

Werribee Secondary College

WEBEX TROUBLESHOOTING INSTRUCTION FOR STUDENT

Ver. 1.0 by IT Dept

PART A: SYSTEM REQUIREMENTS

1. Update OS to the latest software (iOS)

- a. Plug your device into power and connect to the Internet with Wi-Fi.
- b. Go to Settings > General, then tap Software Update.




- c. Tap Download and Install. If a message asks to temporarily remove apps because the software needs more space for the update, tap Continue or Cancel. Later, iOS or iPadOS will reinstall apps that it removed.
- d. To update now, tap Install. Or you can tap Later and choose Install Tonight or Remind Me Later. If you tap Install Tonight, just plug your device into power before you go to sleep. Your device will update automatically overnight.
- e. If asked, enter your passcode.

2. Restart your device and ensure you have a good internet connection

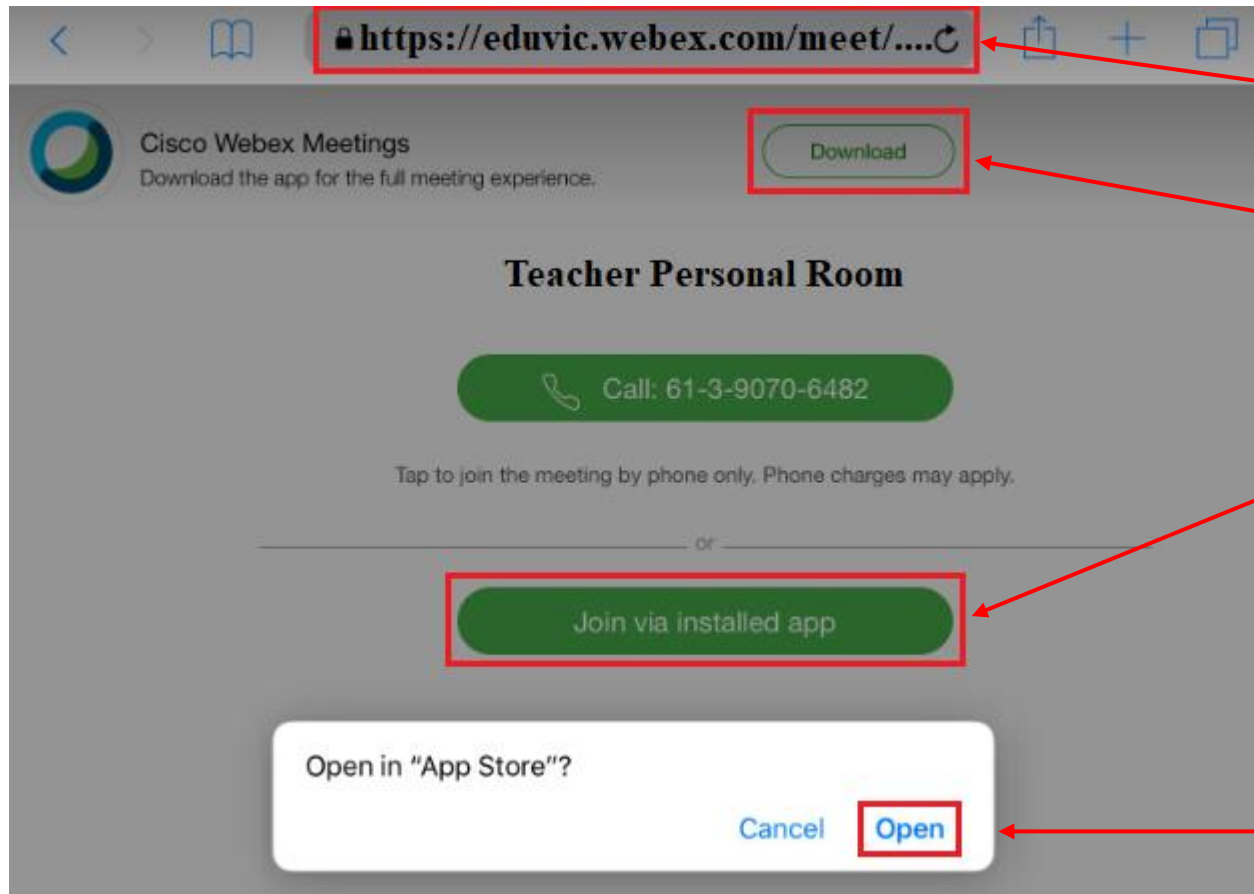
- a. Please follow the instruction in the link below for each different type of iPads
<https://support.apple.com/en-au/guide/ipad/ipad63d30b5a/ipados>
- b. Try to access Google.com.au via Safari and search for WerribeeSC to make sure that you have internet connection

3. Access AppStore to download Webex App

Get into the Apps Store  on your iPad and follow Part B to download Webex Apps.

