



If this occurs.....

Try this.....

You receive a message that states:

"This conference does not currently exist, and you do not have authorization to create it. If you were invited to this conference, please try again in a few minutes or contact the person who invited you."

This means that your event has not yet started.

Please try again in a few minutes or contact the host of your event.

You receive a message that states:

"Conference reference or PIN not recognized. Please try again."

Please verify your codes with your host.

If the codes still do not let you into the event, please call 1-800-937-7726 for assistance.

You have logged into the event, but see only:

- A blank screen
- A screen with just a "Help" button
- A black box
- A gray or black screen

There are three things you need to check if one of these occurs:

Check 1:

1. Click on "tools" in your IE menu bar at the top of your browser window.
2. Click "Internet Options"
3. Look for the heading "Temporary Internet Files" in the middle of the page
4. Click on the button "Settings"
5. The area that states "Check for new versions of stored pages" should be set to "Every Visit to the page"
6. Click "Ok"
7. Click "Ok" one more time

1st

3rd

Check 3:

1. Click on "tools" in your IE menu bar at the top of your browser window.
2. Click "Internet Options"
3. Click on the "Advanced" tab all the way to the right of the screen.
4. Scroll down until you find the heading "Microsoft VM".
5. Make sure the selection "JIT compiler for virtual machine enabled (requires restart)" is checked.
6. Look above the Microsoft VM section to see if a section called "Java (Sun)" is listed.
7. If it is present on your system, make sure any box that cites the use of a specific version of Java (Java 1.1.4 for instance) is unchecked.
8. Click "Apply" if you checked or unchecked anything. If not, click "OK"
9. Close all browser windows, open a new Browser window and try to reconnect.

2nd

Check 2:

1. Click on "tools" in your IE menu bar at the top of your browser window.
2. Click "Internet Options"
3. Click on the button "Security"
4. Click on the button on the bottom of the box entitled "Custom Level"
5. Scroll down to find the section entitled "ActiveX controls and plug-ins" (it has a red/yellow/blue box to the left of its title). All boxes should be marked "Enable". You will see a series of 5 sections-all are to be enabled.
6. Scroll further down to the section entitled "Microsoft VM" (It has a letter with lines to the left of its title). Java permissions should be set no higher than the "Medium" level.
7. Click "Ok", then "Yes", then "Ok" again

Note: Please disable all pop-up blocker applications before trying any of these troubleshooting steps. Service Currently does not support Macs.