City Clerk 📞 218-730-5500

Room 318
411 West First Street
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End User Troubleshooting for Webex Live Meetings

Contents

Quick Fixes to Join a Call

1. View Webex's documentation for attendees to learn more about using the application
    a. https://help.webex.com/en-us/n62wi3c/Get-Started-with-Cisco-Webex-Meetings-for-Attendees

2. Join from a Phone or Tablet
    a. This helps to resolves issues with Speakers/microphones on a computer or lack of mic/speakers

3. Download/install the Webex app prior to the meeting.
    a. This can sometimes make a difference if using an outdated/non-supported browser
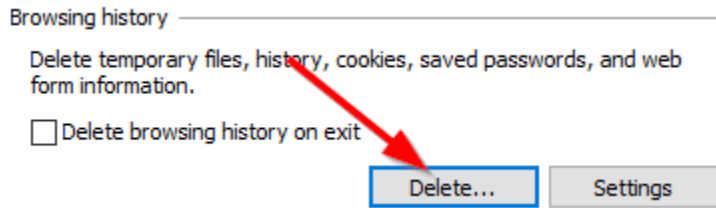
Clearing Browser Passwords

This is a solution for users having trouble joining the meeting due to an incorrect password. This will prevent the browser from automatically overriding the Webex Live Meeting attendee information with an incorrect password.
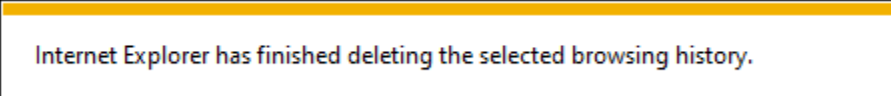
Internet Explorer

This will DELETE your saved passwords

1. Open Internet Explorer

2. Click on the gear icon in the top, right corner: ⚙

3. Click "Internet Options"

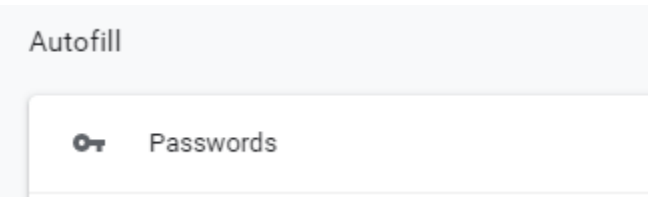4. In the section "Browsing History", click "Delete…"

5. Uncheck everything except, "Passwords" and "Preserve Favorites website data"
6. Click "Delete"
7. A banner will be displayed at the bottom of the window stating that IE has finished deleting passwords

Internet Explorer has finished deleting the selected browsing history.

Google Chrome

*This will DELETE your saved passwords

1. Open Google Chrome
2. Click on the vertical ellipse icon in the top, right corner
3. Click on "Settings"
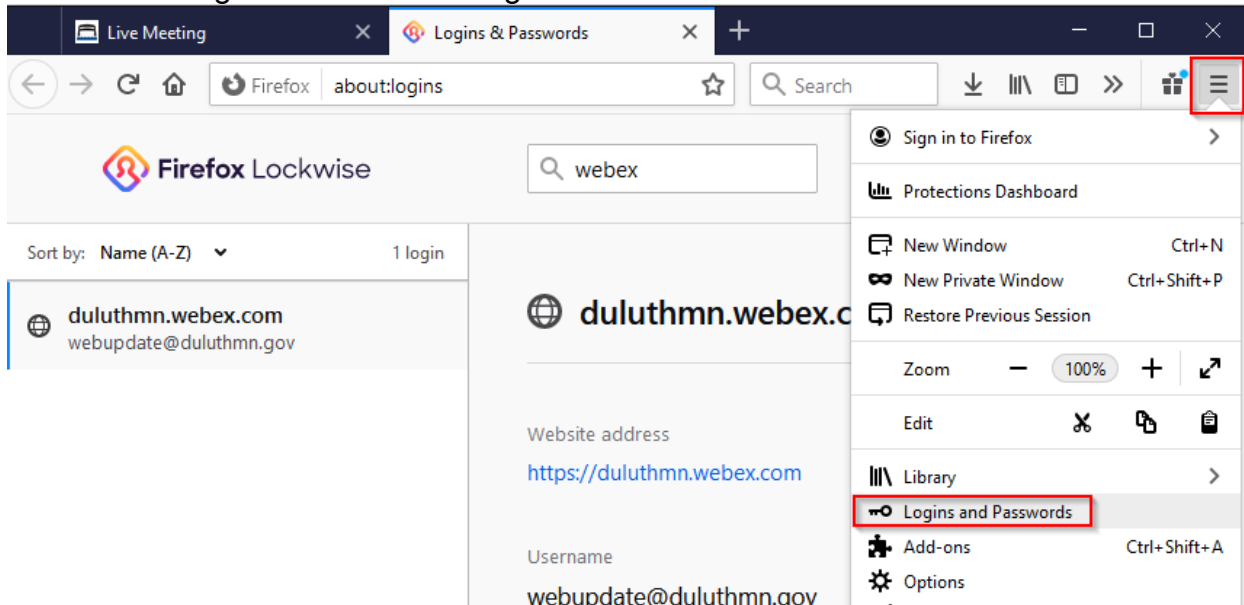4. Under the "Autofill" section
5. Click on "Passwords"

Autofill

O—   Passwords

6. Under, "Saved Password", Locate any saved Webex passwords
7. Click on the vertical elipse next to the saved password
8. Click "Remove"

