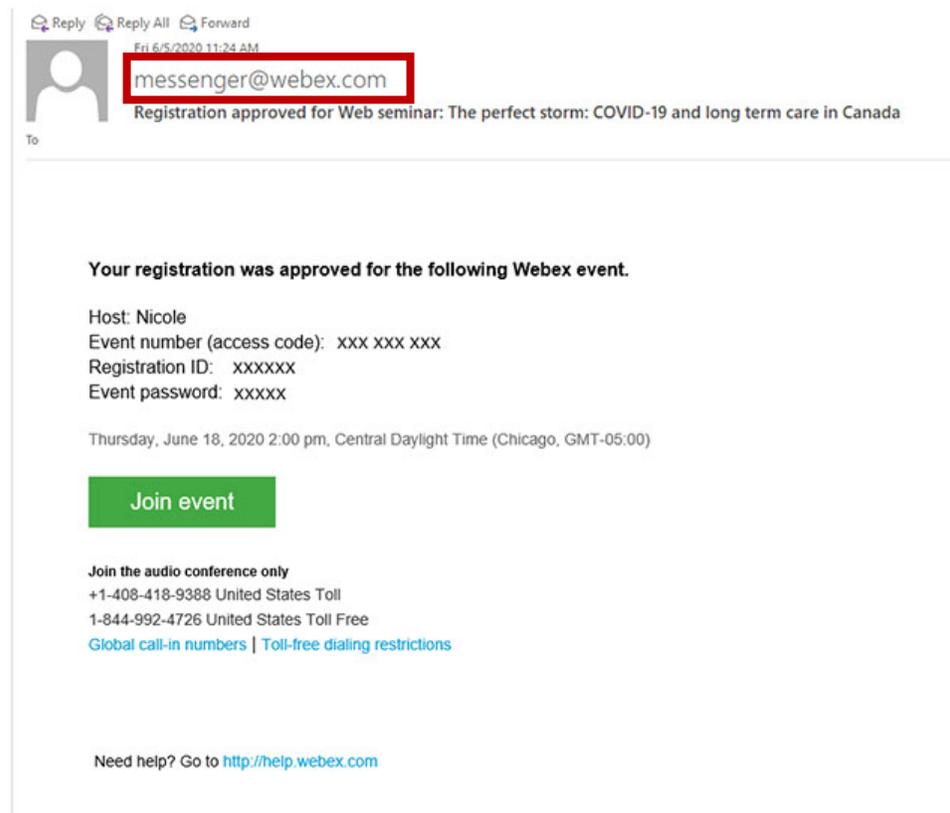


# Troubleshooting WebEx

## Q: I didn't receive an email confirmation for the meeting? Can it be re-sent?

Check your junk/spam mailbox. The messages are automatically generated from the WebEx system. In your email search field, type: [messenger@webex.com](mailto:messenger@webex.com) to find your email confirmation. The email will look similar to this:



## Q: I'm having Internet issues/prefer to participate by telephone, can I join the webinar using the phone?

Yes. Enter your *Event number* listed in your event confirmation and *Registration ID* from [messenger@webex.com](mailto:messenger@webex.com) . You can call either the Canada Toll (Winnipeg) number of 1-204-515-1147 for local or 1-833-311-4101 for long distance.

**Q: The meeting has already started and I still can't log in to the webinar. Did I receive the wrong information?**

There may be an initial delay from the time you login to the time the webinar starts. Try refreshing your web browser by clicking the **refresh icon**  to see if the webinar starts right away. If that doesn't work, go back to your original email and try logging in again from the original link.

**Q: I am a visual person. Do you have a video that can show me how to use WebEx?**

There are a few videos on YouTube you can reference.

- How to Join a Webex Video Meeting - For Beginners!:  
<https://www.youtube.com/watch?v=XbSizTDAES4>
- For an iPhone (Apple) device:  
[https://www.youtube.com/watch?v=z\\_kO431VRg4](https://www.youtube.com/watch?v=z_kO431VRg4)
- For an Android device: <https://www.youtube.com/watch?v=8jcBswuDaGk>