Webex – Installing Webex

When you join an online Webex class for the first time, you will automatically be prompted to install Webex.

Please follow the section for the internet browser (Internet Explorer, Safari, Google Chrome, Mozilla Firefox) that you are currently using.
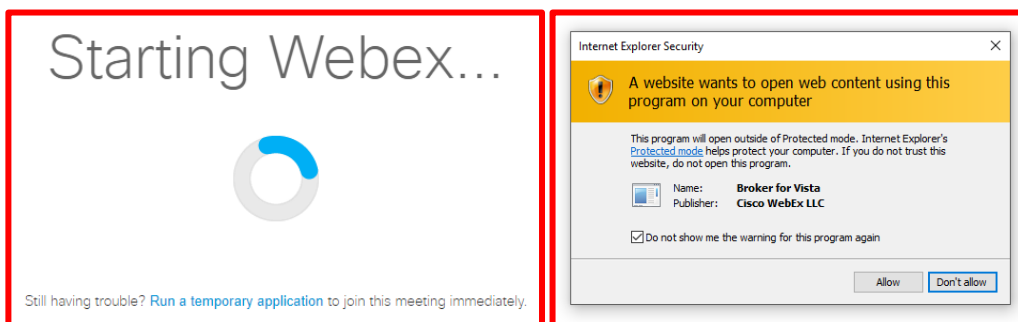
The Open Access College Learning Technology Team recommends using **Google Chrome** or **Mozilla Firefox** to access Webex classes due to how simple it is starting Webex with these internet browsers.
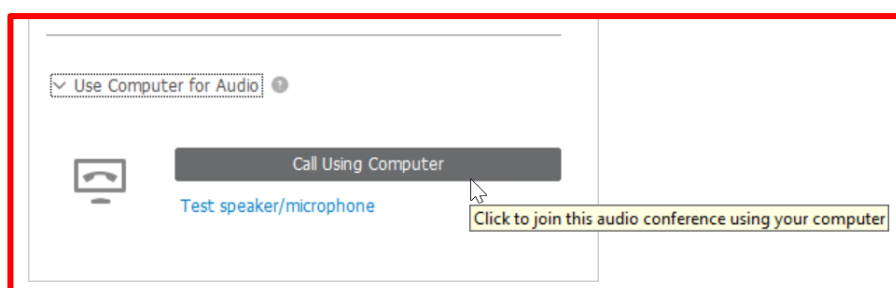
Notes:

- If you see **Webex Meetings** or **Join a Meeting** instead of **Webex Training** or **Live Sessions,** please go back to **https://schoolssaeduau.webex.com/**, then find and click the **Classic View** button in the top right

- If you are **having trouble finding or joining a class**, please the see the **Joining a Class via the Website** or **Joining a Class via Email** help sheets.

- If you are experiencing **audio issues** in Webex, please view the **Fixing Audio Issues** help sheet.

- If you are **using a Chromebook** or are **experiencing issues installing or running Webex**, please see the **Join By Browser** and **Run a Temporary Application** sections of this help sheet.

Internet Explorer

1. Enter your name, email address, and session password, then click **Join Now**

2. When you see the **Starting Webex** page and the **Internet Explorer Security popup**, tick the **checkbox** and click the **Allow** button to start Webex
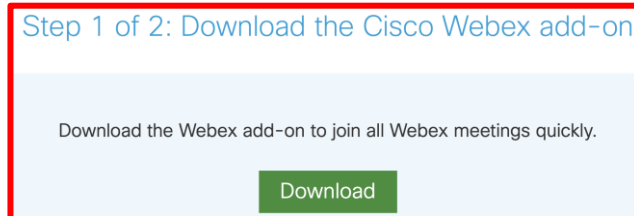

