Getting Started

How to install Webex on a desktop or laptop and log in for the first time.
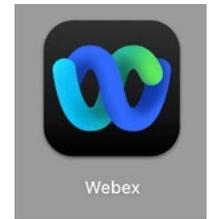
Before beginning, please check whether the Webex client is already installed on your computer. Search for the Webex icon on the Start menu in Windows or the Launchpad for Macs.

If Webex is not installed, follow these steps:

1. Go to user.webex.com
2. Login using your UofL userID email address (abcdef01@louisville.edu).
3. Select downloads icon at the bottom left of open window to open the Downloads page. Click Download under Webex app. **Note**: Do not select any other options on the Downloads page.

4. Download and save the proper Webex version for your device.
5. Locate the downloaded file in your computer and run to begin the install.
6. Follow the on-screen prompts and finish the install.
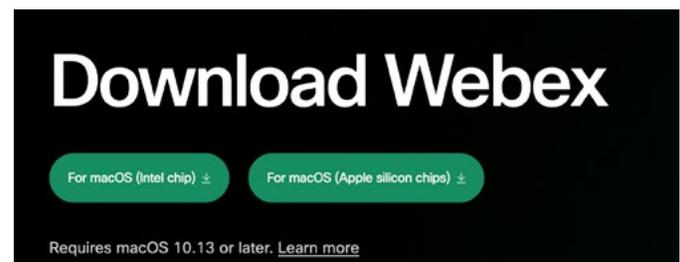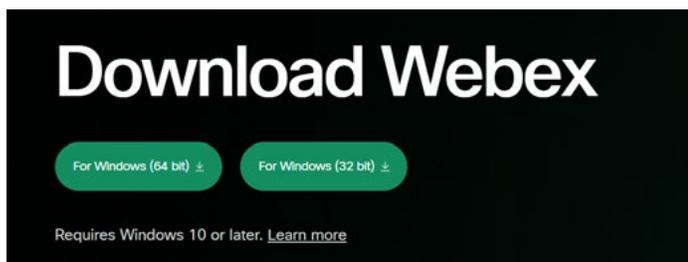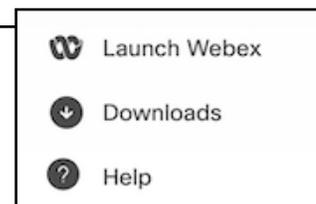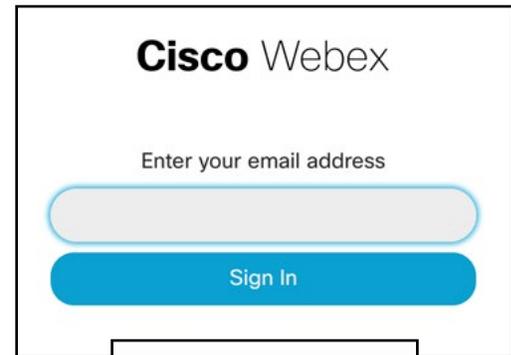
Note:
- If you use a Windows system, use these Microsoft directions to determine whether your system is running 64 or 32 bit Windows. Click the button most appropriate for your device.
- If you use a Mac, use Apple's System Information to determine which processor your Mac is using. If you see Apple M1 (or higher) in the "Chip" section, you are using a Mac with an Apple M1 or higher chip. If you see an Intel processor in the "Processor" section, you are using a Mac with an Intel chip. Click the button most appropriate for your device.

