

# FAQ - WebEx



RETIRED PAGE

This page has been retired.

**Question:**

What is WebEx?

**Answer:**

WebEx is a web-based software platform that allows you to hold video conferences, online meetings, and even distance learning classes. WebEx is great for sharing your screen, your voice, and high definition video to meeting attendees at a distance. Collaborating with a group on a project is a great way to use the system.

**Question:**

What's available?

**Answer:**

- [WebEx Meeting Center](#) – for rich, real-time web meetings on the fly or pre-scheduled
- [WebEx Training Center](#) – for a high-performance interactive online classroom experience
- [WebEx Support Center](#) – for real-time resolution of remote support issues over the web
- [WebEx Event Center](#) – for large online presentations, including webinars, company all-hands meetings and press and analyst calls.

**Question:**

Who can use it?

**Answer:**

- [Faculty](#) can use WebEx Training Center to present your entire class to distance learners from anywhere to anywhere.
- [Students](#) can use WebEx to watch and attend class lectures, communicate with the instructor and collaborate with other students in the class with a host present. Students **do not need accounts** in order to attend Faculty led sessions.
- [Staff](#) can use to WebEx Connect to share documents, hold online meetings, and collaborate on team projects.

**Question:**

How does it work?

**Answer:**

WebEx software is delivered over the web as you need it. The first time you attend a meeting, WebEx will automatically download a plugin to your computer.

You can use WebEx from any computer with an internet connection, and from most smartphones and tablets. You can schedule a WebEx lecture or meeting ahead of time, or start one spontaneously as needed.

If you use WebEx to invite someone to a lecture or meeting, they'll receive an email allowing them to attend. **Attendees don't have to have a WebEx account.** Your invitation includes a link they can click to join you online and a short password (set by you) needed to access the meeting. During your meeting, you can video conference, lecture, share content, or just have a discussion.

**Question:**

Are there limits on how many people can connect in my session?

**Answer:**

Sessions hosted by faculty and staff accounts are capped at 1000 attendees.

Sessions hosted by student accounts are capped at 8 attendees.

**Question:**

How do I get started?

**Answer:**

Faculty and staff should visit [valpo.webex.com](http://valpo.webex.com) and click on the Sign In button in the upper right,



## Join a Meeting <sup>①</sup>

Then the Sign Up button to request your account near the middle of the page

### Log in to your account

I already have an account:

Username:

Password:

Keep me logged in

**Login**

[Forgot your username or password?](#)

I do not have an account:

Sign up for an account to

- speed up meeting registration
- track meetings to which you are invited
- schedule and start meetings

**Sign Up**



On the Sign Up page, please enter in the requested information. In that process, please use your @valpo.edu email address and your Valponet (shorter) username when requesting the account.

### Sign Up

Please provide the following information to sign up for your host account.

First name:

Last name:

Email address:

**Username:**

Language: English

Time zone: Chicago (Central Daylight Time, GMT-05:00)



- Webex service:
- Webex Meetings
  - Webex Events
  - Webex Support
  - Webex Training

Verification: Type the characters you see in the picture below.

**3auark**

[Try a different image](#)

**Sign Up Now**

\* Required field

Once our site administrator approves your account, you'll receive an email notification and you're ready to go.

Students should visit [connect.valpo.edu](http://connect.valpo.edu) and click the login button to request an account.



#### Separate Credentials

WebEx is not currently linked to your ValpoNet account. You'll need to maintain a separate password for this site.

#### Question:

Do you have any videos I can watch on how it works?

#### Answer:

Sure! Our YouTube channel has a number of videos we created.

- Requesting accounts:
- Personal meeting rooms:
- WebEx Connect for students:

**Question:**

How do I get help?

**Answer:**

WebEx has a lot of help built into their site and apps, so make sure to check the Help menus. Additionally, see the following.

- For help logging in, contact the IT Help Desk. <https://helpdesk.valpo.edu>, [helpdesk@valpo.edu](mailto:helpdesk@valpo.edu), 219.464.5678
- For assistance joining meetings in session, contact WebEx support directly at 866.229.3239.
- For students, faculty, and staff attending online distance classes in the College of Nursing and Health Professions or the MBA program, contact the CONHP Associate Director of Technology via [webex@valpo.edu](mailto:webex@valpo.edu).



**Still need help?**

For additional assistance, contact the [IT Help Desk](#).

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- [Can't Download Excel Spreadsheet from Colleague UI](#)
- [Change/Reset Your Password](#)