WESTJET

Virtual Training Guide Ramp Service Agent – WestJetters

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![WESTJET logo]

Virtual Training

Access

Accessing SharePoint and Microsoft Teams:

Once setup is complete, exit the portal and follow these steps:

- **Accessing SharePoint and Microsoft Teams:**
  Access Microsoft applications (Teams, Outlook) using the following instructions:
  - In a web browser (Chrome), go to https://westjet.sharepoint.com
  - Authenticate as required using the mobile device you have previously set up.
  - Once authenticated, you will be taken to the SharePoint landing page.
  - On the landing page, select My Apps.
  - Your application desktop will open. In the search bar, type in Teams and click on the icon.
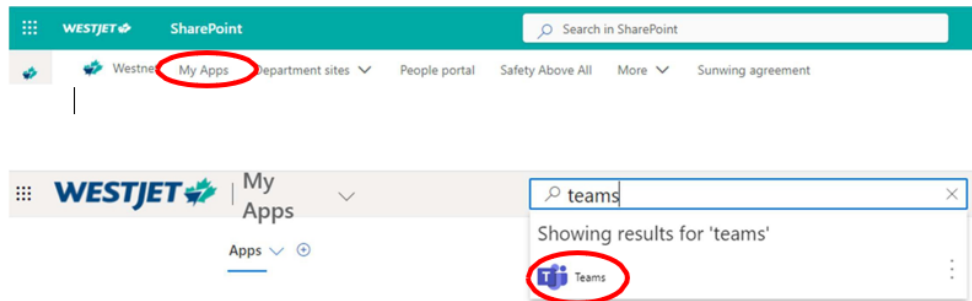
- If prompted, enter your WestJet email address, and authenticate as required.
- Once the Teams application is open, look for the chat icon on the left-hand side.
- Click on the chat in the Teams Menu Bar. You will find the chat **Welcome Aboard New Hire ITSD Support**
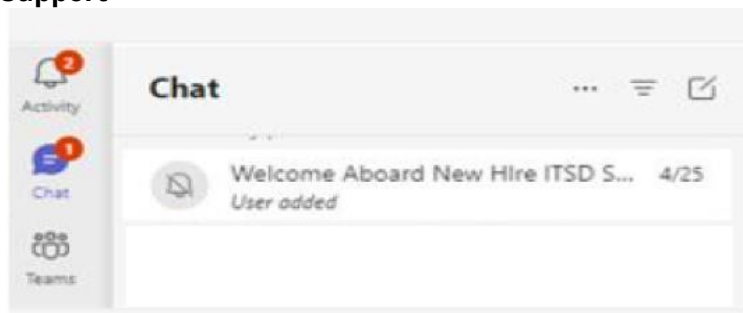
IT Support and Virtual Classroom Access:

Please note the following support options and access instructions for your virtual training:

- A Welcome Aboard New Hire ITSD Support chat is available for troubleshooting Monday – Friday 0800-1600 MST.
- For assistance outside of these hours, call WestJet IT at:
  - Canada toll-free: 1 888 255 0995

- IT Service Desk direct phone number (long-distance charges may apply): 1 403 444 2444
- Your virtual classroom will appear in your Microsoft Teams Calendar. To access the classroom:
  - **Access Microsoft Teams application as directed above** and select the Calendar icon on the left-hand side.
  - Locate the training event date and click to join.
  - Your Virtual Training event will be added to your Teams calendar about **1-2 days before** class.