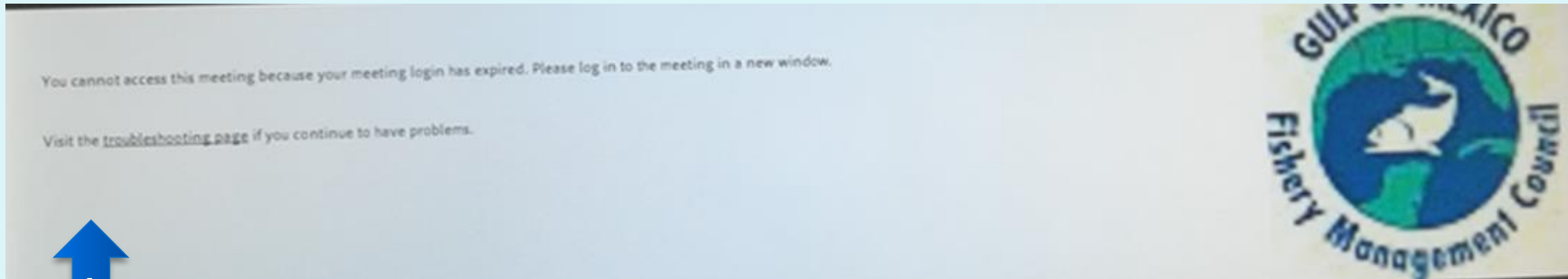


# Help! Adobe Connect Won't Open



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

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)

Clear your browser's cache:

<https://clear-my-cache.com/en/windows.html>

After doing this close all browser windows

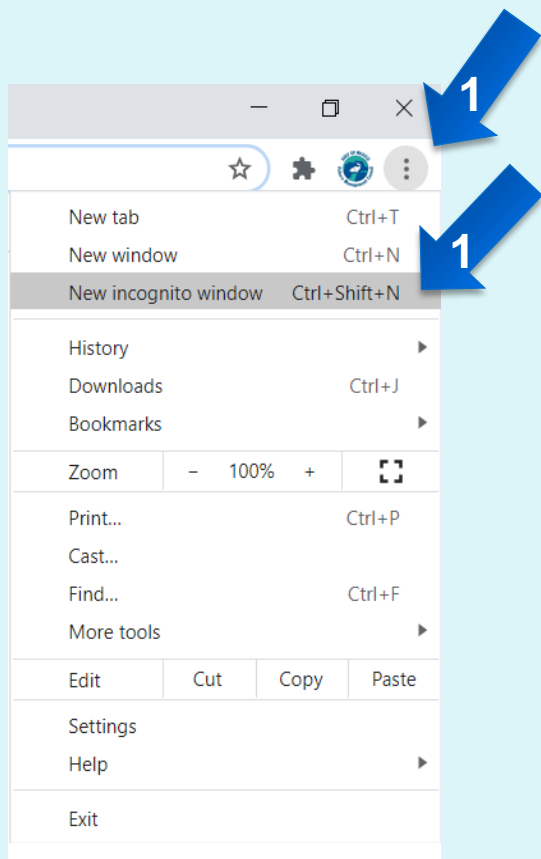
Open a browser and type the meeting URL into the browser:

[gulfcouncil.adobeconnect.com/council/](https://gulfcouncil.adobeconnect.com/council/)

# Help! Adobe Connect Won't Open

## Try to: OPEN INCOGNITO WINDOW

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)*



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/](https://gulfcouncil.adobeconnect.com/council/)

# Additional Help is Available

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

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