

WebEx

Introduction	1
Account Creation.....	1
Accessing WebEx.....	1
Downloading the WebEx Application.....	3
Troubleshooting: WebEx App Not Available	3
Manually Adding WebEx App	3
Method 1: Adding App from “Request new apps”	3
Method 2: Manually Joining WebEx App Group	4

Introduction

Cisco Webex provides faculty and staff with services such as video conferencing, online meetings, screen share, and webinars. This guide will walk you through how to access this service.

Account Creation

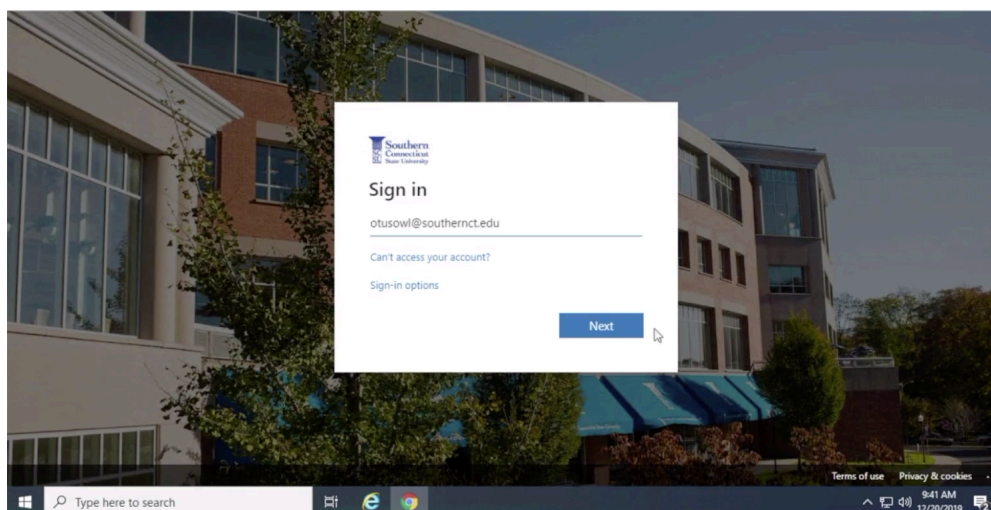
To have a WebEx account created for you, contact the Help Desk to have a ticket placed on your behalf.

