

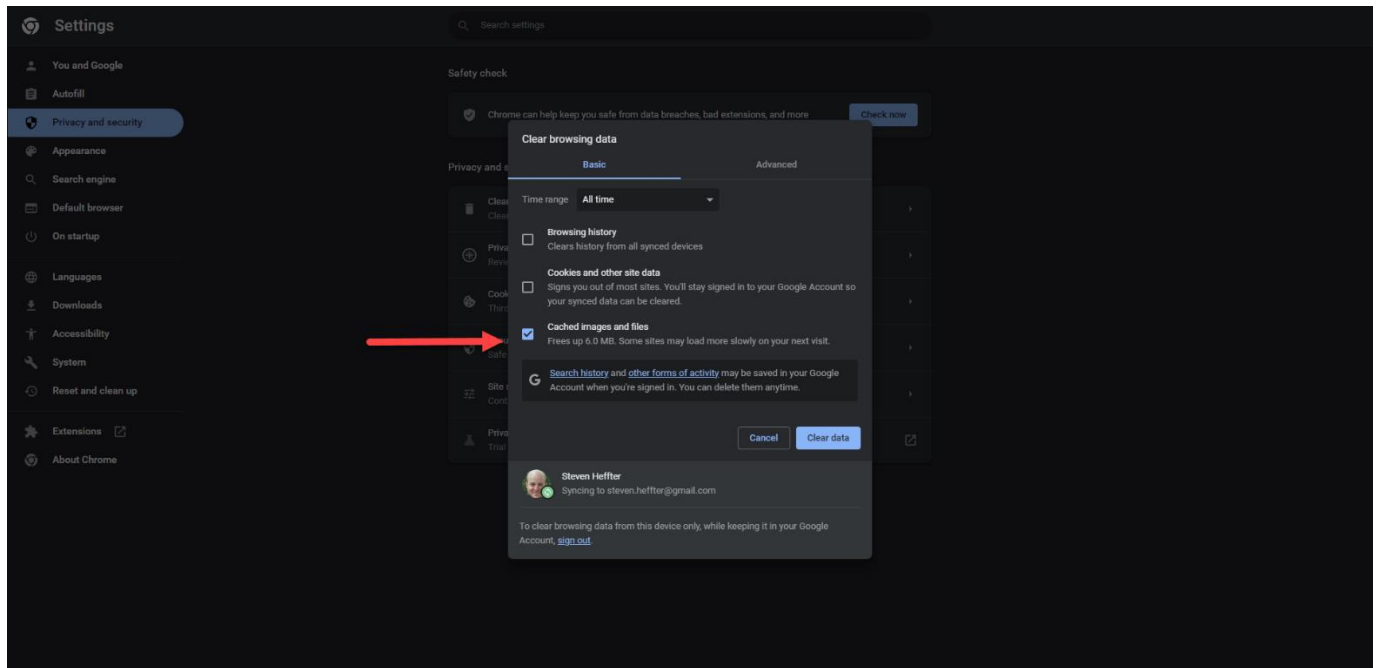
SideSpeak Troubleshooting Fix

If SideSpeak is not working, perform the following:
(These steps will not affect other web sites.)

1. Clear Your Browser's Cache
2. Delete the SideSpeak 'Cookies'

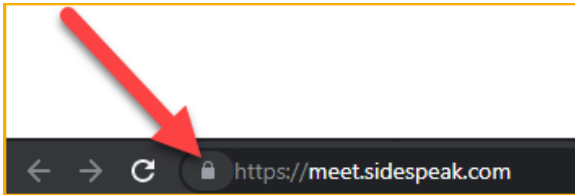
1. Clear Your Browser's Cache (Chrome)

1. Open Google Chrome.
2. Click on the three vertical dots in the top right corner of the window.
3. Click on "Settings" from the dropdown menu.
4. Scroll down to the "Privacy and Security" section and click on "Clear browsing data."
5. In the pop-up window, select the "Basic" tab.
6. Check the box next to "Cached images and files." Leave the other boxes 'unchecked'.
7. Click on "Clear data."

