How do I start a Support Center session if I am a technician?

Tell Me

The customer connection requires a Java Runtime Environment plugin. Connections on a Mac computer may be problematic.

1. Login to Webex at webex.uncc.edu
2. Click Webex Support in the lower left corner
3. A Support Session tab will open - uncheck the envelope in the Start box

4. Click Start (as shown in above image)
5. After a few seconds, the Webex Support box will pop up on your main display
6. In the Invite box, determine how to best send connection information to the customer you are assisting

- By email:
  i. Enter the customer's email address
  ii. Uncheck Send using my own email program
  iii. Click Send
- By Instant Message (like Google Chat or Google Classic Hangouts)
  i. Click the Copy Link button and paste the link in a chat window
- By telling the customer the information in the OR Tell customer to section

The customer connection requires a Java Runtime Environment plugin. Connections on a Mac computer may be problematic.
7. Once the customer joins the Support Center session they will appear in the Customer section of the participants list.

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**WebEx Technical Support**

WebEx Support is available 24 hours a day, 7 days a week: [website](#), phone: U.S. and Canada Toll-Free [1-866-229-3239](tel:+18662293239), International Toll +1 916-636-9000.

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**Related FAQs**

- How do I start a Support Center session if I am a technician?
- Can I invite another technician to assist in a Support Center Session and, if so, how?
- What is Support Center in WebEx?
- What features are available in Support Center?