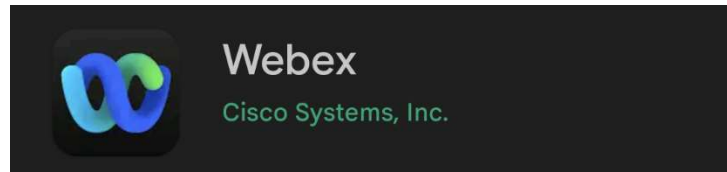
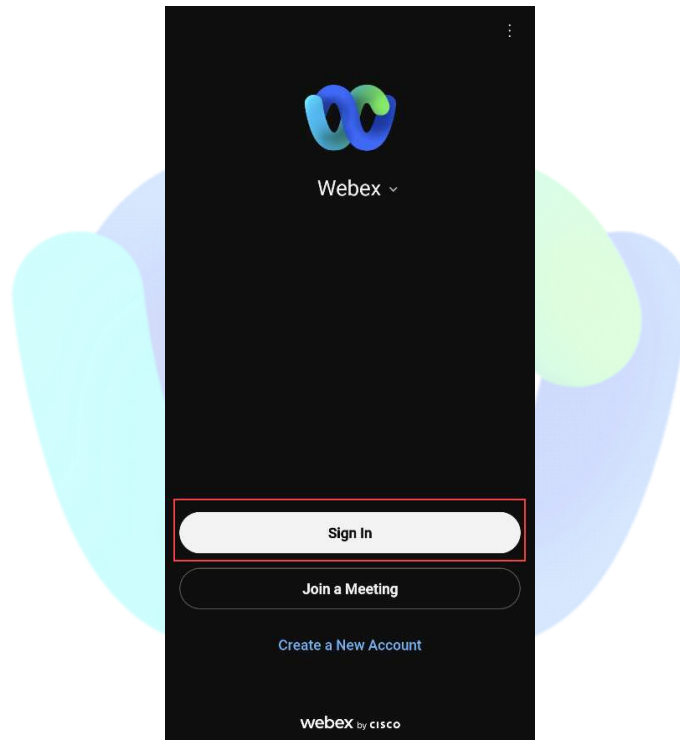


How to Install Webex for Mobile Devices

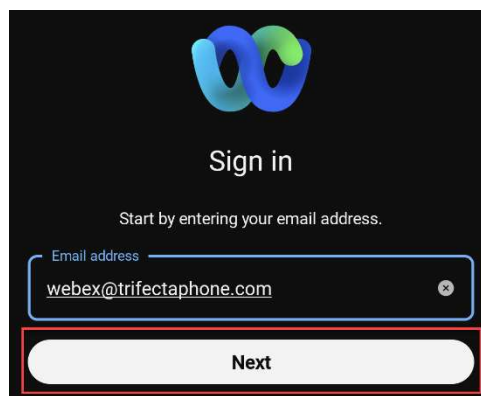
Open the App Store (Apple) or Google Play Store (Android) and download the Webex Application. Do not download Webex Meetings or Webex Intune. The correct application will look like the icon below:



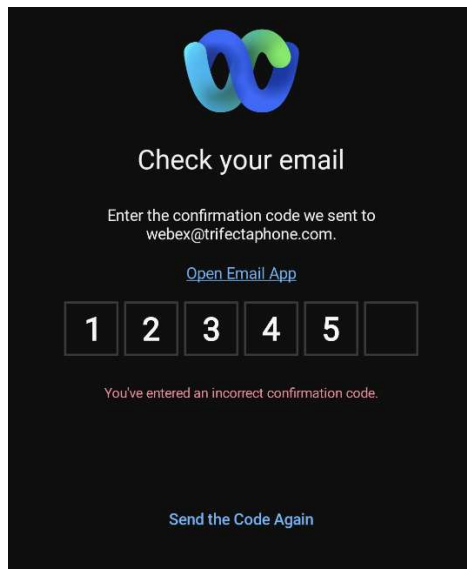
Once the application is installed, open it and select "Sign In".



On the next screen, enter your company issued email address and then select "Next".



A 6-digit confirmation code will be emailed to the email address that was entered on the previous screen. Once this email is received, enter the code in the boxes as seen below.



Check your email

Enter the confirmation code we sent to
webex@trifectaphone.com.