Accessing WebEx

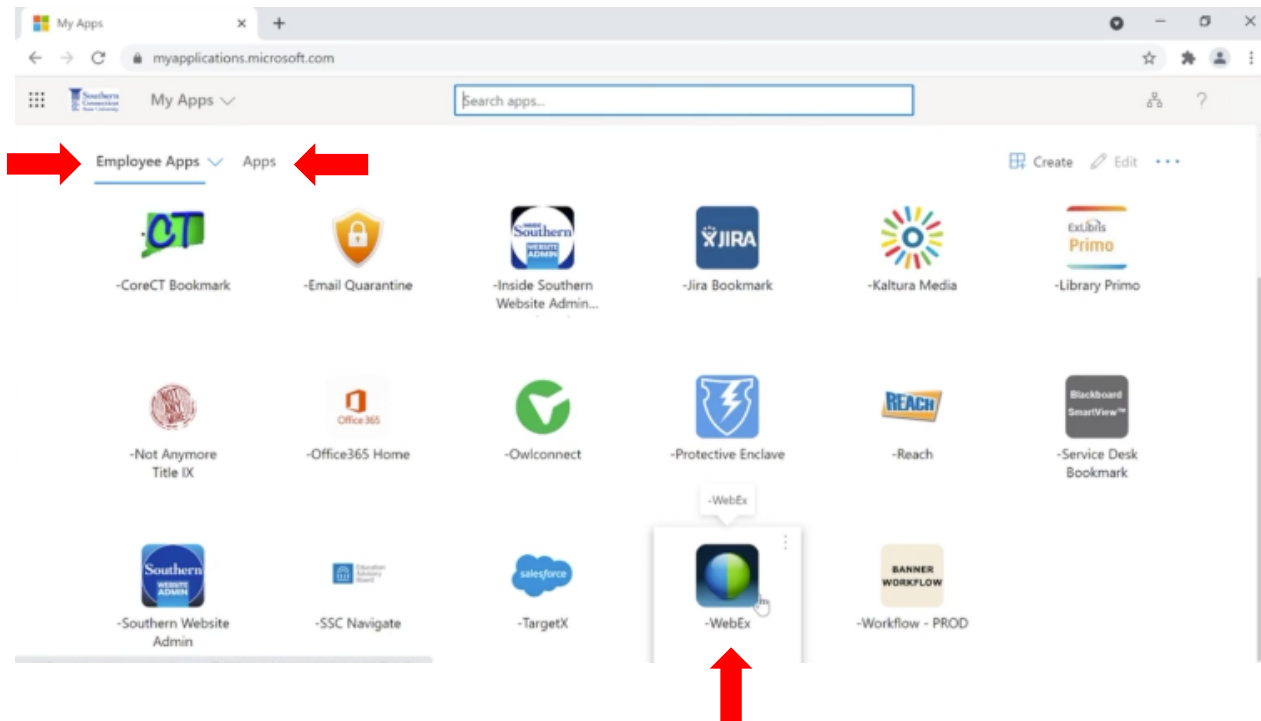
1. Once your WebEx account is created, open an internet browser on your device. (Safari, Firefox, Internet Explorer, Google Chrome)



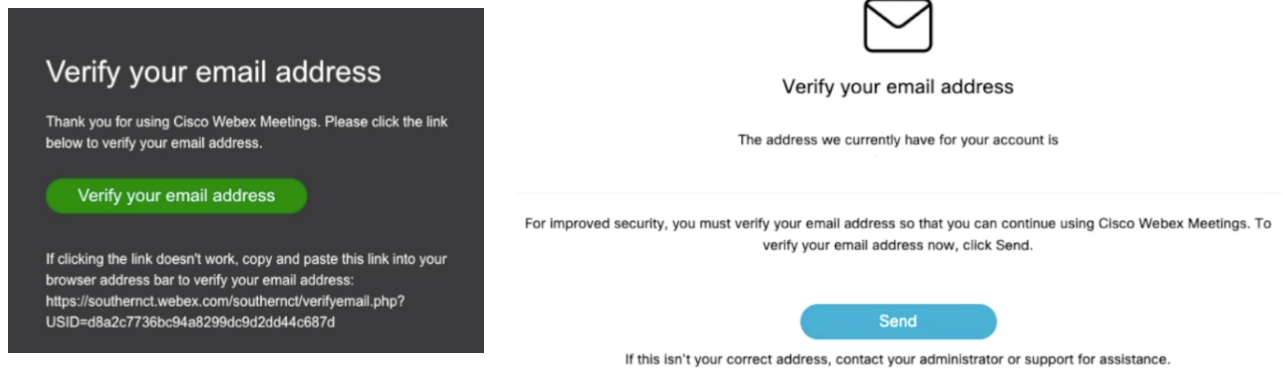
2. Go to the website myapps.southernct.edu.
3. Sign in with your full SCSU email address and password. If you are off the campus network, you will be prompted to authenticate your account.



