

# WeCom School-level Management Training

- WeCom Introduction
- School Super Administrator Registration
- WeCom Login
- WeCom background login
- WeCom background management
- WeCom Help Center

# WeCom Introduction



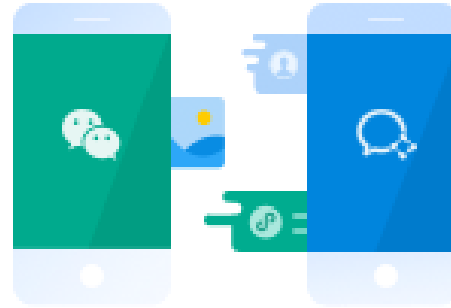
Tencent is positioning as a digital assistant, and WeCom is the exclusive connector for the organization, indicating that the organization connects internal, connects industries, and connects consumers.

# WeCom Introduction



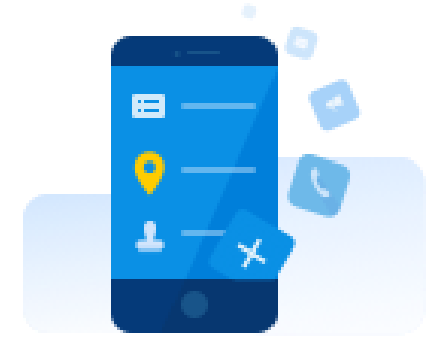
## A consistent experience with WeChat

Simple to use, zero cost to get started, and work in a familiar way.



## Connect to WeChat

Add customer's WeChat, provide services to customers through single chat and group chat of hundreds of people, publish content to customer's WeChat circle of friends, what's more, have the ability of small program, payment, etc.



## Efficiency tools and office

Integrate efficiency tools such as scheduling, meetings, and OA applications such as punch cards and approvals, provide a rich selection of third-party applications, and support API access to own applications.

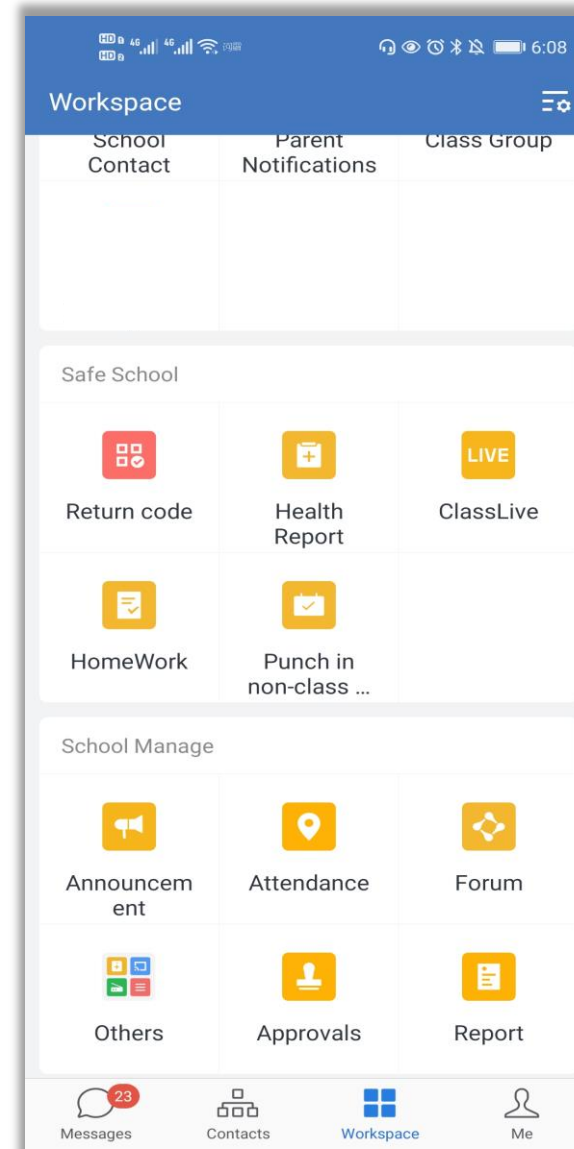
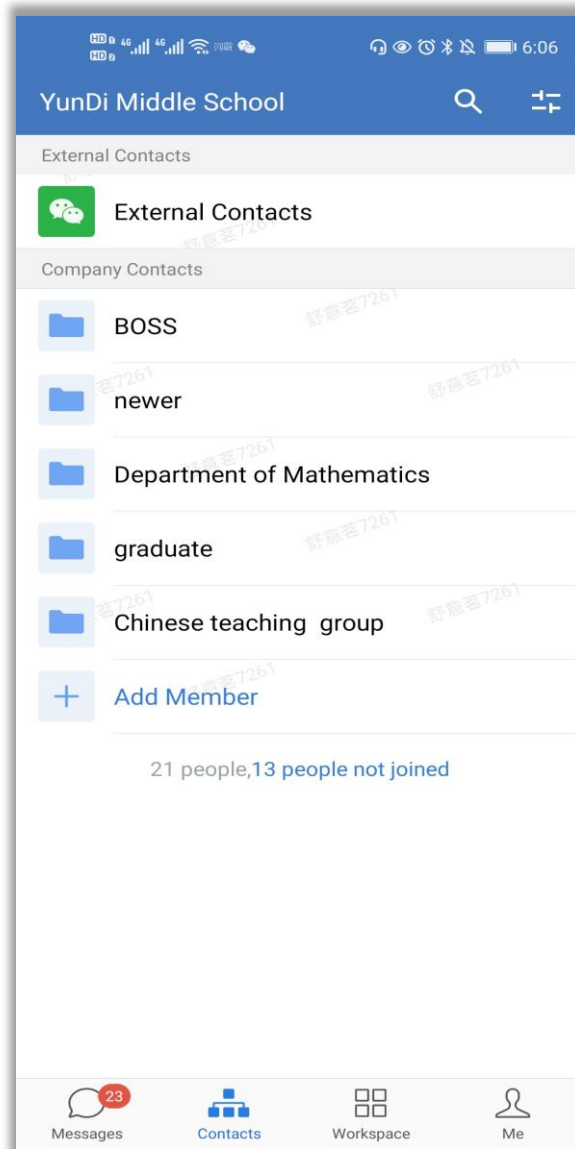
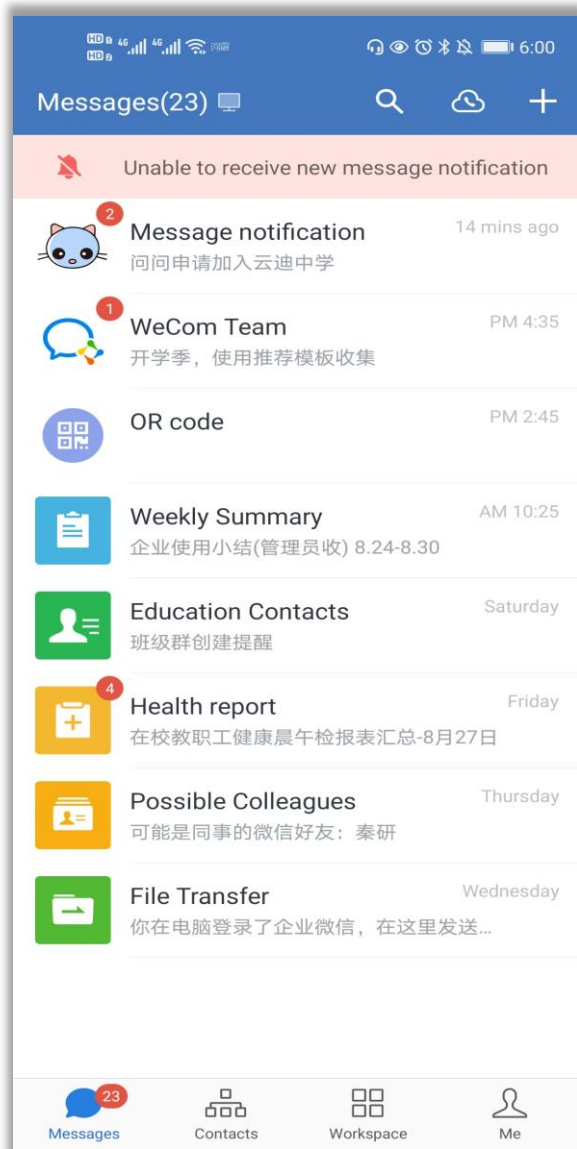
# WeCom Introduction

WeCom has features and oa tools that fit the office scenario, such as leave, reimbursement, attendance, to handle office matters on your mobile phone.

WeCom supports single/multiple group chat, acknowledgement, multi-person call these functions, etc., to facilitate the sending of messages, notifications and announcements.

WeCom can realize basic teaching, such as live online teaching, assignment / upload of homework, and view of the timetable, which is convenient for teachers and students to learn.

The address book of WeCom can be divided according to the department management, the address book personnel, easy to find and manage.



# WeCom Download

**PC-based WeCom download method:**

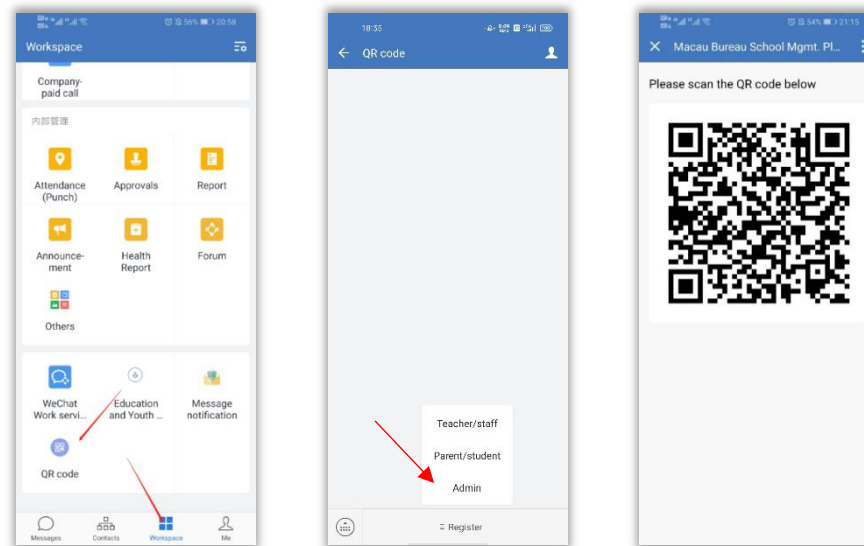
**<https://work.weixin.qq.com/>**

**Mobile phone WeCom download method:**

**Login to App Market/App store Search WeCom to download and install.**

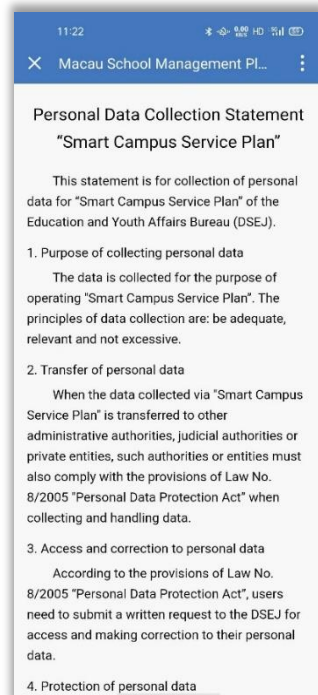
# School Super Administrator Registration

Step 1: When a new school administrator becomes a school-level administrator for the first time, he needs to obtain the administrator registration QR code from the Education and Youth Bureau. The subsequent registration of the school administrator only needs to obtain the registration QR code from the school members.