3. Once Webex starts, click **Use Computer for Audio** and then **Call Using Computer**
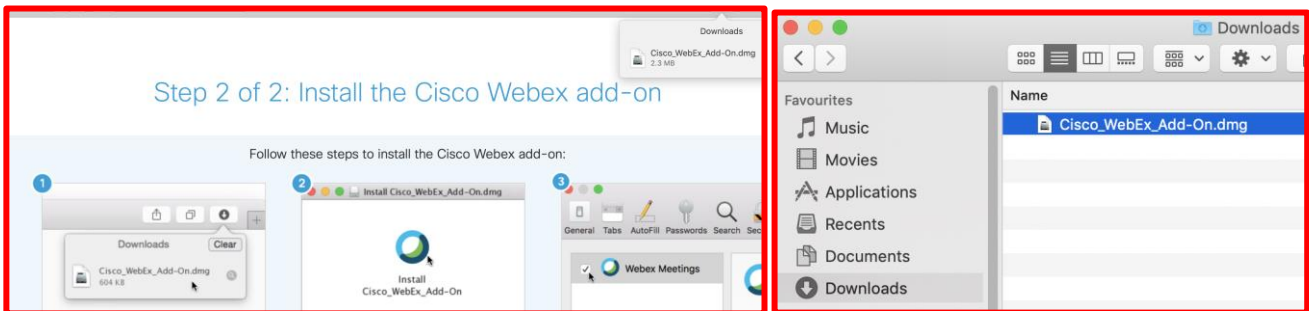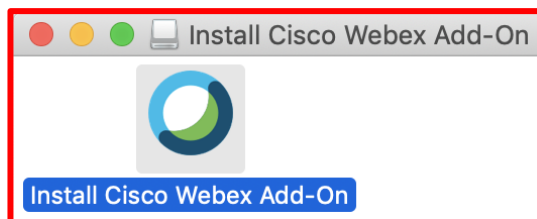
Safari

1. Enter your name, email address, and session password, then click **Join Now**

2. Click the green **Download** button when it appears to download the Webex add-on to your computer

Step 1 of 2: Download the Cisco Webex add-on

Download the Webex add-on to join all Webex meetings quickly.

Download

3. Double-click the **Cisco_WebEx_Add-On.dmg** file under the **Download** button in Safari, or go to your **Downloads** folder and double-click the file
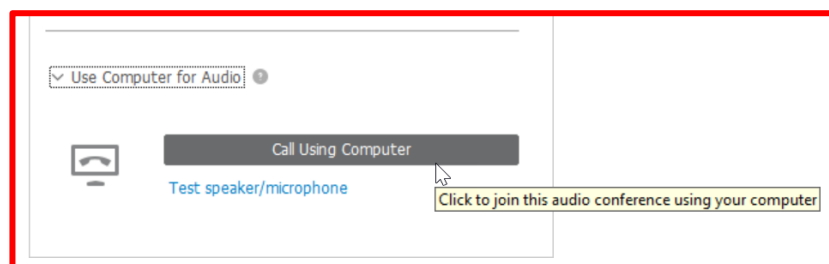

4. When the **Install Cisco Webex Add-On popup** appears, double-click **Install Cisco Webex Add-On**

Install Cisco Webex Add-On

Install Cisco Webex Add-On

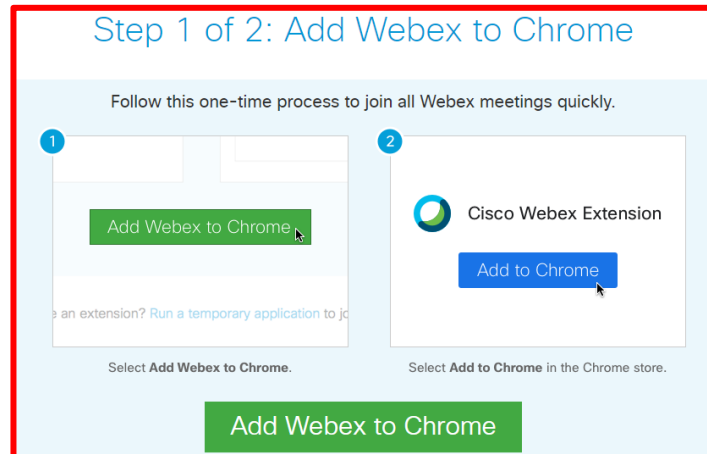5. Click **Open** on any warnings that appear

