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 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. 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
- For an Android device: https://www.youtube.com/watch?v=8jcBswuDaGk