



## WEBEX INSTRUCTIONS and FAQs

1. Log into <http://classroom.google.com/>
2. Enter your student ICN Al-Falah email and password (e.g. [newstudent1234@afa.icnschool.org](mailto:newstudent1234@afa.icnschool.org))
3. Click one of the class links
4. Click the Webex meeting link (in your child's Google Classroom 'Stream')
5. Enter your student ICN Al-Falah email and password (it is same email and password as google classroom)
6. If you are redirected to Google and asked to choose an account, select your ICN Al-Falah email
7. Once you are in the meeting room, click the "Join Meeting" button

## FAQs

- Google Classroom login issues
  - You will **NOT** be able to use IPSD Chromebooks, please use a personally owned device
  - If the Google account is logged in under a different name, select "Add another account"
  - If your password needs to be reset, send an email to [techsupport@icnschool.com](mailto:techsupport@icnschool.com)
- Webex login issues
  - Enter your student ICN Al-Falah email only (e.g. [newstudent1234@afa.icnschool.org](mailto:newstudent1234@afa.icnschool.org))
  - If you are asked to choose a Google account, select your ICN Al-Falah email
- Unable to turn on video
  - Click "start video" in the toolbar
  - Make sure webcam slide cover is open
  - Make sure webcam is in working condition (e.g. type camera in windows search bar)
  - If you receive a bandwidth error message, move your device closer to the modem/router