



SmartUC with Webex Onboarding Guide

STARHUB

Welcome to the new SmartUC with Webex

SmartUC with Webex empowers employees to connect, collaborate, and meet, all in a single app. It is easy to adopt and use, fully supporting the communication and collaboration needs of businesses.

This onboarding guide is designed to help new and existing users to get started with SmartUC with Webex.

Getting Started

Onboarding to SmartUC with Webex

Activate your account	2
Verify your account	3
Download and install the Webex app	4
Log in to SmartUC with Webex	5
Reset password	6

Explore SmartUC with Webex

Features

Manage settings	8
Use messaging, search, calling, and meetings	10

Useful links

Resources to help get you started	18
-----------------------------------	----

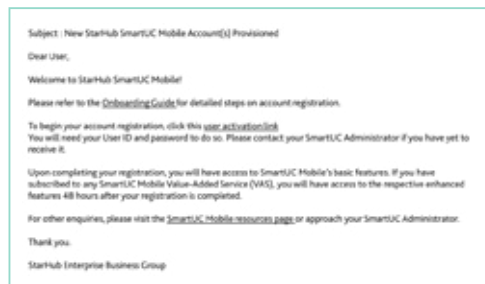
ACTIVATE YOUR ACCOUNT

1

You will need your SmartUC Username or User ID (e.g. 66350125@uc.starhub.com) and password to begin the onboarding process.

NEW SmartUC users

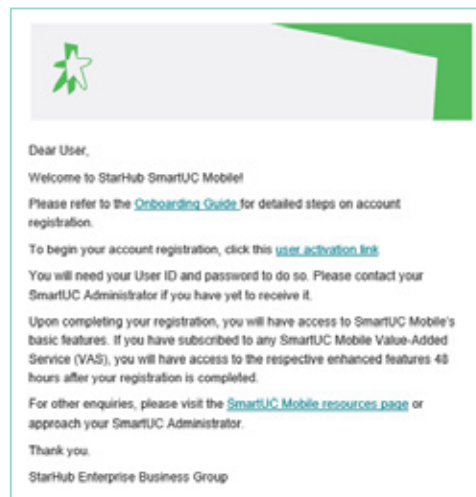
Click on the activation link provided.
You will need your SmartUC Username or User ID (e.g. 66350125@uc.starhub.com) and password to begin the onboarding process.



Please contact your SmartUC Administrator if you have not received the email.

EXISTING SmartUC users

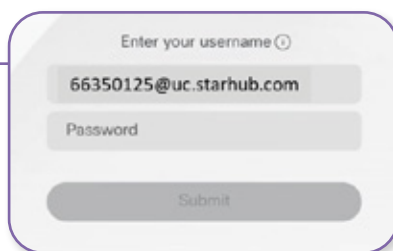
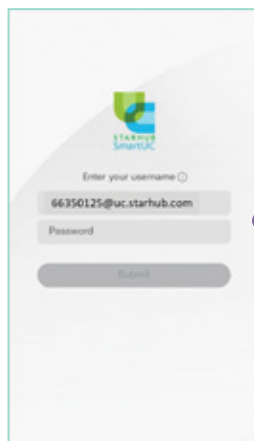
Access the activation link from the email titled "Enhancements to SmartUC Mobile":



Please approach your SmartUC Administrator if you have forgotten or need to reset your SmartUC User ID and password.

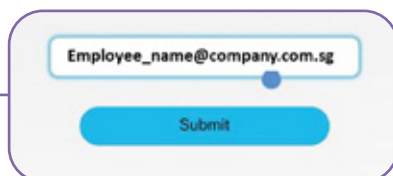
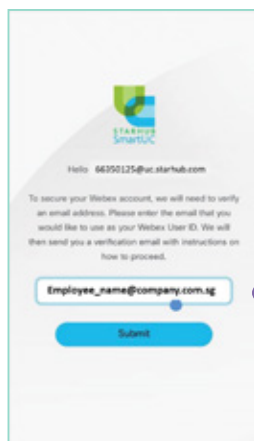
2

Enter your SmartUC Username or User ID (e.g. 66350125@uc.starhub.com) and password.



3

Enter your business email address.



If you wish to change or delink your business email from your SmartUC number (e.g., when transferring accounts or users), please contact **StarHub Support** for assistance.

