

Webex Software: System Requirements

Cisco Webex software is used for most web events hosted by The Center. You can join Webex events from a Chrome, Firefox, or Safari browser.

- For instructions to access live and recorded Webex events, [click here](#).
- For tips to participate in Webex events, [click here](#).
- Some Center events, such as the [SMP Monthly Networking Calls](#), are now held using Zoom. For help using Zoom, [click here](#).

Installing and Upgrading the Webex Software

Webex updates their software regularly, and system requirements vary depending on your web browser and type of device. You will need to install the Webex software before attending your first web event, and also update the Webex software on your device each time Webex provides an update. For most users, Webex software will install and update automatically on your device when you join a Center web event.

- To avoid issues when joining a Webex event, the first time you join an event, and each time there is a Webex update, [test your system in advance](#), and/or join your next event 10 – 15 minutes early, to allow time for the software to install automatically before you join the web conference.
- **Caution:** If you do not have administrative rights on your computer, the software will not install or update automatically. In this case, you will need to contact your local IT department to ask them to help install or update the Webex software, and/or see the troubleshooting tips below. Your IT department will need to [test your system in advance](#) to run the Webex software.
 - If the download is not successful, your IT department can contact Webex Technical Support at 866-229-3239.



Webex Technical Support

If you experience technical issues that prevent you from joining a Center web event, call Webex Technical Support at 1-866-229-3239 and let them know that you are trying to join an event in Event Center at nei3a-webevents.Webex.com

Troubleshooting Tip

If you have technical issues downloading the Webex software and joining the event, click the option to “Run a temporary application” or “Join from your browser” (shown below), which usually appear in a separate Webex window in your web browser. Both options will allow you to join the event without installing anything on your computer or device.

Still having trouble? [Run a temporary application](#) to join this meeting immediately.

Having trouble opening the desktop app? [Join from your browser](#). Don't have the desktop app? [Download it now](#).

Note: If you use these options, you may not have access to the full functionality in Webex, and the layout of the web tools may be different than is seen using the regular [Webex software](#).