Getting into WebEx – Non-Govt. schools

SIDE's web conferencing platform is called WebEx.

Installing

When students join a session for the first time, they will be prompted to install the program. This will fail if they don't have suitable privileges.

It's a good idea to install the program before they join the session. A staff member with the correct permissions will need to do this on school computers if administration rights are required to download and install programs. Download and run this install package:

https://educationwa.webex.com/client/T33L/webextc.msi

Students should be able to follow the same link on a BYO device. This install package only needs to be run once for WebEx Centre.

Running WebEx

WebEx should launch from the session link using these web browsers:

- Microsoft Internet Explorer 11
- Microsoft Edge

Students <u>might</u> be prompted to allow WebEx to run.

Other browsers

Chrome

If students are using the Google Chrome web browser, they will need to add a little helper extension which you can get from the Google Chrome store (it's free): https://chrome.google.com/webstore/detail/cisco-webex-extension/jlhmfgmfgeifomenelglieieghnjghma

Firefox

If students are using Mozilla Firefox, they'll need to add a little helper add-on which you can get from the Mozilla add-ons site. (It's free): https://addons.mozilla.org/en-US/firefox/addon/cisco-webex-extension

The Chrome and Firefox helper apps <u>might</u> need students to allow them to run. They should be prompted to do this.

How students attend a lesson

Most* lessons are attended by clicking a link in the relevant SIDE Moodle course. Students should look for a graphic like this:

The link will take students to a Webex page where they enter their name and email address. The session password should be auto-filled. They should do this, then click the **Join** button.
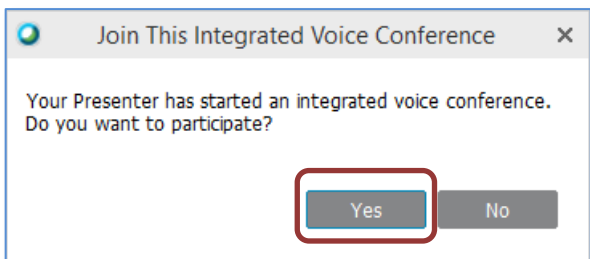

Webex will launch. It may take a minute or two, especially on first use.

* Some students <u>might</u> receive an invitation to join a session by email with a link to the session.
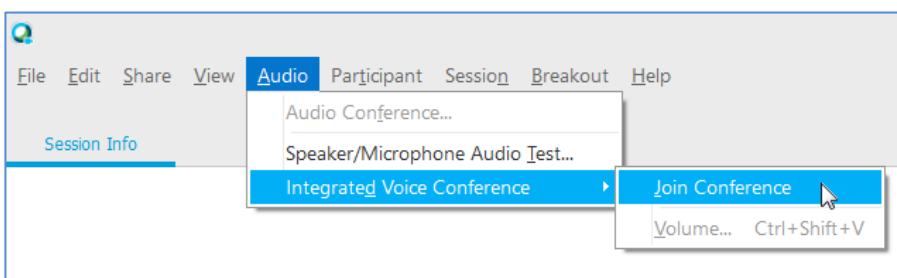
Making the sound work

After WebEx opens students should see this dialogue:
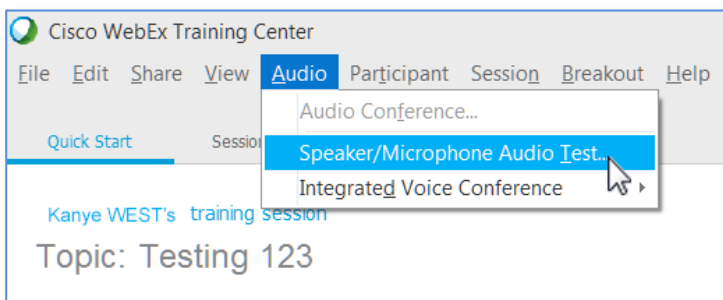
They should click the **Yes** button.

If sound isn't working

It's not uncommon for students to click "No" in the dialogue above, resulting in no speakers or microphone. It's easy to fix in session:
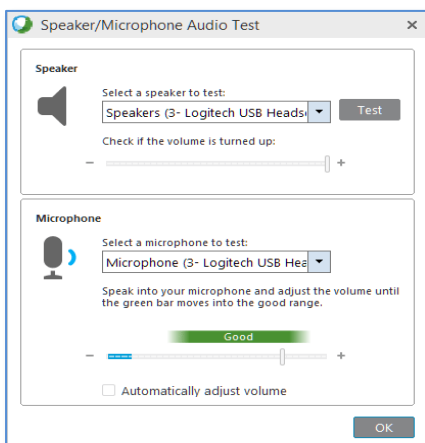
In the audio menu

Choose **Integrated Audio Conference >Join Conference**

If sound still isn't working

In the audio menu

Choose **Speaker/Microphone Audio Test**.

Test the Audio

Make sure the correct audio devices are selected. When done, click **OK**.

⚠️ **Students in non-government schools can't get audio working? Check [Webex network requirements](#). Still having problems? Contact SIDE ICT (9311 1300).**