ACTIVATE YOUR ACCOUNT

4



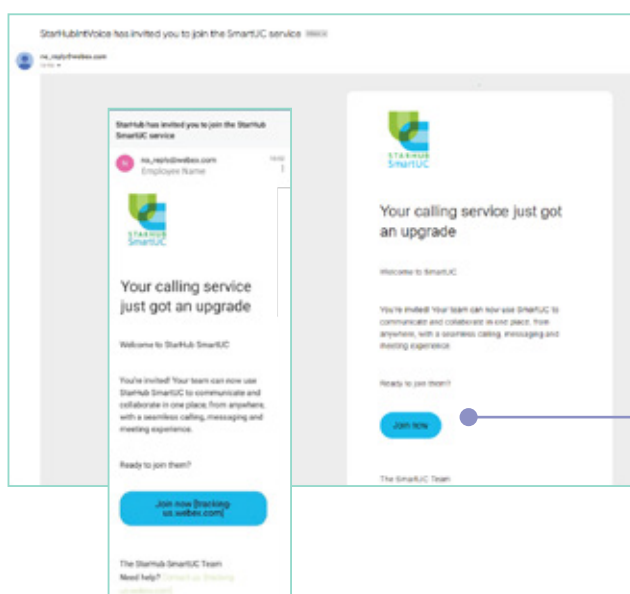
A verification link will be sent to your email.

We sent the verification link to
Employee_name@company.com.sg

Please check your email and follow the instruction to complete the process

VERIFY YOUR ACCOUNT

5

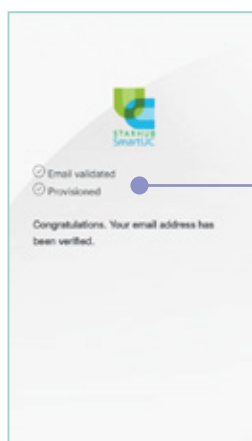


Check your email for the verification notice and click on the link to verify your account.

Ready to join them?

Join now

6



You will see a confirmation for successful verification.

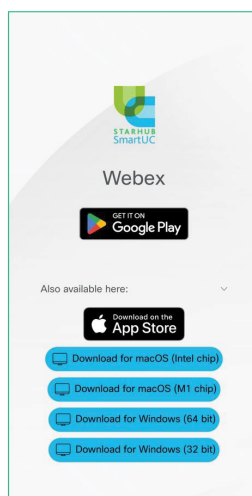
- ✓ Email validated
- ✓ Provisioned

Note:

If you encounter an error stating that your email is already associated to an existing (Free) Webex account, please delete the free account before proceeding with SmartUC activation. You can delete your free Webex account at:
<https://help.webex.com/article/yjrmmp/Webex-Delete-Your-Free-Account>

DOWNLOAD AND INSTALL THE WEBEX APP

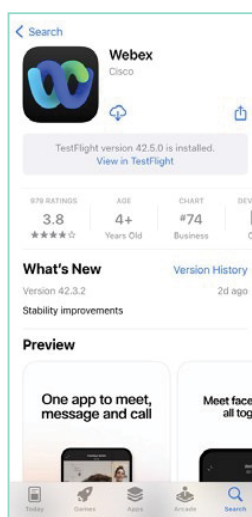
7



Download the Webex app from the suitable platform-specific app store.



8



You may also search for the Webex app on your app store.

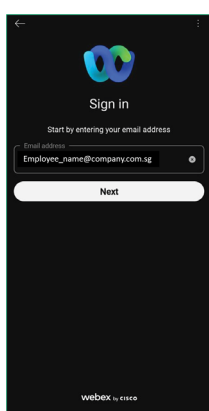
LOG IN TO SMARTUC WITH WEBEX

1

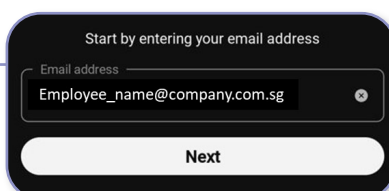


Launch the Webex app.

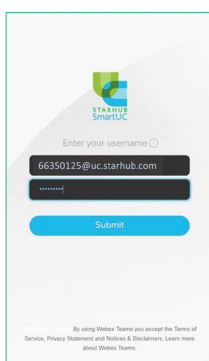
2



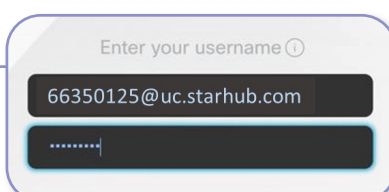
Enter your registered business email address.



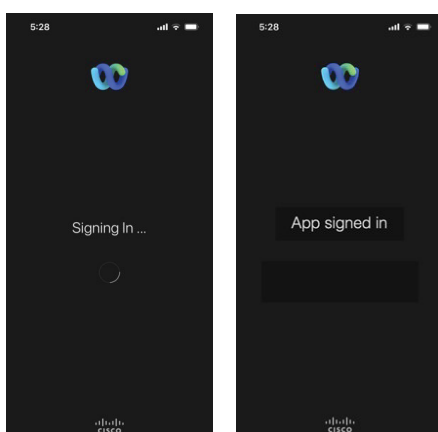
3



Enter your SmartUC User ID and password.