# School Super Administrator Registration

Step 2: Read the privacy policy and fill out the form.

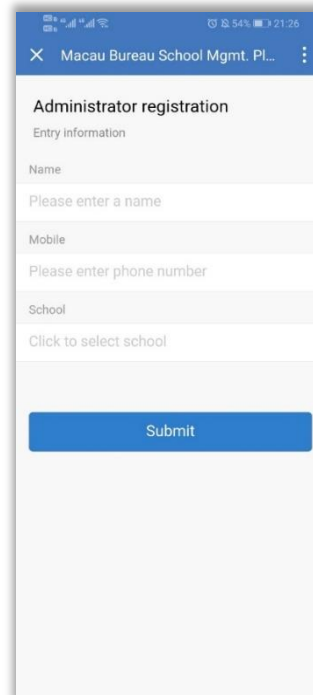


11:22 Macau School Management PL...

Personal Data Collection Statement  
"Smart Campus Service Plan"

This statement is for collection of personal data for "Smart Campus Service Plan" of the Education and Youth Affairs Bureau (DSEJ).

- Purpose of collecting personal data**  
The data is collected for the purpose of operating "Smart Campus Service Plan". The principles of data collection are: be adequate, relevant and not excessive.
- Transfer of personal data**  
When the data collected via "Smart Campus Service Plan" is transferred to other administrative authorities, judicial authorities or private entities, such authorities or entities must also comply with the provisions of Law No. 8/2005 "Personal Data Protection Act" when collecting and handling data.
- Access and correction to personal data**  
According to the provisions of Law No. 8/2005 "Personal Data Protection Act", users need to submit a written request to the DSEJ for access and making correction to their personal data.
- Protection of personal data**



Macau Bureau School Mgmt. PL...

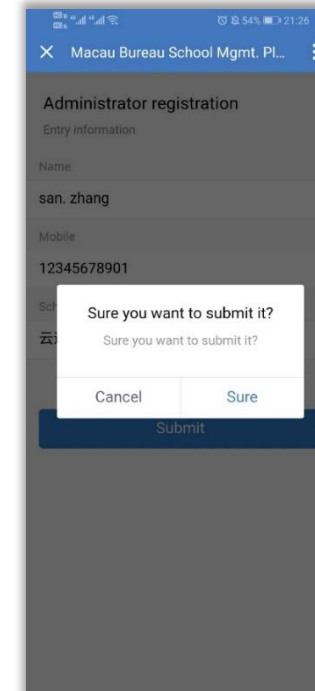
Administrator registration  
Entry information

Name  
Please enter a name

Mobile  
Please enter phone number

School  
Click to select school

Submit



Macau Bureau School Mgmt. PL...

Administrator registration  
Entry information

Name  
san. zhang

Mobile  
12345678901

School  
Click to select school

Sure you want to submit it?  
Sure you want to submit it?

Cancel Sure

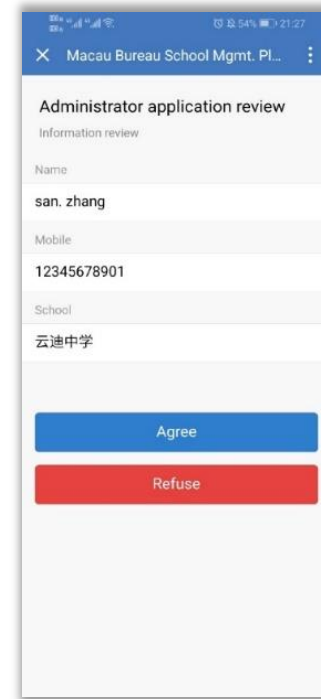
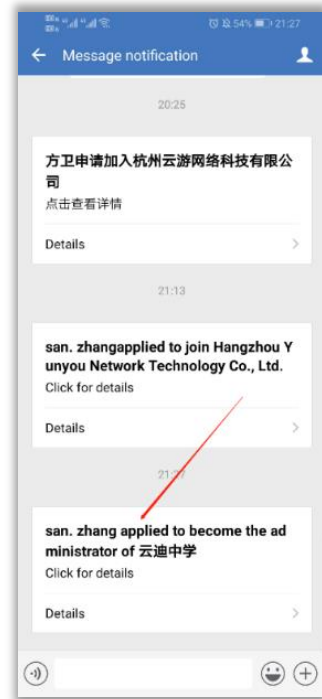
Submit



**Note: the phone number entered should be the phone number that is bound to WeChat**  
**The length of a name must not exceed 32 characters**

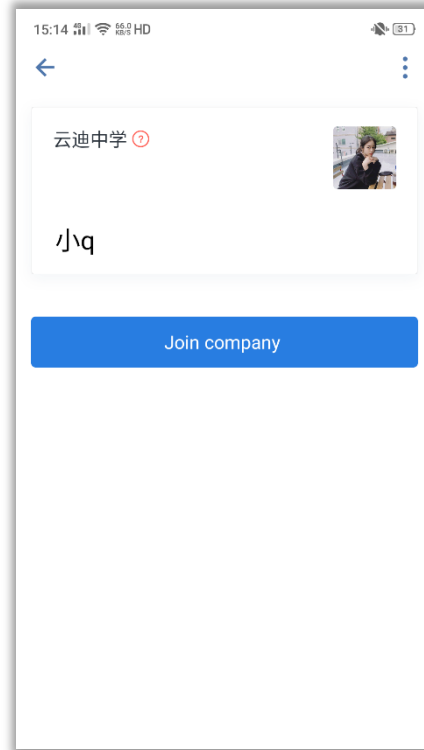
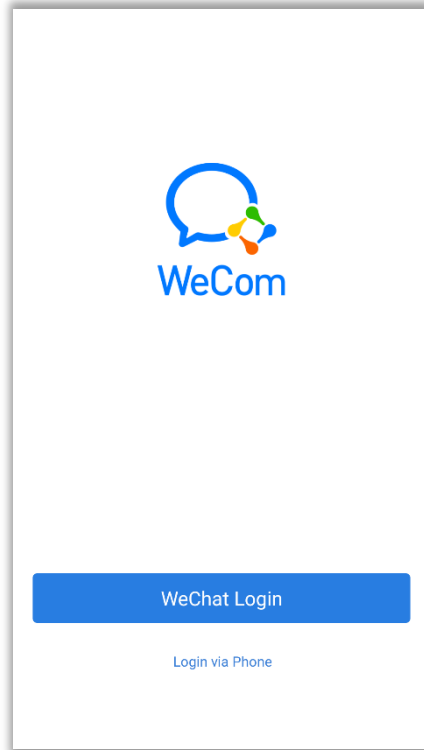
# School Super Administrator Registration

Step 3: After the school administrator receives the application and completes the review of the applicant's information, you can join the school as an administrator

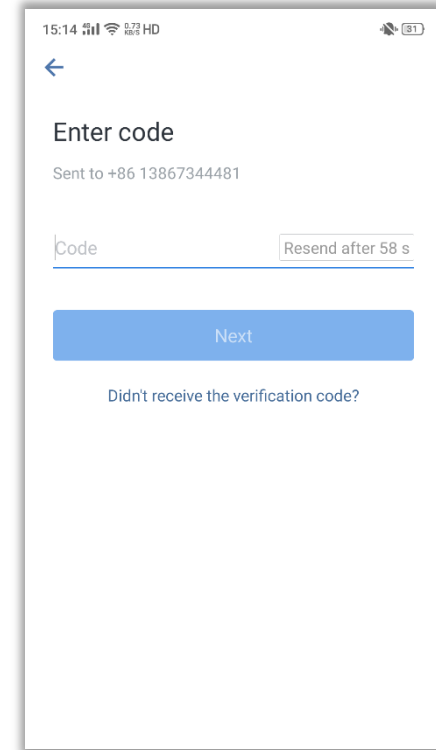
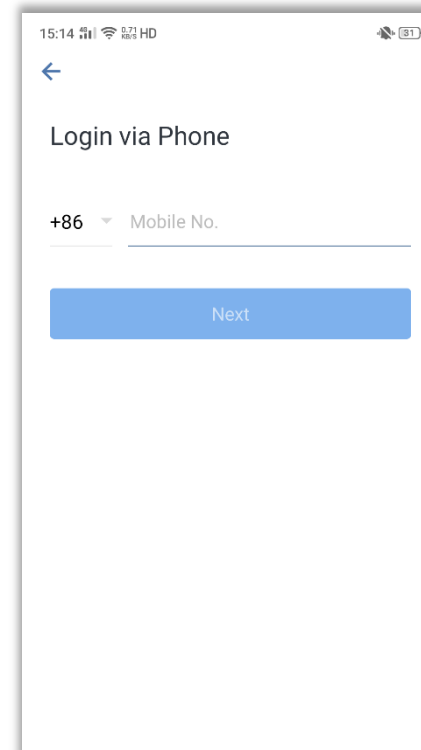


# WeCom Login

WeChat login:



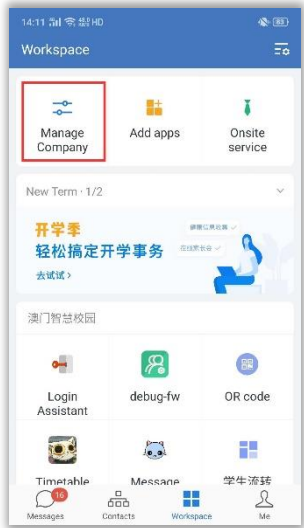
Mobile phone login :



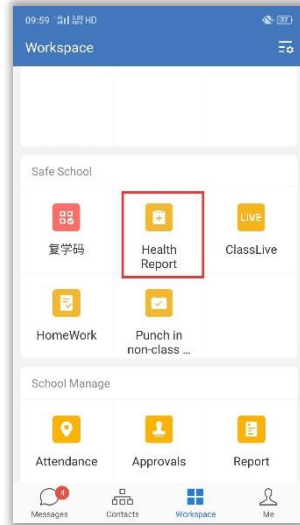
**Note: It is recommended that you use WeChat to log in.**

# WeCom Login

Administrator  
permission view



Health Report app  
view



No health report processing method:  
When receiving the application that  
the staff have no health report,  
please record the telephone number  
of the staff and report the  
telephone number and school name to  
the Education and Youth Affairs  
Bureau for follow-up work.



