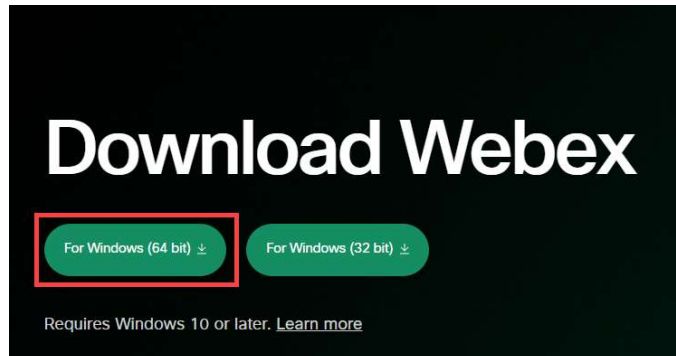
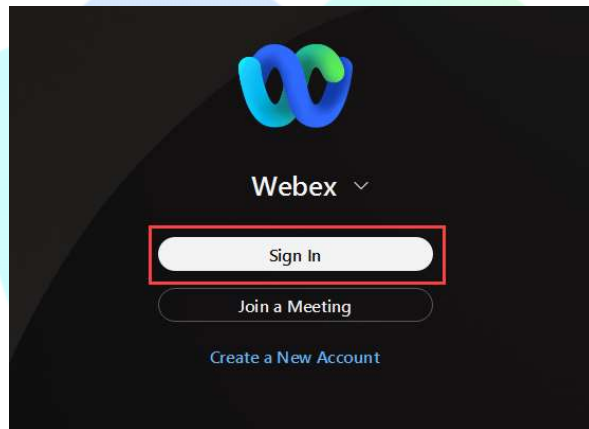


## How to Install Webex for PCs

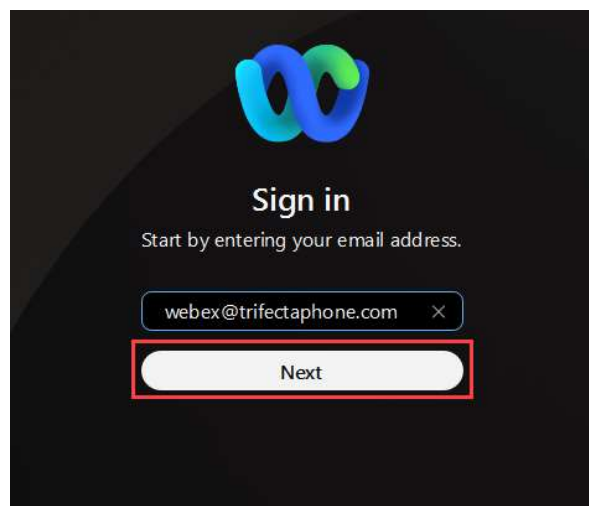
Open your browser of choice on your desktop computer and navigate to Webex.com/downloads. On this site, click on the button to download Webex that applies to your computer. For most users, this will be “For Windows (64 bit).”



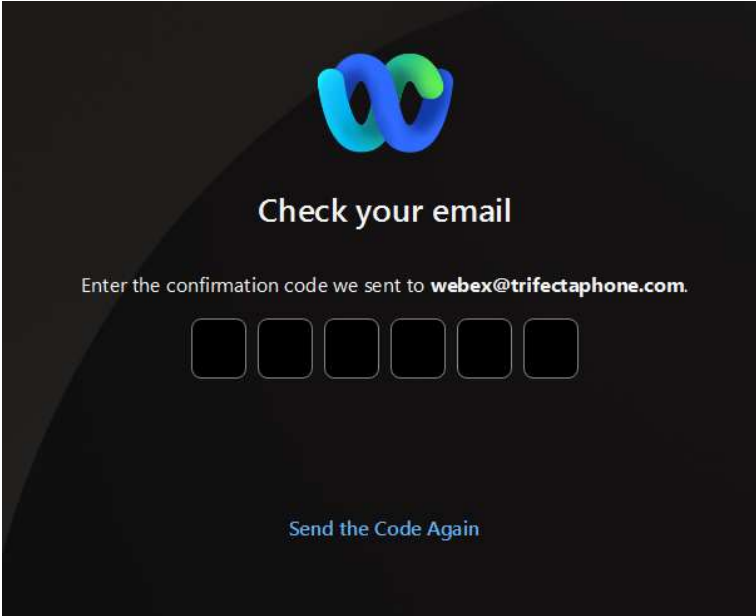
Once the application is installed, open it and select “Sign In”.