Saved Passwords   ⋮

Website   Username   Password

O ▇▇▇webex.com   ▇▇▇   •••••••••••   Copy password

                                                                Edit password

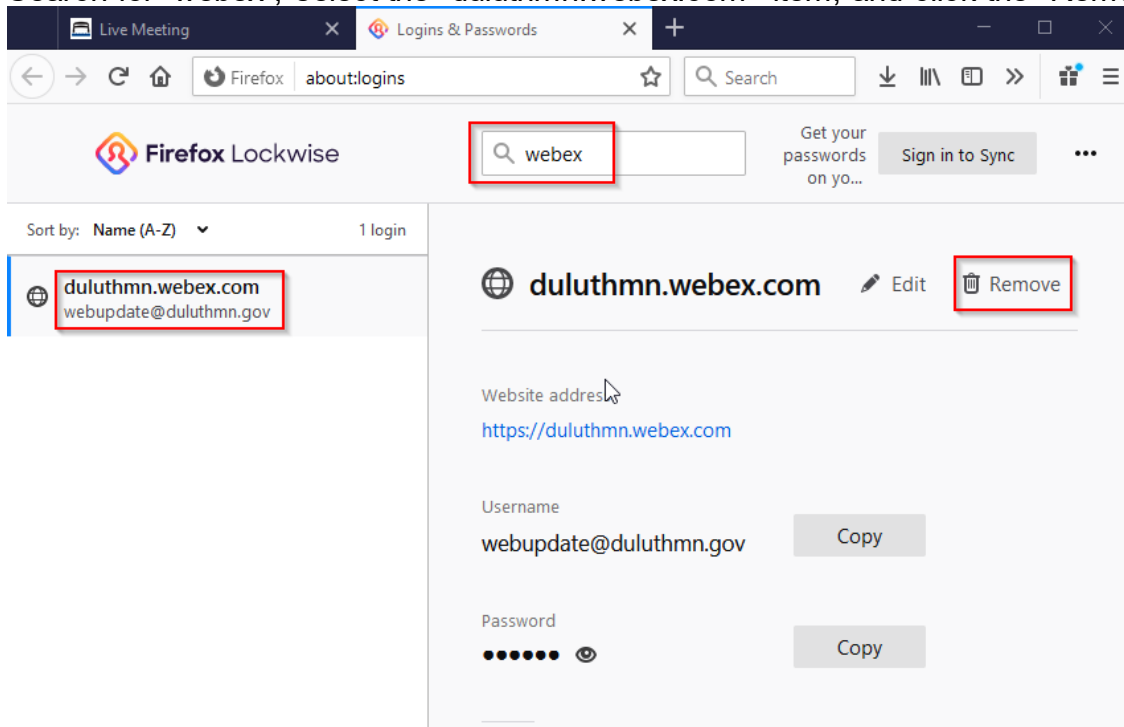Never Saved   Remove

Firefox

*This will DELETE your saved passwords

1. Open Firefox
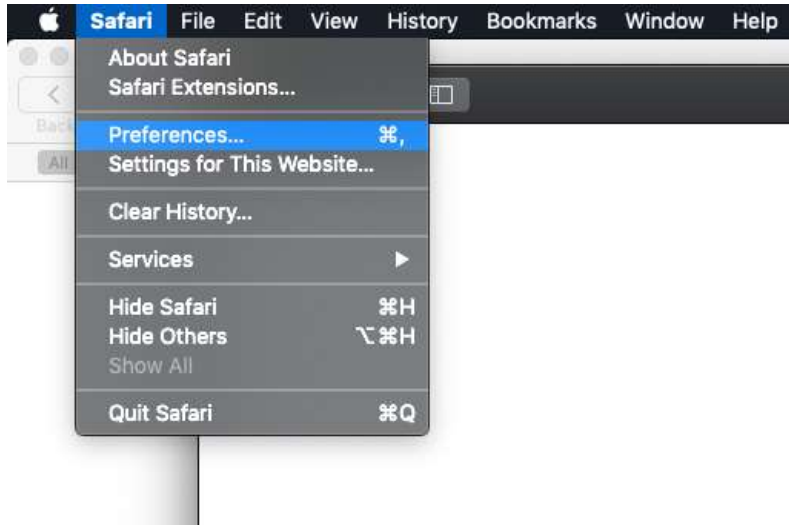2. Click the settings icon and then "Logins and Passwords"

3. Search for "webex", select the "duluthmn.webex.com" item, and click the "Remove" button.

Safari

1. Safari
2. In the menu bar, open the Safari menu and Select **Preferences**

3. Go to the **Autofill** tab
4. Click the **Edit** button for **Usernames and Passwords**

5. Select the corresponding entry for Webex and click remove.

Additional Information

- Official Mozilla Firefox documentation
  https://support.mozilla.org/en-US/kb/password-manager-remember-delete-edit-logins?redirectslug=password-manager-remember-delete-change-and-import&redirectlocale=en-US
- Official Google Chrome documentation
  https://support.google.com/chrome/answer/95606?hl=en
- Official Internet Explorer documentation
  https://support.microsoft.com/en-us/topic/remember-passwords-and-fill-out-web-forms-for-internet-explorer-11-6883f6ce-0d1c-c2b9-e21e-705976d1c886
- Official Webex Meetings Help documentation
  https://help.webex.com/ld-nyw95a4-CiscoWebexMeetings/Webex-Meetings