

25Live Commonly Asked Questions

How do I log into 25Live?

Log in by clicking the sign in button in the corner of the window and sign in with your WPI Username and Password. Logging in is required to submit an event.

How do I know my request is confirmed?

You will receive an email with your space confirmation. Your space reservation is NOT confirmed until you receive this email. If your event requires setup or resources, more conversation may be necessary to confirm your event.

I can't edit my event? What do I do?

Community members are unable to edit their event once they have been submitted for review or approved. Please email events@wpi.edu with any event changes.

How do I cancel an event?

Community members are unable to edit their event once they have been submitted for review or approved. Please email events@wpi.edu with any event changes.

My request says it's locked. What does this mean?

25Live "locks" events when they are in use as to not allow multiple people in the event at the same time. Please check back later to see if the event is unlocked. If your event remains locked, please email events@wpi.edu.

Why Does a room appear free when submitting a request then is denied due to the room not being available?

At the time you submit a request there can typically be 50 or more requests in the queue submitted before you. Once we approve that request the space is no longer free.

What browser should I be using?

25Live is compatible with Google Chrome, Firefox and Internet Explorer.

For general questions, please feel free to contact the Events Office at x5613.

For more technical questions please email [R25live Help](#)