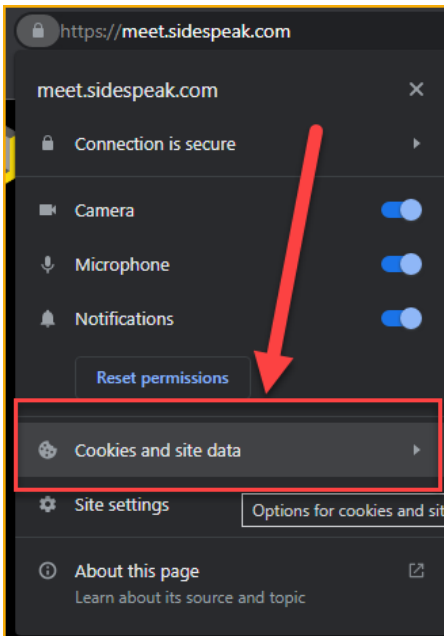


2. Delete the SideSpeak 'Cookies'

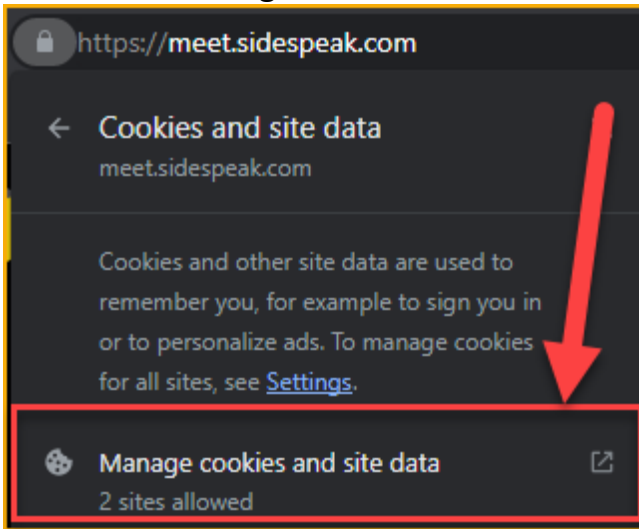
1. Open <https://meet.sidespeak.com/>
2. Click the 'lock' icon to the left of the URL



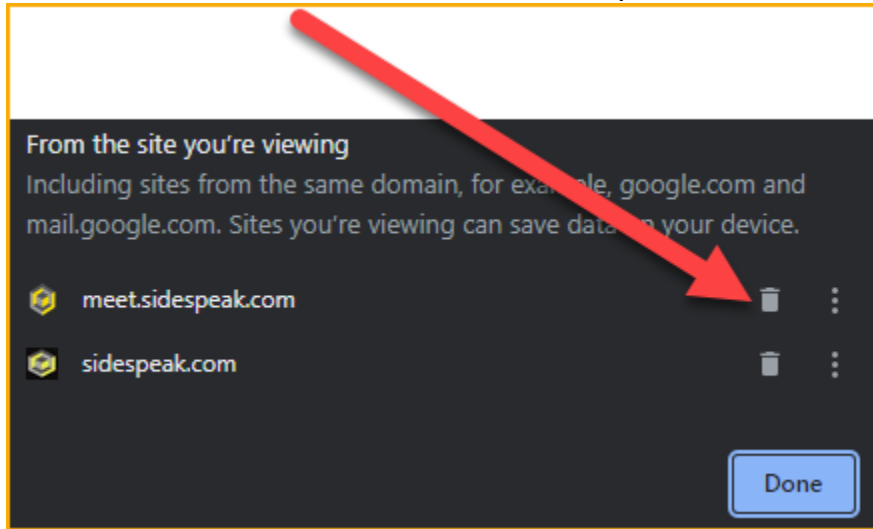
3. Click the 'Cookies'



4. Select the 'Manage cookies and site data'



5. Click the 'Delete' icon for 'meet.sidespeak.com' and then click 'Done'.



You should now be able to start your SideSpeak meeting.

If you are still experiencing issues, please contact our support at support@sidespeak.com or check out other help articles at <https://sidespeak.com/help>