[Open Email App](#)

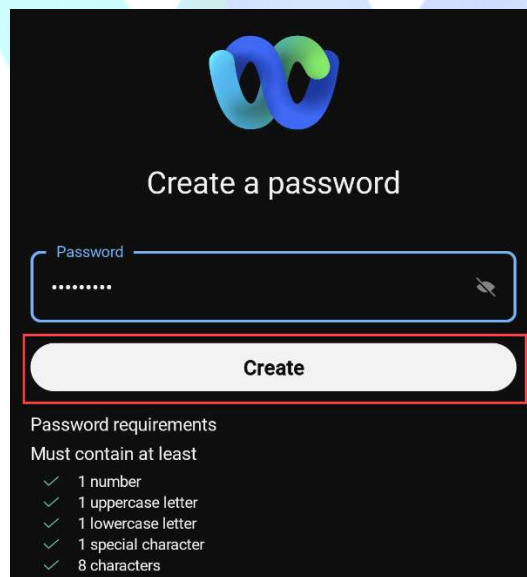
1 2 3 4 5

You've entered an incorrect confirmation code.

[Send the Code Again](#)

Note: If the code is not received within a minute or two, please check your junk mail. If the code is still not present, please select “Send the Code Again”.

You'll now be prompted to create a password. The password created must be at least 8 characters in length and contain 1 number, 1 uppercase letter, 1 lowercase letter and 1 special character. After a password has been created, select “Create”.



Create a password

Password

Create

Password requirements

Must contain at least

- ✓ 1 number
- ✓ 1 uppercase letter
- ✓ 1 lowercase letter
- ✓ 1 special character
- ✓ 8 characters

On the following screen, you'll be prompted to enter your name that will display on Webex. After you have entered your name, select "Enter".

The image shows a Webex login screen with a dark background. At the top is the Webex logo, a stylized 'W' in blue and green. Below it, the text "What's your name?" is displayed. Underneath is a smaller line of text: "Enter the name you want to display on Webex." A text input field is shown with the placeholder "Full name" and the text "Webex User" entered. To the right of the input field is a small 'x' icon. Below the input field is a large, rounded rectangular button with the text "Enter". At the bottom of the screen, the text "webex by cisco" is visible.

What's your name?

Enter the name you want to display on Webex.

Full name

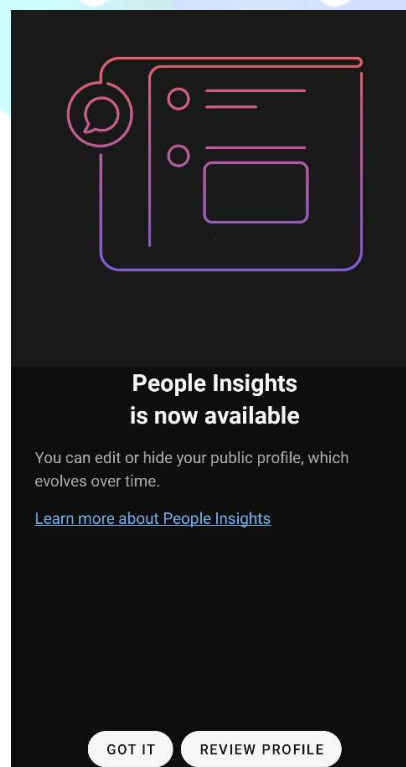
Webex User

Enter

webex by cisco

Once you have successfully logged in, you'll have the option to update your profile within Webex. If you'd like to update your profile, select "Review Profile". If you'd like to skip this step, select "Got It".

Note: You can update your profile later, by selecting your icon picture in the top left corner of the app and then selecting "Profile".

The image shows a Webex screen titled "People Insights is now available". At the top is a large icon representing a profile card with a speech bubble. Below the icon, the text "People Insights is now available" is displayed. Underneath is a smaller line of text: "You can edit or hide your public profile, which evolves over time." Below this is a link: "Learn more about People Insights". At the bottom of the screen are two buttons: "GOT IT" and "REVIEW PROFILE".