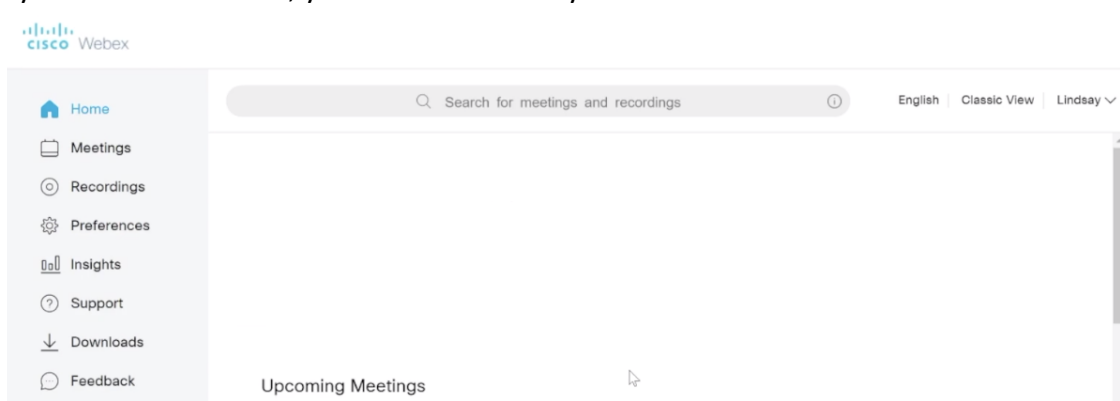
4. Select the WebEx app under “Employee Apps”. If WebEx is not listed here, select the “Apps” tab instead, to view a full list of apps ready to launch.



