End User Troubleshooting for Webex Live Meetings

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Quick Fixes to Join a Call

1. View Webex's documentation for attendees to learn more about using the application

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.](image)

**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](image)

7. Click on the vertical elipse next to the saved password
8. Click “Remove”

![Saved Passwords](image)
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.

*This will DELETE your saved passwords*
Safari

*This will DELETE your saved passwords*

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

   ![Safari Preferences Menu](image)

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

   ![Autofill Preferences](image)

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

- Official Mozilla Firefox documentation
- Official Google Chrome documentation
  https://support.google.com/chrome/answer/95606?hl=en
- Official Internet Explorer documentation
- Official Webex Meetings Help documentation
  https://help.webex.com/ld-nyw95a4-CiscoWebexMeetings/Webex-Meetings