If you still have issue and cannot download Webex Apps, the device might be compromised and might need a factory reset. Please contact IT support by sending email to administrator@werribeesc.vic.edu.au for further advice.

PART B: DOWNLOAD AND INSTALL WEBEX APP VIA APPSTORE

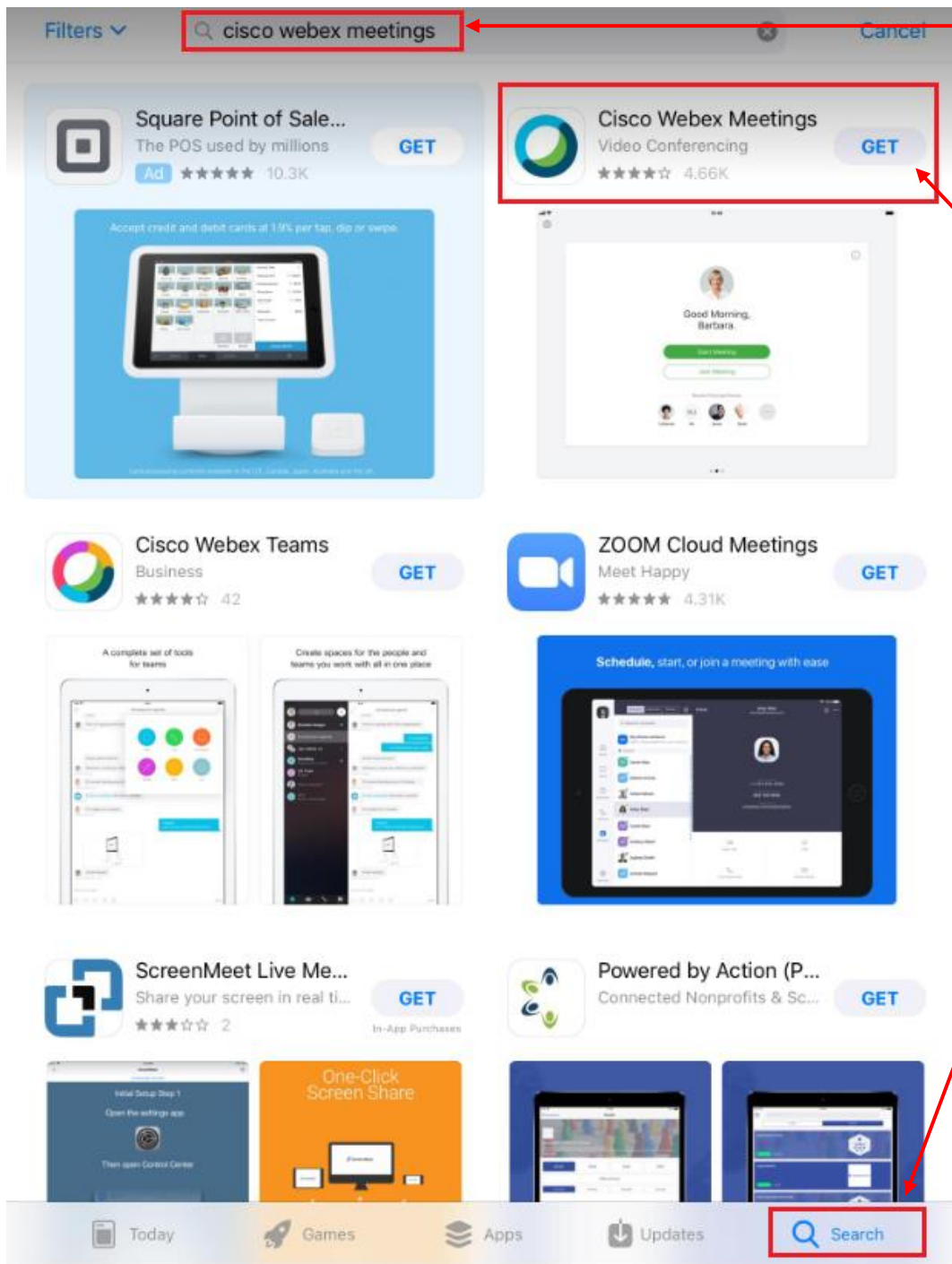


Copy and paste the meeting link to any browser

