JAX WEBINAR
CONNECTION & AUDIO HELP

CONNECTING FROM A DESKTOP COMPUTER

• Make sure that you are logging into the webinar using the same email address you used to register for the webinar. If you are not, then re-log into WebEx using your registration email.

• Ensure your device is compatible with WebEx by joining a test meeting at this link.

• Note for Internet Explorer 11 users: Please turn off Compatibility View to join the test meeting. The test meeting page will not load properly in Compatibility mode.

• Try exiting from WebEx and then logging in again.

• Try logging into WebEx using Chrome (preferred) or Firefox as your browser.

• Check with your Information Technology department to see if your institution’s firewall settings are blocking your connection.

CONNECTING FROM A MOBILE DEVICE

• If you plan to view the webinar with a mobile device, download the Cisco WebEx Meeting app on your mobile device prior to the webinar start time.

• When you click on the link you received to join the webinar from your mobile device, you will be taken to the Cisco WebEx Meeting app installation page. See detailed instructions at this link: https://collaborationhelp.cisco.com/article/en-us/kwmj5eb#id_17240

NOTE: When viewing webinars on mobile devices, some functionality works differently as compared to viewing webinars on a computer. To enjoy an optimal webinar experience, we recommend joining our webinars from a computer.

AUDIO PROBLEMS

• Check the volume on your computer speakers.

• Disconnect then reconnect to WebEx using the link sent by email.

• Be sure to select “Connect Audio” when prompted.

• Try connecting to the audio via a different means when prompted (e.g., use the call-in number, choose to have WebEx call you, or join via computer).