4

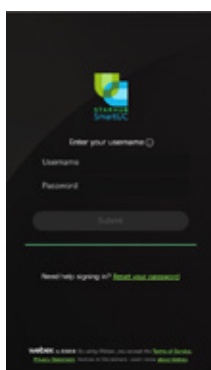


You're logged in!
You can start enjoying the features of the SmartUC with Webex app.

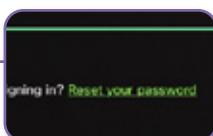
RESET PASSWORD

For security purposes, your SmartUC user password will expire every 90 days.

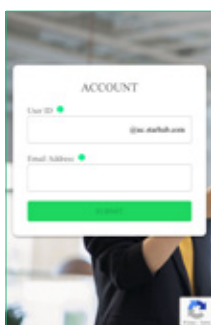
1



If you forget your password, go to the log in page and select "Reset your password".



2



You will be directed to the password reset portal. Key in your UC phone number and email address accordingly.



Enter your User ID, typically your SmartUC number or a custom alphanumeric ID you may have created.

Enter the email address you used during your SmartUC with Webex onboarding.

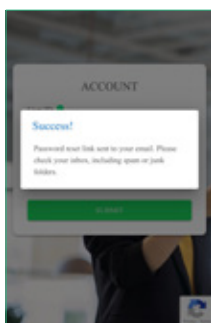
NOTE:

If field validation fails, an error message will be displayed in red, and the submit button will be disabled.

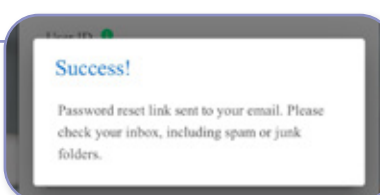
"Invalid user ID or email address. You have X more attempts remaining. After 3 failed tries, your account will be locked for 1 hour. Please contact your group administrator for assistance."

Please re-enter the correct credentials.

3

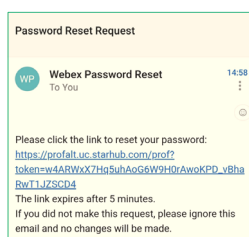


An email with the password reset link will be sent to your email. Please check your inbox, including spam or junk folders.



RESET PASSWORD

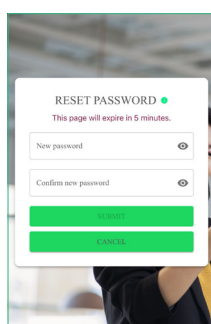
4



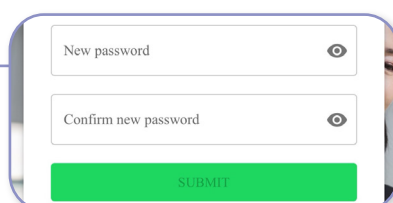
Click on the password reset link.

The link is only valid for 5 minutes after it is generated.

5



Key in and confirm your new password and click on "Submit".

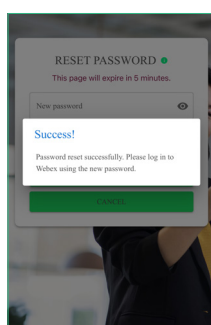


TIPS:

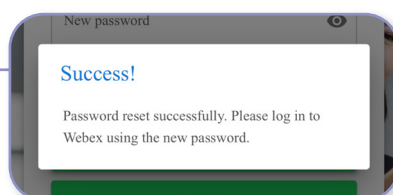
To create a strong password, use:

- At least 12 characters
- A mix of at least 1 uppercase letter, at least 1 lowercase letter, and at least 1 number or symbol

