

Quick Reference Guide (QRG)

Troubleshooting Logging onto a Monash Health Microsoft Surface Device and Webex

This QRG is designed to show the Clinician how to troubleshoot logging in on a Microsoft device (Monash device).

1. Turn on the device (top left button) and check the charge.

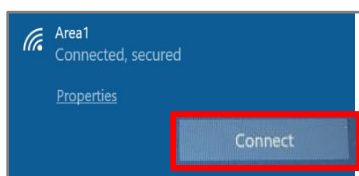


2. When the first Login screen appears, check the device is connected to Wi-Fi.

- If you see this symbol, you may need to manually connect the Wi-Fi.



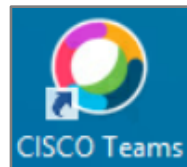
- Do this by selecting the symbol; then select 'Area 1' and 'Connect'



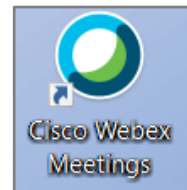
NOTE: After connecting, it may need to 'rest' for 15 minutes when it's the first time logging on. If ongoing issues, restart the device and repeat step two.

3. Once Wi-Fi is connected, log in using your Monash Login details (employee number and password).
 - If the screen freezes, please check the Wi-Fi connection and connect to Area 1.

4. Once logged onto the device, double tap/click the Webex app you require.

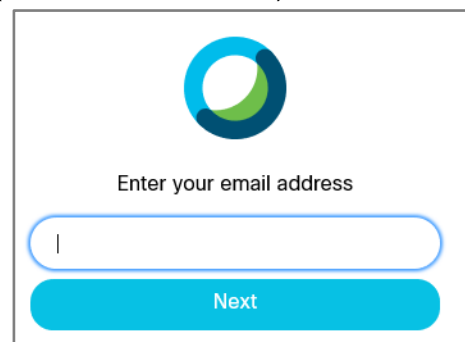


Cisco Webex Teams



Cisco Webex Meetings

5. Log in with your Webex account login (Monash Health email).



6. If Webex freezes, check the Wi-Fi connection (bottom right-hand corner of screen).



- If you see this symbol, you will need to reconnect to the Wi-Fi by selecting it; then choosing 'Area 1' and 'Connect'.
7. You will then be taken to the authentication screen – this is required for information security purposes.



8. Enter your Employee number and password to log in. You will then be taken to your Webex account home page.
9. If frozen, please check the Wi-Fi connection and reconnect to Area 1 if required.
10. If wrong password, please try again or check with Technology Business Services Helpdesk 9594 7255, option 1
11. If you have forgotten your password, you will need to reset your password via the prompts on the log on screen
12. If reconnecting the Wi-Fi fails, restart the device and repeat steps 2 onwards.

For further troubleshooting or to contact if there are ongoing issues:

- Quick Reference Guides on Virtual Care:
https://coronavirus.monashhealth.org/?page_id=53397&preview=1&ppp=a82765c8a4
- [Virtual Care Team](#)

- Technology Business Services for IT support:
9594 7255, option 1