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."

Settings	
. You and Google	
Autofil Privacy and security	Chrome can help keep you safe from data breaches, bad extensions, and more
@ Appearance	Clear browsing data Privacy and e Basic Advanced
 Search engine Default browser 	Clear Time range All time +
() On startup	Prinz Prinz Clears history from all synced devices
Canguages	Fere Cookles and other site data Cook Signs you out of most sites. You'll stay signed in to your Google Account so
Downloads Accessibility	Your synced data can be ceared. Cached images and files Cached images that the more database severe database severe total
N System	Carlo
 Reset and clean up 	Site * Account when you're signed in. You can delete them anytime.
 Extensions [2] About Chrome 	Priva Clear data C
	Steven Heffter Syncing to steven.heffter@gmail.com
	To clear browsing data from this device only, while keeping it in your Google Account, <u>sign out</u>

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