**Note: after the administrator logs in successfully, please check whether you have the administrator authority and whether you have the permission to use the health report application**

# WeCom Login

Mobile login method:

Log in to WeCom :

1. After downloading the WeCom in the App Store, you can choose "WeChat Login" or "Mobile Login"
2. "WeChat login", open WeChat to authorize, and search for the company after authorization. After verifying the member's mobile phone or email address imported by the administrator in the address book, you can log in. If you are prompted that the company cannot be found, please contact the administrator for the appropriate mobile phone or email address.

# WeCom Login

Mobile login method:

Log in to WeCom :

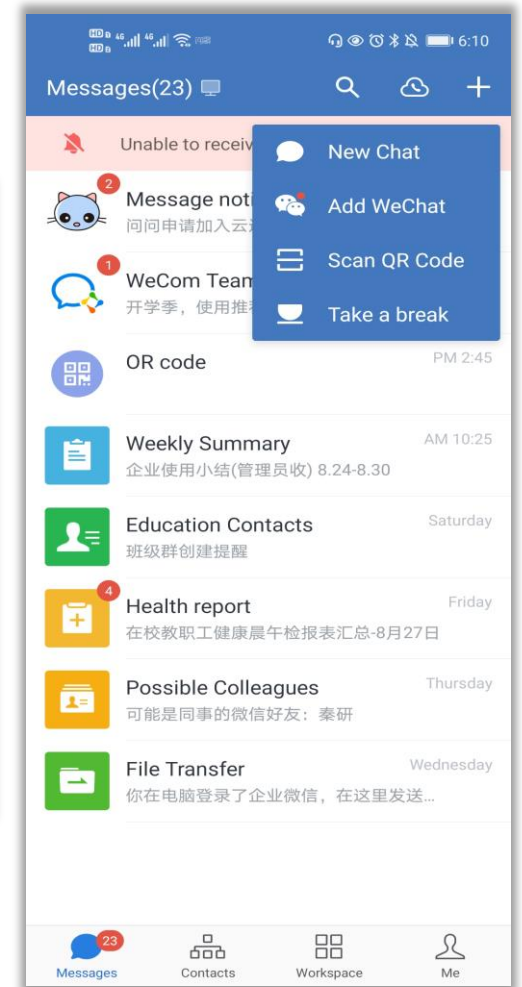
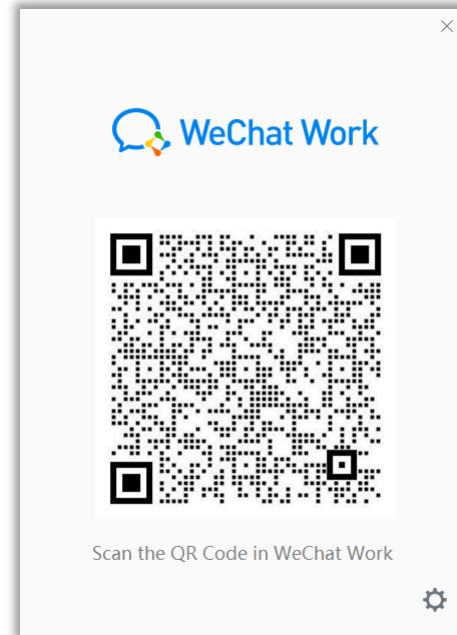
3. "Mobile phone login", if there is no WeChat installed on the phone, log in through the phone number and verify the member phone imported in the address book by the administrator to log in. If you are prompted that the company cannot be found, you can try to find the company by email.

Find a company: Enter the mobile phone number or email address imported by the administrator, click Next, and enter the verification code sent by the WeCom to log in.

# WeCom Login

Computer login method:

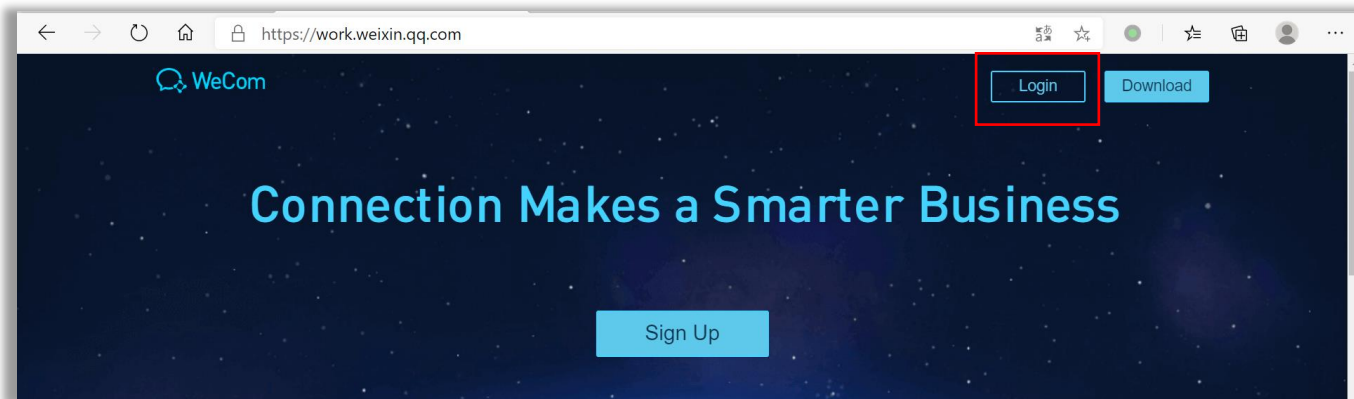
To log in to the WeCom desktop, you need to download the WeCom mobile client first. After logging in the mobile client, you can log in by "+" -> "scanning QR code" on the desktop in the upper right corner of the WeCom Messages interface .



# WeCom login background management

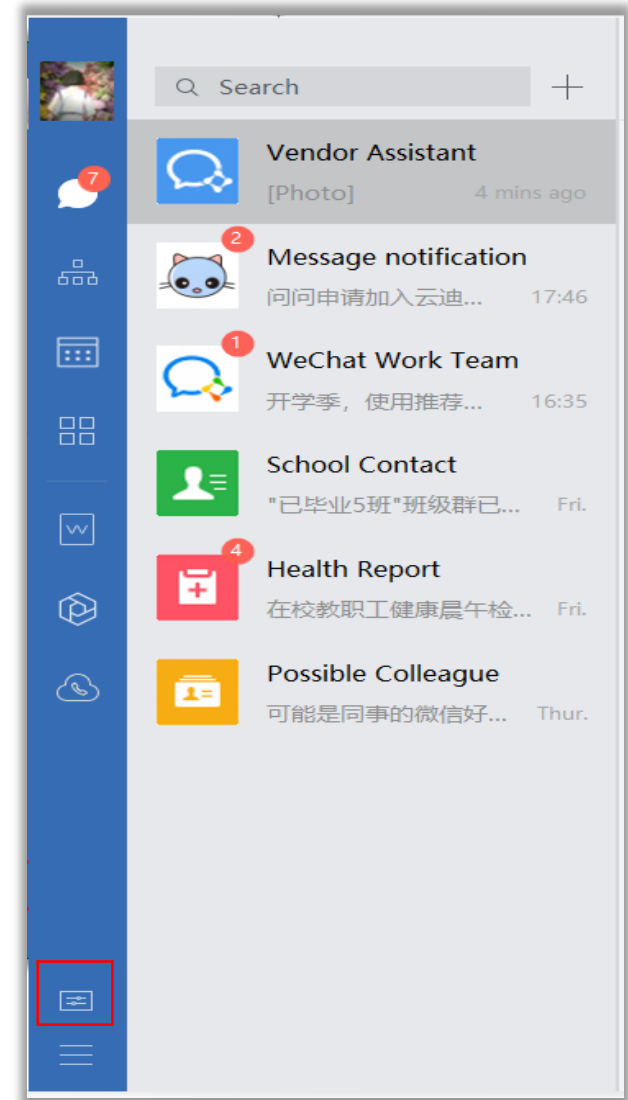
Log in to background management:

Method 1: Open the official website in a computer browser and click Login in the upper right corner of the page. You can log in to the management backstage by scanning the WeCom app or the WeChat scanning code bound to the WeCom. Currently, only super admin or sub-admin support logging in to the management background



# WeCom login background management

Log in to background management:  
Method 2: The administrator logs in to the WeCom on the computer, and clicks on the menu in the lower left corner of the WeCom interface to enter the management background.



# WeCom background management·Contacts

Contacts management(department management):

Add address book department on computer

You can select "Add departments" in the management background-Contacts-department details.

