



Getting into WebEx Training Centre – Non-Govt. schools

Windows

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/webex_tc.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 Training Centre.

Running WebEx

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

- Microsoft Internet Explorer 11
- Microsoft Edge

Students might 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 might 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.

Your name:	<input type="text" value="Tom Artosors"/>
Email address:	<input type="text" value="tom.artosors@student.educati"/>
Session password:	<input type="password" value="*****"/>
<input type="button" value="Join Now"/>	

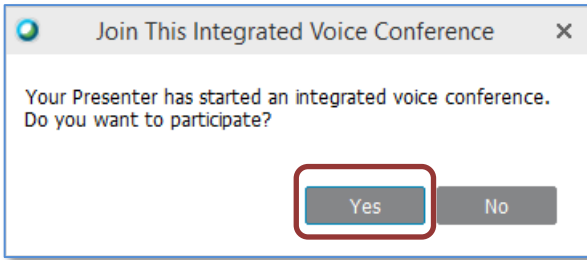
Webex will launch. It may take a minute or two, especially on first use.

* Some students might receive an invitation to join a session by email with a link to the session.



Making the sound work

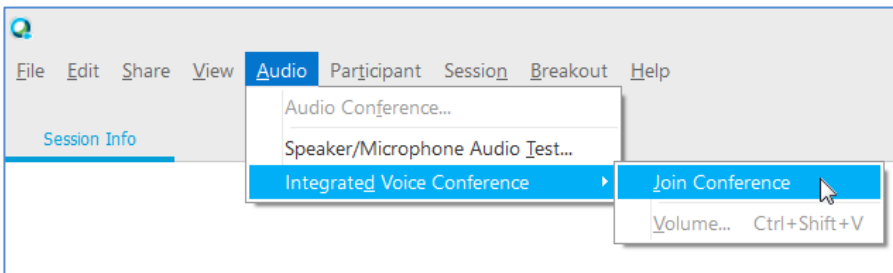
After WebEx opens students should see this dialogue:



They should click the **Yes** button.

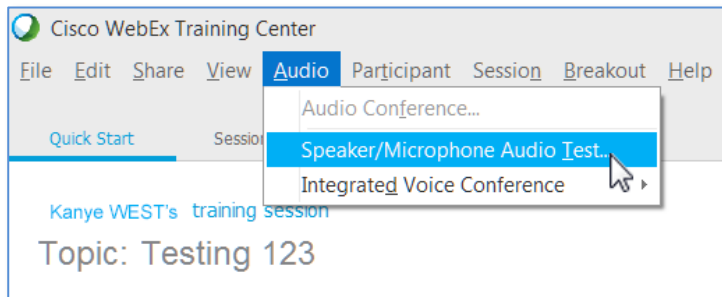
If sound isn't working

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:

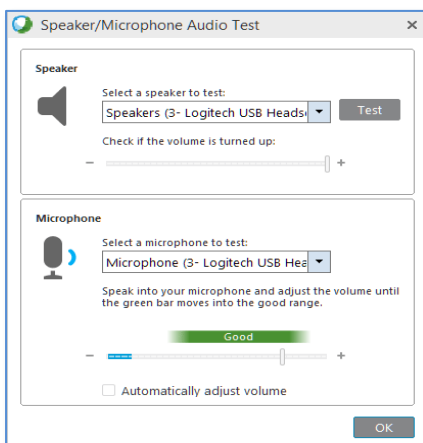


In the audio menu
Choose **Integrated Audio Conference >Join Conference**

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](#). this site. Still having problems? Contact SIDE ICT (9242 6900).