the 'Approved' option in the dropdown. To the right of the dropdown is a checkbox labeled 'Send email reminder' followed by a '5 Minutes' dropdown and the text 'before the event.'

### Is there a way to change the "from" email address from an event registration confirmation email?

- Yes. This is not possible if you are using the "Standard Form" for your event registration, but if you are using a custom form, you can modify your form and change the email address. See image below.

## Modify Form - Registration (Text Configurations)

Step: 1 2 3

Form Name: Wayne Form

Set New Registrants to: ☐ Send email reminder  before the event.

Description: (Internal Use Only)

## Form Text

## Text to appear at top of form:

Please complete the fields below in order to register for this event. All fields marked with an (\*) are required fields for completion.

## Text to appear at bottom of form, above buttons:

Please verify that you have completed all required fields above and then use the buttons below to either submit your registration request or you may cancel out of this registration process.

## Text to appear on preview/payment selection screen:

This screen allows you to preview your registration submission one final time before finalizing your submission. We encourage you to print out this screen for your records. You will also receive an email notification with your registration information once you click the final submission button below. Your registration submission is not complete until you click

## Text to appear on final confirmation page:

Event Registration - Thank You!

You have successfully completed your event registration request. You will receive an email shortly with the details of your registration. Please save the email for future reference and in case you need to withdraw

## Form Buttons (click name to see image)

[Submit](#) No file chosen[Back](#) No file chosen[Finish](#) No file chosen[Reset](#) No file chosen[Cancel](#)

## Email Text

Select Email:

Email Opening Text:

Email Closing Text:

Send emails from:



Choose File No file chosen

CANCEL BACK NEXT FINISH

I'm making my own form and I see six different types of emails. When are these sent out to the registrants?

for this event. All fields

ns:

ds above and then  
in request or you may

**Email Text**

Select Email:

Select

Email Opening Text:

Registration Confirmation  
Registration Approved  
Registration Denied  
Registration Deleted  
Registration Cancelled  
Registration Reminder

Email Closing Text:

- Registration Confirmation - This is sent out when you have users set to "pending" instead of "approved". This is the email they receive after registering, **but before you approve them**. No confirmation email will be sent out if you are automatically approving users, they will receive the approval email instead.
- Registration Approved - This is sent out when you approve the user if you have users set to "pending". If you have users set to "approved", they will automatically receive this email but will not receive a confirmation email. See above for confirmation email.
- Registration Denied - This is sent when you reject a user in the registrant management screen.
- Registration Deleted - This is sent when you delete a user in the registrant management screen.
- Registration Cancelled - This is sent out when you cancel an event that has registered users.
- Registration Reminder - This is sent out when you have enabled reminder emails for the form.

Can I style the confirmation, approval, and other emails sent to the registrant for an event?

The calendar will only allow for text for these automated emails. However if you are sending an email to all the registrants through the Registrant Management page, you can send styled messages by checking off "HTML Email".

\*Message Subject: ActiveData Admin wanted you to know about this event at Baruch College

\*Create Custom Email Message: ☒ HTML Email

Paragraph St... Font Name Real... B I U abc

A Apply CSS Cl... Custom Links Zoom

Event Name: Test eve

Start Date/Time: 10/20/2012 12:00 AM

End Date/Time: 10/20/2012

**When I syndicate a list using "Specific Events" with a marketing template, I am restricted to five events. Can I show more?**

- Add the following to the end of the URL given with the javascript code.

```
&number=20
```

So it should look like this:

```
<script language="javascript" src="http://www.baruch.cuny.edu/calendar/EventListSyndicator.aspx?eventID=1036,1035,1027,1037,1028,1006,1029  
&adpid=5&number=999"></script>
```