TIPS
FOR WEBEX AND TEAMS

Use these tips if you're having technical issues or trouble joining a meeting.

Check Meeting Details: Make sure you have the correct meeting URL, date, time, passwords, or access codes.

Check Your Internet Connection: A poor connection can cause issues with joining the webinar. You can test your connection before joining.

Check Audio and Video Settings: Make sure your microphone, speakers, and camera are properly connected and set up. Choose the correct devices and test them before joining.

Use the WebEx or Teams App: If you're having trouble joining through your browser, try using the WebEx desktop app or Teams app instead.

Update Your Browser: Make sure you are using the latest version of your browser. Outdated browsers can cause compatibility issues.

Clear Cache and Cookies: This can help resolve loading issues and improve performance.

Disable VPNs and Firewalls: VPNs and firewalls can block your connection. Temporarily disable them to see if that resolves the issue.

Close Unnecessary Apps: File-sharing programs or other video conferencing tools use a lot of bandwidth and can cause interference.

Restart Your Device: A simple restart can resolve many technical issues.

Try a Different Device: If you're having trouble on your laptop, try joining on a tablet, smartphone, or another computer. You will need to download the WebEx or Teams app first.

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