

# Using Series25 Customer Feedback Boards

CollegeNET has always built Series25 tools with customer feedback. It's more important than ever for us to efficiently collect and organize all your requests. Our developers and support professionals also love to see how valuable each suggestion is for the greatest number of customers, so we use customer feedback boards powered by Feature Upvote.

Using this tool, you can follow the progress of a suggestion as it's voted on and labeled by CollegeNET. While high vote counts are not a guarantee that any specific feature will be developed next, your votes strongly guide planning and priorities.

## Related Topics

- [Using the Series25 Community Forums](#)
- [Series25 Community Forums Member Rankings](#)
- [Other Series25 Community Resources](#)  
*(Customer Resources login required)*



### Note: These Boards Are Not for Submitting Support Tickets

Our customer feedback boards are not intended as a tool for submitting support tickets, troubleshooting, or bug reports. If you have an issue that needs to be addressed immediately, contact [support@collegenet.com](mailto:support@collegenet.com).

## Browsing the Boards

Access the customer feedback boards at: <https://series25.featureupvote.com/>.

Feedback boards are available for most Series25 tools and functions, including:

- **25Live Pro and Administration**
- **25Live Reporting**
- **Series25 LYNX Interface**
- **Series25 Integrations** (*Publisher, WebServices integrations, etc.*)
- **X25 Analytics and the Series25 Optimizer**

Use the links on the main page to visit any of the specific feedback boards.

Feedback board	Suggestions
25Live Pro and Administration	572
25Live Reporting	62
LYNX	122
Series25 Integrations	26
X25 and Optimizer	38

Image: The main listing of customer feedback boards include most Series25 tools and functions.

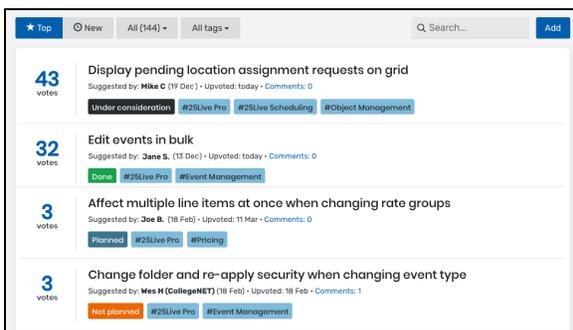


Image: The board view includes sorting and tagging options.

Within each board, you can see a list of suggestions, sorted by the number of votes they've received.

Suggestion Status	Description
<b>Under Consideration</b>	This is the default status for new suggestions. In this status, new comments and feedback are still being collected, but this idea is not on CollegeNET's current development schedule.
<b>Planned</b>	The suggestion is in active development.
<b>Done</b>	This status means the suggestion was taken, developed, and released in a Series25 tool. No further comments or discussions should be added.
<b>Not Planned</b>	CollegeNET has no current plans to add this suggestion to the development roadmap. Further votes or discussion can be added, and the status could change.

- Tap or click on the title of any issue to view more details
- Use the buttons across the top of the list to sort or filter the view, with options for:
  - **Top:** sort by the top number of votes
  - **New:** sort by newest suggestion
  - **All:** remove any filters to view all suggestions
  - **All tags:** remove any tag filters that were added by tapping or clicking on a tag label
- A **Search** box is available (*see more about searching below*)
- An **Add** button allows you to add a new suggestion
- Use the link on the number of votes to quickly add a vote (*see more on voting below*)
- The status is visible for every issue next to the tags
- Use the **Comments** link to go directly to the suggestion's comments view
- Tap or click on the tag labels to see other suggestions that share that tag



**Reminder: CollegeNET Employees Sometimes Enter Issues For Customers**

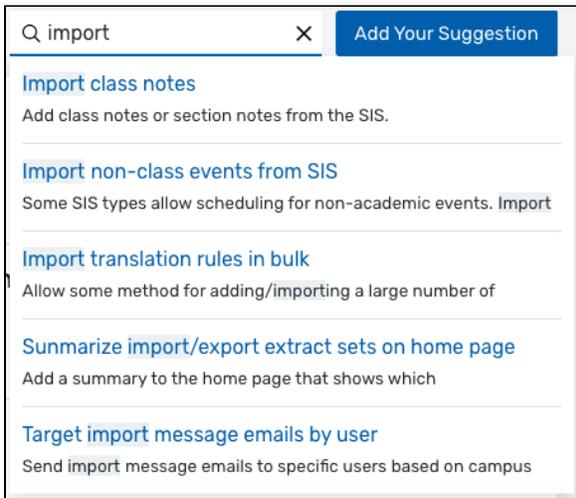
We're always listening to the suggestions. The feedback CollegeNET employees receive from customers via emails, calls, training sessions, or meetings are often added for customers. So, you may see "(CollegeNET)" listed by the "Suggested by" names on some requests.