People Insights is now available

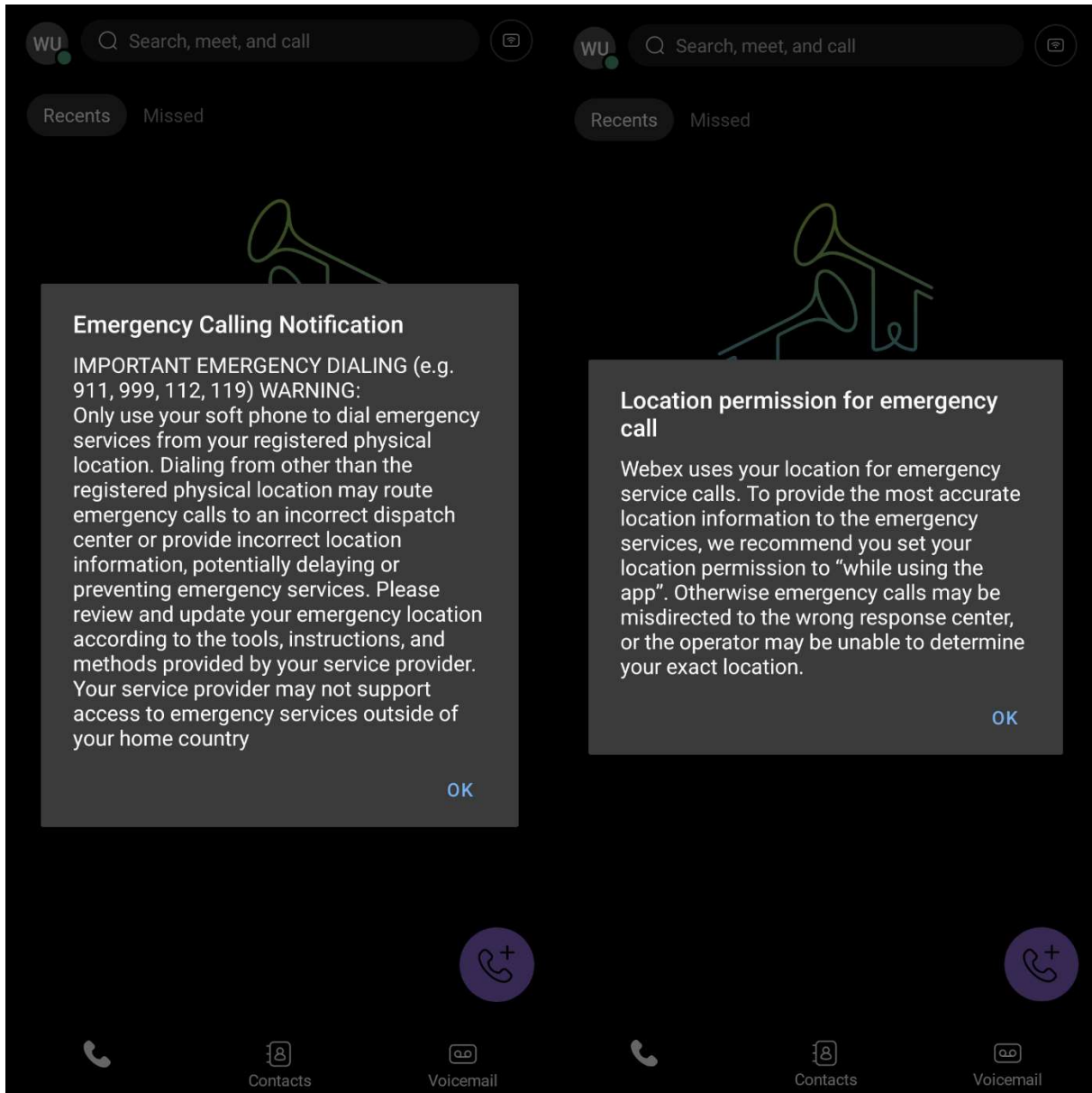
You can edit or hide your public profile, which evolves over time.

[Learn more about People Insights](#)