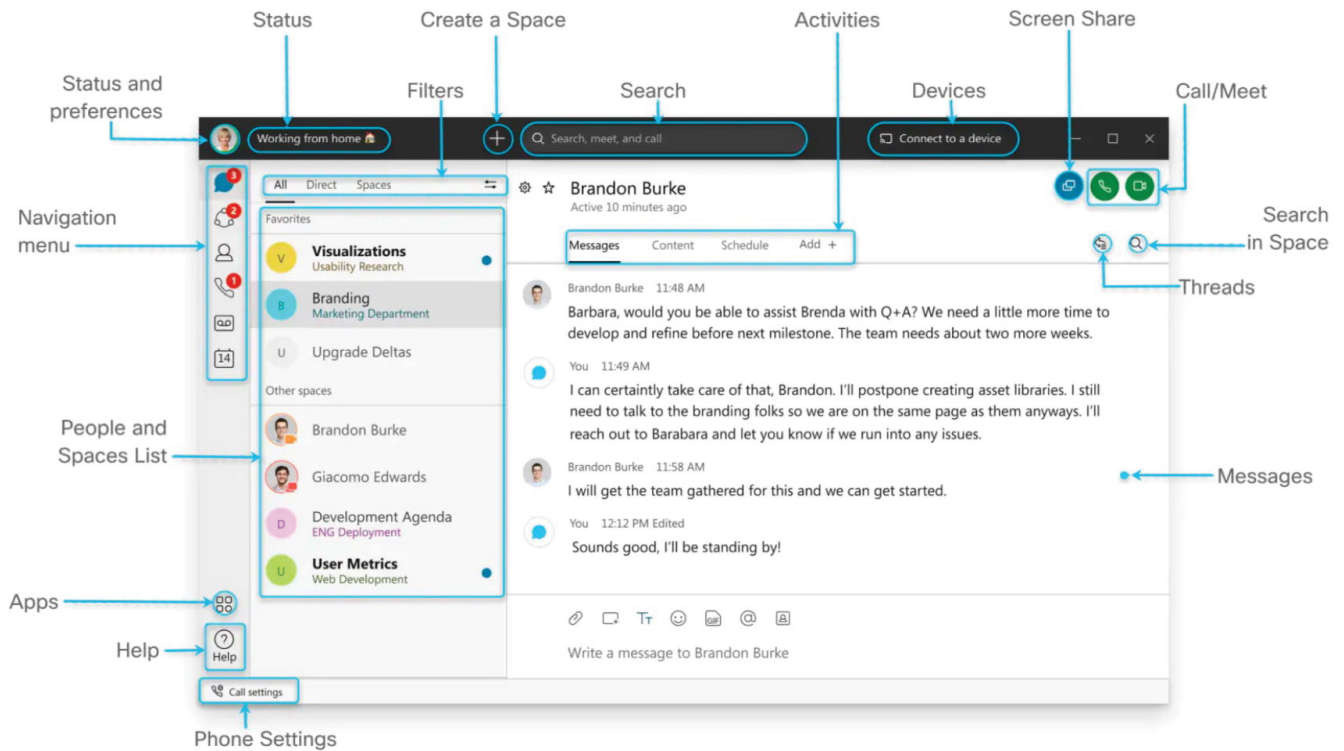
6



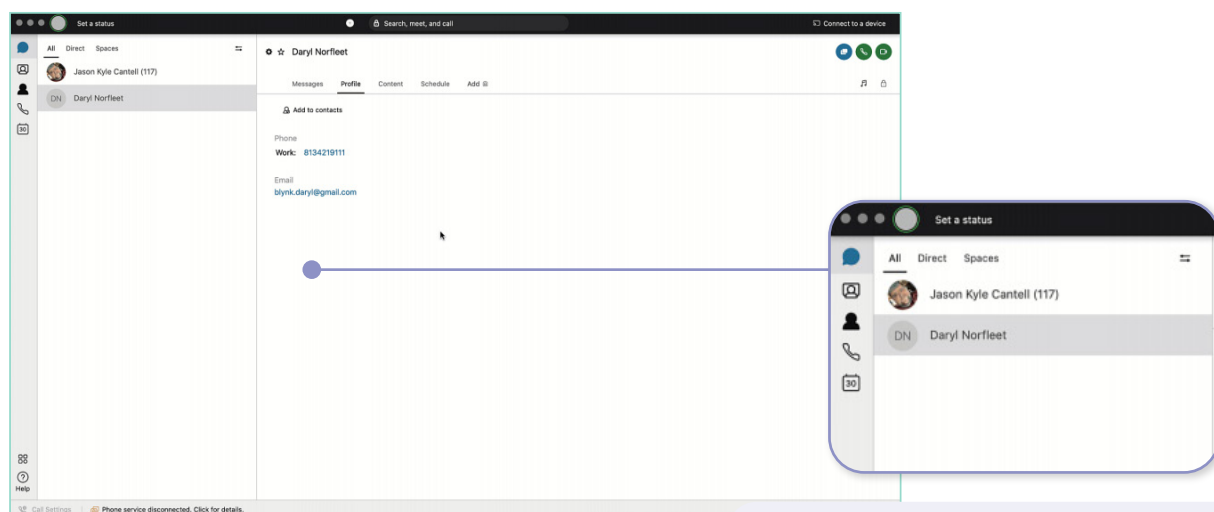
You can now log in to SmartUC with Webex with your new password!



SmartUC with Webex Features



Manage Settings



TIP:

To customise all settings, simply click on your profile picture and click on "Settings"

CUSTOMISE THE APP

Add a profile picture

A clear picture of you makes it easier for others to reach out to you.



STEP 1

Click on your initials on the top left corner.

