Instructions for syncing to RIVA

What is RIVA? The Riva for Education Cloud integration synchronizes user's Google calendar and Student Success Hub (SSH) calendars to make calendar management easier and allow students to book appointments with advisors during their open times according to their google calendars.

Google Calendar → RIVA → Salesforce Student Success Hub Calendar

 Syncing your Google Calendar to your SSH calendar is simple with RIVA! All you have to do is visit https://www.rivacloud.com/ggl-auth/live/oafrhoe71y/Index.aspx and follow these steps:

1. Click the agree box on the RIVA agreement page.
2.   Click Continue with Google and sign in with your Boise State Username and Password
3. Allow RIVA access to your Google Account

It's that simple! Once you set up the sync, it could take up to 24 hours for your calendar to fully sync. In order for RIVA to work the way it's supposed, you need to follow these simple rules:

● Syncing your calendar will change ALL YOUR GOOGLE APPOINTMENTS to dark green (basil). This is expected.
● Once a calendar item changes to basil, you can change it to any color you want **EXCEPT FOR YELLOW (BANANA) OR ORANGE (TANGERINE)**. RIVA uses colors to identify and manage calendar items and banana and tangerine are used for very specific calendar items.
● When you create advising shifts in SSH, those will sync to your calendar as yellow /banana.
    ○ Shifts are always marked as free.
    ○ If you change any other calendar item to yellow/banana, they will also be seen as free, even if you mark it as busy. This is why banana is now an off-limit color.
    ○ Advising shifts must stay yellow/banana. **Do not** change the color of your shifts
● Advising appointments that are scheduled through SSH will post to your Google calendar in orange/tangerine.
    ○ They are always marked as busy
    ○ If you change any other calendar items to orange/tangerine, they will also be seen as busy, even if you mark it as free. This is why orange/tangerine is now an off-limit color.
    ○ Advising appointments must stay tangerine. **Do not** change the color of your appointments.

The colors created on your calendar by RIVA are critical for it to work properly.

Projecta: 11am – 12pm	
Lunch: 12 – 1pm	
Admin (Email/Prep/Follow-Up/Project) 1 – 2:30pm	
Advising Shift 2:30 – 3:30pm **Shifts must remain yellow (banana)**	Samuel Suboh-Meuret: In Person - Required Advising (RAD) Hold - AASC 2:30 – 3:30pm **Appointments must remain orange (tangerine)**
Advising Shift 3:30 – 4:30pm	John Kertz: In Person - Course selection, check-in, and planning - AASC 3:30 – 4:30pm
WR, 4:30pm	

Hints, tips and best practices:

- As best practice, all meetings, items and events should be managed in the system they were created in
  - If you have a meeting that was created in Google, it should be managed, updated, and/or deleted in Google.
  - All your advising shifts are created in SSH, so they should be managed, updated, and/or deleted in SSH.
- If you need to cancel an advising appointment that was made in SSH, it needs to be canceled in SSH. You should not delete it from your google calendar because the next time the sync cycle runs, the appointment will re-post to your calendar.
- Please try to get accustomed to the new colors. I understand it can be frustrating to lose that level of control, but these colors are crucial for RIVA to work effectively.
- If you have an appointment on your calendar that didn't sync (turn green/ basil), there could be a few reasons:
  - Only events marked as BUSY will sync. If you have not accepted an event or marked it as busy, it won't sync.
  - The event was too far in the past. RIVA looks back 730 days, so anything older than that won't sync.
  - The item or event is too far in the future. Riva looks 400 days into the future. As the start date moves closer, the item or event will automatically sync.
  - The item was created in the middle of a "sync cycle" The sync cycle runs every 5 minutes. The item or event will sync in the next cycle.

Have questions? Something looking odd or not working like you expect? Please connect with your Power User as soon as you can. If your Power User is unable to troubleshoot, they can elevate the request to the SSH Functional Product Owners.