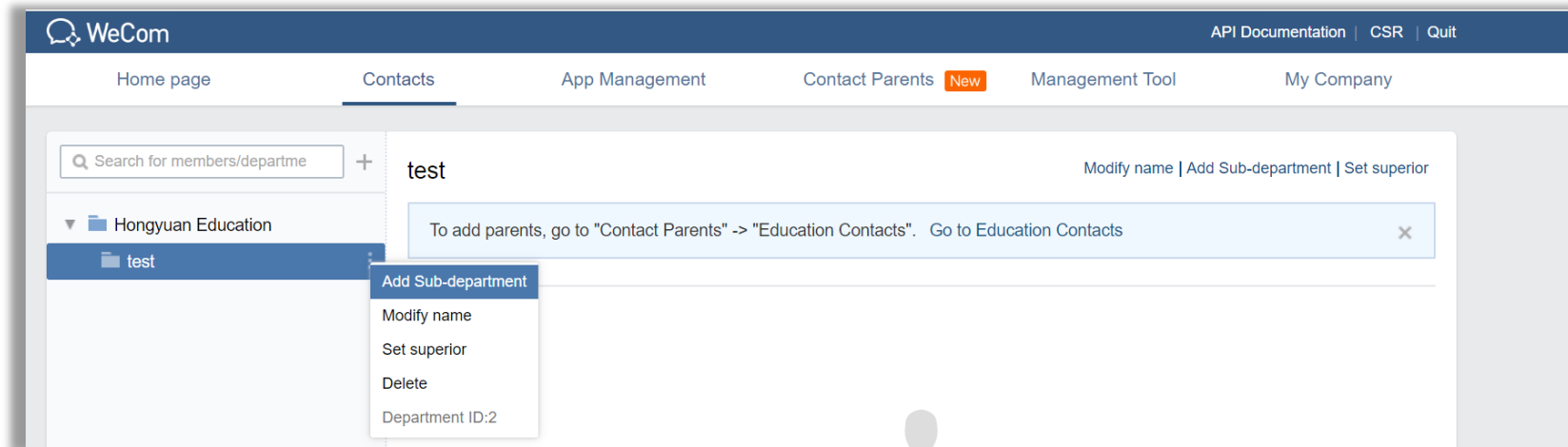
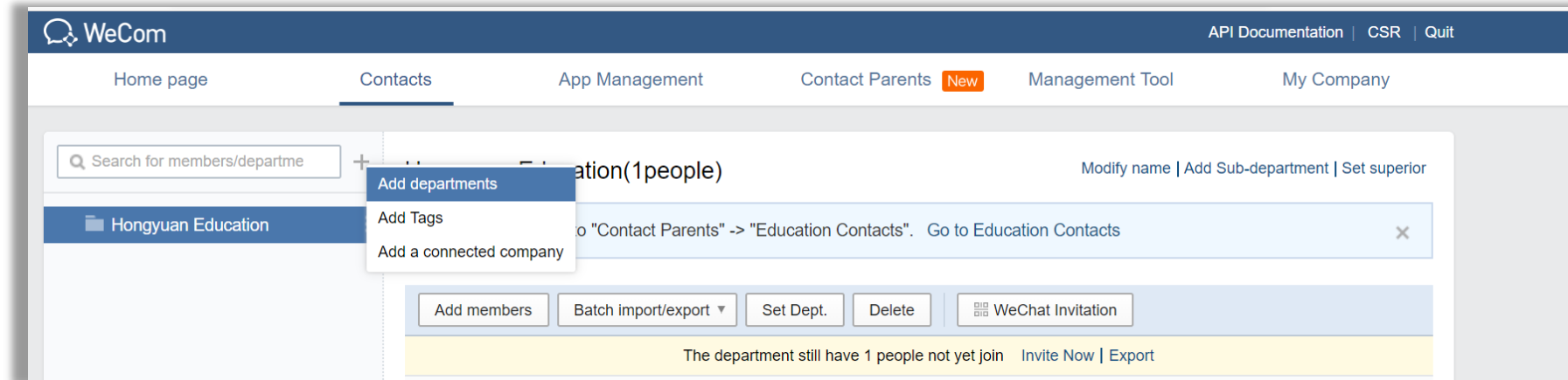
**The maximum number of department names is 32 characters;**

**The maximum level of the department is 15 levels;**

**The total number of departments cannot exceed 30,000;**

**The number of nodes under each department cannot exceed 30,000.**

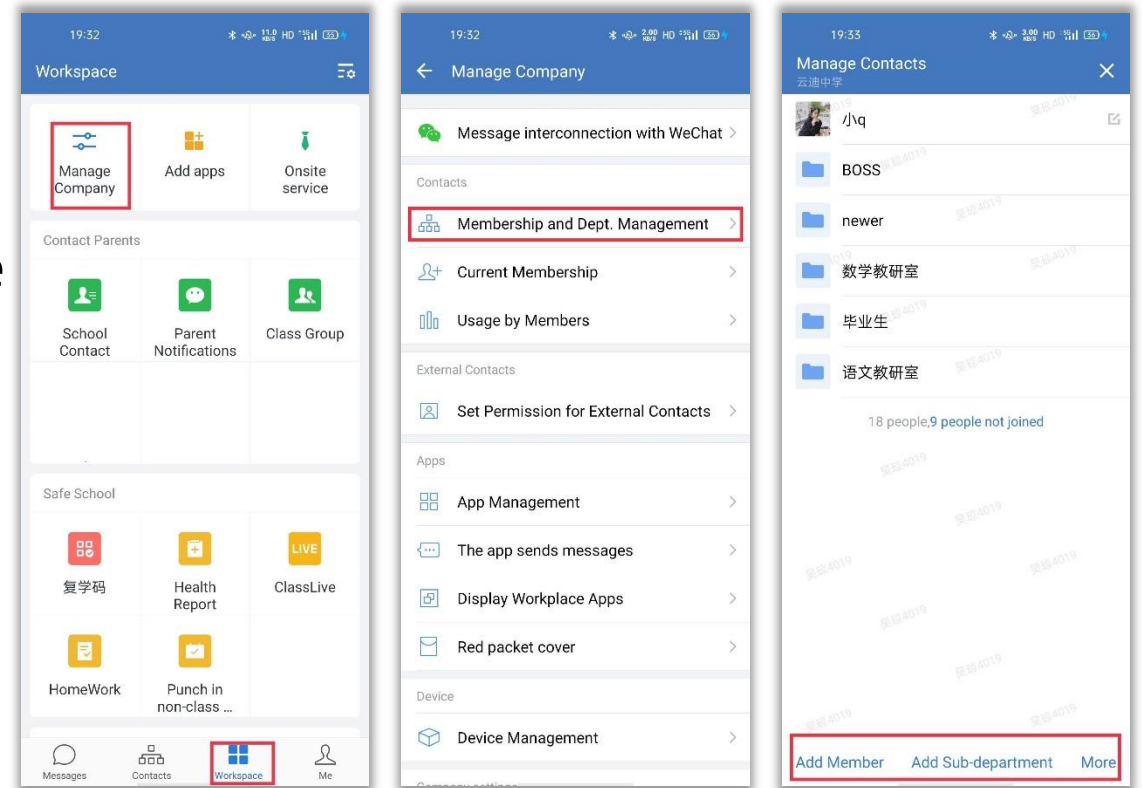
# WeCom background management · Contacts



# WeCom background management · Contacts

Contacts management (department management):

Add address book department on mobile Operations such as "add sub-department" can be performed on the address book in the Workspace-manage company-membership and Dept. Management.

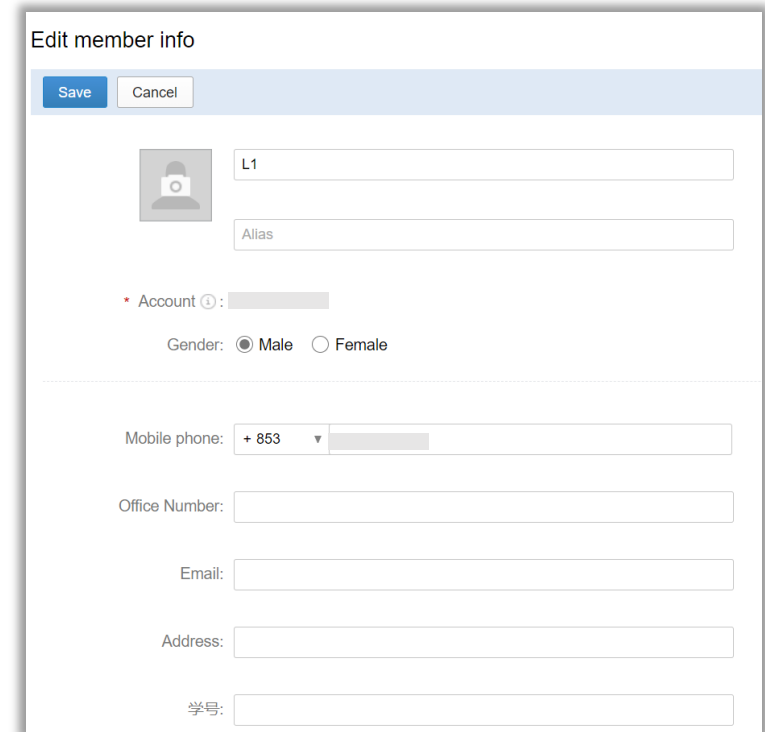
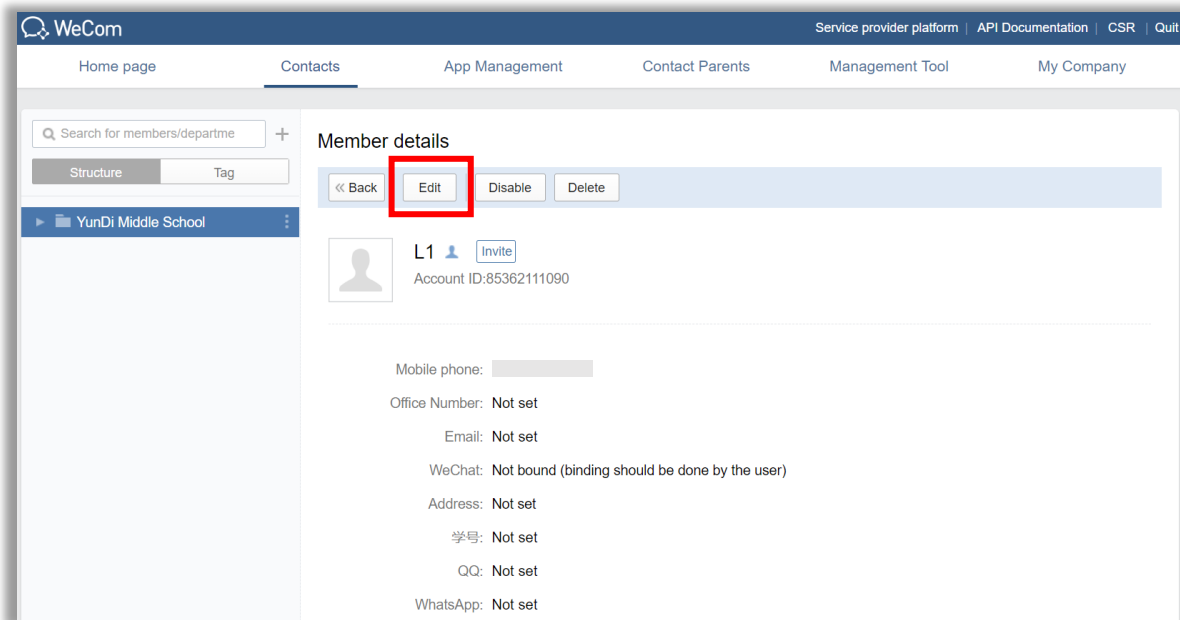


# WeCom background management · Contacts

Contact management (member management):

