



8x8 Work App install guide

Installation instructions for PC/Android/IOS.



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8x8

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8x8 Work App install guide

Please follow the Red arrows  on the device you are setting 8x8 work app up on.

1. Once your training has been complete, you will receive an Email in your Outlook work account as shown below. To create your account, click on the **Setup Account** button.

**Welcome to the team,
(name)**

Your team created an 8x8 Work account for you.
Feel free to share your new phone number **441244506474** with others.

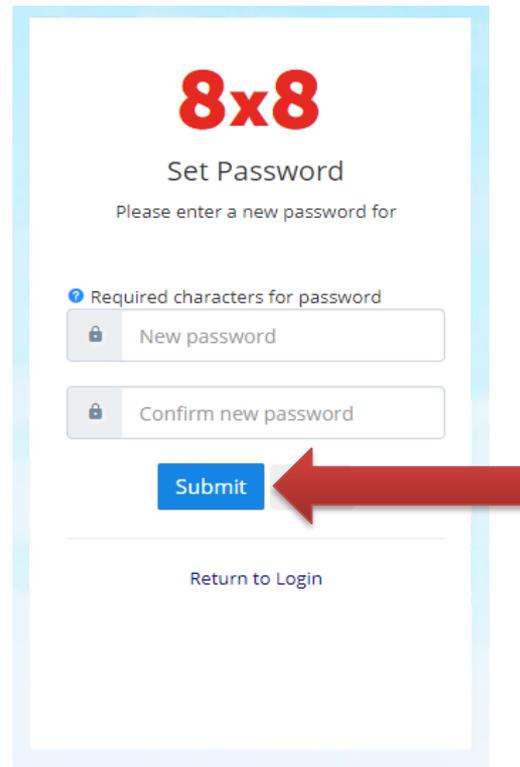
Now you can use 8x8 Work on your mobile phone or computer.
Click the button below to activate your account:

SETUP ACCOUNT



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2. The following website will open asking you to set a password for your new 8x8 account. Enter a password in the first field and confirm it in the second field then click the **Submit** button.



The screenshot shows a web form titled "8x8 Set Password". The form is enclosed in a light blue border. At the top, the "8x8" logo is displayed in red. Below the logo, the text "Set Password" is centered, followed by the instruction "Please enter a new password for". There are two input fields: "New password" and "Confirm new password", both with a lock icon on the left. Below the input fields is a blue "Submit" button, which is highlighted by a large red arrow pointing to it from the right. At the bottom of the form, there is a link that says "Return to Login".

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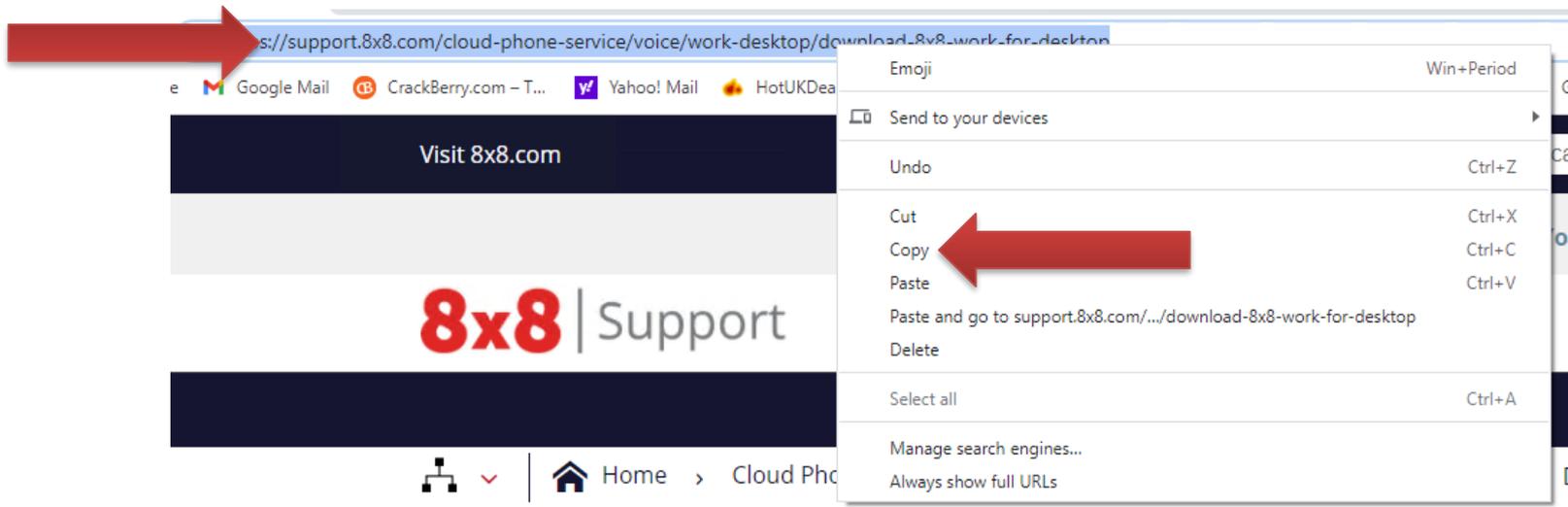
3. Once your account creation has been completed, return to the Email in Outlook and scroll down until you see installation links as shown below.

