

How to Retrieve a Webex User ID and Password

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Introduction

This document describes the process of how to retrieve a Cisco Webex User ID and Password.

Requirements

There are no specific requirements for this document.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

This article provides steps for these queries as well:

- How to use login assistance in order to recover my Webex username and password
- How to reset my password without logging in
- The password for my host account does not work
- Lost or forgot my host account password

Problem

How to Retrieve a Webex User ID and Password.

Solution

Note: You can't reset your password from a smartphone or tablet.

How to reset your username and password:

1. Navigate to your Webex site. (Example: [SITENAME.webex.com](#))
2. In Classic View, select on **Host Log In** or **Log In**, in the upper-right. In Modern View, select **Sign In** in the upper-left.
3. Select **Forgot your username or password?**. The 'Forgot username or password?' window appears.
4. Enter your host account Email address.
5. If required, enter the **CAPTCHA** into the field.
6. Select **Submit** or **OK**.
7. Check your email for a 'Your Webex account information request' message.
8. Follow the instructions in the email to reset your username or password.

For help with error messages:

- [WBX89094 - Error: 'Your account is deactivated. Contact your site administrator.'](#)
- [WBX72462 - Error: 'Email address does not match a valid user account.'](#)

If you see the error: 'Invalid email address format,' ensure you enter your full email address.

If you join a meeting as an attendee to Webex Meetings, Webex Training, etc., you don't need to log in, unless the site requires it.

Webex Technical Support cannot reset your password. If you are unable to log in after these steps, contact your Webex site administrator. You must be able to access your site admin through your local computer support or IT department. The contact for the site admin can also be included in your password reminder email.

For help to log in to your host account:

- [WBX726 - 'Error: The username or password that you typed is incorrect.'](#)

If you need help with your **User ID** and do not see the username link on the login page, try these steps:

- Your full email address
- The first part of your email address before the domain (@mycompany.com)
- Your User ID is the same as your network login if you use Single Sign-On (SSO)
- If you still have problems with your username, contact your site administrator.