

## Student Quick Guide to Webex

### What is Webex?

Webex provides a real-time, collaborative web environment for meetings and learning & teaching events. Webex supports audio and video, and a range of other features such as text chat, screen sharing and polls.

### What do I need to join a Webex session?

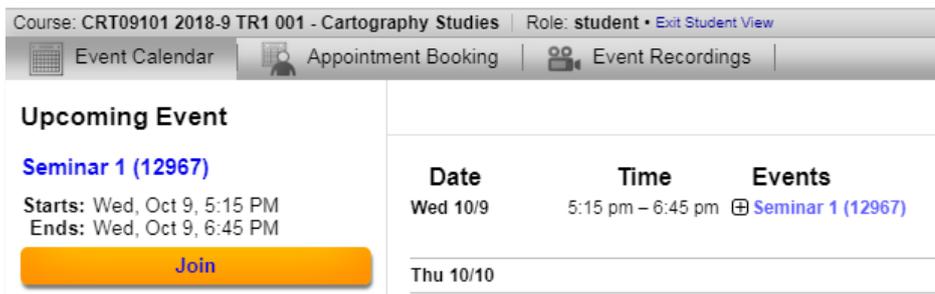
You will need headphones to hear the meeting host's voice, a microphone if you are speaking, but a webcam is optional. You can join a Webex session from a computer or a mobile device.

### How do I join a Webex session?

Usually your Webex session is accessed from your Moodle module so look for the link on your module homepage.



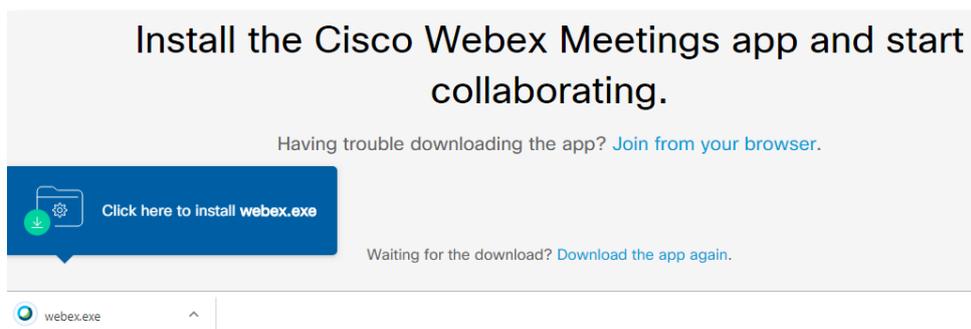
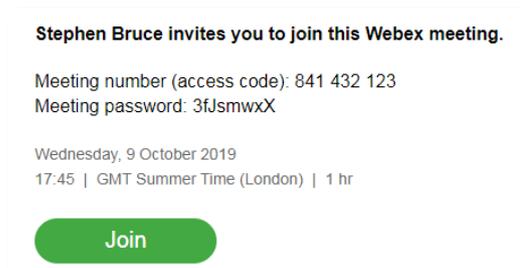
Scheduled Webex events are listed in the calendar. To access live events click the **Join** button and Webex will launch on your computer. You do not need to enter a password or a meeting number, but these details can be found by clicking the event name (see this [short video](#)).



Alternatively you may be given an email link like this and you click the **Join** link and Webex will launch on your computer.

Follow the prompt to install the Webex desktop app.

You do not need to enter a password or a meeting number.



### Can I join Webex using a mobile device?

You can participate in Webex sessions from your mobile phone by installing the Webex app for iOS and Android devices. Alternatively Webex provides support call-in toll numbers for a range of countries.

For further details visit: <https://ask.napier.ac.uk/article.php?id=218>



### Can I test Webex in advance?

If you have never joined a Webex session from your computer or mobile phone then you can perform this quick check.

- Click on the link: <https://www.webex.com/test-meeting.html>
- Enter your Name and Email Address, then click **Join**. Your test meeting will load.
- This is followed by a dialog box stating 'The host has not yet joined the meeting'. Click OK to close the dialog box.

At this point, you have joined successfully and the Webex client is installed on your computer. If you have a webcam installed then it may activate automatically in the Webex test room.

You can also test your mobile device in advance as described here:

<https://ask.napier.ac.uk/article.php?id=218>

### How can a fix audio problems on my computer or mobile device?

How to check audio settings described in this link: <https://ask.napier.ac.uk/article.php?id=411>

This is helpful if you have plugged in your headphones, or are using your built in microphone but you can't hear the speaker, or you can't be heard by anyone in the Webex session.

### How can find a recording of the session?

If a Webex session was recorded using the Moodle plugin then it is automatically available to anyone who has access to the Moodle course. Alternatively you may receive an email from the session host with a link to the recording. For further details visit <https://ask.napier.ac.uk/article.php?id=229>

Further Webex FAQs are available from Ask Napier <https://ask.napier.ac.uk/category.php?id=78>