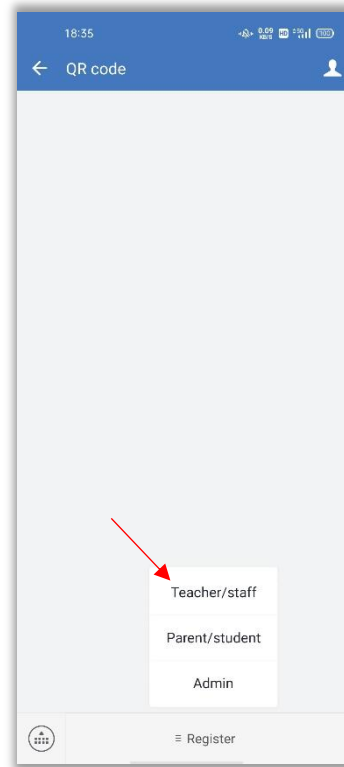
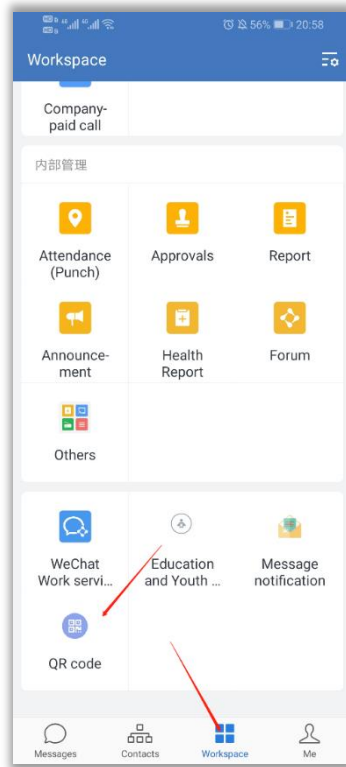
It is recommended to use the QR code to add members in the school. If you need to modify the information of the school members, you can click [Contacts] -> Need to modify the name of the member -> [Edit] to edit the name of the member, English ID, position, department, gender, mobile phone, landline, personal email and other information, of which name, mobile phone, and department are required fields.

# WeCom background management · Contacts



# Teacher/staff registration

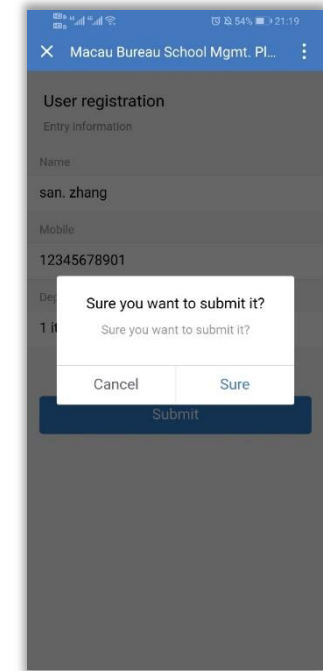
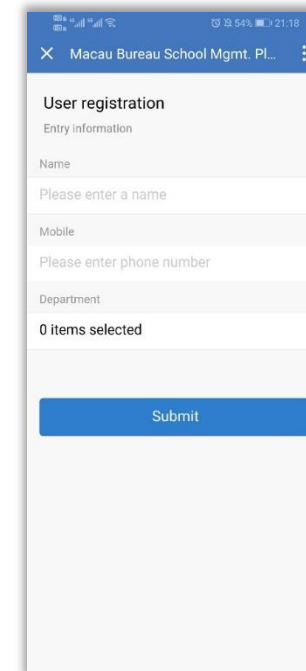
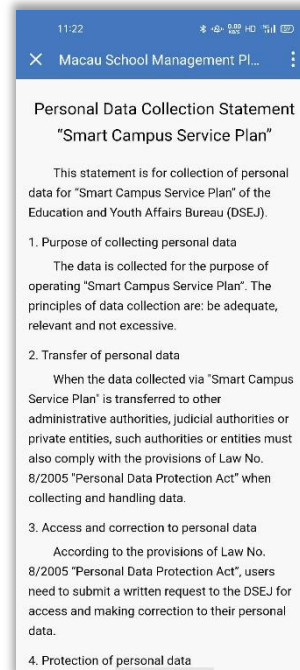
Step 1: The administrator provides the user with a QR code for registration



# Teacher/staff registration

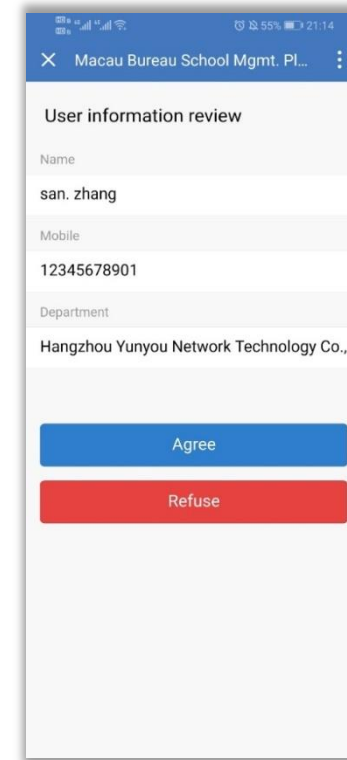
Step 2: After the user scans the QR code, read the privacy policy and agree to fill in the form

When users register on WeCom, if the corresponding class is added, they are teaching staff, and those without corresponding classes are teaching and administrative staff.



# Teacher/staff registration

Step 3: After the user submits, the administrator reviews the user information. After consent, the program will create user information.



# WeCom background management·Contacts

Contacts management (Viewing Permission for Contacts):

The visible range of the address book can be managed in "My Company-Contacts management"

1. Hidden departments/members: hidden departments or members will not be displayed in the company contacts, support adding whitelist
2. Restricted to view other departments: Restricted departments can only view its contacts, support to add additional visible departments/members
3. Restrict to view all contacts: Restricted departments or members cannot view all contacts of the company.

# WeCom background management · Contacts

The screenshot shows the WeCom background management interface. At the top, there is a dark blue header with the WeCom logo on the left and navigation links for 'Service provider platform', 'API Documentation', 'CSR', and 'Quit' on the right. Below the header is a light blue navigation bar with tabs for 'Home page', 'Contacts', 'App Management', 'Customer contacts', 'Management Tool', and 'My Company'. The 'My Company' tab is currently selected.

On the left side, there is a vertical sidebar menu with the following items: 'Company Information', 'Permission management', 'Chat management', 'Contacts management' (highlighted in blue), 'WeChat Workplace', 'Apply for joining settings', 'External communication management', 'Security and Confidentiality', and 'Settings'.

The main content area is titled 'Contacts management'. It contains three sections for viewing permissions:

- Hidden departments/members:** Includes an 'Add' button and a description: 'Hidden departments or members will not be displayed in the corporate directory, and cannot be searched for or viewed'.
- Restricted to view other departments:** Includes an 'Add' button and a description: 'Restricted departments can only view its contacts.' Below this is a table with one entry: a folder icon, the text '杭州云游网络科技有限公司...', and 'Edit Delete' buttons.
- Restricted to view all contacts:** Includes an 'Add' button and a description: 'Restricted departments or members cannot view all contacts of the company.' Below this is a table with one entry: a folder icon, the text '新人', and 'Edit Delete' buttons.

# WeCom background management·Contacts

Contacts management (field management):

The visible range of the contacts can be managed in "My Company-Contacts Management"

## 1. Member Info Display

Member information displayed in chat and contacts pages, support hiding sensitive information, and adding custom fields

## 2. Fields editable by members

Selected fields can be modified by members.

# WeCom background management · Contacts

### Member Info Display

**Internal Info Display** [Modify](#) Member information displayed in chat and contacts pages

Personal Information Display	Name, Department, Email, Alias, Office Number, Title
Display of sensitive member information	You haven't set sensitive member information
Profile of connected company member	Name, Alias, Department, Title, Mobile, Office Number, E...
Name Display Mode	Name
Information displayed on the PC version	Title

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**External Information Display** [Modify](#) Member information displayed to external contacts

Personal Information Display	Company, Verified Name, Alias, Mobile, Email, Address
Exclusive External Info Display	Title

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**Fields editable by members** [Modify](#) Selected fields can be modified by members.

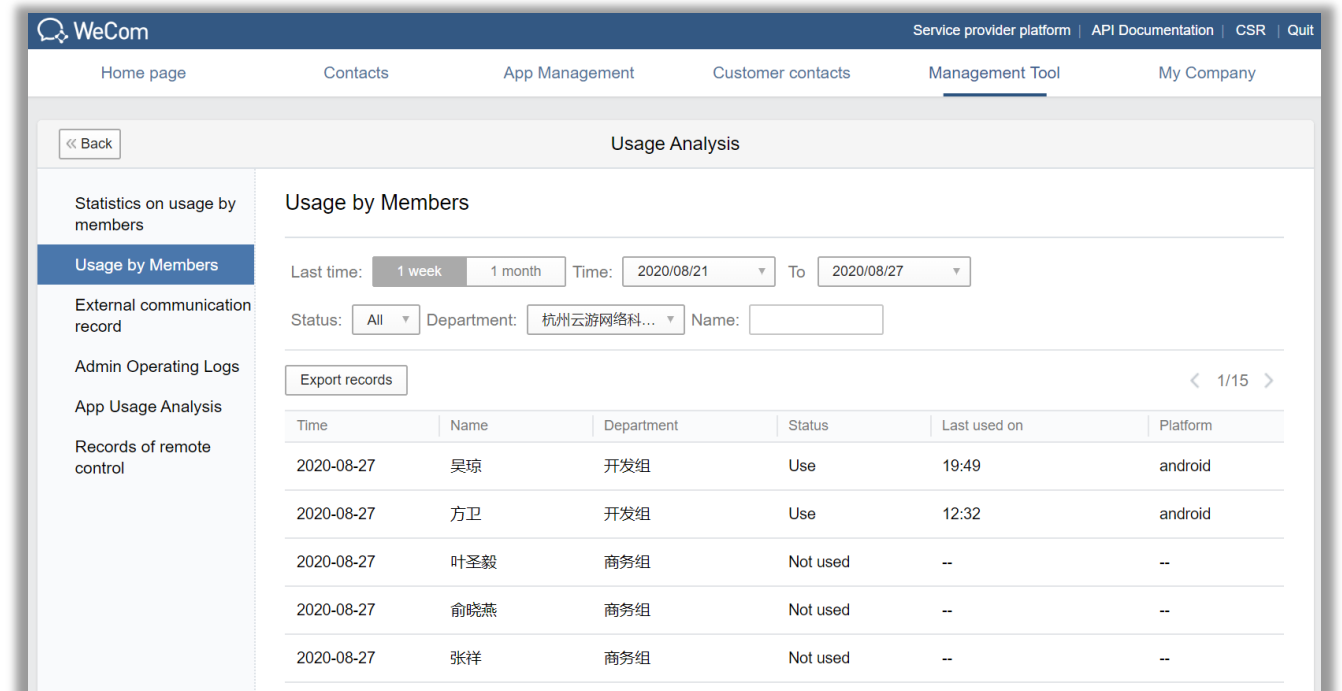
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# WeCom background management · Contacts

