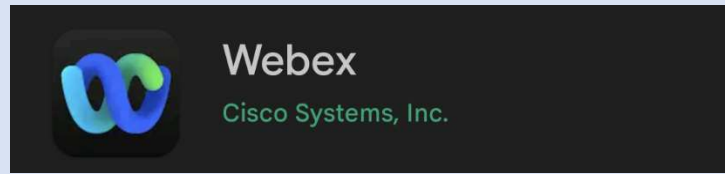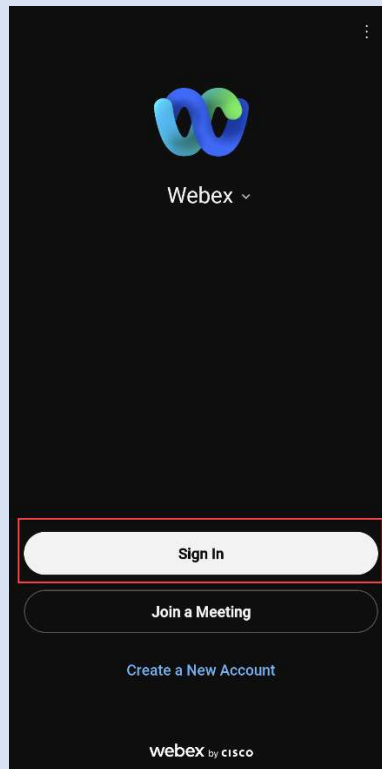# How to Install Webex for Mobile Devices

Open the App Store (Apple) or Google Play Store (Android) and download the Webex Application. Do not download Webex Meetings or Webex Intune. The correct application will look like the icon below:
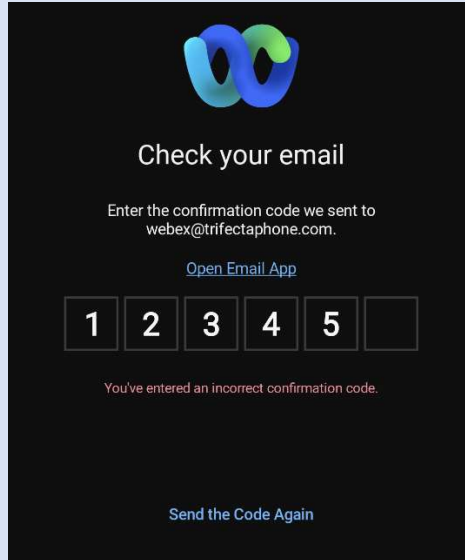

Once the application is installed, open it and select "Sign In".

On the next screen, enter your company issued email address and then select "Next".
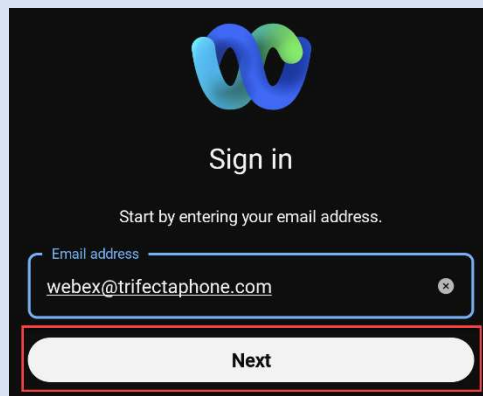
A 6-digit confirmation code will be emailed to the email address that was entered on the previous screen. Once this email is received, enter the code in the boxes as seen below.

Note: If the code is not received within a minute or two, please check your junk mail. If the code is still not present, please select "Send the Code Again".

