WebEx Frequently Asked Questions

What is WebEx?

A WebEx meeting is an online meeting that allows you to virtually meet with other people, without leaving your home or office.

WebEx meetings require a computer with Internet access and a separate phone line. By logging into the meeting via the Internet, you will be able to see the presenter's computer screen. By calling into the conference phone number, you will be able to hear the presenter and other participants.

How do I get a license?

You can obtain a license by working with your agency IT contact to make the request, or by contacting the AZNet II Support Desk at 602.364.4444 option 1 or emailing them at AZNETSUPPORTDESK@AZDOA.GOV

How much is a license?

The application is under an Enterprise License Agreement (ELA) for the state. Each agency contributes to the cost when they pay their shared enterprise fees, so there is no additional charge to the agency for the actual license. The fee during the deployment will be incremental during the first few months.

How long is the license good for?

The license agreement was executed by the state for 3 years, but your license may be deactivated if not used or logged into for 120 days.

Where do I find the form(s) to request a license?

You can find the request form, along with the user guide at the ADOA/ASET/EIC web site https://aset.az.gov/aznet-ii-arizona-network#guides

I cannot login anymore, who do I call?

The AZNet II Support Desk at 602.364.4444 option 1 or emailing them at AZNETSUPPORTDESK@AZDOA.GOV