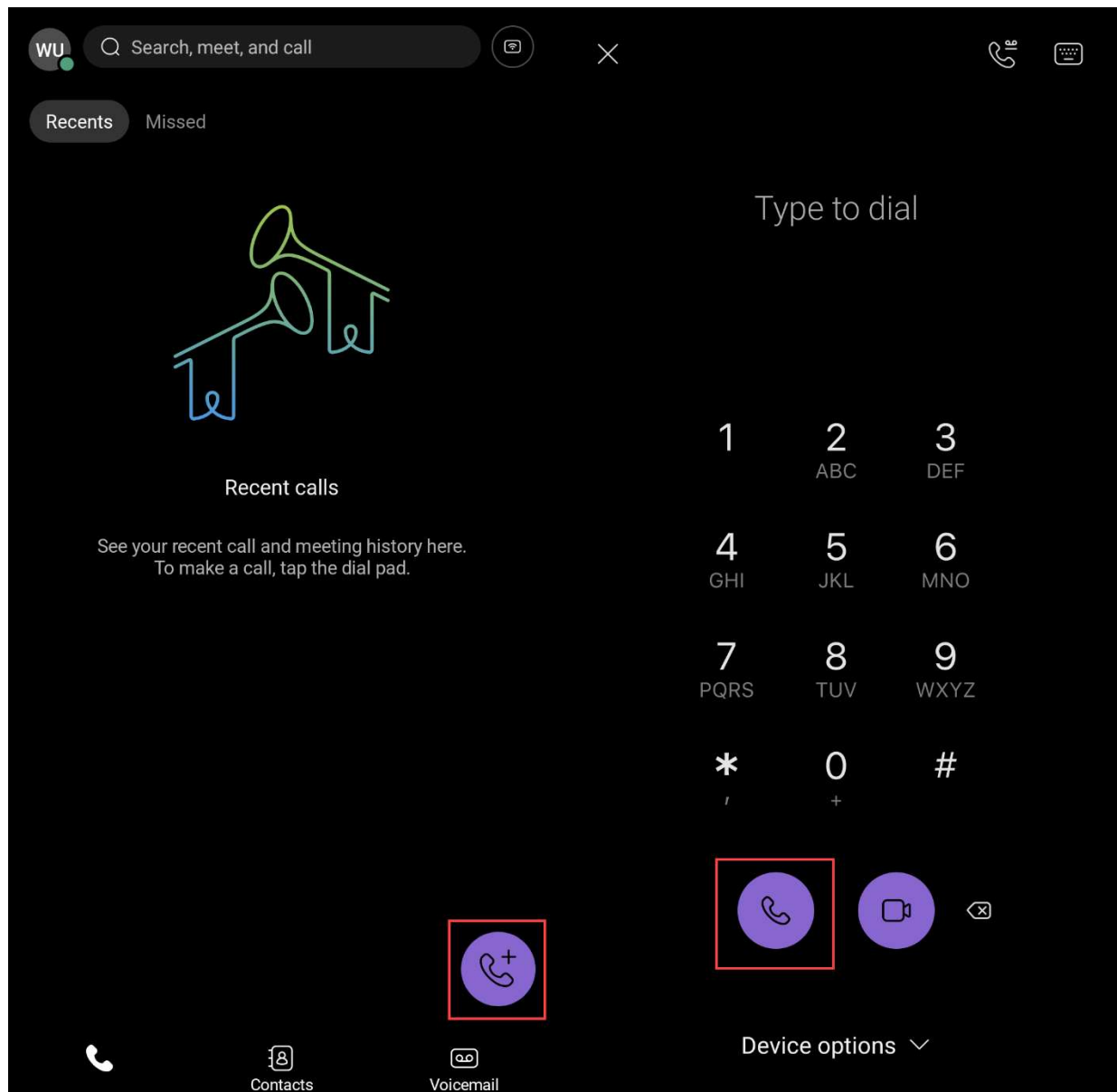
GOT IT REVIEW PROFILE

After you have fully logged in to Webex, you will be asked to allow various permissions for the application. Please allow any permissions requested to ensure full functionality of the application.

Once all permissions have been allowed, you will receive messages pertaining to Emergency Calling. Please read these messages and select “OK” to close the messages.



To place a call within Webex, select the handset icon with a plus sign next to it. This will open the dialer. From here, you would type the phone number you wish to dial and then select the handset icon again to place the call.

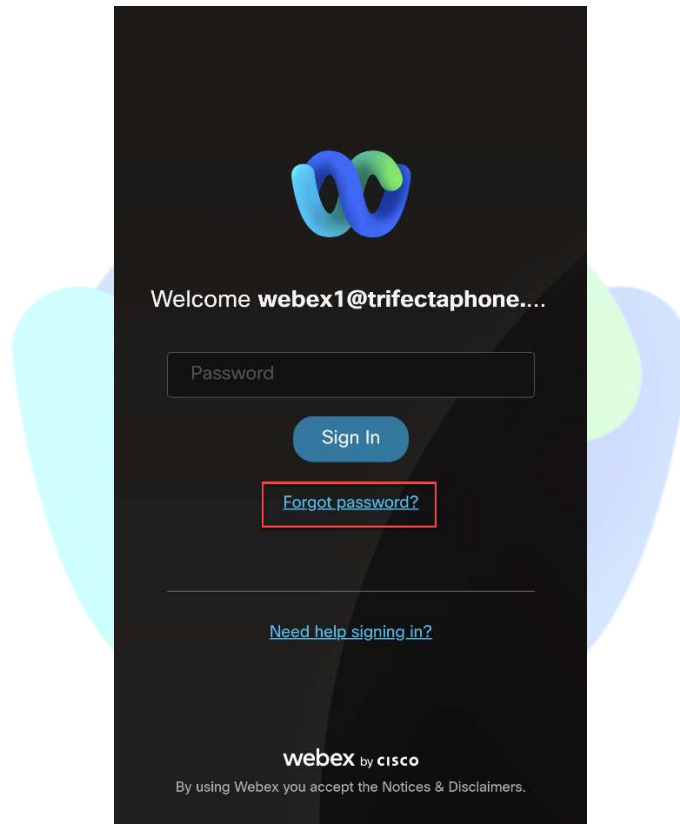


How to Reset Your Password

If you happen to forget your password or simply wish to reset it, the process to create a new one is relatively simple.

Open up the Webex application and select “Sign In”. On the next screen, enter your company issued email address and then select “Next”.

On the following screen, instead of entering your password, select “Forgot Password”. You will then be sent a new 6-digit code to the email account associated with your Webex account and follow the same steps as found on page 2 of this guide.



If you require further support, please contact our Help Desk by either sending an email to support@trifectaphone.com, detailing your issue, or call us at 855-874-3328 and select Option 1 to reach one of our Technicians.