Updating address for E-911

We recommend that you always keep your address up to date in the app. Keeping your location current in your Webex App is important so that emergency services can get to you as quickly as possible.

With the E911 service, you're prompted to update your location when you're first set up with E911 service and every time you change locations after that. If you're returning to a location you've been to before, Webex App automatically updates your location without prompting you.

1. When E911 is first enabled or when the app detects that you're on a new network, you'll see a prompt. Select Add address.

2. Enter the required information for your current location.
Note: Make sure you use a unique Address Description if you're connecting to a new network but your physical address hasn't changed. For example, if you're connecting to a new network at home, when submitting your address, specify a unique Address, and a description for that network.

3. Select Save.
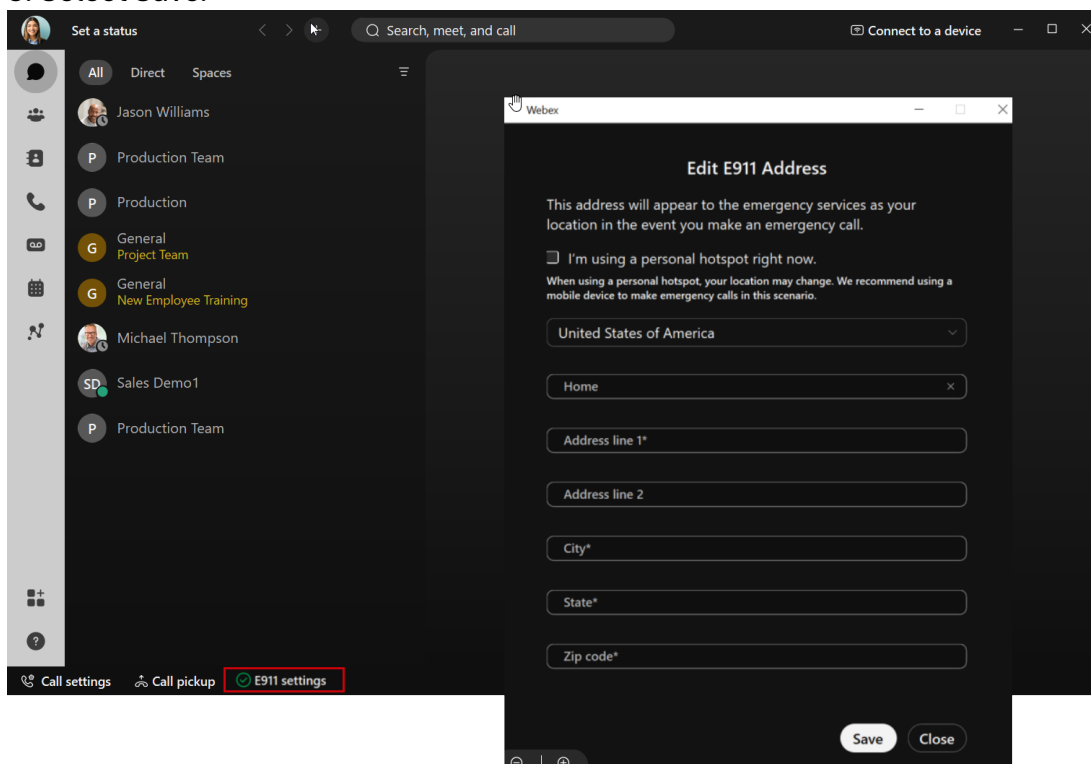
You may not be able to add your address in a few different scenarios:

- You're using a personal hotspot. If you're on a car or bus, for example, check the I'm using a personal hotspot check box.
- Your country isn't showing up in the Country drop-down list. The E911 service integration within Webex App is only available in certain countries.
- You're using a mobile phone.
  (You do not need to update your address if using Webex on a mobile phone, if you dial 911 in Webex on Mobile, the app will use your Phone's native dialer to make the call, so you get 911 services through your mobile device)

When you've set up your E911 settings successfully, you see a green check mark in the footer of your app. If you see a red X, you can select that notification to update your location.