You'll now be prompted to create a password. The password created must be at least 8 characters in length and contain 1 number, 1 uppercase letter, 1 lowercase letter and 1 special character. After a password has been created, select "Create".
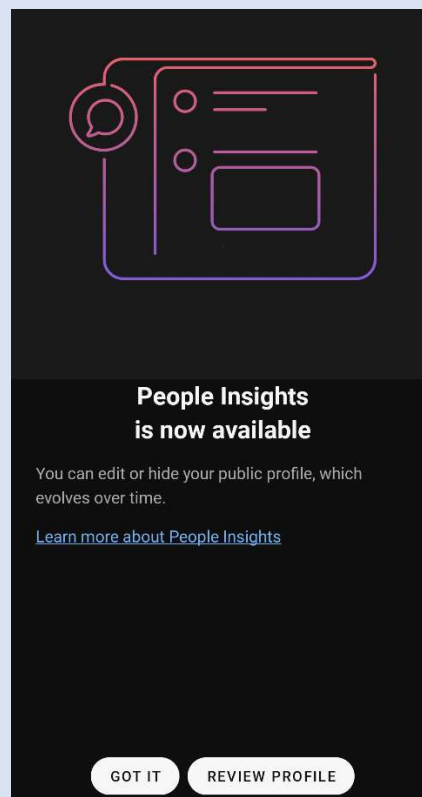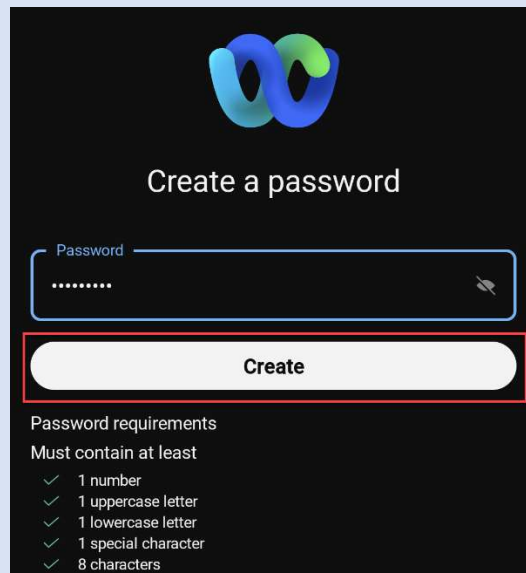
On the following screen, you'll be prompted to enter your name that will display on Webex. After you have entered your name, select "Enter".


Once you have successfully logged in, you'll have the option to update your profile within Webex. If you'd like to update your profile, select "Review Profile". If you'd like to skip this step, select "Got It".

Note: You can update your profile later, by selecting your icon picture in the top left corner of the app and then selecting "Profile".

After you have fully logged in to Webex, you will be asked to allow various permissions for the application. Please allow any permissions requested to ensure full functionality of the application.

