



Webex Student Instructions



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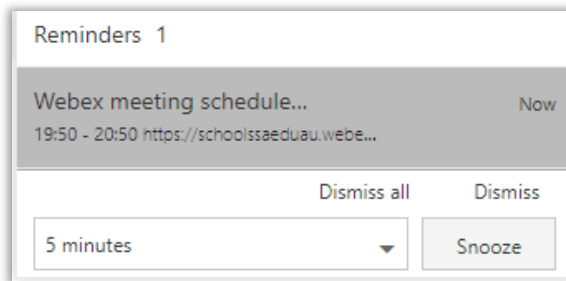
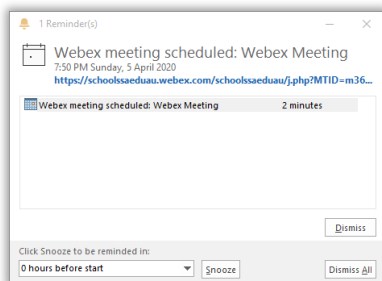
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Meetings

Join a Meeting


Using Meeting Reminder

- Login to school email using Outlook 2019 or by going to webaccess.msc.sa.edu.au
- If you get a reminder about the meeting double click the latest meeting reminder



- If you don't see the reminder automatically click on the  at the top right and double click the latest meeting reminder
- Click on the **Start Meeting** button 
- Click **Open Cisco Webex Meeting** button on the message that shows up in the browser
- If you don't see a message from your browser click the **Download it now** link at the bottom of the page
- When the file is downloaded open the file to start the install
- Click on the **Start Meeting** button 


Using School Email

- Open your school email by going to webaccess.msc.sa.edu.au
- Login with your username and password
- Find and open the **Webex meeting reminder**
- Click on the **Start Meeting** button 
- Click **Open Cisco Webex Meeting** button on the message that shows up in the browser



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- If you don't see a message from your browser click the **Download it now** link at the bottom of the page
- When the file is downloaded open the file to start the install
- Click on the **Start Meeting** button 

Troubleshooting

Don't know your login or login doesn't work

- Send an email to helpdesk@msc.sa.edu.au with the following details
Subject: LearnLink Login
Body: Firstname Surname
Description of the problem
- Try to [Login to Webex](#) again and let us know if it still doesn't work

Your password has expired

- Click the **Change your password** link
- Enter your current **username** and **password** then click **OK** button
- Enter your **new password** and **confirm new password**
- Click **Change Password** button
- Click **OK** button
- Try the [Login to Webex](#) steps again

Microphone Problems

Solution 1

- If you are using a desktop computer, make sure that you have a microphone connected

Solution 2

- Make sure that the microphone icon is not disabled in the Meeting toolbar 

Solution 3

- Follow the steps in [Speaker, Microphone and Camera Selection](#)

Solution 4

- Follow the step in [Leave and Re-join the Audio Conference](#)

Speaker Problems

Solution 1

- If you are using a desktop computer, make sure that you have a speaker connected

Solution 2

- Make sure that the sound is not muted

Solution 3

- Follow the steps in [Speaker, Microphone and Camera Selection](#)

Solution 4

- Follow the step in [Disconnect and Connect the Audio Connection](#)

Camera Problems


Solution 1

- If you are using a desktop computer, make sure that you have a speaker connected

Solution 2

- Make sure that your camera is enabled if it has a physical switch to disable the camera

Solution 3

- Make sure that the camera icon is not disabled in the Meeting toolbar 

Solution 4



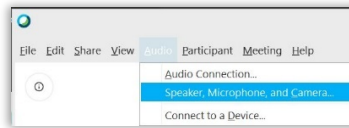
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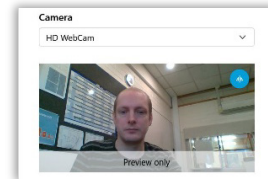
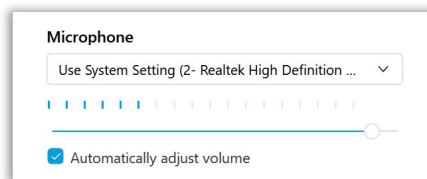
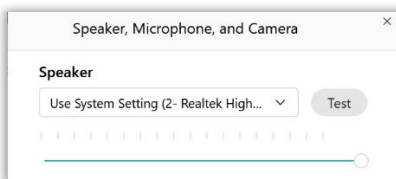
- Follow the steps in [Speaker, Microphone and Camera Selection](#)

Speaker, Microphone and Camera Selection

- Click on the **Audio** tab on the file menu and click **Speaker, Microphone and Camera...**



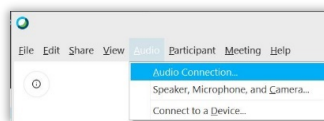
- In the **speaker drop down menu**, ensure that your speaker is selected
- Click the **Test** button to confirm that you can hear a sound playing through your speaker
- In the **microphone drop down menu**, ensure that your microphone is selected
- The **blue bar** should move as you speak into the microphone.
- In the **camera drop down menu**, ensure that your camera is selected



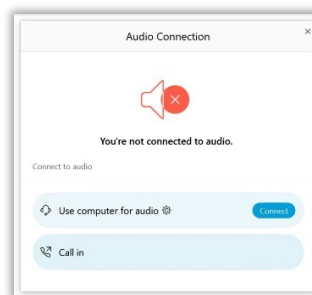
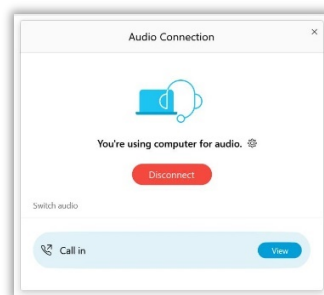
- Click **OK** to save the settings

Disconnect and Connect the Audio Connection

- Click on the **Audio** tab on the file menu and click **Audio Connection...**



- Click on **Disconnect** button then click **Use computer for audio Connect** button



- Close **Audio Connection** the window