5. The first time WebEx is launched, you may be prompted to verify your email address. Follow the prompts to do so.

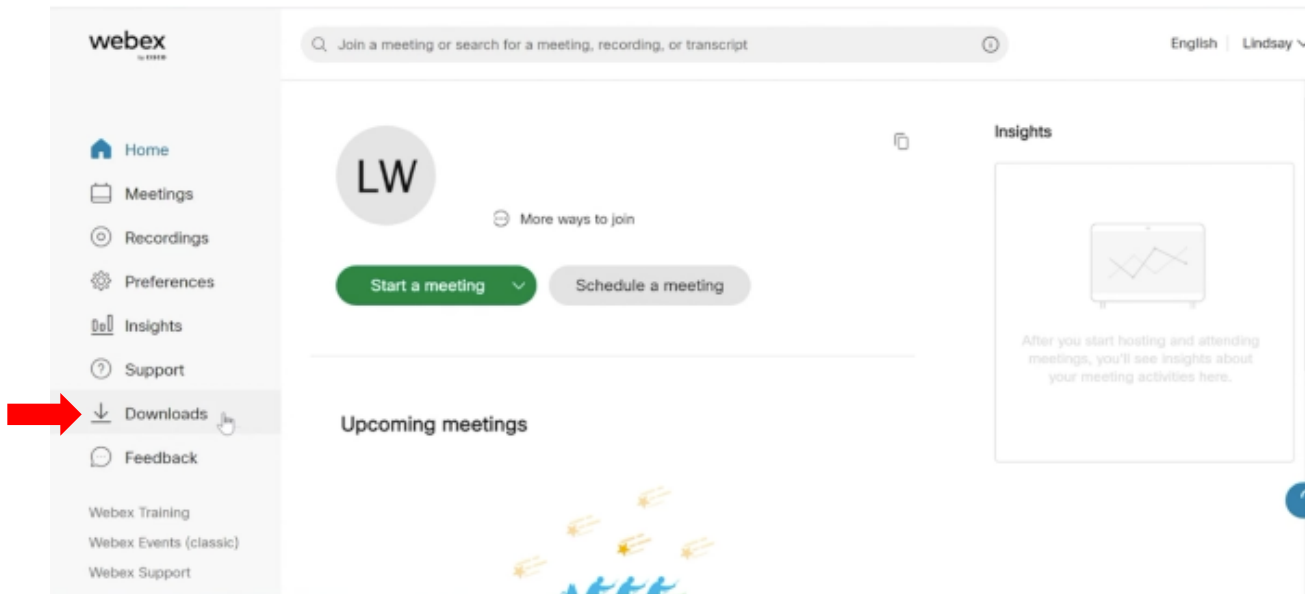


6. Once your email is verified, you will be taken to your WebEx home screen.

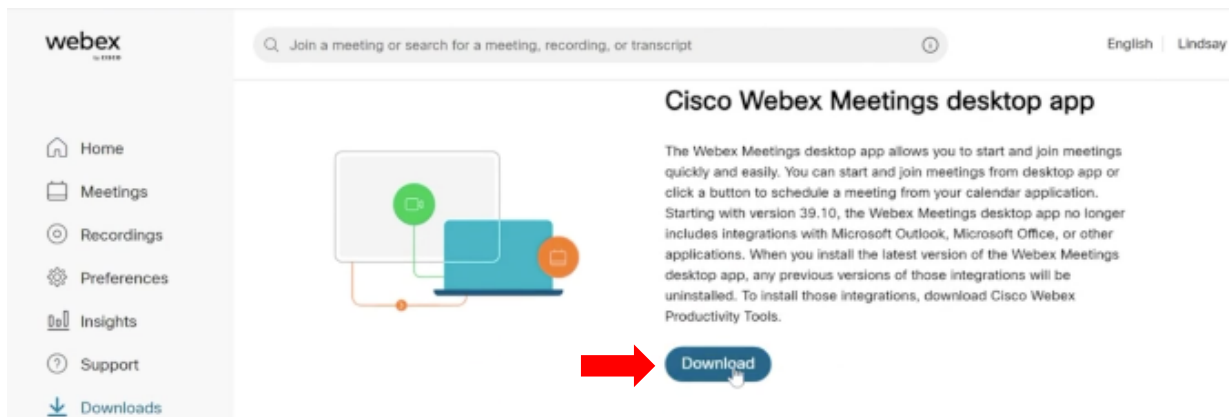


Downloading the WebEx Application

1. To download the WebEx desktop application, select “Downloads” from the WebEx homepage.



2. Click “Download” on the next page, and follow the prompts to install.



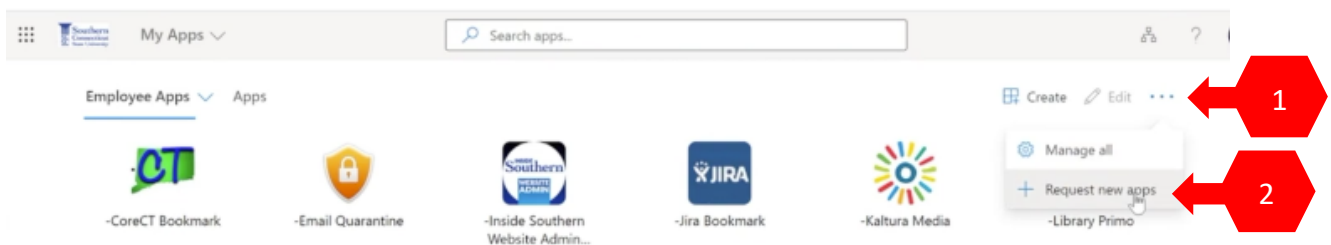
Troubleshooting: WebEx App Not Available

Manually Adding WebEx App

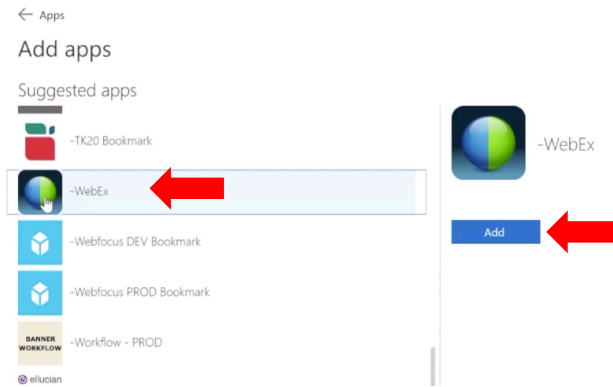
The WebEx app will be added to your MyApps launch page through an automated process once access is granted by the IT department. This process normally takes under 24 hours. If the app does not appear on your launch page, the two methods of manually adding the app below may be attempted.