STEP 2

Click on your initials in the window that opens.

STEP 3

Select a picture.

STEP 4

Change the email address to your name, just under the profile picture.

To manage your notifications, camera, and audio settings, click on your profile picture and select "Settings".

Notifications

Set your notifications to stay up-to-date.



STEP 1

Click "Notifications".

STEP 2

Select the notifications for your spaces, scheduled meetings, and calls.

STEP 3

Select your notification sounds.

STEP 4

Click "Save".

Check your camera

Select which camera you want to use in calls and meetings if you have more than one connected to your computer (built-in or external).



STEP 1

Click "Video".

STEP 2

Select your webcam from the drop-down list.

STEP 3

Click "Save".

Test your audio

Make sure your audio is working properly and that you can hear the notifications.



STEP 1

Click "Audio".

STEP 2

Select which device will be used for the microphone, speaker, and ringer.

STEP 3

Click "Save".

Create Teams and Spaces to manage all your communication and collaboration needs

Team

- A team is a group of people who are connecting for a longer-term community, larger project, or business objective.
- Each team has a space called "General" that everyone belongs to.
- You can add any number of spaces to the team and divide projects or priorities.

Space

- A space is a group of people who have been invited to work together.
- Spaces typically have names that describe what they are for or are named after the people who are part of the group.
- A space can either be standalone or associated with a team. They can grow or shrink as needed.

CREATE A TEAM

In SmartUC with Webex, teams help you keep everything organised by categorising multiple spaces under a common theme.

Create a team

Organise spaces for a group of people with a similar goal. A team could be your department or the people you work with on a project.



Close
Create

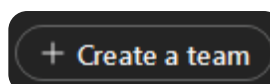
STEP 1

Go to Teams.



STEP 2

Choose the plus icon, name the team, and click "Create".



STEP 3

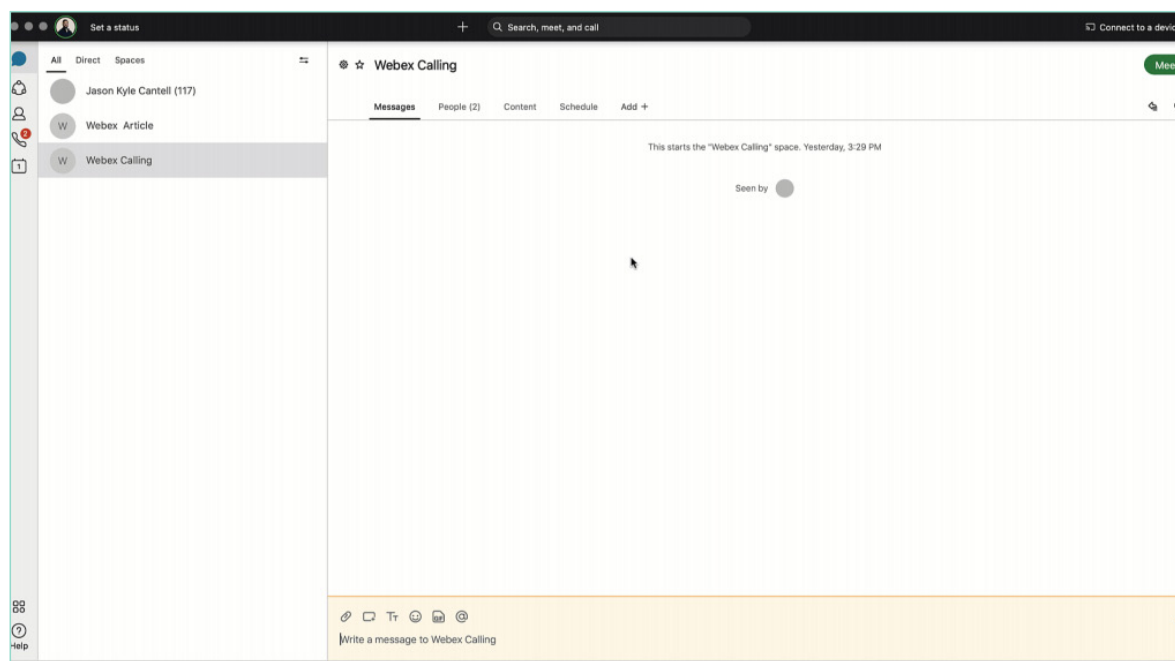
Use the search bar to add team members. Enter a name or email address and pick from the results list. People get added to the "General" space automatically, but then can join any team spaces on their own.

STEP 4

Click "Create". To create more spaces for the team, click "Create a space" and add the space name.

CREATE A SPACE

In SmartUC with Webex, you can interact one-on-one or collaborate with a group of people using spaces.



STEP 1

Click the  sign next to the search field.

