

INSTRUCTION SHEET

Video Conferencing with the Family Court of WA via Webex

You are receiving this instruction sheet because you are required or have requested to participate in a video link with the Family Court of Western Australia (the “Court”).

This instruction sheet will:

- Show you how to download the Webex App and set up a free Webex account; and
- Show you how to obtain your Webex SIP Address (this is what you will need to provide to the Court, so the Court can dial you and establish the video link).

What you will need:

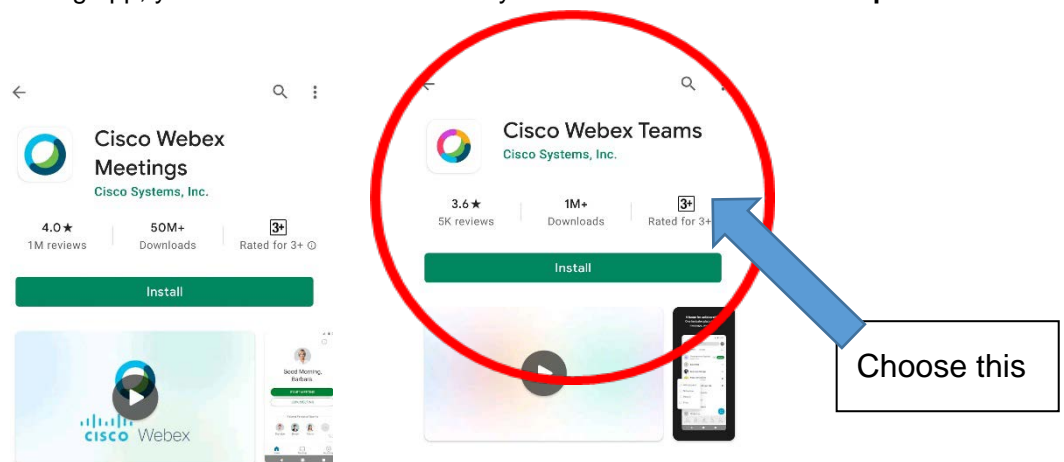
- Access to a computer or mobile device that has a video camera and microphone.
- Your own email account.
- A fast internet connection.

Step 1: How to install the Webex App:

1.1 Download and install the Webex App by visiting this webpage on your computer: <https://www.webex.com/team-collaboration.html> (Alternatively, if you wish to download the app using your mobile device, you can search for “Webex Teams” in the Google Play Store or Apple App Store).

IMPORTANT NOTICE FOR MOBILE DEVICE USERS:

If you are downloading the app from the Google Play Store or Apple App Store, be sure to download “Cisco Webex Teams” and **not** “Webex Meetings” (see the picture below). If you download the wrong app, you will not be able to obtain your Webex SIP Address in **Step 3** below.



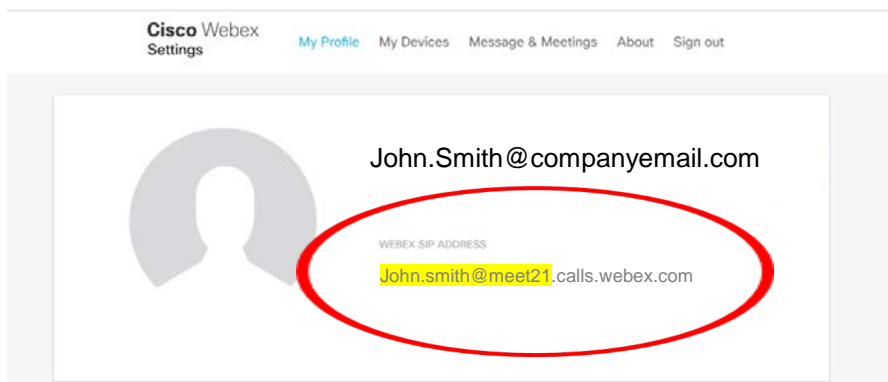
Step 2: How to create an account with Webex:

- 2.1 Once installed, open the Webex App. You must then follow the onscreen instructions to create your Webex account, including by entering a valid email address and creating a password.
- 2.2 You will likely be prompted to enter a security number that Webex will email to you as part of the account creation process.

Step 3: How to obtain your Webex SIP Address:

- 3.1 Once you have activated your account. These next steps require you to have access to an internet browser such as Google Chrome. You will not be able to complete these steps from within the Webex App itself.
- 3.2 Using an internet browser, visit this website: <https://settings.webex.com/>.
- 3.3 Sign in with your email address and password that you set up in **Step 2**.

- 3.4 You will see your Webex SIP Address displayed: xxxxxxx@xxxxxx.calls.webex.com (see example below):



Note: the highlighted portion of the SIP address will vary from user to user.

Step 4: Providing your Webex SIP Address to the Court; Video Link Booking Form

- 4.1 One you have obtained your Webex SIP Address, please complete the Video Link Booking form available from the Court's website – [CLICK HERE](#).
- 4.2 Please include your Webex SIP Address in the Video Link Booking form, under the heading "Details of Destination Link", in the space provided for the "IP Dial Up Address".
- 4.3 Please email your completed Video Link Booking form to: Transcripts.FamilyCourt@justice.wa.gov.au.
- 4.4 There is a fee payable for each video link. A credit card form is provided at the end of the Video Link Booking form. Information about fee reductions and exemptions is available on the Court's website – [CLICK HERE](#).

Step 5: Establishing the Video Link

- 5.1 The Court will notify you of the time and date that the Court will dial you to establish the video link. Please ensure that you are logged into the Webex App on your device at that time. When the Court calls you, a popup will appear. Select Answer to accept the incoming call.
- 5.2 The call will now connect and you should see the courtroom displayed, as well as the image you are sending as a small box in the bottom left-hand corner of your screen. You will have the following options on your screen, from left to right:
 - Mute/unmute microphone
 - Turn off/on camera
 - Share your screen over the video link
 - More options
 - End the call
- 5.3 Using these options, please ensure that your microphone is unmuted, and that your camera is turned on.