If you do not have Webex Meet app then click **Download** or **Open**

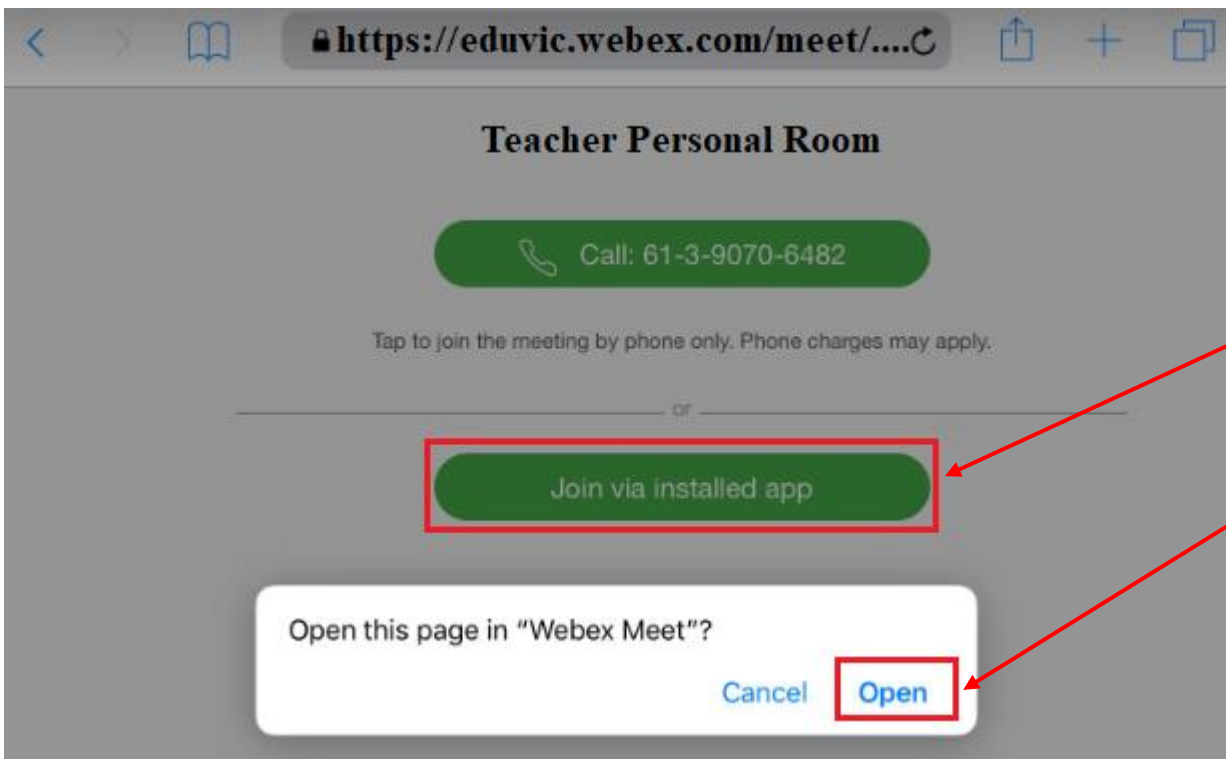
If you already install Webex Meet app then click "Join via installed app"

Cancel **Open**



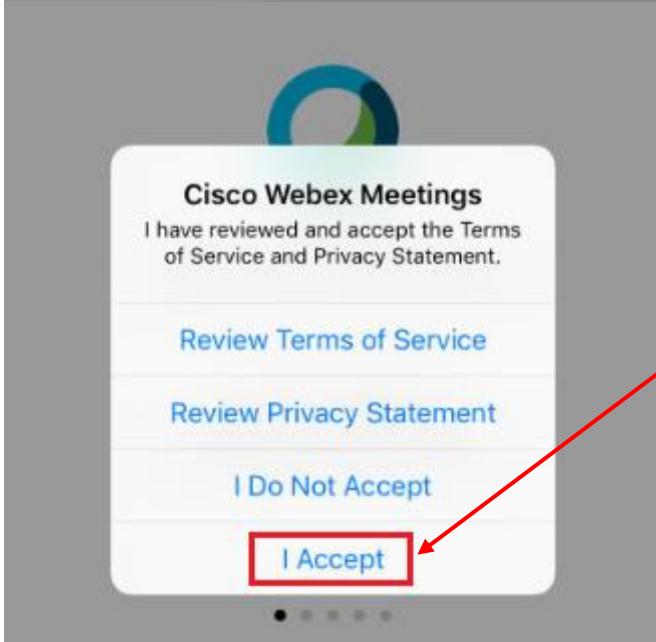
The app will appear automatically for you to download via AppStore. Click **GET** to download

