Cannot join a WebEx session

Context

OAC Learning Technology Services have received a number of calls relating to when students join WebEx sessions, they get a dialogue box saying "Connecting…" followed immediately after by "You are no longer connected to the session. Automatically reconnecting…".

Explanation

Cisco WebEx have recently upgraded the security of the application. Your computer will need to be configured to allow connection using TLS 1.2 to be able to join WebEx lessons. This help sheet is designed to guide you through the process of making this change.
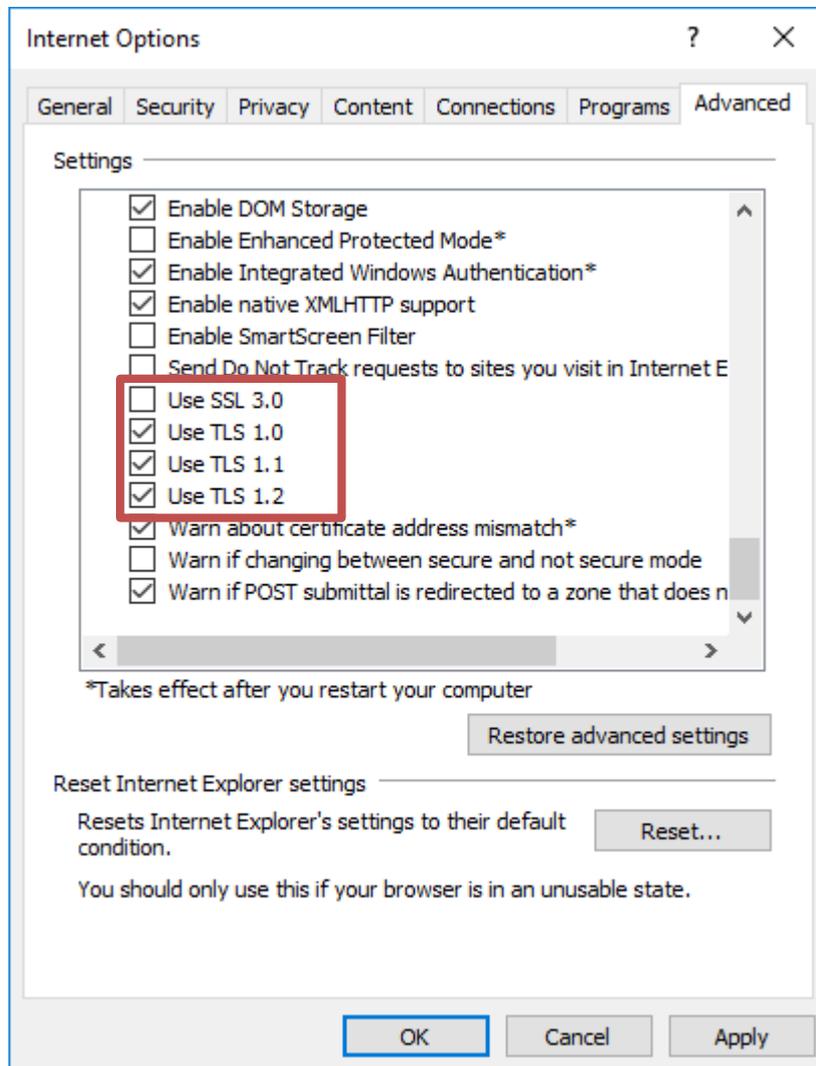
1. Open **Internet Explorer**.

2. Click on the **Tools** dropdown menu (top-right corner of the window) and select **Internet Options**.
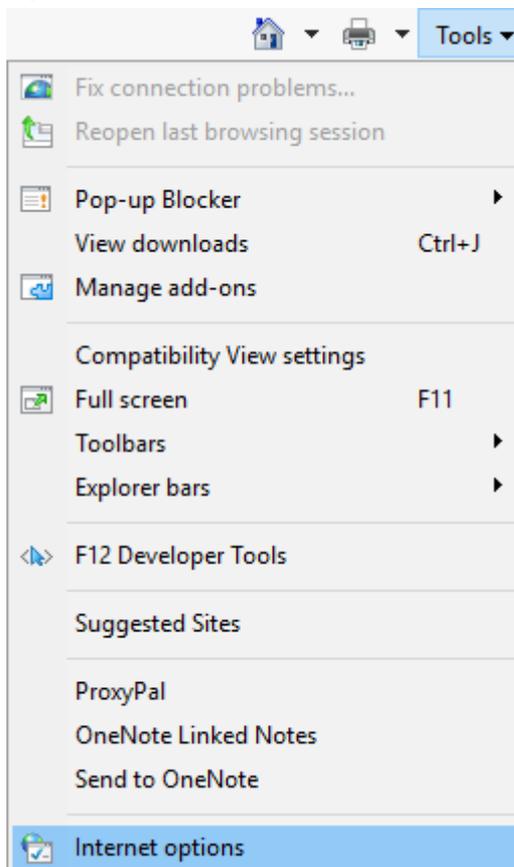
3. An **Internet Options** window should appear.

4. Click on the **Advanced** tab (rightmost tab) and scroll down to the bottom of the **Settings** scroll list. In this list, you need to check the box next to **Use TLS 1.2** and uncheck the box next to **Use SSL 3.0**.

5. Click on the **Apply** button followed by the **OK** button.

6. Join the WebEx session.

Please note that once this setting is changed, you should be able to join future Webex sessions without delay.

Further information

If this help sheet doesn't resolve your technical issue, or you require further assistance, please contact Learning Technology Services on (08) 8309 3636, Monday-Friday 8:00am – 4:00pm daily.