Method 1: Adding App from “Request new apps”

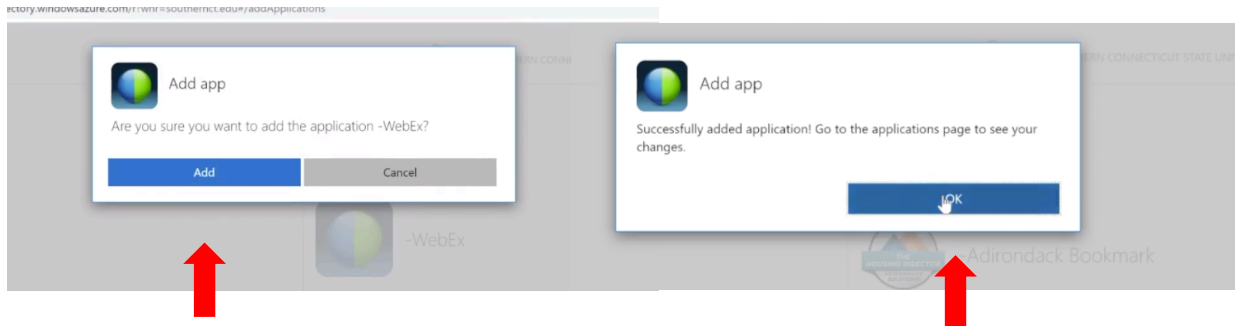
1. If WebEx does not appear under either the “Employee Apps” or “Apps” tabs, you may manually add the app by selecting the three dots in the upper, right-hand corner, then “Request new apps”.



2. Scroll to find “WebEx”, select the app, then “Add”. If the app is not available to add here, proceed to the next troubleshooting section.

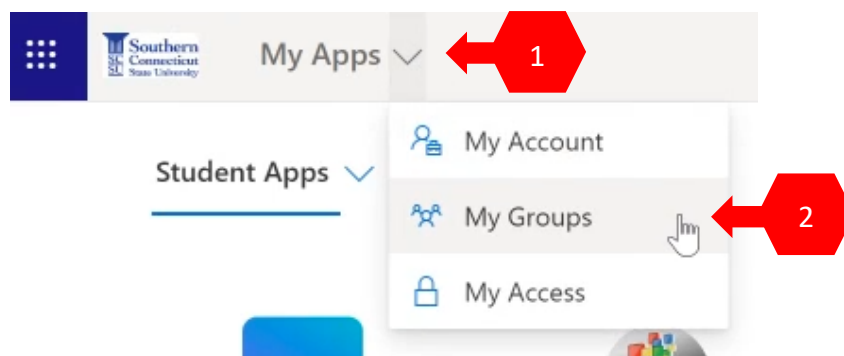


3. Select “Add” again to confirm, then “OK” once successfully added. Return to your main app portal. It may take a few minutes for the app to appear.



Method 2: Manually Joining WebEx App Group

1. On the MyApps launch page, select the downward arrow next to “MyApps” in the top, left-hand corner of the page, then “My Groups”.



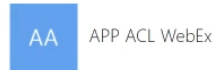
2. Use the search bar to search for “WebEx”. Select the app titled “APP ACL WebEx”.

Groups

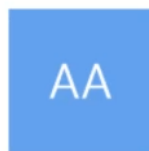
1 groups found.

Groups I own
+ Create group

Groups I'm in
+ Join group



3. Select “Join group”. Return to your MyApps launch page.



APP ACL WebEx

Members have been approved to use the WebEx application.

Group type:

Security

Members:

200+

Join policy:

This group is open to join for all users

Join group



For further support and tutorials on how to use WebEx, visit: help.webex.com.