STEP 2

Click "Create a space".

STEP 3

Type a name for your space.

STEP 4

Enter the names of people you want to invite.

STEP 5

Click "Create".

TIP:

Create a 1:1 space with a co-worker or client to have conversations, meetings, and share files anytime.

Create 1:many spaces to share files, chat and meet with your teams to keep project velocity at top speed.

Make things happen with messaging and search

POWERFUL MESSAGING

@mention

To grab someone's attention, @mention their name. They will see @ against the Space, showing that their name has been tagged.

Edit messages

Made a typo? Not a problem. Simply hover over your message and click the edit message icon. Then, make your changes and click "Update". After you update the message, you'll see (Edited) next to it in the space.



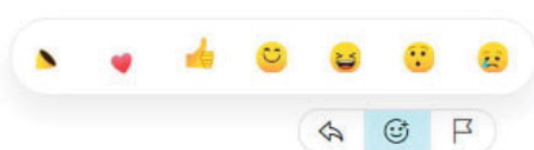
Send someone a message

You can easily contact internal or external people using the chat panel for one-on-one interactions or group communications in spaces.

Type the name of the person or space in the search field. Click the person or space name. Type your message and press the enter key.

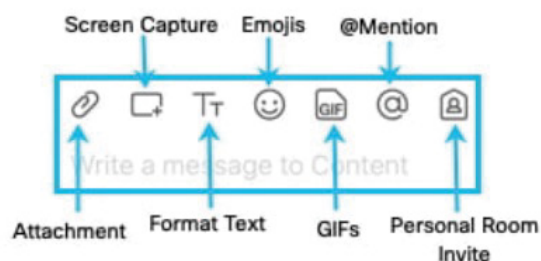
React to messages

Want to add a quick reaction to a message? Hover over the message you'd like to react to and click the add reaction icon.



Give your message some personality

You can customise your message by formatting the text, inserting emojis and gifs, or adding attachments and screen captures.



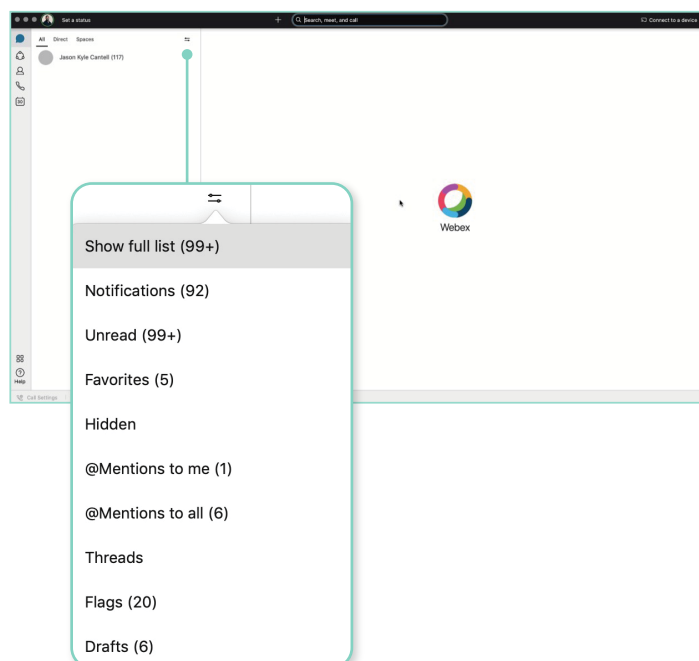
Answer a specific message in a thread

Slide your mouse above the message and use the arrow option.



SORT MESSAGES

To help zoom in on priority items and avoid information overload, simply click the filter icon and select from the options:



Notifications: Shows a list of all spaces where you have notifications selected and something new happened.

Unread: Shows all unread messages.

Favorites: Shows a list of all spaces you marked as favourites.

Hidden: Shows all of your hidden spaces. Hidden spaces no longer show in your spaces list.

@Mentions to me: Shows a list of all messages you have personally been @mentioned in.

@Mentions to all: Shows a list of all messages where everyone was @mentioned in spaces you are a member of.

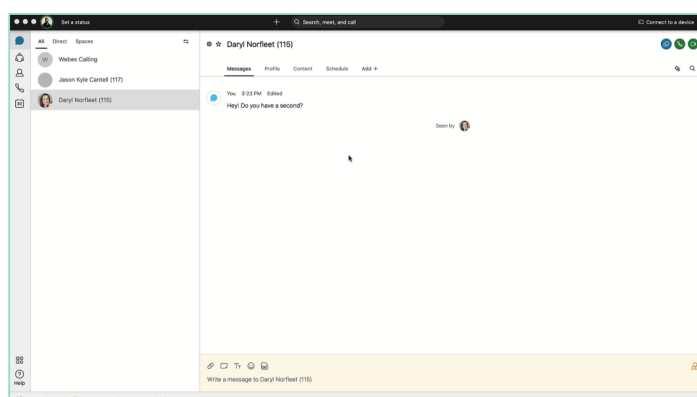
Threads: Shows a list of threads within chats and spaces.

