



# Getting into Webex Training

## For home-based students

For online lessons, SIDE uses a web conferencing platform. It's called Webex Training.

## Installing

Home-based students can install the Webex client software simply by following prompts.

The first time you join a lesson, you will be prompted to install the program. This can take a little time, so it's a good idea to install the program before your first lesson. To do this, download and run this install package:

<https://educationwa.Webex.com/client/T33L/Webextc.msi>

You only need to do this install once for Webex Training.

## Running Webex

WebEx should launch from the session link in the invitation you're sent using these web browsers:

- Microsoft Internet Explorer 11
- Microsoft Edge

You might be prompted to allow Webex to run.

### Other browsers

#### Chrome

If you're using the Google Chrome web browser, you'll 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/jlhmfgmfgeifomenejglieieghnjghma>

#### Firefox

If you're using Mozilla Firefox, you'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 you to allow them to run. You should be prompted to do this.

## Joining your lesson

Most lessons are attended by clicking a link in your SIDE Moodle course. Look for something like these:



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



The links will take you to a Webex page where you enter your name and email address. You should do this, then click the **Join** button.


**Your name:**

**Email address:**

**Session password:**

**Join Now**

**Annoying bug**



The session password should be auto-filled, but if you accidentally saved the password from the last session, it might overwrite the current one. You can fix this by locating the password at the left of the page, and typing it into the session password field.

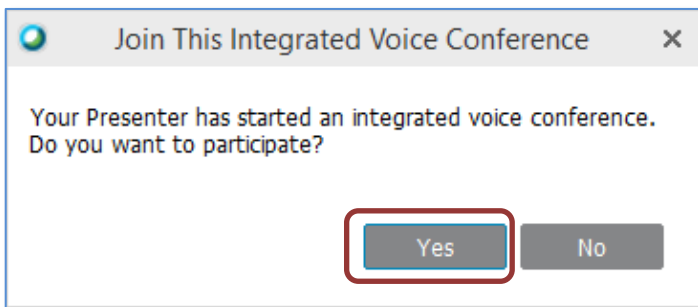
Webex will launch. It may take a minute or two, especially on first use.

### Webex runs and then...

Webex is cloud-based, and automatically looks for the fastest way to connect you. Sometimes, if you're on a slow connection or it's the first time you've run Webex, it may take several minutes to connect. Be patient! Once Webex is running, the main issue will be getting the audio sorted.

### Making your sound work

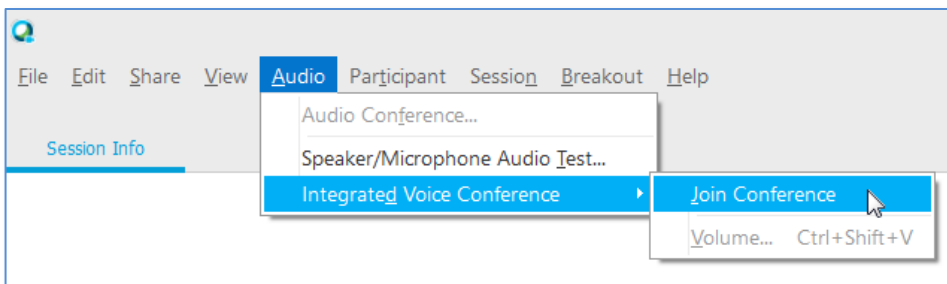
After WebEx opens you should see this dialogue:



Click the **Yes** button.

#### If sound isn't working

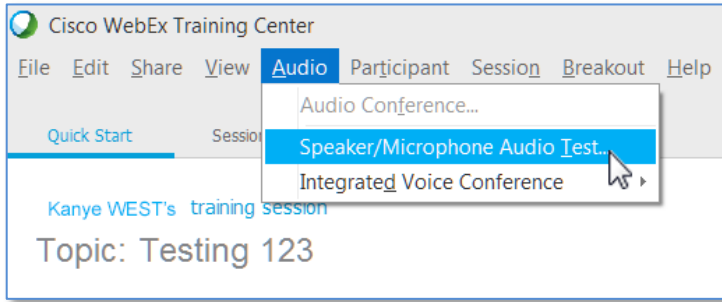
It's not uncommon for students to click "No" in the dialogue above, resulting in no speakers or microphone. It's easy to fix in session:



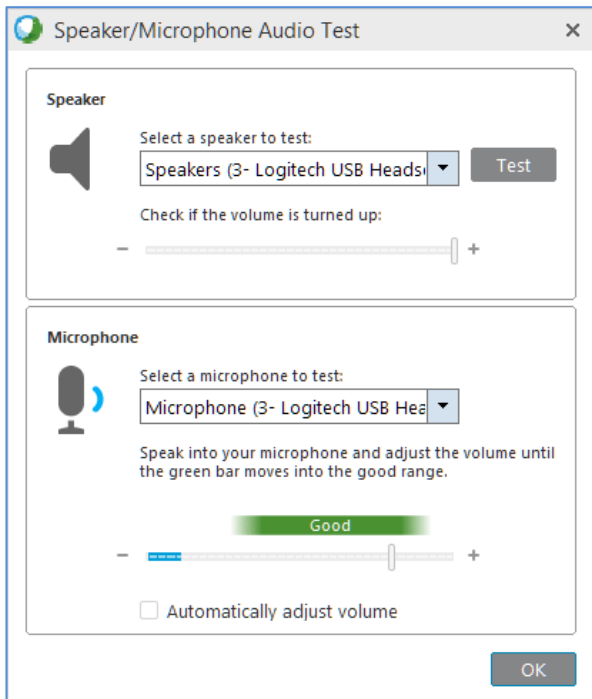
**In the audio menu**  
Choose **Integrated Audio Conference >Join Conference**



**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**.

**ENJOY!**