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



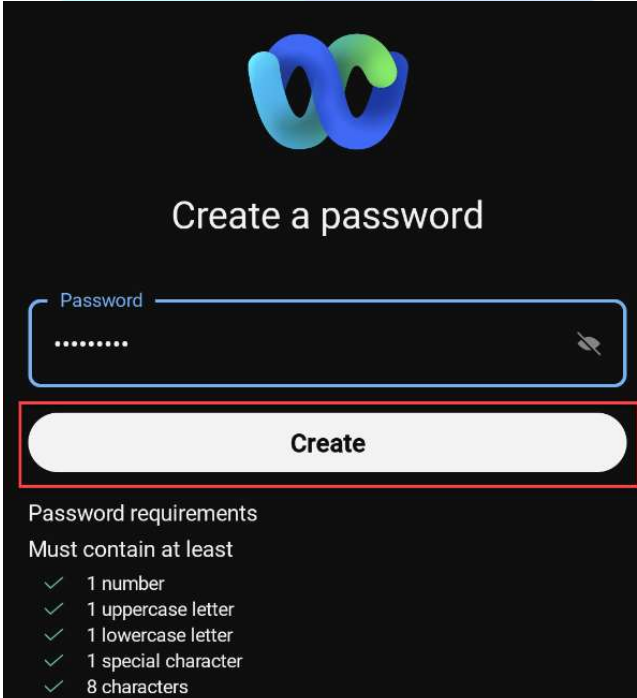
A 6-digit confirmation code will be emailed to the email address that was entered on the previous screen. Once this email is received, enter the code in the boxes as seen below.



The screen has a dark background with a stylized logo at the top center consisting of two interlocking loops, one blue and one green. Below the logo, the text "Check your email" is displayed in white. Underneath, a smaller line of text says "Enter the confirmation code we sent to **webex@trifactaphone.com**." Below this text are six empty square boxes for entering a 6-digit code. At the bottom center, there is a link that says "Send the Code Again" in a light blue color.

***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".



The screen has a dark background with the same stylized logo at the top center. Below the logo, the text "Create a password" is displayed in white. Underneath is a password input field with a light blue border and a small eye icon on the right side to toggle visibility. Below the input field is a large, rounded rectangular button with a red border and the text "Create" in black. At the bottom of the screen, under the heading "Password requirements", it says "Must contain at least" followed by a list of requirements, each preceded by a green checkmark: "1 number", "1 uppercase letter", "1 lowercase letter", "1 special character", and "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".

A screenshot of the Webex login screen. 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 prompt: "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 is the "webex by cisco" logo.

What's your name?

Enter the name you want to display on Webex.

Full name

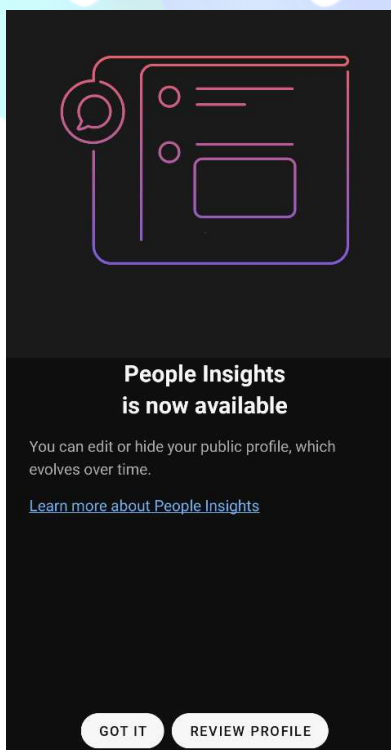
Webex User

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".

A screenshot of the Webex "People Insights" screen. 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 paragraph: "You can edit or hide your public profile, which evolves over time." Below this paragraph 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