Once all permissions have been allowed, you will receive messages pertaining to Emergency Calling. Please read these messages and select "OK" to close the messages.
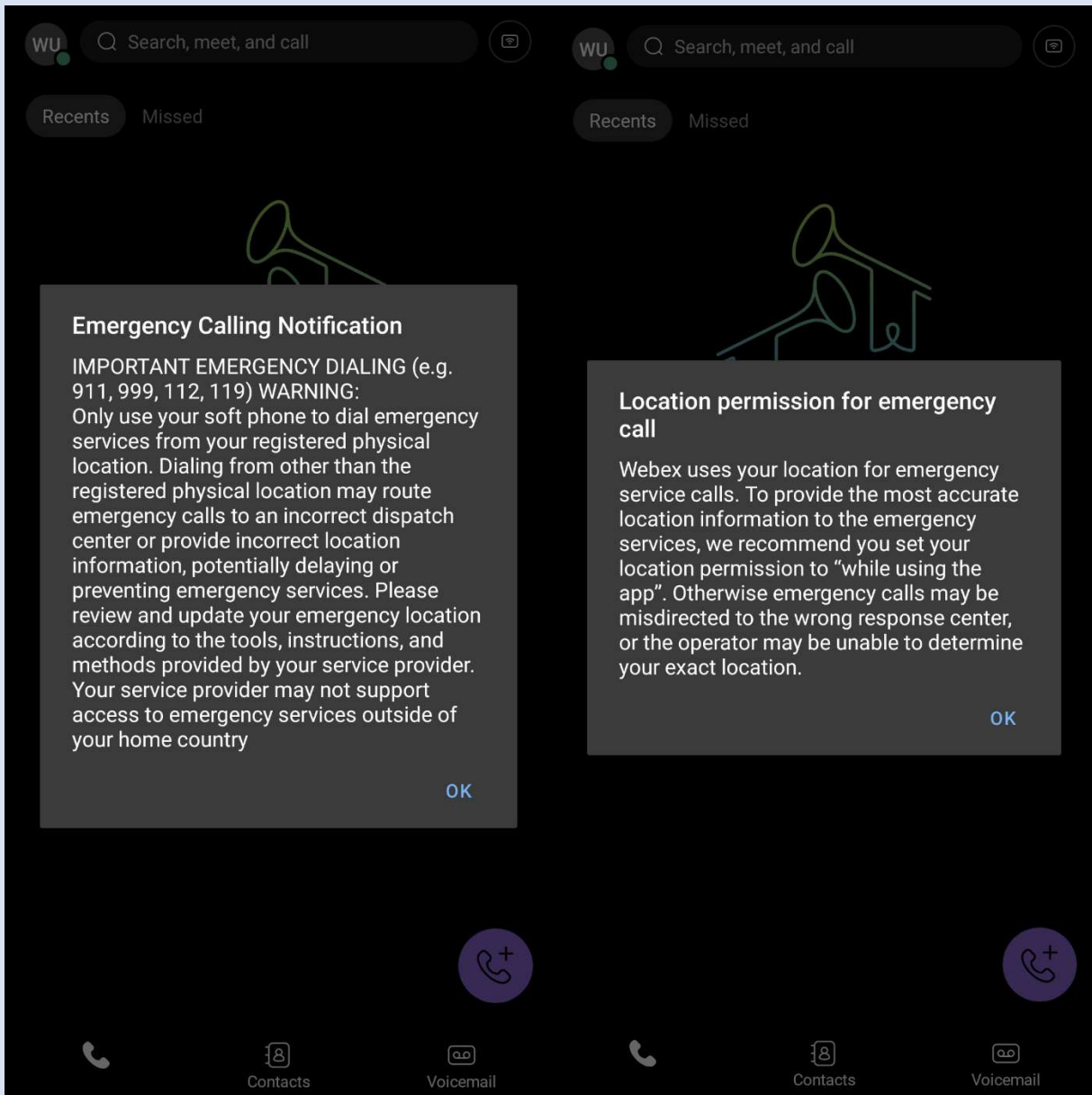
To place a call within Webex, select the handset icon with a plus sign next to it. This will open the dialer. From here, you would type the phone number you wish to dial and then select the handset icon again to place the call.
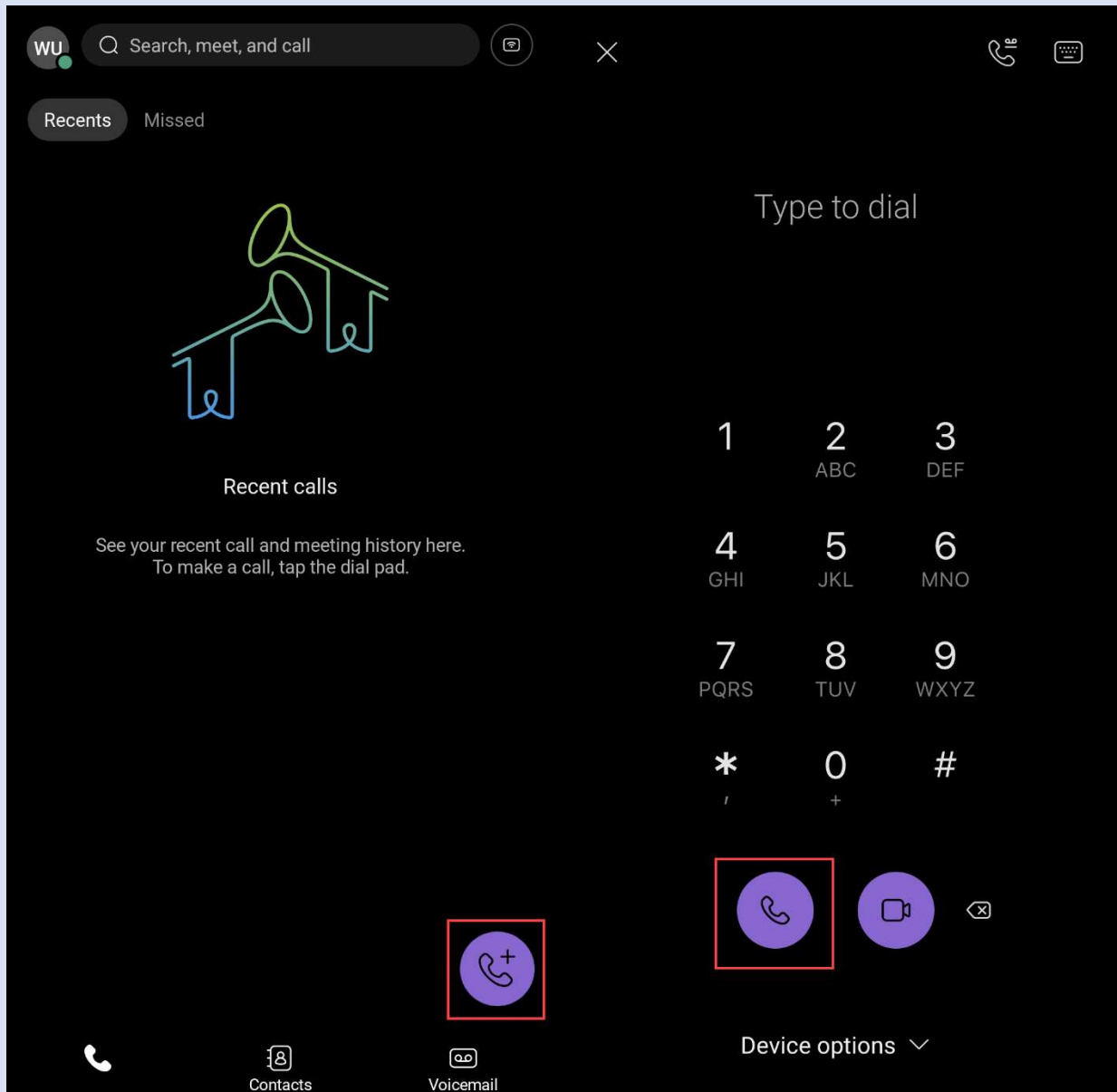
How to Reset Your Password