Contacts management

(member use management):

In "Management Tools-Usage Analysis-Usage by Members", you can query and export members' daily usage, and promote their usage for long-term unused members



The screenshot displays the WeCom Management Tool interface. The top navigation bar includes "Home page", "Contacts", "App Management", "Customer contacts", "Management Tool", and "My Company". The "Management Tool" section is active, showing a "Usage Analysis" page. The left sidebar contains a menu with "Usage by Members" selected. The main content area shows the "Usage by Members" section with filters for "Last time" (1 week, 1 month), "Time" (2020/08/21 to 2020/08/27), "Status" (All), and "Department" (杭州云游网络科...). An "Export records" button is visible. Below the filters is a table with the following data:

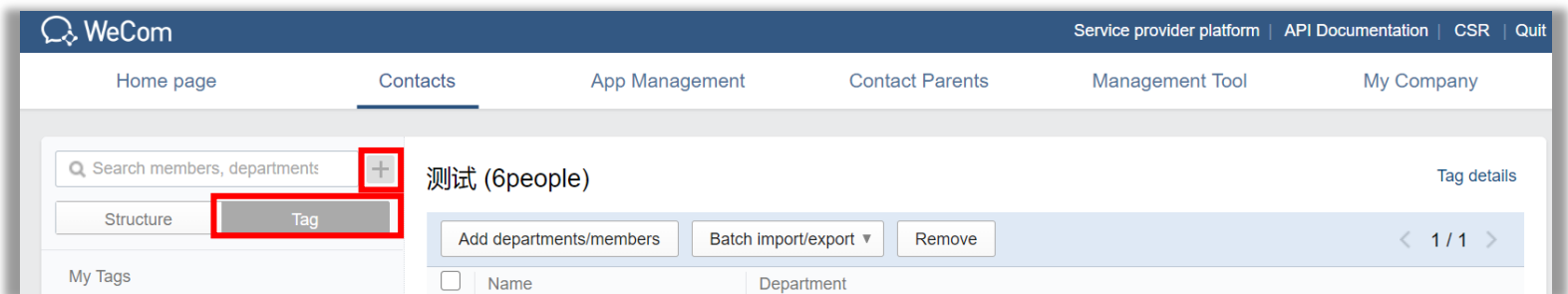
Time	Name	Department	Status	Last used on	Platform
2020-08-27	吴琼	开发组	Use	19:49	android
2020-08-27	方卫	开发组	Use	12:32	android
2020-08-27	叶圣毅	商务组	Not used	--	--
2020-08-27	俞晓燕	商务组	Not used	--	--
2020-08-27	张祥	商务组	Not used	--	--

# WeCom background management · Contacts

Contacts(label):

In the tag view, the enterprise administrator can tag members with the same tags across departments, thus being in another group outside the organizational structure.

Through the label, the administrator can quickly select the group sending object when sending a message; when creating an application, quickly select the visible range of the application or the permission of the application.



# WeCom background management·Contacts

Set label allowed users:

The administrator adds a new label in the management background, and the new label can choose who can use the label, and the user who can use the label supports the setting of the creator (and the admin group) only, Specify admin/app owner, and All admins.

Creator (and the admin group) only: Refers to the person who created this label, and the administrator of the same management group as the label creator.

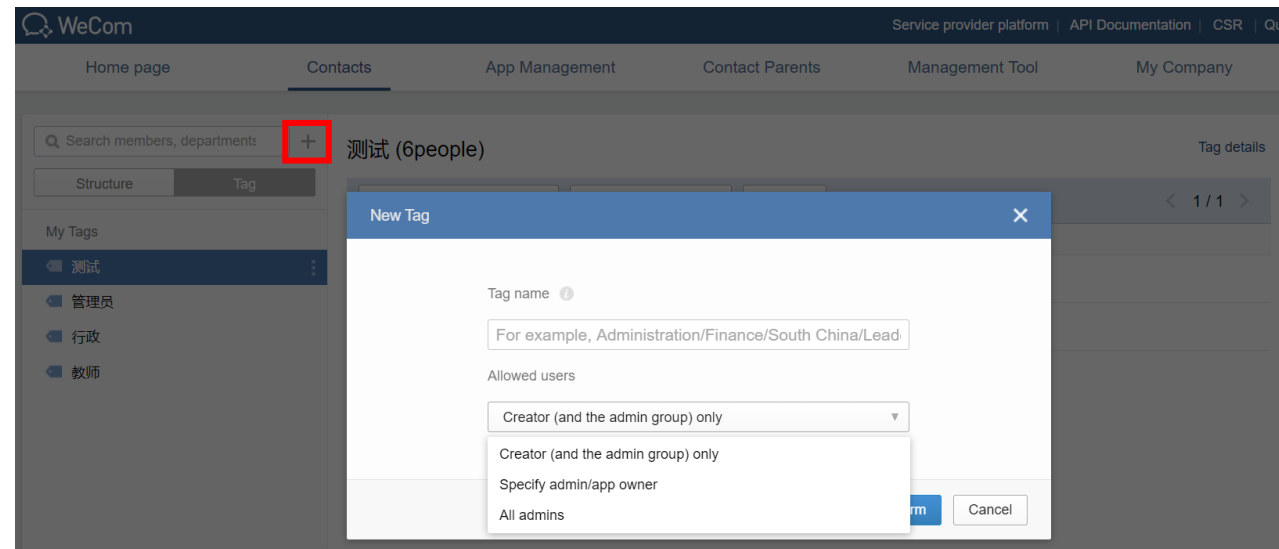
Specify admin/app owner: Refers to the application leader who can select an administrator or select some applications.

All admins: refer to super admins and sub-admins.

# WeCom background management·Contacts



**Note: The administrator label in the WeCom has the authority to review user applications. If a member is removed from this label, the member will not receive the user's review notification**



The role of people who can use labels:  
After the label can be set, the label can be used  
when the application sends a message.

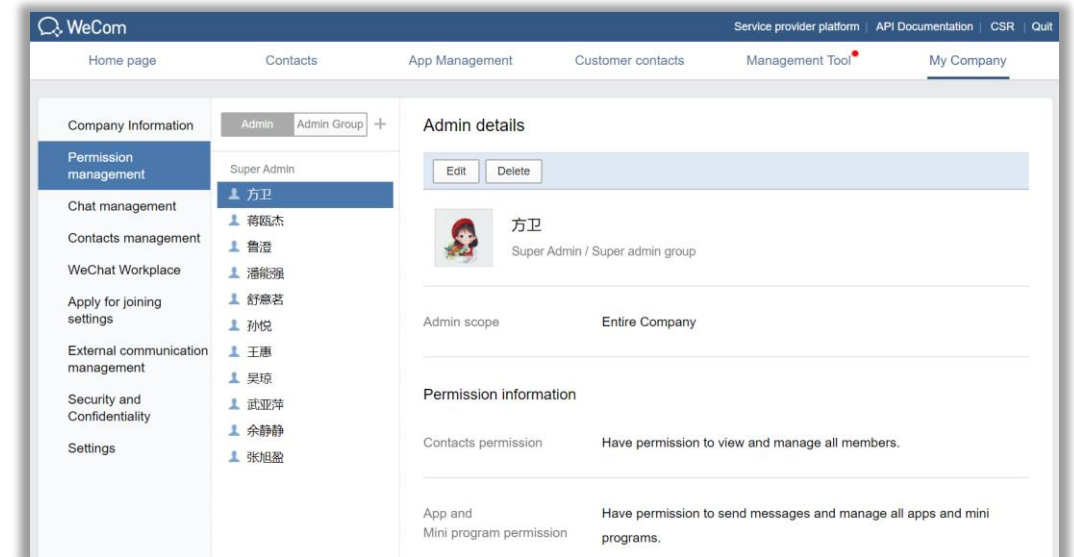
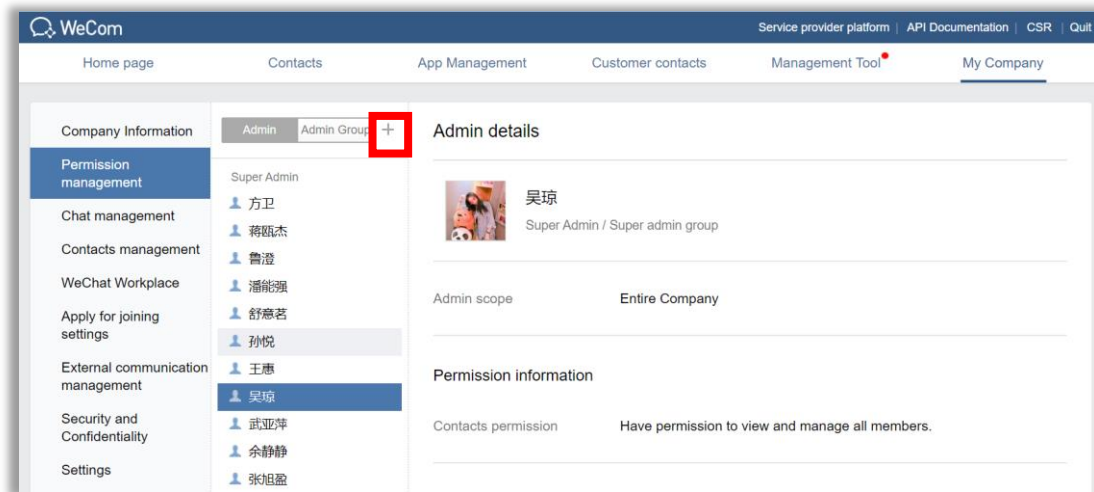
# WeCom background management·Permission management

Super administrator settings:

In "My Company-Permission Management", you can manage the authority of the administrator and add and delete the administrator

1. Log in to the management backstage, click [My Company] -> [Permission Management] to add personnel, set the scope of authority, and choose to set super admin/sub-admin. Super admin have all management permissions, while sub-admin only have some of the permissions and can set their management scope. Save it later; you can also edit the admin group to set the scope of authority of the management group, and add administrators
2. The mobile terminal can be accessed through [Workspace] -> [Manage Company] -> [Set Admin] -> [Add]

# WeCom background management · Permission management



# WeCom background management · group use

Chat management (group use):

Mobile client group management

Group management authority: group owner can be set, the group owner has the authority to mute, add and remove members, modify group name, etc.