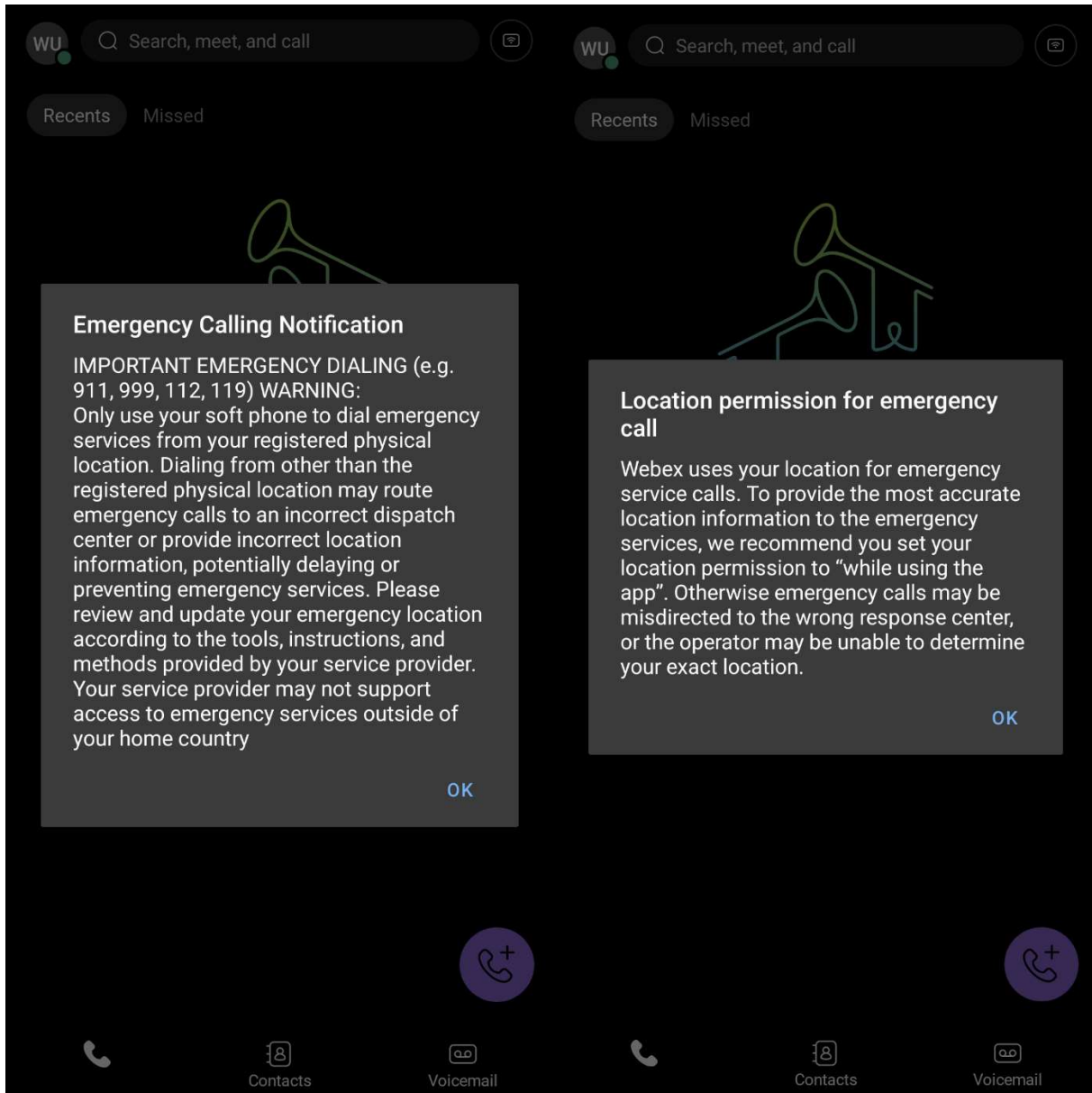
You can edit or hide your public profile, which evolves over time.

[Learn more about People Insights](#)