Click on the **Windows** icon indicated below. (Important: This application needs installing on the local workstation you are using, not the session connected to your office workstation. The following instructions will explain how to do this)



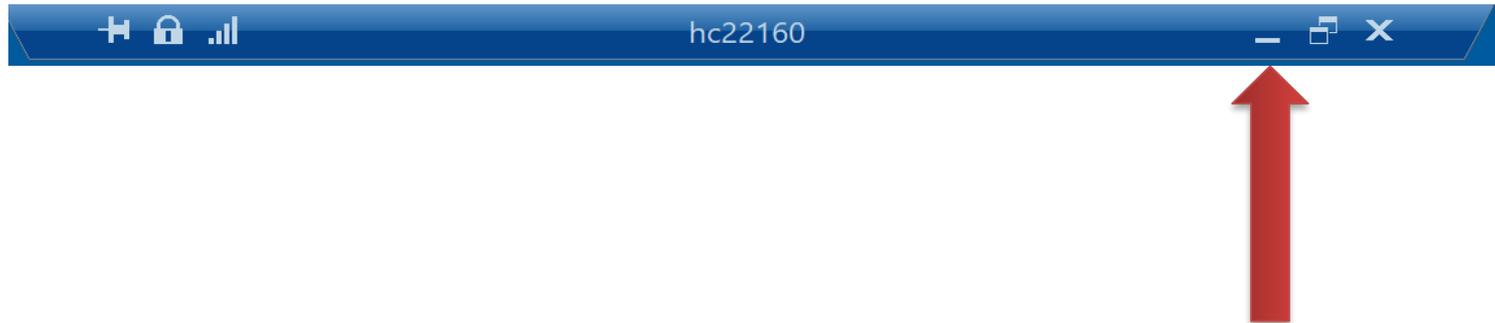
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4. Once the page opens, **right click** on the address bar indicated below and select **Copy**.



