

Troubleshoot the Webex User Account Activation Email Not Received Issue

Contents

[Introduction](#)

[Background Information](#)

[Troubleshoot the Webex User Account Activation Email Not Received Issue](#)

Introduction

This document describes how to troubleshoot the Webex account activation email not received issue.

Background Information

This document provides steps for these queries as well:

- The Webex user account activation email has not been received.
- How to resend the Webex account activation email to a customer?
- How to troubleshoot an activation email not received issue?

Troubleshoot the Webex User Account Activation Email Not Received Issue

Follow the instructions if you did not receive the email to activate your Webex account.

Step 1. Verify the email is not in your spam/junk folder, and your mail server does not block emails from:

- webex.com
- em.webex.com

Step 2. Whitelist these IP addresses:

- 142.0.167.102
- 142.0.167.103
- 142.0.167.104
- 147.253.211.216
- 147.253.211.217

Webex User:

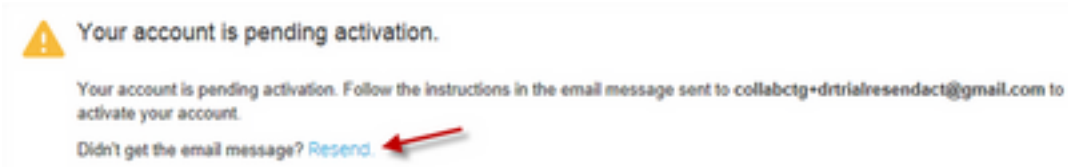
To have an activation email resent to you:

Step 1. Navigate your web browser to <https://web.webex.com>.

Step 2. Enter the email address that was used for the Webex Online account, then select **Continue**.

Step 3. On the **Sign in** to Webex page, enter your password, then select **Sign In**.

Step 4. On the Your account is pending activation page, click on the **Resend** link as shown in the image.



Instructions to activate your account will be sent to you.

Note: You continue to get the account is pending activation email until your account is activated.

If you still do not receive your activation email, contact [technical support](#).