## Searching Suggestions



*Image: The Search field is on the right side of the top row of buttons above the suggestions list.*

From the list view of any individual customer feedback board, type in the **Search** field on the right side of the top row of buttons above the suggestions list.



*Image: Search results appear dynamically as you type.*

Matching results will display dynamically as you type. Tap or click on the title of any search result to view the details for that suggestion.

## Commenting on a Suggestion

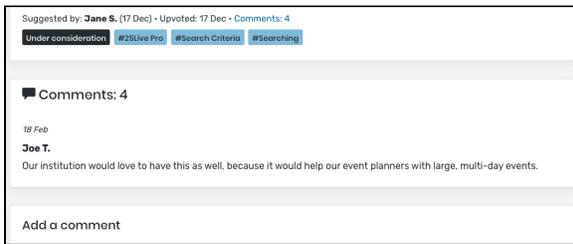


Image: The comment section is below the description and details of the suggestion.

Use the title link for any suggestion to go to its details view. The comment section is below the description and other details of the suggestion. You can also use the **Comments** link in the list view or in the details view.

Scroll to the **Add a comment** section, enter your text, name, and email address. You will also need to check the box contenting to terms.

Use the **Post Comment** button to save and post your text.



**Reminder: New Comments Need to Be Approved Before They Appear**

New comments must be approved by CollegeNET before becoming publicly visible. Please keep comments on topic.

## Voting

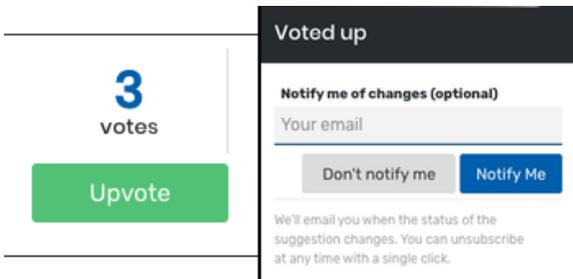


Image: The Upvote button adds your vote for a suggestion and offers the option to receive email notifications.

Every issue in the list view displays the number of votes the suggestion has collected. Tap or click on the number of votes to quickly go to the details view. Use the **Upvote** button to add your vote for the suggestion. You can enter your email address if you want to receive notifications about changes for that suggestion.

Click or tap on the **Voted up** link text to remove your vote.

## Suggesting an Improvement

### Suggest an improvement for 25Live Pro and Scheduling

**Title**  
 0 / 100

**Description**  
 0 / 1,000

**Name**

\* Your name will be publicly visible

**Email**

\* Your email will be visible only to moderators

I consent to my submitted information being stored and used as per the privacy policy.  
[Privacy Policy](#)

Image: The Add button on the right side of the top row of buttons above the suggestions list opens the new suggestion form.

Use the **Add** button is on the right side of the top row of buttons above the suggestions list to add a new suggestion. There is also an **Add New** button that dynamically appears on the bottom of the list view as you scroll.

Enter the required information for your new suggestion:

- Title (with displayed character limit)
- Description (with displayed character limit)
- Name
- Email address
- Check the consent box

The **Add image** button is available to optionally attach an image from a local file or web address location to your suggestion.

Use the **Post Suggestion** button to complete your suggestion. You will be returned to the list view.



**Reminder: New Suggestions Need to Be Approved Before They Appear**

New suggestions must be approved by CollegeNET before becoming publicly visible, and similar suggestions may be merged. If your new suggestion already exists, you can upvote the existing suggestion and add comments to it.

## Getting Additional Help

Please report bugs or technical issues to Series25 to Technical Support ([support@collegenet.com](mailto:support@collegenet.com)).

If you need additional help on how to use these customer feedback boards or with any Series25 tool, contact Ask Trainers ([asktrainers@collegenet.com](mailto:asktrainers@collegenet.com)).