CampusGroups:
Application Functionality

URLs

CampusGroups

Production Site: https://groups.gsb.columbia.edu/

25Live

Production Site: https://25live.collegenet.com/pro/cbscolumbia/

25Live Integration

- Event Creation
- Room Booking
- Event Changes (edit room, title, etc)
- Event Cancellation

Event and Room Reservation Creation

Event Approval (*Events Administration / Dean's Office Staff Only*)

1. Go the URL for staging or production as shown above under "URLs".
2. Click the groups icon (3 people) in the upper blue bar and select the Events Administration group.
3. On the left sidebar, click "Surveys & Forms".
4. Click on "Event Request Form".
5. Find an event that's pending approval (you can use the Status drop-down filter) and click its "See Workflow" button.
6. Find yourself under "Dean's Office Approval" and click the "I approve" button.
7. The form shows "Approved" next to your name and in the header.
8. The "Submissions to Event Request Form" queue shows "Approved" for the chosen event.

Trigger an Event Reapproval

Certain conditions will cause an Approved event to revert to Pending Approval Status, needing review by the Dean's Office again.

- Date
- Time
- Location
- Event Name (Student Groups only)
- Description (Student Groups only)

Note: Approved events do not show an "Approved" tag in the group's events list (in contrast with "Pending Approval" and other statuses which do show status tags next to the event's name).

1. Find Approved events in the group's events list.
2. Edit *one* of the items in the list above.
3. For a student group, editing any of five fields causes the event's status to revert to Approval Pending status.
4. For a staff/faculty group, editing any of the first three fields causes the event's status to revert to Pending Approval status. Editing just the last two fields does set the status back to Pending Approval on staff/faculty groups.
5. Repeat the above steps for each field and group type.
6. Going into an event's edit mode, but not changing anything or changing only fields not listed above, then clicking Save does *not* cause the event status to revert to Pending Approval.

Event Reapproval After Edit (*Events Administration / Dean's Office Staff Only*)

Same as above under [Event Approval (Events Administration / Dean's Office Staff Only)](#).

Event Registration (Free Event)

1. Click the event's "Register" button.
2. On the next page, under "Registration", select the desired quantity of tickets (the default of 1 is fine)
3. Click the "Register" button.
4. CampusGroups displays a "You're registered!" page showing your selected quantity and price ($0).

5. You'll receive an email from CampusGroups indicating successful registration. (May be suppressed if you change your notification settings.)
6. You should see the event listed on My Events.

Event Registration with Credit Card Payment

1. Click on the event's "Register" button.
2. On the next page, select the desired quantity.
3. Click the Register button.
4. On the next page, the info presented, especially the **price**, matches what you expect.
5. At the bottom of the page, click the Confirm my Registration button.
6. You will be redirected to a page on the cybersource.com site where you can enter your payment details.
7. Enter your payment details.
8. You will be redirected back to CampusGroups, with a page displaying "You're registered!" and the correct price.
9. You will receive an email with the subject "RSVP: You successfully registered to [event name]" and correct event and pricing info
10. You will receive an email with the subject "Order Confirmation", showing the CyberSource logo at the top, the details you entered on CyberSource, and the correct total.

Event Registration Refund Request

1. From the CampusGroups home page (see URLs at the top of this doc), click on "My Events" on the left sidebar.
2. Find an event that you paid for and click on its name.
3. Under "My Event Registrations" find the item you want refunded and click its "Cancel" button.
4. CampusGroups shows you a "Request a Refund" form with details about your transaction.
5. Select the "Quantity of tickets to refund" and enter a "Message to the officers".
6. Click the "Submit Request" button.
7. Using steps 1 & 2, go back to the page with "My Event Registrations". You should see "Refund request submitted on [date]" on the item that you requested a refund for.

Event Registration Refund Approval (Club Officers)

1. From the CampusGroups home page (see URLs at the top of this doc), click on the groups icon (3 people) and select your group.
2. Click on Money on the left sidebar and choose Refund Requests.
3. Find a request that's waiting for a response and click its Respond button.
4. In the Refund drop-down select "refund accepted" or "refund denied".
5. Adjust quantity and amount if needed.
6. Enter pertinent text in the "Write up a response for the user" box.
7. Click the "Submit Response" button.
8. CampusGroups shows a message saying, "Your response was recorded and notifications were sent."
9. The Refund Requests list now shows "Request accepted on [date time] and refund pending" next to the refund you just approved.

Event Registration Refund Approval (FPO)

1. From the CampusGroups home page (see URLs at the top of this doc), click on the groups icon (3 people) and select the group (will probably a separate group called "FPO Refund Admins" in order to not have all FPO staff notified of refund requests).
2. On the left sidebar, click on "Money" and choose "Refund Requests".
3. Find a refund request that's pending approval and click on its "Respond" button.
4. In the "Refund" drop-down, select "Refund processed" or "Refund denied".
5. If needed, adjust the quantity and amount.
6. Enter pertinent text in the "Write up a response for the user:" box.
7. Click the "Submit Response" button.
8. CampusGroups displays a message saying, "Your response was recorded, and notifications were sent."
9. The refund request is no longer listed on the Refund Requests page.

Club Join

1. Scroll to find My Links and click Groups and Organizations
   https://groups.gsb.columbia.edu/club_signup
2. Find the Club or Group you wish to join check the box to the left to select the group
3. Select the Membership option desired
4. Click the Join button at the bottom of the page
5. You will be redirected to a page on the cybersource.com site where you can enter your payment details.
6. Enter payment details and submit

Club Join Refund Request

1. Go to the group's home page, click on 'My Membership' on the Group links page, click 'Leave Club'
2. Request a refund for a paid club: Click 'My Payments", then "Request Refund" on the club signup transaction. Enter a message for the officers.
3. Once the refund is approved by an administrator, you should be immediately unjoined from the club in CampusGroups
4. You should receive the following emails:
   a. Refund Request Confirmation
   b. Refund Request Approved
5. The FPO office will then refund your real credit card. An additional email will follow.