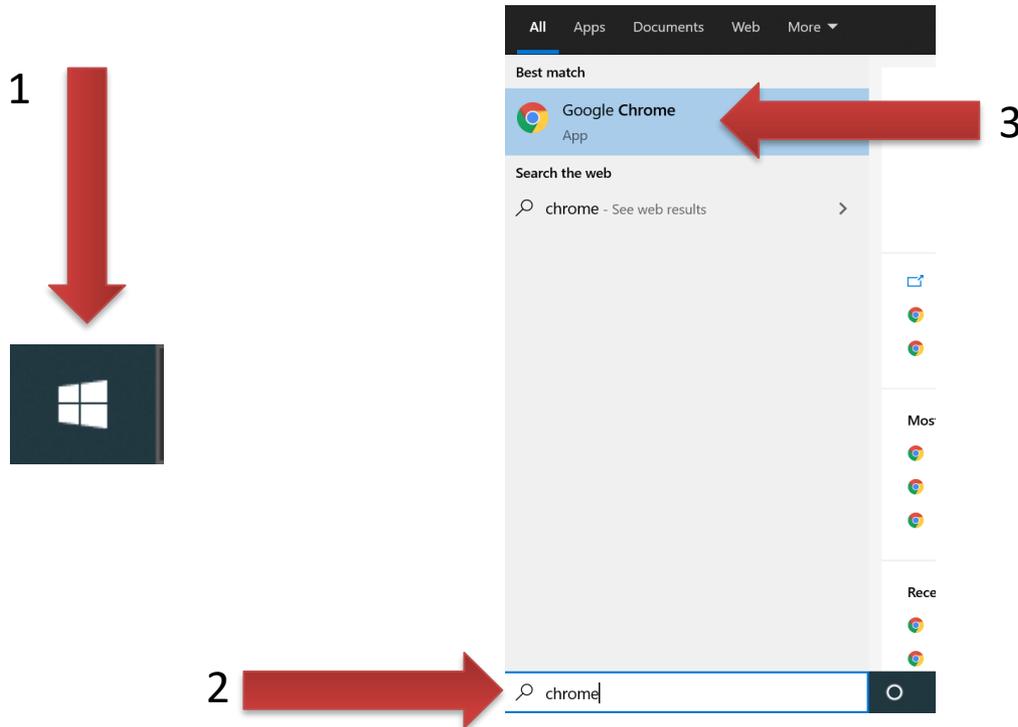
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5. You now need to minimize your work session, so you are on the desktop of your local workstation, move your cursor to the top of your screen until the blue bar appears, then click in the indicated button.



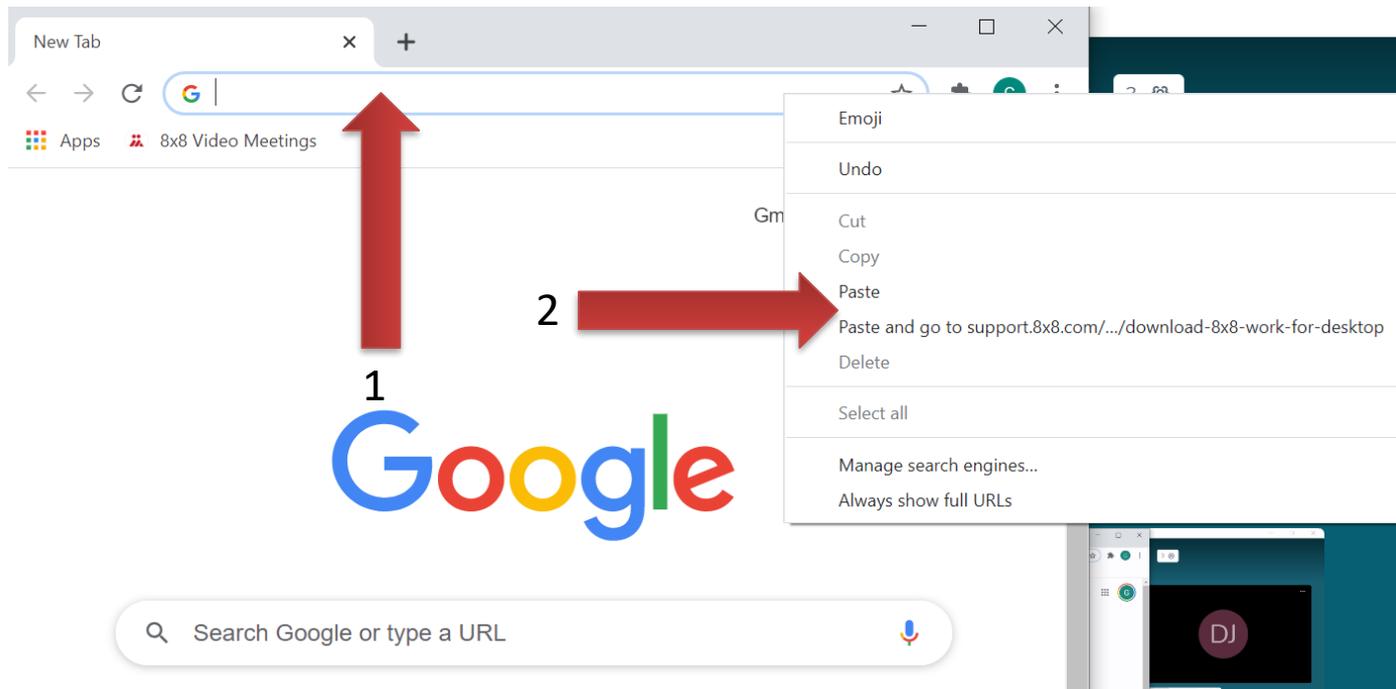
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6. Once on the desktop of the local workstation, open an internet browser, you can do this by clicking the windows key in the bottom left corner of the screen, and typing Chrome or Edge. This will then appear in the list above where you have typed, click on the browser. (You can also use an icon on the desktop if available.)