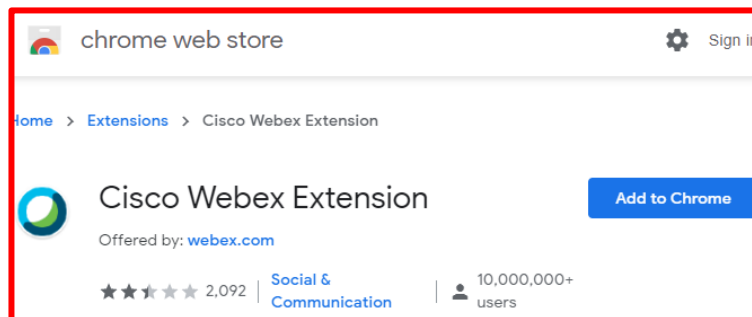6. Once Webex starts, click **Use Computer for Audio** and then **Call Using Computer**
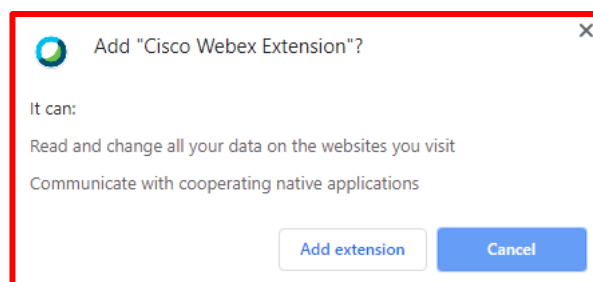
Google Chrome

1. Enter your name, email address, and session password, then click **Join Now**

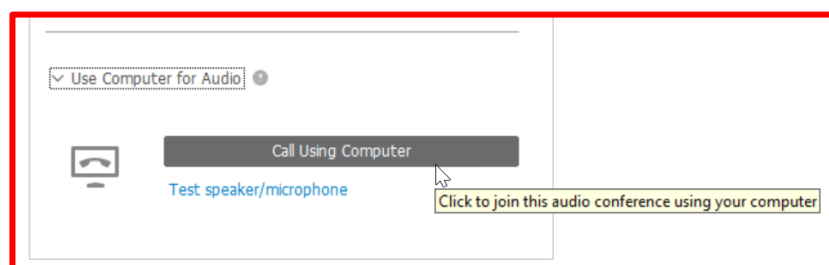2. Click the green **Add Webex to Chrome** button at the bottom of the following page

3. Click the **Add to Chrome** button on the right side of the Chrome Web Store page

4. In the popup window, click the **Add extension** button to add Webex to Chrome
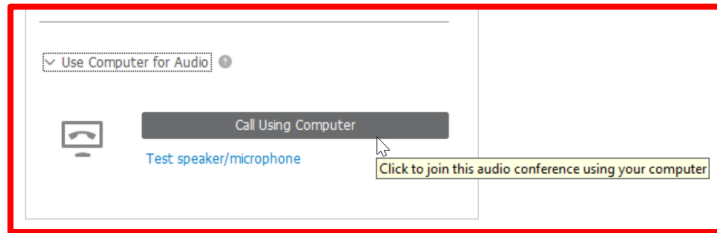

5. Once Webex starts, click **Use Computer for Audio** and then **Call Using Computer**
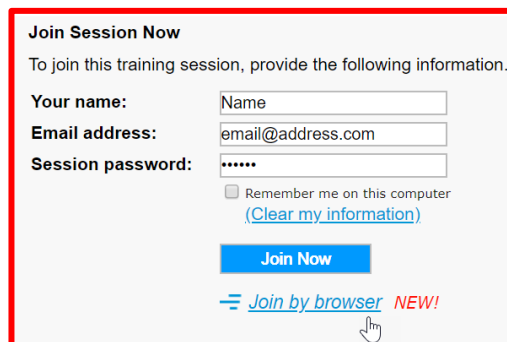
Mozilla Firefox

1. Enter your name, email address, and session password, then click **Join Now**

2. Accept any popups that appear and wait for Webex to start

3. Once Webex starts, click **Use Computer for Audio** and then **Call Using Computer**
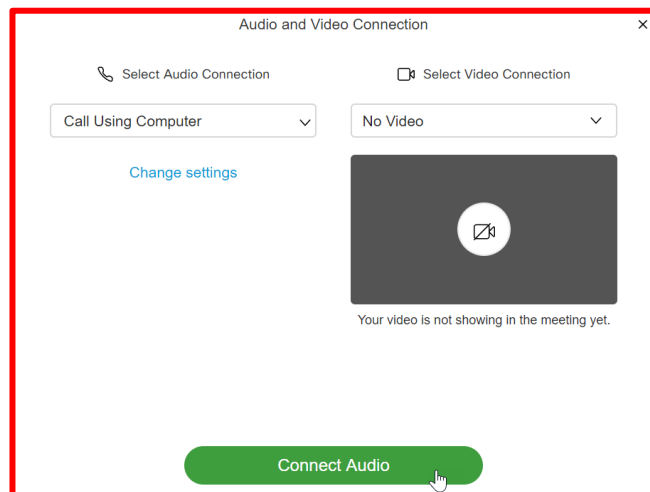

