Middlebury College

Department of Event Management

Troubleshooting 25Live

If 25Live is behaving oddly or you're unable to access it at all, the first steps are always to confirm that you're using a recommended browser and clear your browser's cache.

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Recommended Browsers

25Live works best and fastest in **Google Chrome, Mozilla Firefox, or Apple Safari**. **Microsoft Edge** works but may be slightly slower.

Clearing Browser Cache

When experiencing random system oddities (display issues, missing data, slowness, etc.), try clearing your browser cache, restarting the browser, and then returning to 25Live. This corrects a surprising amount of random issues!

Instructions to manually clear the browser cache

Chrome | Firefox | Safari | Edge

Instructions to automatically clear browser cache upon exit

Tip: You can adjust the settings to automatically clear the cache every time you close the browser. Even then, a cache can become cluttered late in the day and cause issues, so it's helpful to know how to clear it manually.

Chrome

Firefox

Safari doesn't have this ability

Edge (same as manual instructions but select 'Choose what to clear every time you close the browser,' instead of 'Choose what to clear'.)

Other Issues

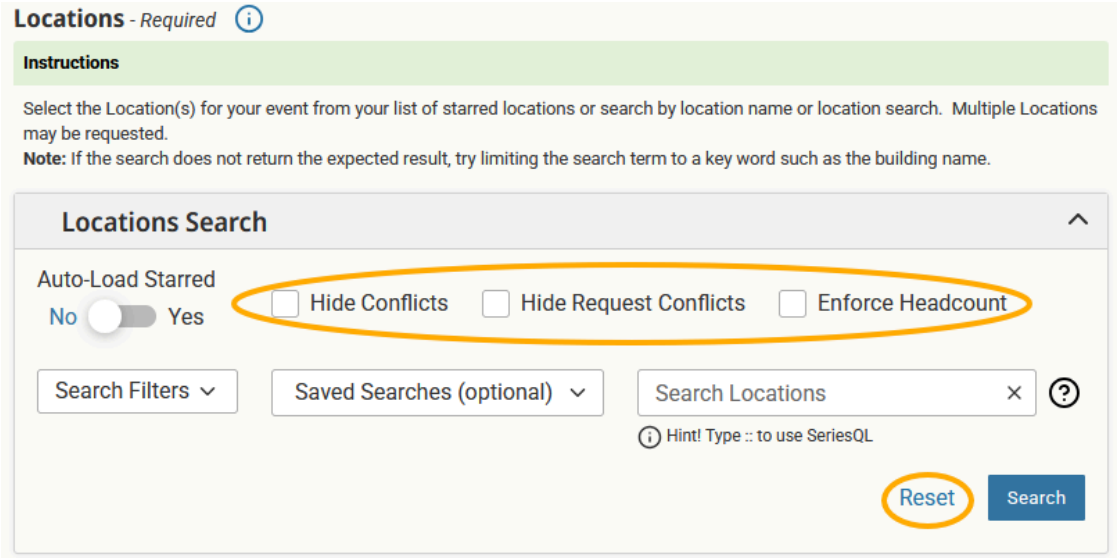
Pop-up Window Display Error

If a pop-up window isn't in full view, so you can't close it (which can occasionally happen while in the request form), try the steps below:

1. Use the F11 key to enter and exit full-screen mode.
2. OR adjust the zoom on your browser window:
    - Click on the settings/customization menu (3 vertical dots or 3 horizontal bars).
    - There will be a zoom setting in the dropdown menu. Decrease zoom until the window displays in full.
    - Alternatively, hover your pointer over the browser window, then hold the control key and scroll up or down to zoom in or out.

Request Form: Location Search Errors

3. If a location isn't appearing in your search but you've already confirmed it available, be sure to uncheck the checkboxes to Hide Conflicts and Enforce Headcount.
4. If the form won't let you click into the 'Search Locations' box, click Reset.
5. If you believe a location's availability has changed since you did the search, clicking the Search button again will update the availability.

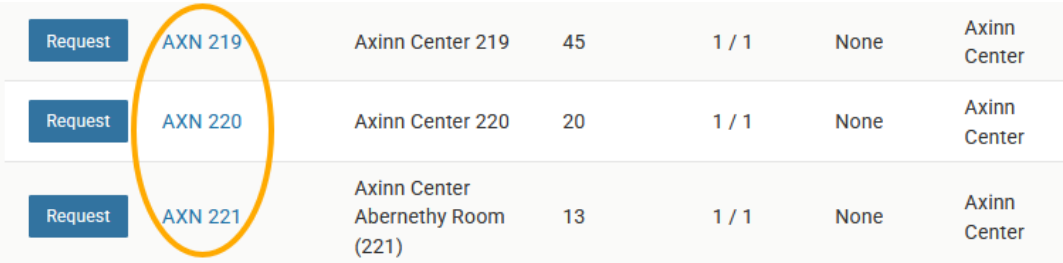


Tips

Shortcut to open a link in a new window

To open a link in a new tab, you can either hold the control (ctrl) key and click on the link, or right click the link and select 'Open in New Tab'.

- For instance, if you're in the middle of filling out an event request form and want to know more about the locations that are available, you can ctrl-click the blue location names to see the details.



Request	AXN 219	Axinn Center 219	45	1 / 1	None	Axinn Center
Request	AXN 220	Axinn Center 220	20	1 / 1	None	Axinn Center
Request	AXN 221	Axinn Center Abernethy Room (221)	13	1 / 1	None	Axinn Center

Still Have Questions?

If this guide doesn't answer your question(s), we have more resources available for you!

- Check out the 25Live Help page guides and FAQs.
- Attend a drop-in training session (schedule on the 25Live Help page).
- Email the 25Live system administrator (listed at the top of the 25Live Help page).