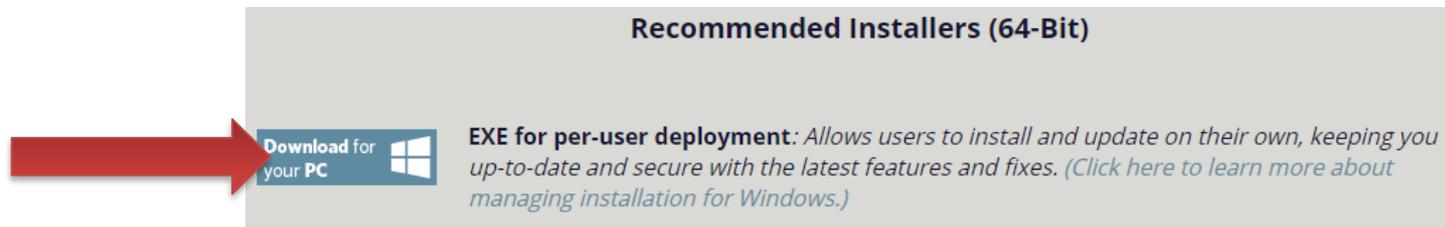
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7. In the local workstations browser window you have opened. **Right-click** the address bar indicated below and click **Paste** to put the address copied previously into the local browser and press **Enter** on your keyboard.

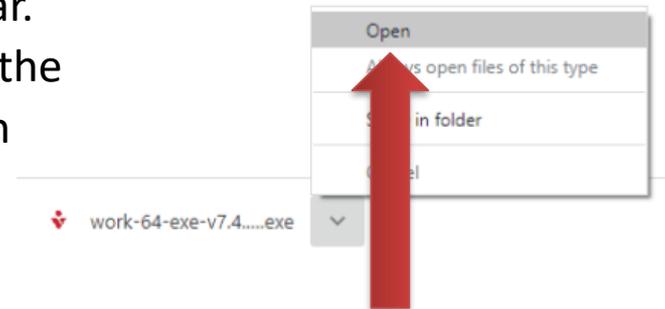


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8. A webpage containing the download required will appear, scroll down until you see the download link below. **Click on the image indicated on the website below.**

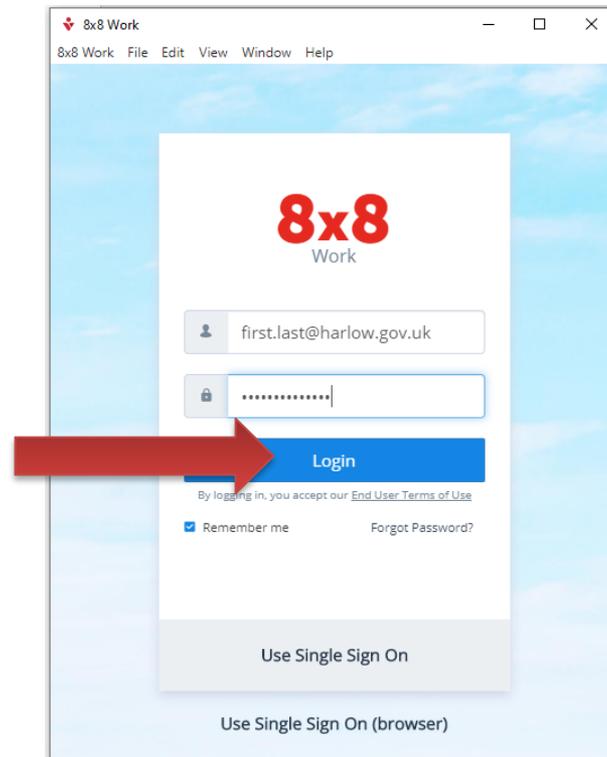


9. Accept any download prompts that appear. The file should appear in the bottom left of the window indicated here. Click on the chevron and click **open** to start the install of the software.



