IMPORTANT WEBEX GUIDELINES

MY CAREER INSIGHTS

As part of a broad suite of career reform initiatives by DET we are excited to touch base with you on the roll out of My Career Insights.

You can read more about this initiative on the DET website: https://www.education.vic.gov.au/school/teachers/teachingresources/careers/Pages/my-career-insights.aspx

IT REQUIREMENTS

To ensure the successfully delivery of the interview component of this service please complete the following two steps:

1) White-listing

DET have white-listed the following centrally however please double check that they are white-listed on your infrastructure:

Client Type	Domain(s)
Webex Desktop Clients (Mac/PC, including WebApp the browser based thin client) connecting to Webex Meetings	***.webex.com**
On-prem SIP/H323 devices calling into (or being called back from) a Webex Meeting	***.webex.com** (note IP dialing also available)
Webex Mobile Clients (iOS, Android) connecting to Webex Meetings	***.webex.com**

More detailed information is available here: https://help.webex.com/en-us/WBX264/How-Do-I-Allow-Webex-Meetings-Traffic-on-My-Network

2) Prioritise Webex traffic

Where possible Webex traffic should be prioritised and routed through the fastest link available where there is more than one WAN connection. Please refer to the link above for IP address ranges and URLs which will help with this task.

3) Run 'Cisco Webex Network Test'

It is critical that this quick scan be run from a student type device (preferably the same that will be used for Webex interviews), on the school network and where applicable, logged into the domain

with student level access so any group policy impact can be assessed. This would not apply for non-domain joined BYOD. Traffic should be running through any proxy that will impact students.

This test requires Chrome (39 and above).

Please use this link to complete the test: https://mediatest.webex.com/#/main

If the test shows any red 'Poor' results, please review 1) and 2) and make any needed changes. Run the test again and see if the results are now 'Good' or 'Fair'.

4) Conduct a short Webex Test Meeting

The final step is to connect to a test Webex session to check that audio and video is working and that Webex meetings will work on the day your students receive their one on one interview session.

Please use this link to join a test meeting: https://www.webex.com/test-meeting.html

If the either the network test or test meeting fails or you have any questions about how to smoothly run your Webex sessions please contact the CEAV IT Helpdesk on 9433 8033 or by email to support@ceav.vic.edu.au.

List of tips:

- **The Cisco Webex Meetings application tends to be more reliable than using Webex in browser. If possible we recommend installing it on the devices that students will use.**

- **Chrome tends to work better than other browsers for conducting Webex meetings if this option is to be used.**

- **If bandwidth is an issue on the day of interview please advise students to turn off their cameras and use microphone only.**

- **If available a headset on the student side will make things easier to hear for both students and our Careers Consultants. These are not required however.**

- **Two different types of meeting URL and a meeting number will be provided to the key contact running the program at your school. Please advise them as to which will work best with your equipment.**

- **The key contact will have a list of contact numbers for our Careers Consultants. If needed they can choose to establish a phone call to provide audio if it is not working via Webex.**

- **If there are any issues on the day please call our CEAV IT Helpdesk on 9433 8033.**