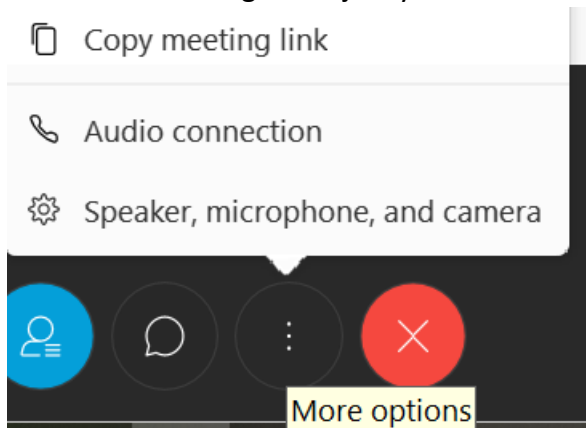


Student Webex Information

1. Sign up for an account at <https://webex.rutgers.edu>
2. Test Webex on your computer or laptop using the Webex test meeting site:
<https://www.webex.com/test-meeting.html>
*Please note that you may need to install a plugin depending on the browser being used
3. You can review how to manage audio and video preferences through the following link. Please note that these instructions also include information on the desktop application. The desktop application for Webex has different settings than using your browser. We recommend trying to use the browser version when getting started:
https://www.youtube.com/watch?v=VEIbXzZCWjw&list=PL_YnWo4XhzTfhkcwB6M1a-wJ9dTlz58yz&index=25
4. Please mute your microphone when you're not speaking so as not to create any unnecessary feedback for the session.



5. You can use the more options icon in the application to get to the Speaker, microphone, and camera settings to adjust your audio and video settings while in the application



- a. You'll most likely join a meeting from an email invitation and you can just select the URL in the invitation to join the meeting. For meetings that you have been specifically invited to will show up in the meetings area when you login to webex.rutgers.edu.

Troubleshooting

1. If you have audio problems that prevent you from hearing the host, or if you need to participate in the meeting and your microphone is not working properly, please use the dial in number and call into the meeting on your phone.
2. If you continue to have microphone problems and your using Windows 10, please check your microphone and/or webcam privacy settings. You can access these settings by searching for privacy settings, or by going to **Start > Settings > Privacy >** and then camera or microphone and make sure you are allowing apps to access these devices via the toggle switch for each respective device.
3. If you continue to have problems with Webex, please try using a different browser. You can also check this page for guidance:

<https://help.webex.com/en-us/WBX9000018881/Troubleshooting-Meetings>

If you need need further help, please contact us via email at help@ejb.rutgers.edu

Using Webex on Mobile Devices

If you'll be using a smartphone or tablet, go to the app store for your specific device and install the Cisco Webex Meetings App. For more information on installing and using Webex with mobile devices, please see these links:

iPhone:

<https://www.globalservices.bt.com/en/my-account/support/collaboration/webex-meetings/user-guides/using-webex-meetings-app-on-iphone>

Android:

<https://www.globalservices.bt.com/en/my-account/support/collaboration/webex-meetings/user-guides/using-webex-meetings-app-on-android>

After installing the app on your mobile device, Test Webex on your device using the Webex test meeting site: <https://www.webex.com/test-meeting.html>