Join By Browser

1. Enter your name, email address, and the session password, then click the **Join by browser** option below the Join Now button
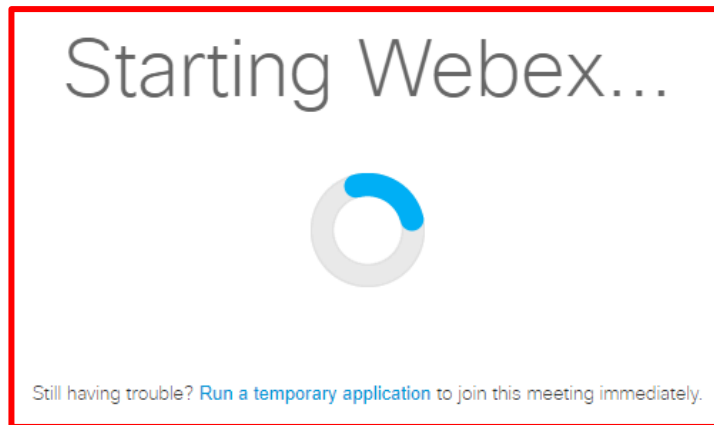

2. From the **Select Audio Connection** drop-down menu, choose **Call Using Computer** and then click the green **Connect Audio** button at the bottom of the window

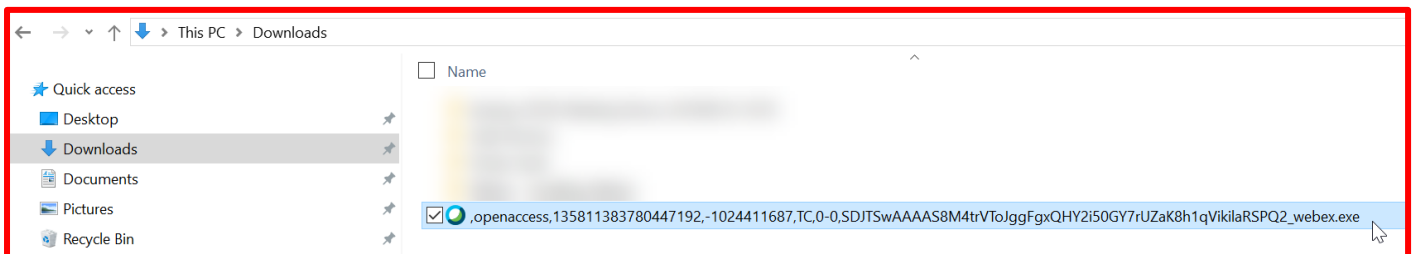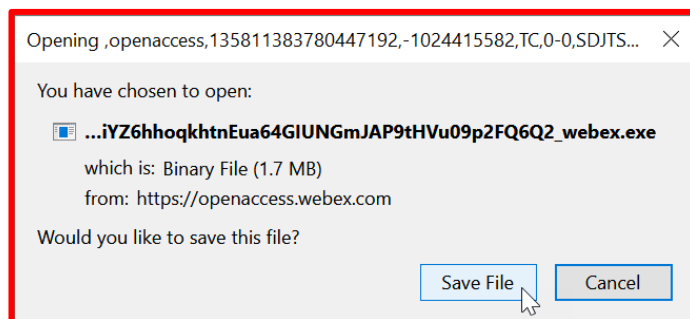3. Click **Accept**, **Allow** or **OK** on any popups that appear

Run a Temporary Application

1. Enter your name, email address, and session password, then click **Join Now**

2. If Webex still doesn't start after following the steps for your internet browser, click the **Run a temporary application** option

3. If prompted, **Save** the file to your computer and then single- or double-click the file to start it

    *Note: If you're having trouble finding the downloaded temporary application file, go to the **Downloads folder** on your computer and double-click the **.openaccess.abc123_webex** file*

4. Once Webex starts, click **Use Computer for Audio** and then **Call Using Computer**