How to Access Your Online SI Sessions

ISU Supplemental Instruction will continue to be provided during the period of online classes. To do so, SI Leaders will use the WebEx Online Conferencing Platform to facilitate sessions. This document outlines how to access online SI sessions for your course. You can learn much more about WebEx from their support page at https://help.webex.com/en-us/

STEP 1: Visit si.iastate.edu and click on “See the SI Schedule”

STEP 2: Find the course you would like to attend SI for and click the course number link
STEP 3: Review the session days/times. Sessions will be held during the days/times listed on the website. Session times are listed in Central Daylight Time.

STEP 4: To join a session click the unique link provided on your SI Leader’s webpage under the “About SI for this course” heading. Each SI Leader has a unique link, so please be sure to visit the correct link if you attend SI for multiple courses.
STEP 5: Click “Join from your browser” – the “Join from browser” link might take 5-10 seconds to appear/become available. If you prefer, you may also download and install the WebEx App.

STEP 6: Type in your name and your ISU email address. Then click “Next”.

"Join from your browser."
STEP 7: Click the green “Join Meeting” button.

STEP 8: You might see a message indicating that your SI Leader/Host has not arrived yet. The meeting will begin when your leader arrives.
STEP 9: If prompted, allow the application to access your microphone and camera.

STEP 10: Run “Health Checker” to determine if your equipment and connection are working. Determine if you need to troubleshoot problems. SI Leaders will do their best to help troubleshoot, but you can also visit WebEx support to learn more [https://help.webex.com/contact?language=en-us](https://help.webex.com/contact?language=en-us).
STEP 11: Use the icons at the bottom of your meeting screen to control features including muting your microphone, muting your video, sharing your screen or apps, viewing meeting participant list, and text chatting with the whole group or individuals within the group. Please consider muting your microphone when you aren’t talking.
STEP 12: At the end of your session, simply click the “Leave” icon (Red X).
If your device audio/mic is not working or you are having significant technical difficulties with the WebEx App, you can use a telephone to call into the session. Find the call in phone number and access code on the round “information – i” button next to your leader’s name.

Dial the appropriate telephone number, enter the access code, and complete the meeting via telephone. You can learn more about global WebEx meeting dial in phone numbers here:

Thank you very much for continuing to participate in SI during the period of online classes. We know that the online SI experience won’t be the same as in-person sessions, but we look forward to continuing to support you in this way. Please be patient with your SI Leaders as they navigate this change. Contact sistaff@iastate.edu with any questions, concerns, or suggestions.