Using the Webex Suite Meeting Platform (WSMP)

> All students at SIDE must sign in to SIDE Webex lessons using their Department of Education student account (firstname.lastname@student.education.wa.edu.au)
>
> Jump to relevant sections of this document via these links:
> First time access & the sign in process
> Important notes
> Troubleshooting

## First time access & the sign in process

1. Find your **Webex Lesson Links** via your **Moodle Course(s)**.
2. **Click** the **lesson link** to launch the lesson.
3. If this is the first time you have joined a Meeting using WSMP, you will land on the page below. Click on **Download the Webex app.**
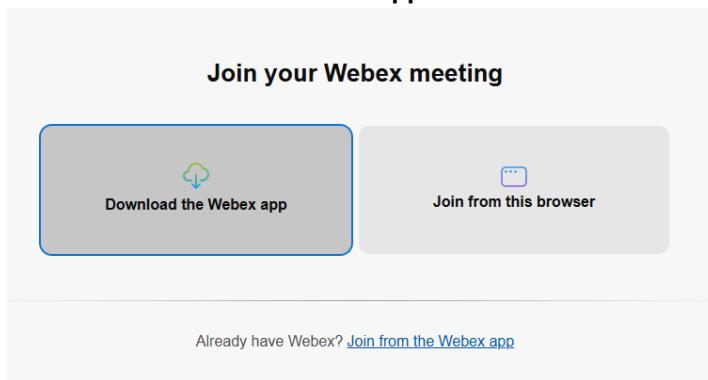
4. The app will download (if you don't see it, open the downloads folder on your computer). Click on the file to install the app.
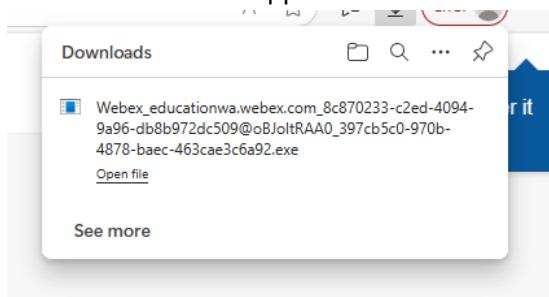
5. When the app is installing, you will see this screen:

Install and join a meeting on WSMP
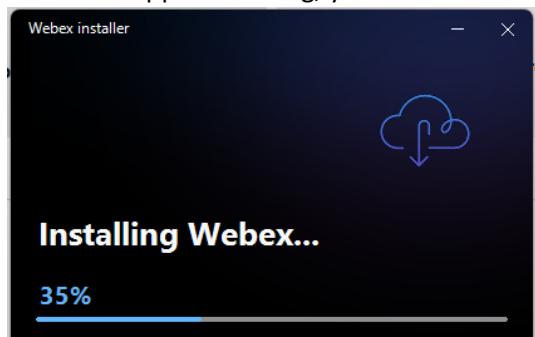
6. Once the app has installed, you will see the join screen. Enter your Department of Education email address (firstname.lastname@student.education.wa.edu.au), click **Next** and follow the on-screen prompts.
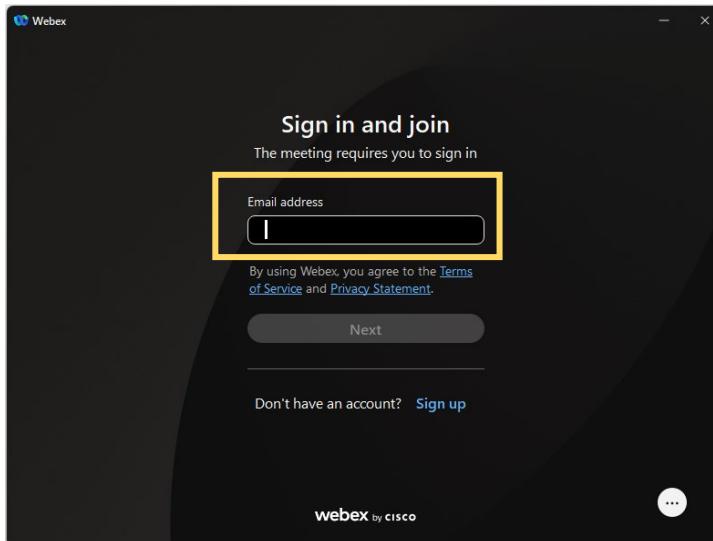
7. You *may* be redirected to complete a Department of Education sign in. Follow the on-screen prompts. (if you are already signed in to other Department of Education tools, you may skip this step).
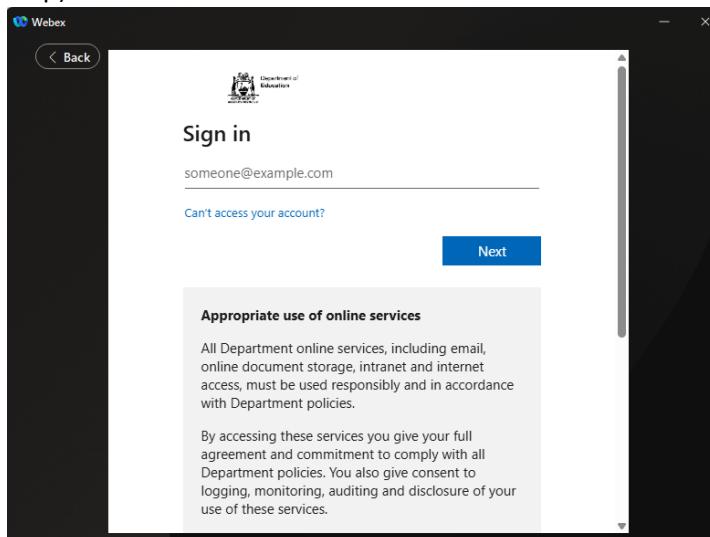
Important notes

If you use the same device for your lessons, your sign in details will be remembered and you may not have to complete this process every time you join a Webex lesson.

Troubleshooting – what to do if you can't access your lesson

Try signing in directly to Webex

Visit educationwa.webex.com. Sign in using your DoE student account details. Return to Moodle – try to access your lesson again.

Change your DoE account password

Sometimes there can be strange behaviours that a password reset will correct. You can change your DoE account password via the SIDE website: Password Reset (side.wa.edu.au)

Check for an account conflict

You *may* experience a sign in conflict if signed into another Microsoft account on the device being used to access Webex. To check if you are signed in to your @student.education.wa.edu.au account, you can visit portal.office.com.

- Click on the Profile icon at the top right of the screen.
- You should see *education.wa.edu.au* in the top left corner and your student email address in the middle.
- If you see something else, click **Sign out** and then sign in to your @student.education.wa.edu.au
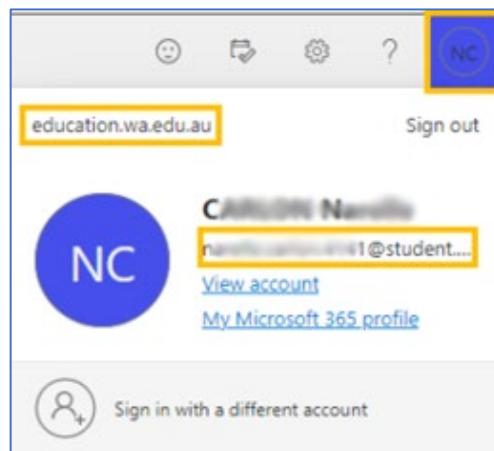
Still not working?

Please email studenthelp@side.wa.edu.au and include details on what the problems are or contact your teacher directly.

Install and join a meeting on WSMP