Flags: Shows a list of all messages you have flagged.

Drafts: Shows a list of your drafted messages.

SEARCH MESSAGES, FILES, AND PEOPLE

Thanks to the advanced search feature, you can easily rediscover people, spaces, messages, and files.



Search for people or spaces

Start typing the person or space name into the search field.

Search for content in a chat or space

If you are looking for a chat message or file, click the search icon within the chat or space. Then enter the keywords or document name in the search field.

TIP:

If needed, refine your search by first typing one of the following:

- **In:** Enter the name of the space and choose a space from the list.
- **From:** Enter the person's name and select the person from the list.
- **With:** Enter the person's name and select the person from the list. The results include spaces you are in with this person.

Get work done with calling and scheduling

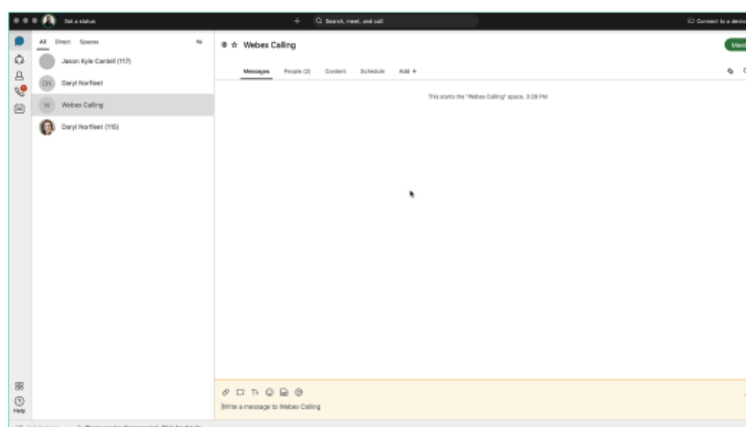
STARTING AND ANSWERING CALLS

You can start video and audio calls with individuals from one-on-one spaces.

Note: As part of SmartUC's security protection, additional safeguards are in place to prevent abnormal or suspicious international calling activities. If your IDD calls are temporary restricted, please contact [StarHub Support](#) for assistance.

Start a call

There are different ways to call in Webex. One easy way is to:



STEP 1

Click the search field.

STEP 2

Type the name of the person or space you want to call.

STEP 3

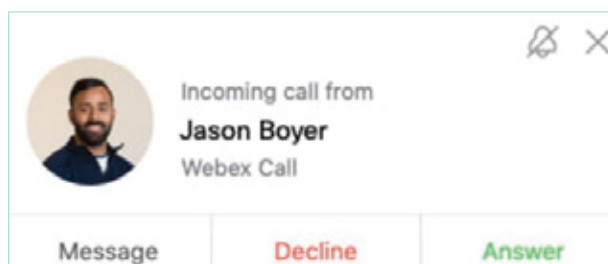
Click the name of the person or space in the results list.

STEP 4

Click the audio call or video call icon at the top right of the space.

Answer a call

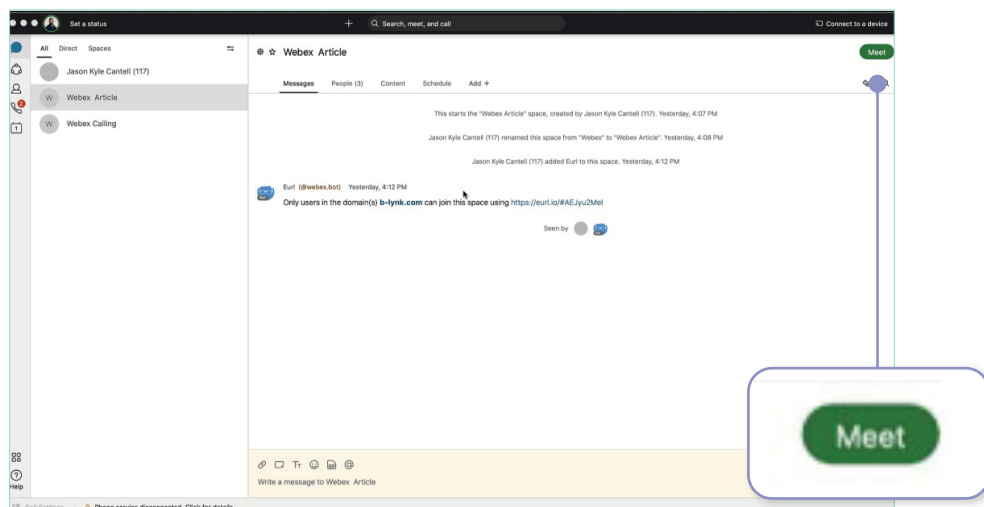
When you receive a call, you will see a notification allowing you to:



- **Answer:** Take the call.
- **Decline:** Choose not to answer.
- **Message:** Answer with a chat message instead.