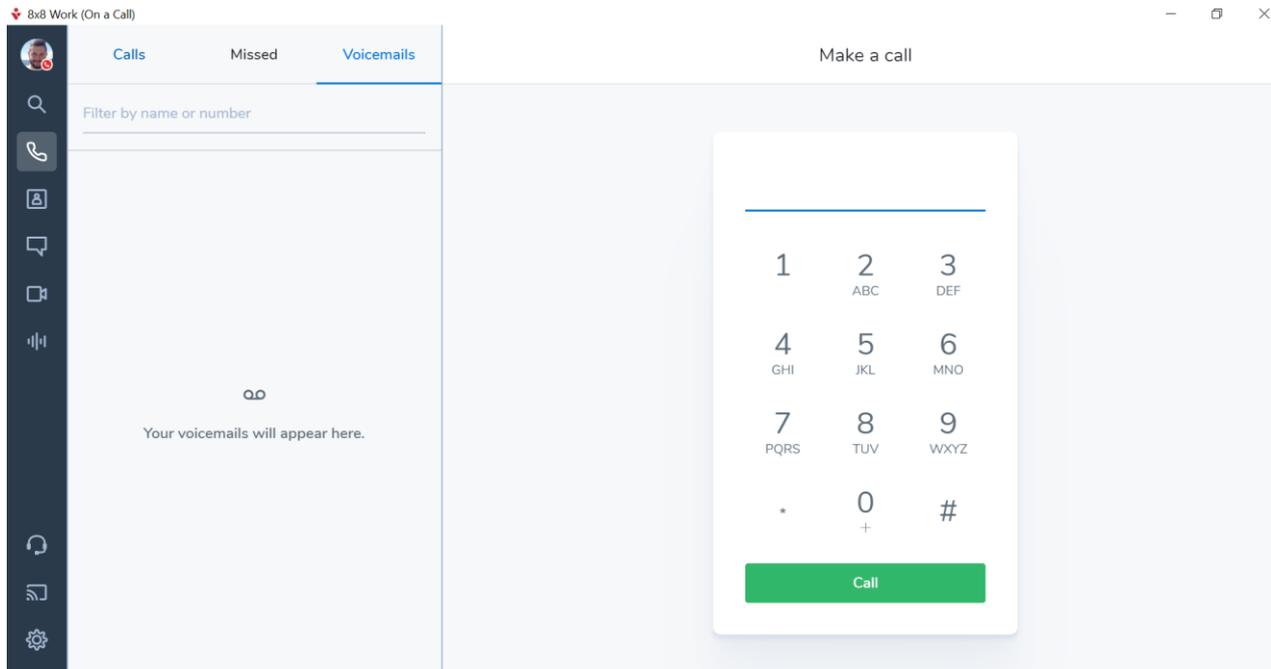
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10. Accept any prompts that may appear regarding installation of the 8x8 App. The following screens should appear, and the app will begin to install. Once installed, populate the fields shown below with your work Email address and password you have created and **click Login**.



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You have now successfully installed the 8x8 Work App on your workstation. You will need to **minimize** your work session to access the 8x8 system when working from home. However, once any call or conference is established the work screen can be **maximized** again.

