WEBEX MEETING FAQs
STUDENT – Getting Started

How do I get the application?
On district issued devices, the Webex Meetings Application can be installed via the Self Service. For personal devices, obtain the application via Google Play, App Store, etc.

Can I access the meeting/class without downloading the app?
Yes, on a computer, you can access the meeting/class directly from your web browser, without having to download the app. Mobile devices, such as iPads and cell phones require the app to be installed.

Is Webex secure?
The Webex platform offers end to end encryption and meets top security standards. Sessions will also always be virtually 'locked' for the instructor to admit only those that should be there.

How do I join my class?
Students join their classes as guests. To join a scheduled session, you will obtain the link for the class (either in an invite or in your teacher's course page within Schoology), enter your name and email address, and join.

WEBEX MEETING FAQs
STUDENT – During Class

Can I join before the teacher?

No. You will be placed into the lobby to wait until the teacher starts the class and admits you.

Can I raise my hand?

Yes, you can raise your hand by hovering over your name in the participant panel and clicking the little hand icon.

How many people can be seen at once in grid view?

You can see up to 25 participants at a time.

Can I keep the view on just the teacher (or interpreter) video?

Yes. Simply click the little pin icon at the top of the screen to select which video you'd like to view the entire time – even when not the active speaker.

Can we use a virtual background with Webex?

Yes, those who have iOS devices with an A9 processor or above, will have the ability to do virtual backgrounds and background blurring.

WEBEX MEETING FAQs
STUDENT - Troubleshooting

What if I can't hear the audio on my computer?

Check to make sure your speakers are on. Ensure that your speakers are not muted. Check the volume level. Make sure you've connected your audio in the meeting settings.

I can hear the class, but I can't see the video?

If your internet connection is not fast enough, the video might be disrupted but the audio is able to continue. Check to be sure no other programs or applications are running on your computer to maximize speed.

Who will be the EPISD contact for Webex troubleshooting?

The IT support desk will be available to assist. Call (915) 230-2601 or ask your teacher to submit a ticket on your behalf.