Another way to get the Webex App is that you can go to AppStore and search for **"Cisco Webex Meetings"**

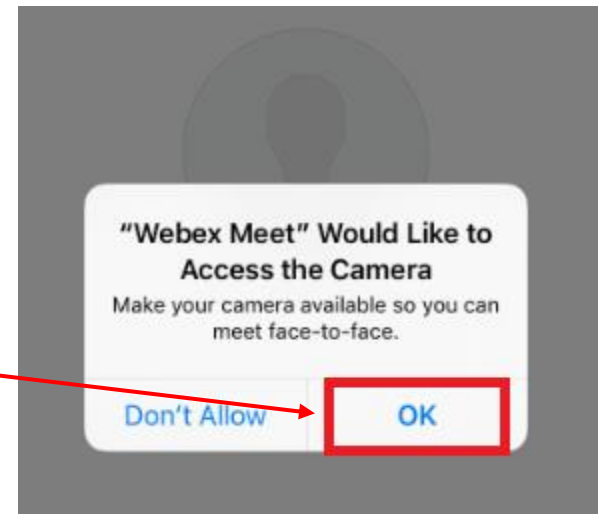


After installing the Webex App, go back to your browser and click ***Join via installed app***

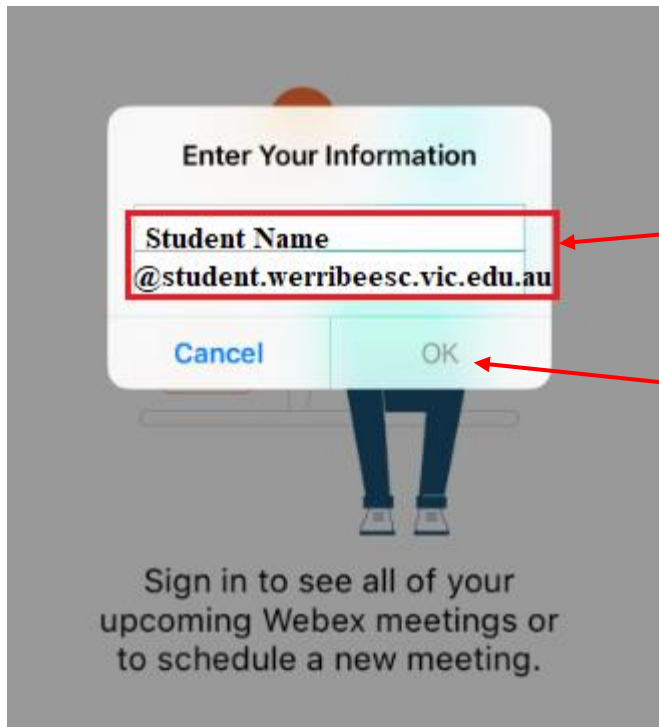
Click ***Open***



Click ***I Accept***

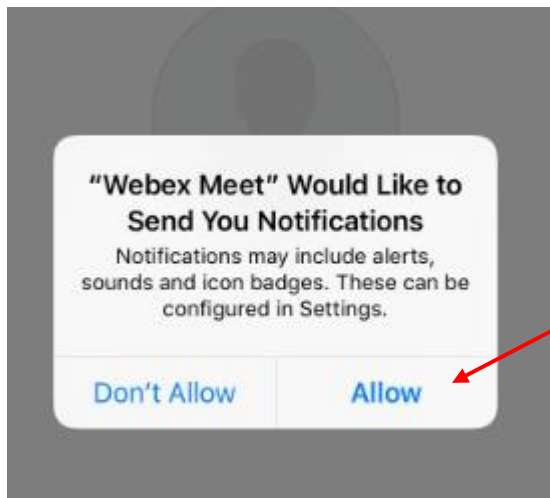


Click ***OK***



Input your Name and School Email

Click "OK"



Click "Allow"



Teacher Personal Room



 Use Video System

 Use Internet for audio ▾

Click **"Join"** to enter the meeting