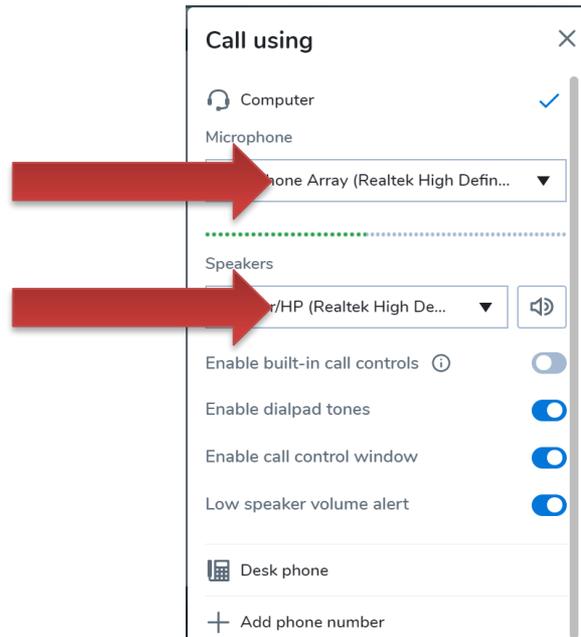


8x8 Work App - Configuring Sound/Devices

1. Simply plug in any camera or headset into the workstation in the relevant port. Most devices in Windows 10 will be plug and play. To alter what device 8x8 utilizes click the picture of the headset in the bottom left of the 8x8 app indicated below.



2. Click on the dropdowns indicated, You can select the devices the 8x8 app uses here. (Note, the pips between the dropdowns indicate microphone activity, there is also a test button for sound next to the speaker dropdown.



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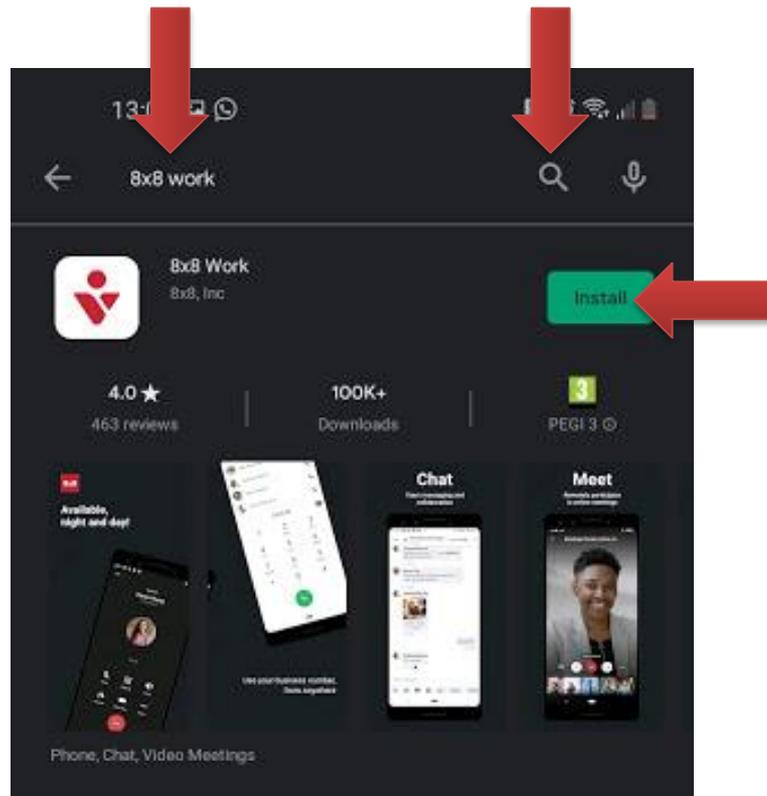
If you require the 8x8 application to be installed on your mobile work device, please follow the instructions on the following page. These instructions are for Android devices; however, the process is the same for Apple/iOS devices using the respective stores and menus.