STARTING MEETINGS IN A SPACE

You can start a meeting directly from a space. Need to escalate from messaging to a meeting? You can also initiate an ad-hoc meeting just by clicking "Meet" in your space.



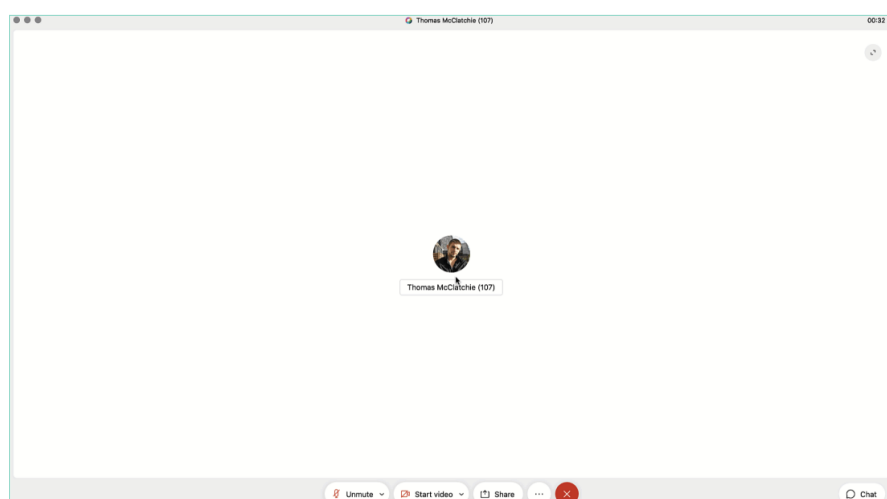
TIP:
Any member of the space
can start the meeting.

All team members that have a "Smart Notifications" set-up will get a ping that their team is meeting!

The green "Meet" button will appear next to the space, and team members only need to click it to join in!

INVITE SOMEONE FROM WITHIN A CALL

When a call is running in a space, you may wish to invite someone as a guest but not add them to the space. To do this when on the call:



STEP 1
Click the  icon in the meeting window.

STEP 2
Click "Invite guests to meeting".

STEP 3
Type the name of the person you want to invite
or their email address.

CO-CREATE WITH WHITEBOARDING AND SCREEN SHARING

Whiteboards are powerful and simple tools to convey visual ideas and brainstorm on projects. Within the app, you can share whiteboards both during and outside a meeting.

WITHIN A MEETING

STEP 1

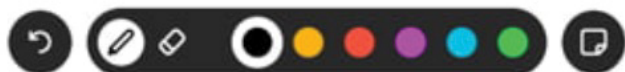
Click the  icon in the meeting window.

STEP 2

Click "New whiteboard".

STEP 3

Use the annotation tool to draw on the whiteboard. You can also continue an existing whiteboard previously shared in the space.



OUTSIDE A MEETING

STEP 1

Click the space where you want to share the whiteboard.

STEP 2

Click the "Content" tab.

STEP 3

Click "Whiteboards".

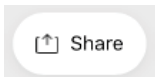
STEP 4

Click "New whiteboard". Alternatively, you could reopen a whiteboard already shared in that space.

STEP 5

Use the annotation tools to draw on the whiteboard.

STEP 6

Click the  icon.

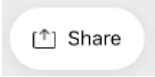
STEP 7

Click "Post snapshot" for your whiteboard to appear in the chat thread.

SHARE SCREEN

In SmartUC with Webex, you can share your screen, including streaming videos, with others. Share your screen during a meeting or even in one-on-one spaces outside of a call.

STEP 1

Click the  icon.

STEP 2

If you are planning to share a video, check "Share computer audio" and "Optimize for video" on top of the screen.

STEP 3

Select the screen you want to show.

STEP 4

To stop, click the  button in the orange bar at the top.



Useful Links

[SmartUC with Webex Website](#)

[Get Started with Webex Features](#)

[Webex Help Center](#)

Contact Information

USER ACCOUNT AND LICENCE-RELATED ENQUIRIES

businesshelpdesk@starhub.com

Monday - Saturday, 8:30 am - 6:00 pm excluding PH

TECHNICAL RELATED ISSUES

www.starhub.com/biz-feedback

STARHUB