

UETN WebEx Emergency Provisioning Program

Program Summary

Cisco Networks has lifted the license cap on UETN's WebEx contract for the next 180 days making WebEx available to all UETN education stakeholders. This version of Webex provides the full suite of features available to all users. The current free version has some feature limitations.

In order to manage this program it is essential for UETN to work directly with administrative-level personnel at Higher Ed and K12 institutions rather than individual users. UETN will refer any individual requests received back to the institution administrator.

UETN will look to these administrators to provide lists of all approved users to receive Webex accounts. This should be in the form of a spreadsheet with the following information:

- Institution training and support contacts names and emails
- Full name and email addresses for each account holder

Training and Support

UETN will be providing a "Train-the-trainer" model for end-user training needs. We can work with each district or Higher Ed institution to identify the appropriate person at that institution to be the primary contact to fill that role.

The UETN Operations Center is available to answer questions and provide support for institution support staff from 6:00 a.m. - 11:00 p.m. You can contact them at 800-863-3496 opt 1, opt 1 again.

Webex training is also available 24 hours a day at <http://help.webex.com>

How to request..

Please send the spreadsheet request for accounts to logistics@uen.org. A member of our staff will provide confirmation of receipt within 24 hours. Creation of the accounts may take a few days depending on the number of accounts needed.

For any questions on this process, please call UETN Logistics at 800-863-3496 option 2.