1. Locate and click on the **Play Store** icon on your mobile device desktop, or from within the menus.



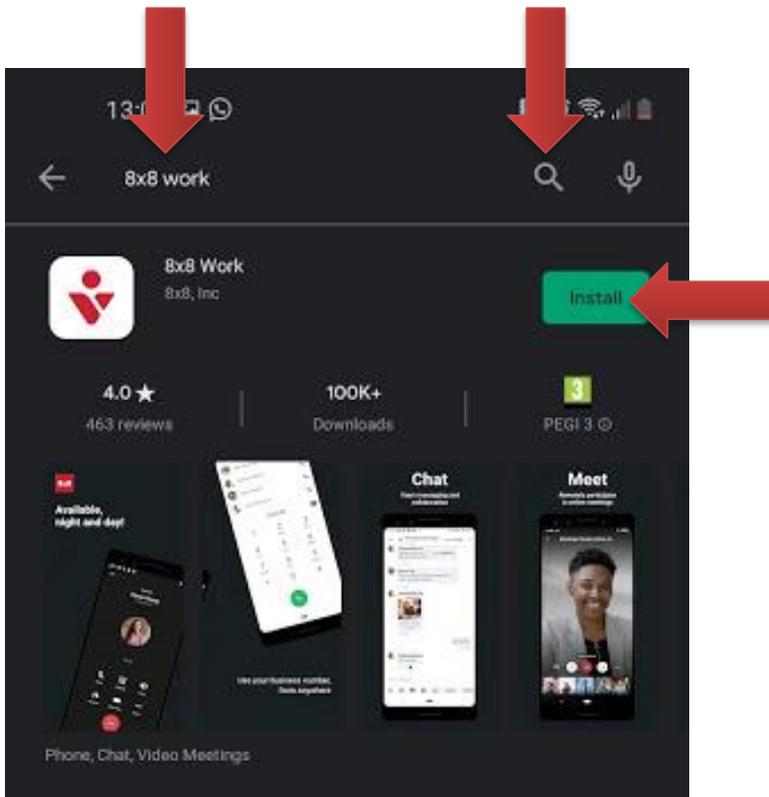
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2. Type **8x8 Work** in the search bar at the top of the screen as indicated below and tap **search**, once the below screen appears, tap **install**.

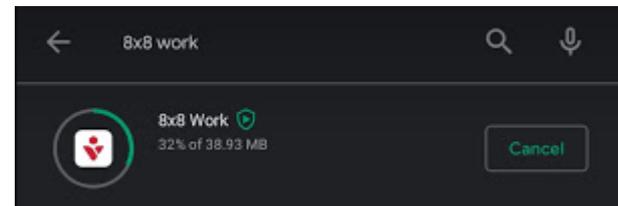


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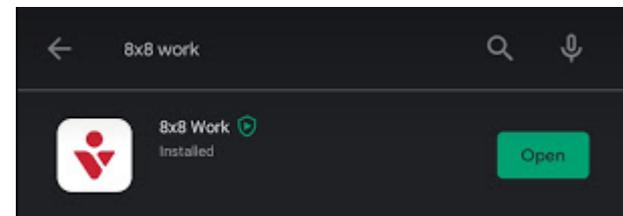
2. Type **8x8 Work** in the search bar at the top of the screen as indicated below and tap **search**, once the below screen appears, tap **Install**.