If you happen to forget your password or simply wish to reset it, the process to create a new one is relatively simple.

Open up the Webex application and select "Sign In". On the next screen, enter your company issued email address and then select "Next".

On the following screen, instead of entering your password, select "Forgot Password". You will then be sent a new 6-digit code to the email account associated with your Webex account and follow the same steps as found on page 2 of this guide.
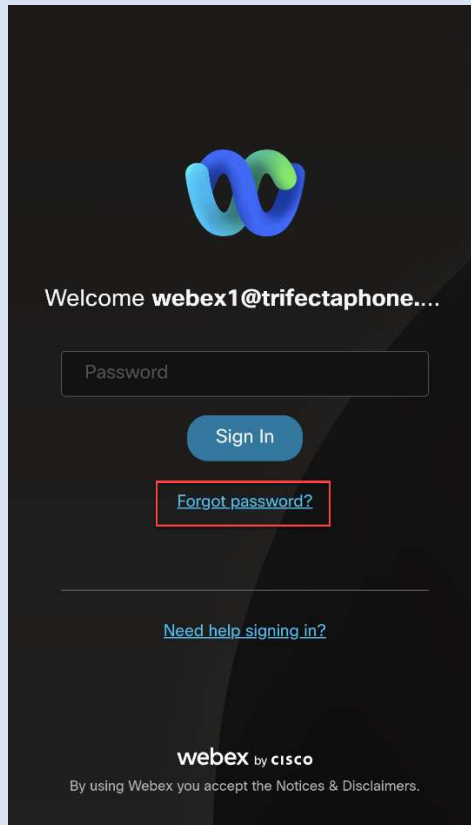
If you require further support, please contact our Help Desk by either sending an email to support@trifectaphone.com, detailing your issue, or call us at 855-874-3328 and select Option 1 to reach one of our Technicians.