

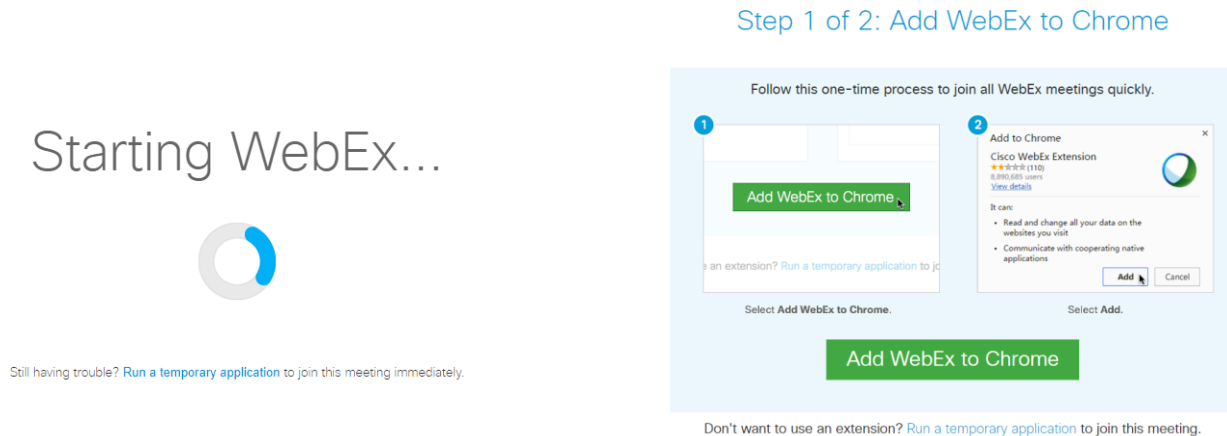
Problems accessing WebEx?

If you are having issues accessing sessions because WebEx will not launch or is asking for a session ID number, please read through the information below. If you continue to have problems accessing sessions, please contact us (esuccess@fau.edu)

First time entering session:

Before navigating to your eTutoring page, you will want to be using Google Chrome as your web browser, since the WebEx application prefers this browser.

1. When you are in your eTutoring course and you select “Join” to join a particular eTutoring session, you will be redirected to WebEx.
2. The page that you are directed to has the option to download a temporary application or add WebEx to Chrome. The page should look like one of the following images:



3. Here, you will need to add the WebEx extension to Chrome. Downloading the temporary application will not allow you to access sessions. If you have already downloaded the temporary application, please see below.
4. If you give the redirect page a few moments, it will give you the option to add the extension.
5. Once the extension is added, you will automatically be redirected to the eTutoring session.

This process will only need to be completed once. In the future, you will just wait for WebEx to launch after selecting “Join”.

What if I already downloaded the temporary application?

If you have already downloaded the temporary application, you will no longer be given the option to add the WebEx extension to Chrome that is needed. Instead, you will need to navigate to where the temporary application is saved on your computer and remove it.

There are likely two places that this temporary application is saved on your laptop: in your downloads folder or where your applications are saved. If you are not comfortable removing this application, please contact us or bring in your laptop so that we can assist you.

Once the temporary application is removed, you can restart your browser and begin the process over. However, after selecting “Join”, you will want to download the WebEx Extension to Chrome instead of the temporary application.