3. This will then start an install off as indicated here.

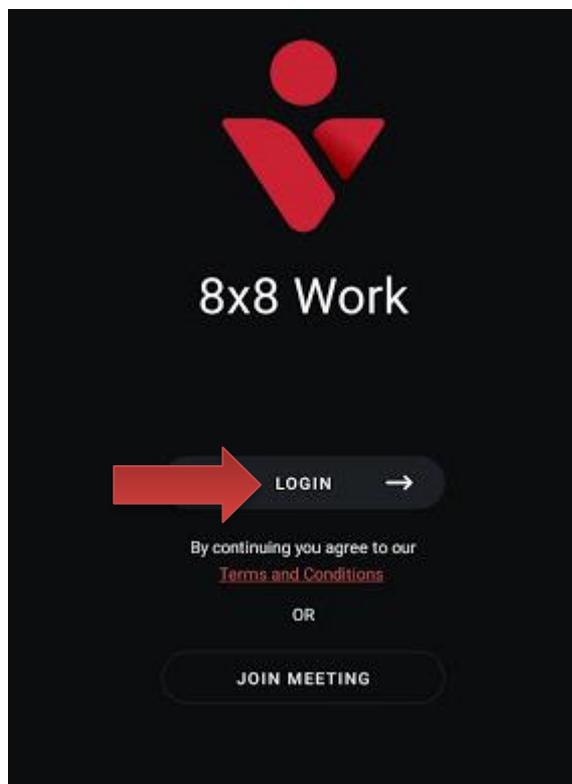


4. Once installed tap on **Open** indicated below.

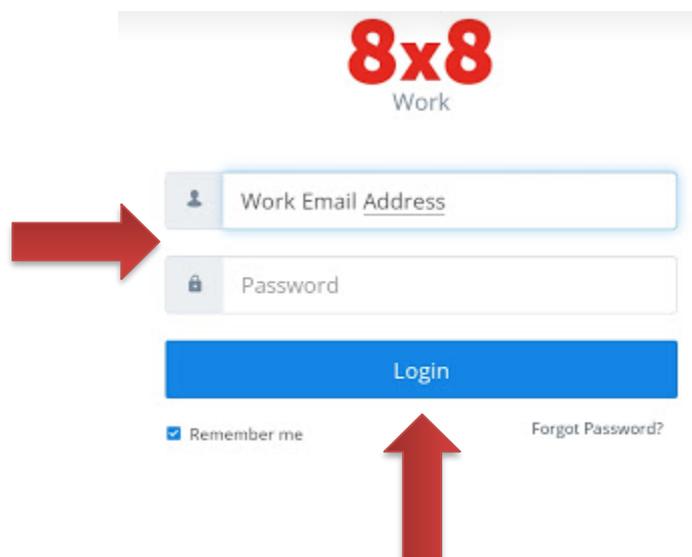


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5. Tap login as indicated below.



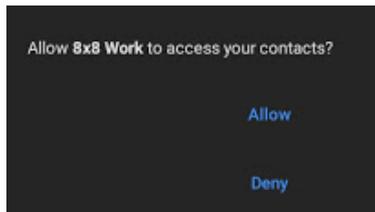
6. Insert your account details which you Previously created and tap **Login**.



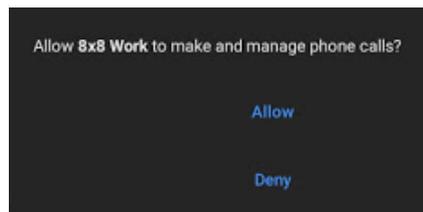
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5. 8x8 will now prompt you to **allow access** to certain aspects of your mobile device, using the indicators below select Allow or Deny based on your preference or the requirements for the system to work. These settings are indicated below, please follow carefully. Allowing contact access will show your mobile contacts in the 8x8 system for only you, no other staff members will see these. Allowing files, will give you the ability to share photos/files from your mobile device to others using 8x8 from anywhere.

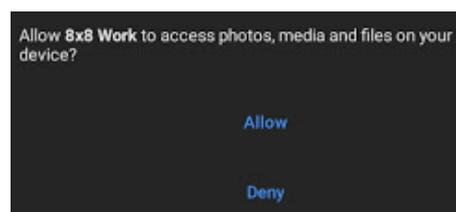
You will also receive a prompt when attempting to start a meeting from the App, you will need to accept the prompt to allow the camera access to 8x8.



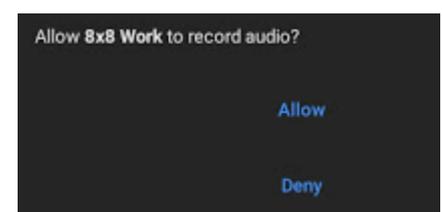
Optional



Must be Allowed



Optional



Must be Allowed

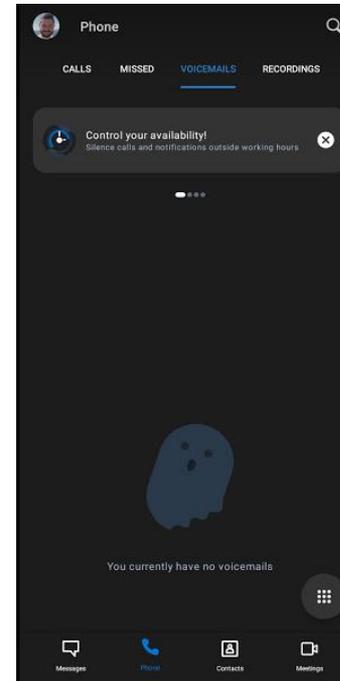
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You have now successfully installed and configured the 8x8 app on your mobile device.

If you need to alter the permissions to allow access to contacts/cameras etc later on, this can be found on the mobile device under

Settings>Apps>8x8 Work>Permissions.

From this menu you can allow/disallow permissions as required for applications.





If you have any issues following this guide, please contact the ICT Service Desk on 01279 446789



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