

Archibus Basic Troubleshooting

Unable to log in

- Only current employees and students with a WUSTL key can access the system.
- Make sure you are logging on to <https://myreservations.wusm.wustl.edu>
- Clear your cache (browsing history). Instructions for clearing browser history: [Chrome](#), [Safari](#), [Firefox](#), or [IE](#). Then close your browser and log back into Archibus.
- Try logging into HRMS or another system requiring your WUSTL key to check if there is a general problem with your WUSTL key.

Can't select a room

When creating a room reservation, you will need to enter a date, from (start time), and to (end time) for your event before you can select a room. After all mandatory fields are entered, don't forget to click 'Apply Filter'. You may then use the radio buttons to select a room as usual.

My building does not show up, or my budget code is not working

Whenever you see an ellipsis in a field in Archibus, you will not be able to directly enter a value, even if you already know the building name or budget code. You have to hit the ellipsis button, and then double-click to select the appropriate value from the list provided. Direct entry is not allowed in these fields.

No rooms are showing up in the Rooms pane

- If no rooms show up in the available rooms list, it may be that there are no rooms available meeting your criteria. Try changing your filter criteria (different day, time, or number of attendees for example). **Be sure to click Apply Filter to see the results.**
- If you are unable to see any rooms, or are getting an error message, you should hit the Clear Filter button, and then re-enter your criteria, and try to Apply Filter again.

After clicking Confirm Reservation, the form is populating to 'null'

Check your browser, this application does not work for Internet Explorer. Use Chrome or Firefox.