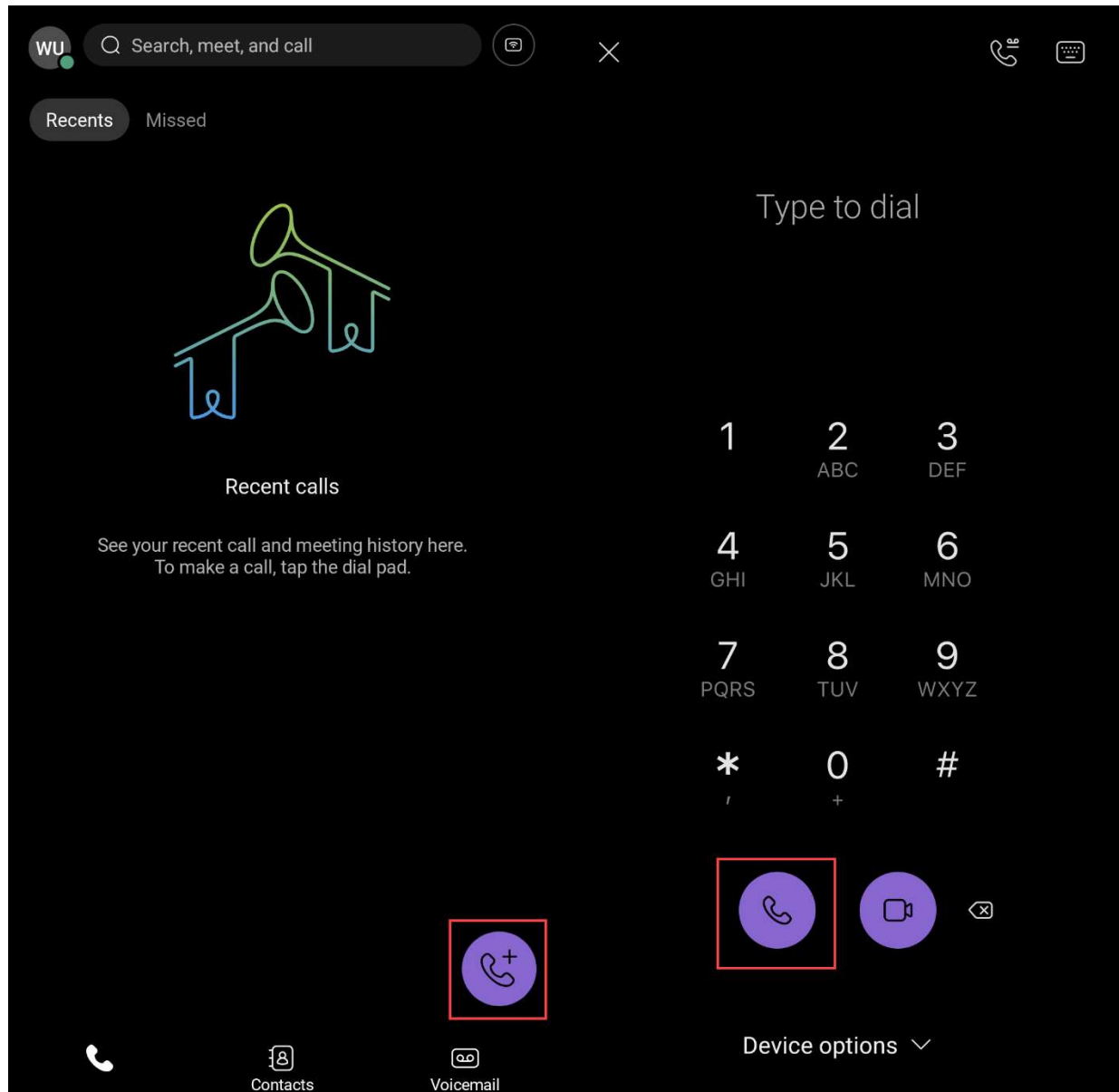
GOT IT REVIEW PROFILE

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.

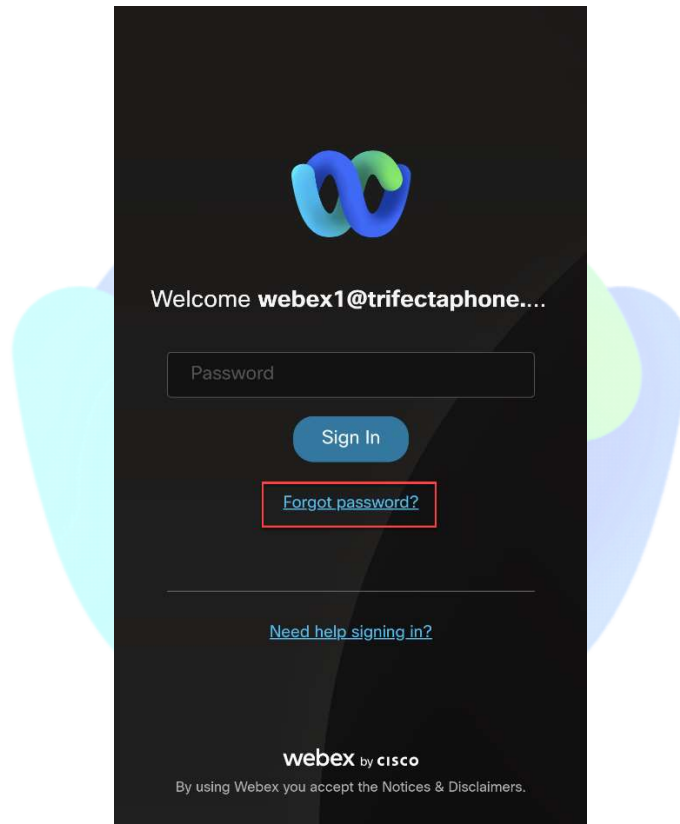


## How to Reset Your Password

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](mailto:support@trifectaphone.com), detailing your issue, or call us at 855-874-3328 and select Option 1 to reach one of our Technicians.