Help! Adobe Connect Won't Open

You cannot access this meeting because your meeting login has expired. Please log in to the meeting in a new window.

Visit the troubleshooting page if you continue to have problems.

1

1. Message received: *You cannot access the meeting because your meeting login has expired. Visit the troubleshooting page if you continue to have problems.* (This is most commonly caused by a bad browser cache)

There are two ways to deal with this:
- ✓ Clear Cache
- ✓ Open a Private (incognito in Chrome) Window

Please refer to the next two slides …

Help! Adobe Connect Won't Open Try to: CLEAR CACHE

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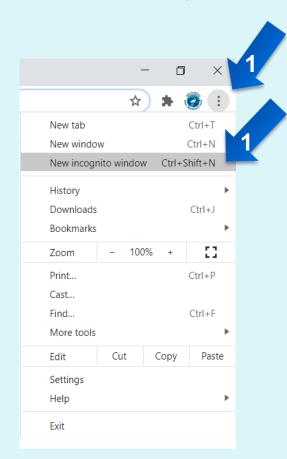
Clear your browser's cache:
https://clear-my-cache.com/en/windows.html

After doing this close all browser windows

Open a browser and type the meeting URL into the browser:
gulfcouncil.adobeconnect.com/council/

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1. Open Chrome. Next, open a NEW INCOGNITO WINDOW by clicking on the three dots in the upper right hand corner. Note: This is the example for Chrome only.

   Type the meeting URL into the browser: gulfcouncil.adobeconnect.com/council/

Additional Help is Available

If you have trouble joining the meeting, require assistance, or have questions, contact:

Beth Hager
Beth.Hager@gulfcouncil.org
813-495-5291

Camilla Shireman
Camilla.Shireman@gulfcouncil.org
317-652-4933

Jessica Matos – AVAILABLE DEC 1ST ONLY
Jessica.Matos@gulfcouncil.org
603-361-4481