Steps for sign-in on a desktop or laptop once installed

1. Once the Webex application has been installed, open it using the Webex icon.
2. After the login screen opens, enter your UofL userID email address (abcdef01@louisville.edu).
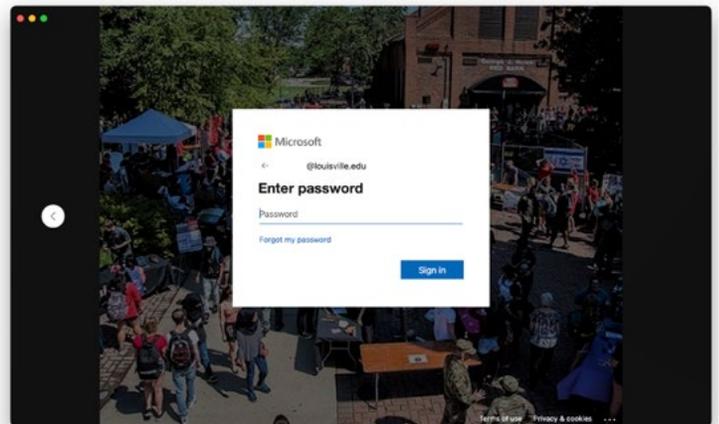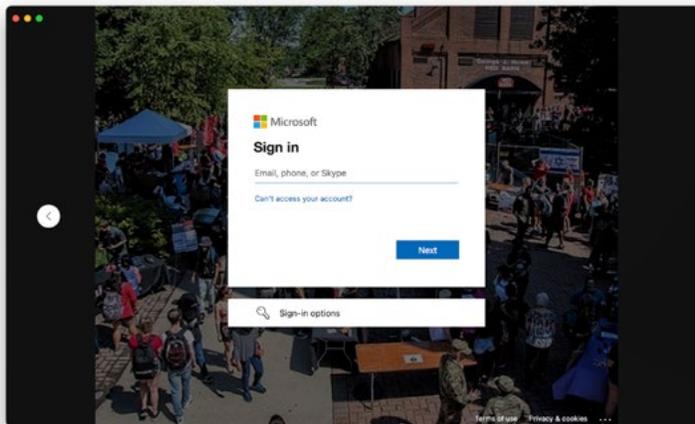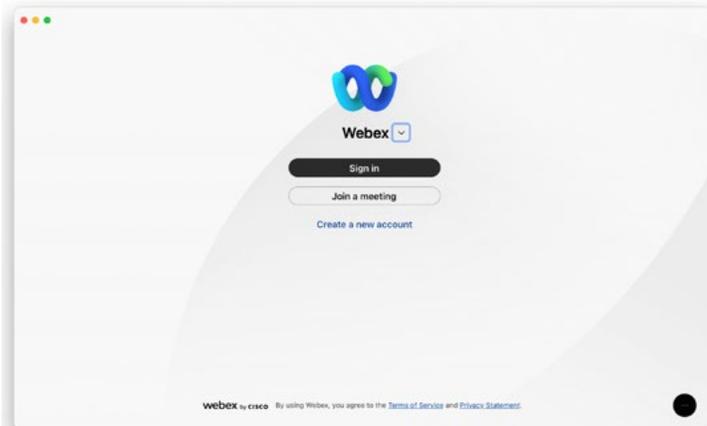
3. Enter the requested information as prompted.
4. Read the **Emergency Calling Notification** and click **OK**.
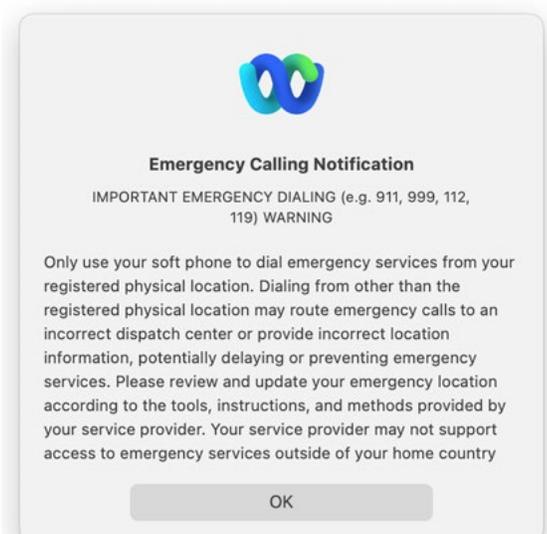
5.   **Critical**: Enter your emergency (e911) location information

If you use the Webex Calling app on a desktop or laptop, you are required to set the Enhanced 911 (E911) location within the Webex application <u>each time</u> your working location changes per UofL voice policy.

E911 location data is essential for 911 calls to be accurately routed in the event of an emergency and is mandated by federal law.

Complete the form and click **Save**.
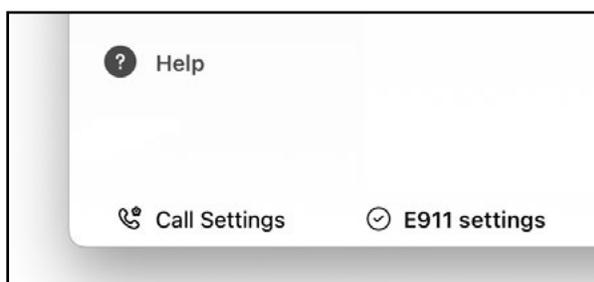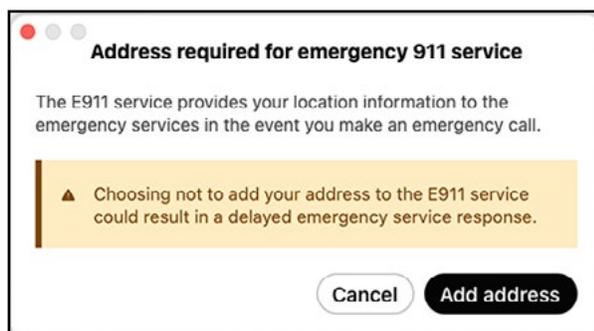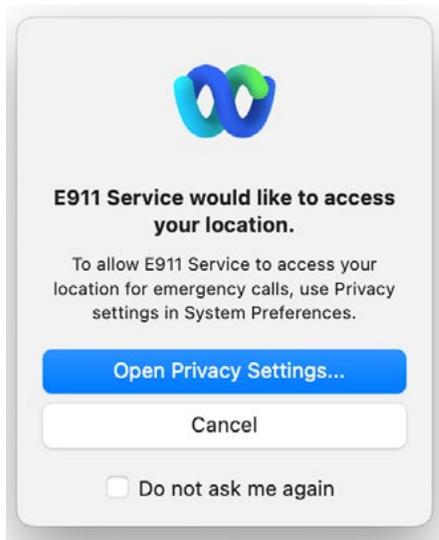
Note:
- If your system requires confirmation of your location through device geolocation services, please follow the steps to approve access in your system settings. This action does not replace the user's requirement of setting or confirming a new location within the Webex application <u>each time</u> the device is moved or your working location changes per UofL voice policy.
- You can confirm the E911 location data is set by the check icon at the bottom of the Webex window. You can update or change your location by clicking on this button.