Web management terminal management

1. Group upper limit management: In "My Company-Chat Management", the upper limit of group number can be set, the range is "5-2000", support adding white list

2. Group watermark management: Turn on the group watermark function in "My Company-Security and Confidentiality" to prevent important information from being leaked and traceable

# WeCom background management · group use

The screenshot shows the WeCom Management Tool interface. The top navigation bar includes 'Home page', 'Contacts', 'App Management', 'Customer contacts', 'Management Tool', and 'My Company'. The left sidebar lists various management categories, with 'Chat management' selected. The main content area is titled 'Chat management' and contains the following settings:

- Cloud Message Storage:** A dropdown menu is set to '90 day(s)', with a note: 'Stored in the cloud 90 days about WeCom chat messages'.
- Members create group chats:** An 'Upper limit: 2000' dropdown is present, with a note: 'Only whitelist members can initiate a group chat containing members that exceed the limit.' Below this is an 'Add to whitelist' button.
- Message read status:** A checkbox is checked and labeled 'Enable', with a note: 'If enabled, message status is shown for all the messages within the company.'
- All-member group:** A checkbox is unchecked and labeled 'Enable', with a note: 'This is the company's all-member group. New members are added to, and former members are removed from the group automatically.'

A 'Save modifications' button is located at the bottom of the settings area.

The screenshot shows the WeCom Management Tool interface. The top navigation bar includes 'Home page', 'Contacts', 'App Management', 'Customer contacts', 'Management Tool', and 'My Company'. The left sidebar lists various management categories, with 'Security and Confidentiality' selected. The main content area is titled 'Security and Confidentiality' and contains the following settings:

- Display watermark in chat:** A checkbox is checked and labeled 'Enable', with a note: 'Display member names on the background of the chat to avoid disclosure via screenshots.'
- Contacts:** A checkbox is checked and labeled 'Enable Contacts watermark', with a note: 'Display the member's name on the backgrounds of Contacts and Personal Info page in case of information leakage via screenshots.'
- Configure confidential member info:** A note states: 'Members need to tap to view this information. All viewing actions are recorded to prevent information leakage.'
- Set second verification:** A note states: 'Members are redirected to the custom page for verification when joining the company.'

A 'Save modifications' button is located at the bottom of the settings area.

# WeCom Message Session·Group Chat

## Voting:

WeCom supports rapid voting in groups to facilitate the election of members or data statistics.



# WeCom Message Session·Group Chat

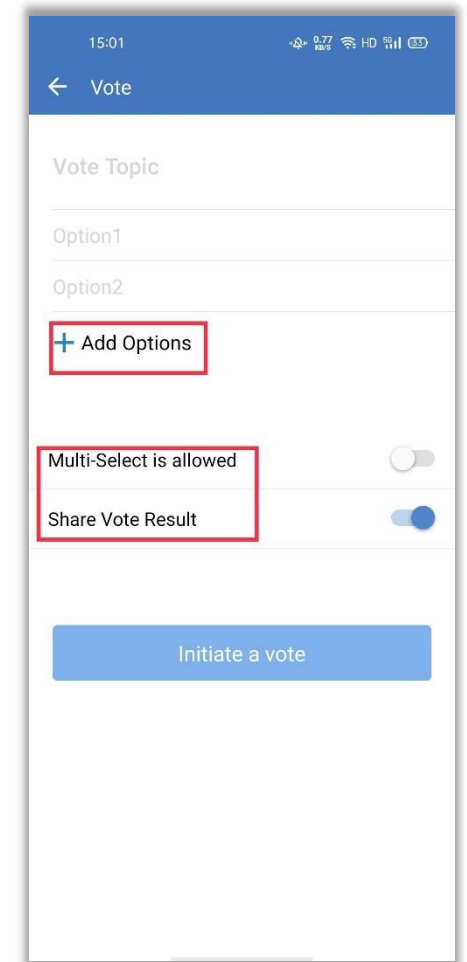
## Voting:

Select a group, click the plus sign on the right of the input box, turn to the second page in the function options below, and find the "Vote"

Name the voting name in the voting subject, and fill in the person or matter that needs to be voted in the option.

In the multiple options below, you can choose whether to choose multiple choices and whether to make the voting results public.

Then there will be a link to vote in the group, by clicking on the vote, the initiator can watch the results in real time



# WeCom background management · Contact Parents

Contact Parents(manage students and parents):

In "Contact Parents- Contact Parents", you can manage the school district, school section, level, and class of the student

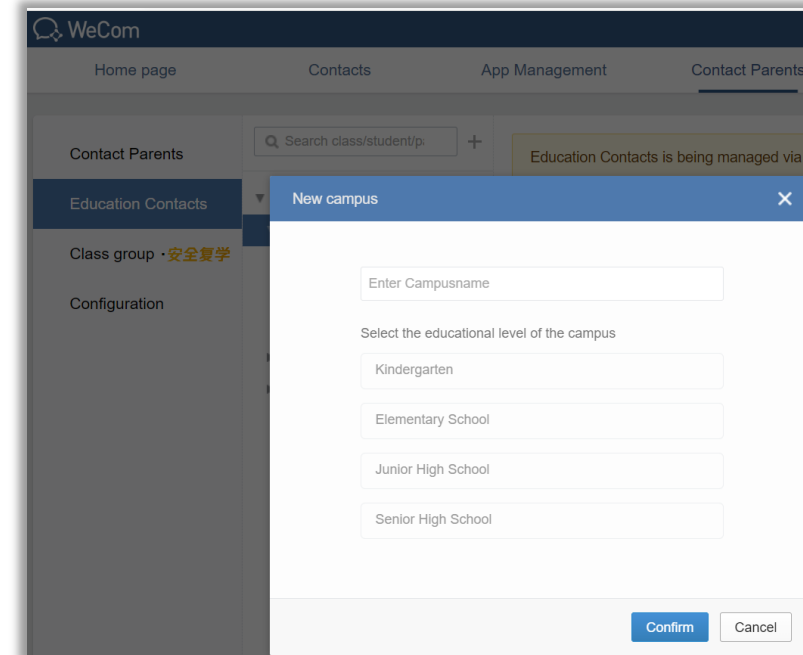
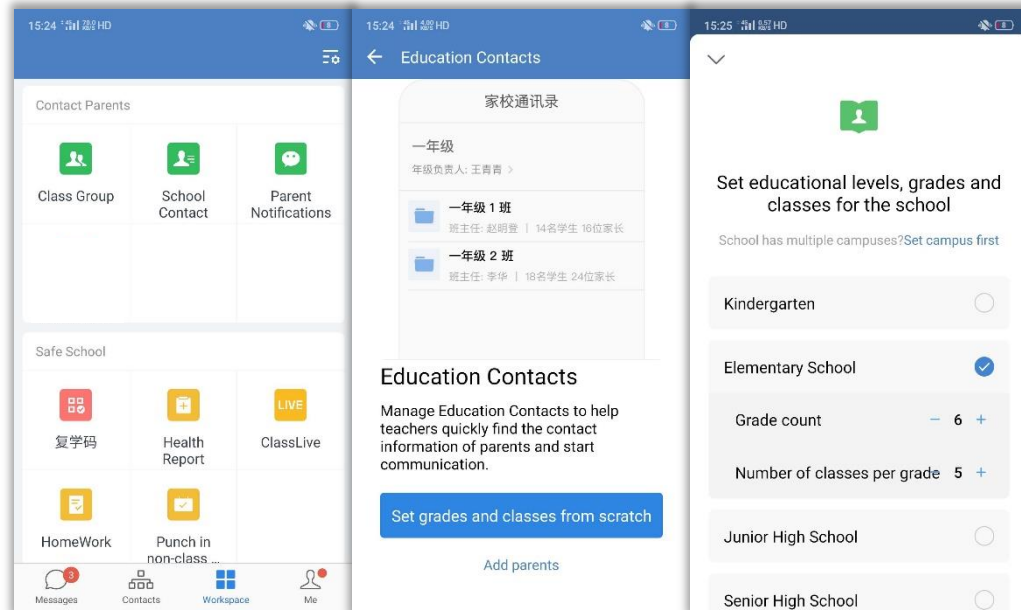
1. You can use one key to set the level and class to build the address book structure

On the mobile phone, the administrator enters the "School Contact" and sets the school district, school section, level, and class of his school according to the guidelines; the computer terminal can also use one key to set the level and class, and configure accordingly

2. You can add, modify, and delete the campus, section, level, and class structure in the Contact Parents through more management

# WeCom background management · Contact Parents

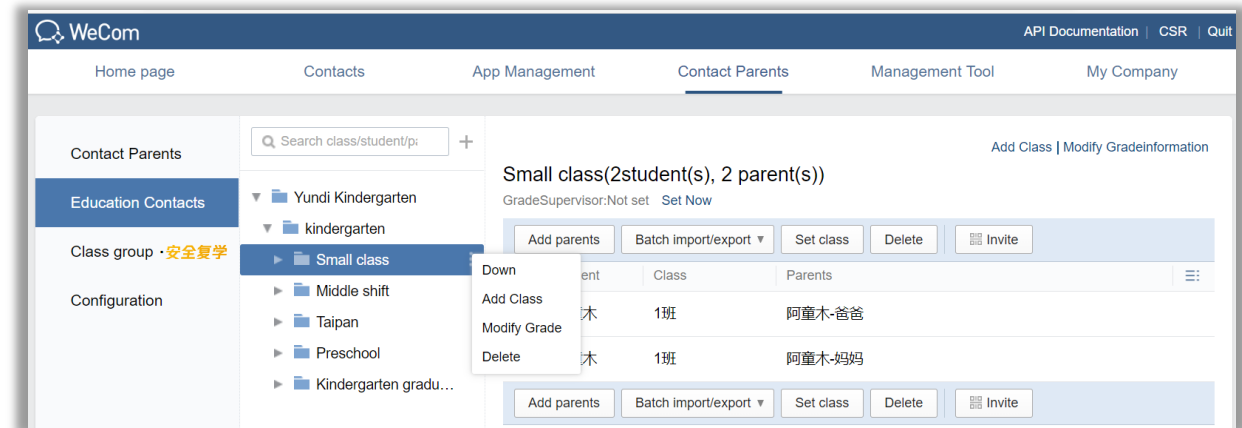
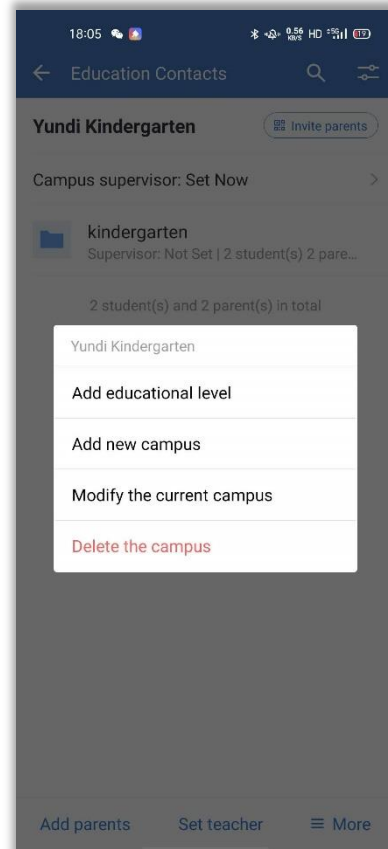
School contacts structure construction:



**Note: The administrator, please follow the structure of school district-school section-grade-class to build our Contact Parents**

# WeCom background management · Contact Parents

School contact structure construction:

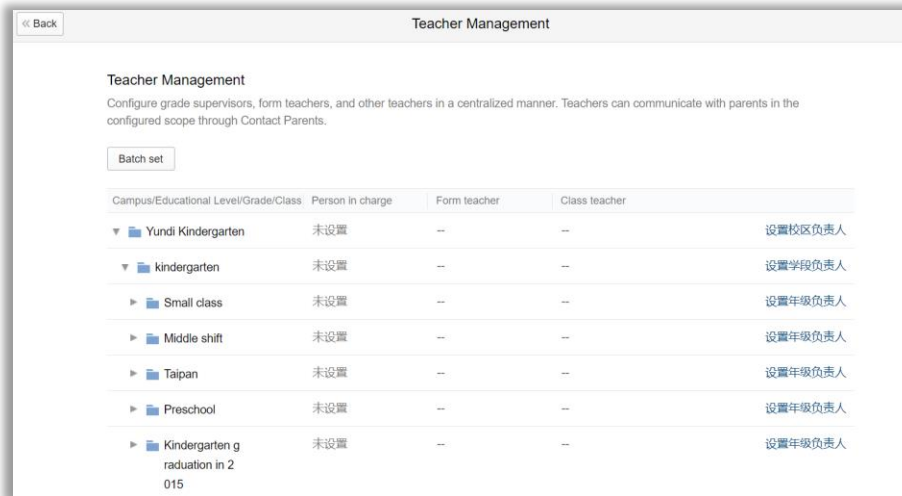
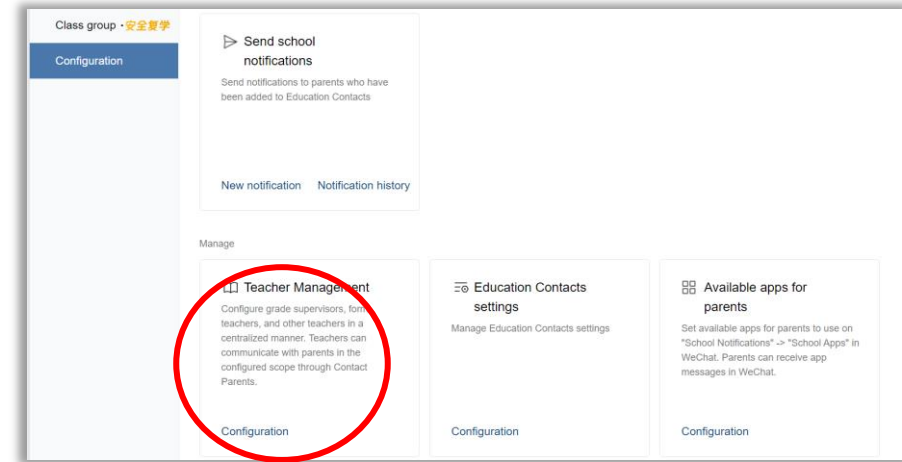
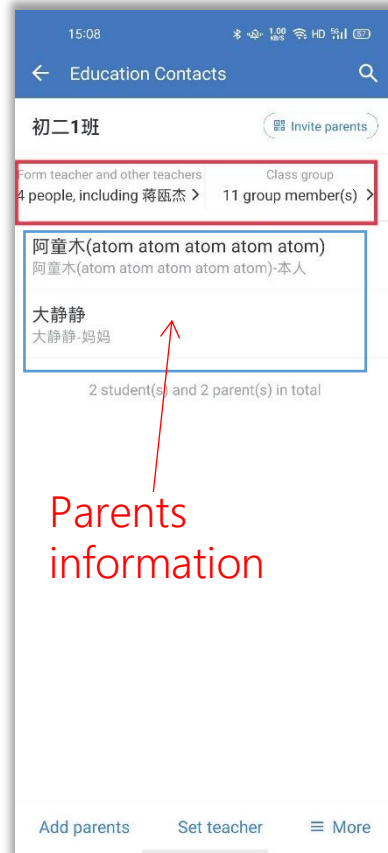
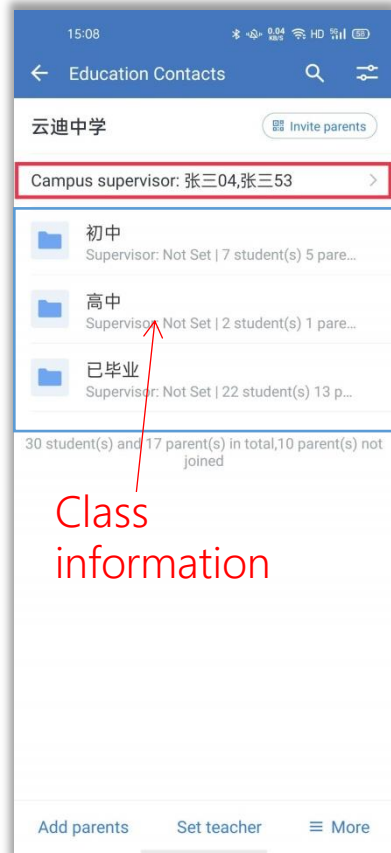


# WeCom background management · Contact Parents

Contact Parents teacher configuration:

1. You can set up the person in charge and teacher at all levels in the campus, school section, level, and class on the mobile phone
2. It can be configured in the Contact Parents of the management background, or unified configuration in the management background-Contact Parents -configuration-teacher management
3. The set teacher can only be selected from the company's internal contacts, so if the teacher has not used the WeCom, you need to add the teacher to the company's internal address book and invite the teacher to join before you can configure it to the corresponding class

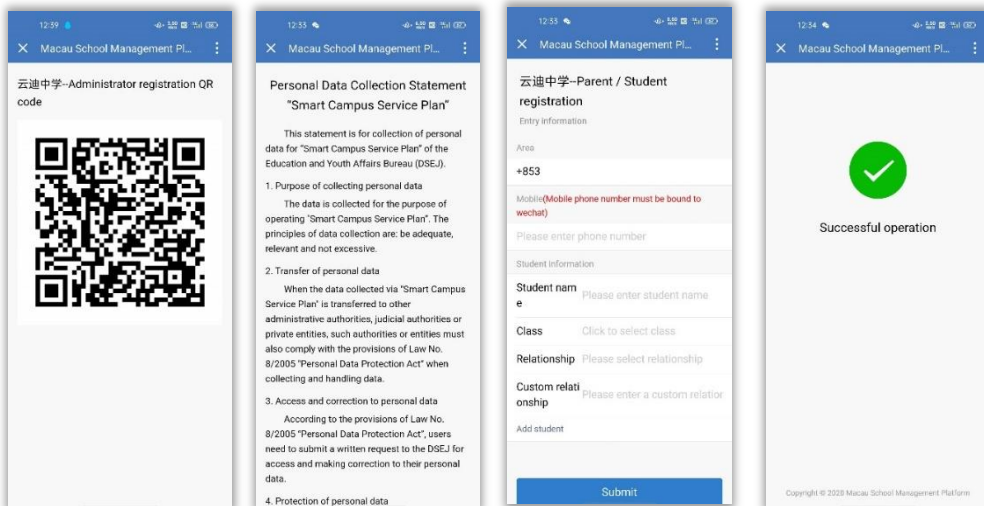
# WeCom background management · Contact Parents



# WeCom background management · Contact Parents

Parents add to Contact Parents:

1. You can use the QR code to invite parents to fill in the information to join.
2. Parents scan the code, the QR code is the official QR code of Education WeChat, fill in the information and add it to the home school address book



**Note: Before sharing the QR code with the students/parents, the faculty members must ensure that each class has been configured with the corresponding form teacher. The form teacher will be responsible for verifying the information of the students/parents joining the class**

# The difference between Contacts and Contact Parents

The Contacts is mainly used for staff management. The contacts is created first, and only after adding relevant staff information to the school department using the QR code, can the subsequent contact parents be staffed.

The Contact Parents is mainly used for the contact between teachers and parents, storing parents' contact information and student information. The Contact Parents can only be established based on the completion of the relevant configuration of the contacts. The incumbent teachers and form teachers need to be configured through the contacts.

# The difference between Contacts and Contact Parents

## **Contacts**

Manage the faculty inside the school

Faculty and staff use WeCom

## **Contact Parents**

Manage parents and students outside the school

Parents and students use WeChat



# WeCom background management · Announcements

Information management (Announcement to the school):

Announcement can be made in "Enterprise Application-App management-Announcement"

1. Select the scope of the announcement
2. Edit announcements, upload pictures / import words / insert hyperlinks, etc.
3. Preview, the WeCom will push a announcement for the administrator to confirm the display effect
4. You can view historical records, withdraw the sent announcements without time limit, and edit the draft twice

# WeCom background management · Announcements


The screenshot shows the WeCom background management interface for announcements. The top navigation bar includes the WeCom logo, a dark blue header with links for 'Service provider platform', 'API Documentation', 'CSR', and 'Quit', and a secondary navigation bar with 'Home page', 'Contacts', 'App Management', 'Customer contacts', 'Management Tool' (underlined), and 'My Company'. Below this is a sub-navigation bar with a '<< Back' button, a 'Send Message' button, and 'Sent' and 'Asset Library' tabs. The main content area features an 'App Name' field with a yellow megaphone icon, containing the text 'Announcement' and a 'Modify' link. Below this is a 'Select recipients' section. A large light gray box contains a blue square icon, the text 'Announcement', and a link 'Select from the Asset Library'. The main text area is titled 'Enter the title here' with a placeholder 'Please start here'. At the bottom, there are four buttons: 'Send' (blue), 'Scheduled delivery', 'Save as Draft', and 'Preview'.

WeCom


Service provider platform | API Documentation | CSR | Quit

Home page   Contacts   App Management   Customer contacts   Management Tool   My Company

<< Back   Send Message   Sent   Asset Library

App Name:  Announcement   Modify

Select recipients

 Announcement   [Select from the Asset Library](#)

**Enter the title here**  
Please start here

Send   Scheduled delivery   Save as Draft   Preview

# WeCom background management · Announcements

Information Management (Announcement to Parents):

In "Contact Parents-New Notification", can choose parents to post notice

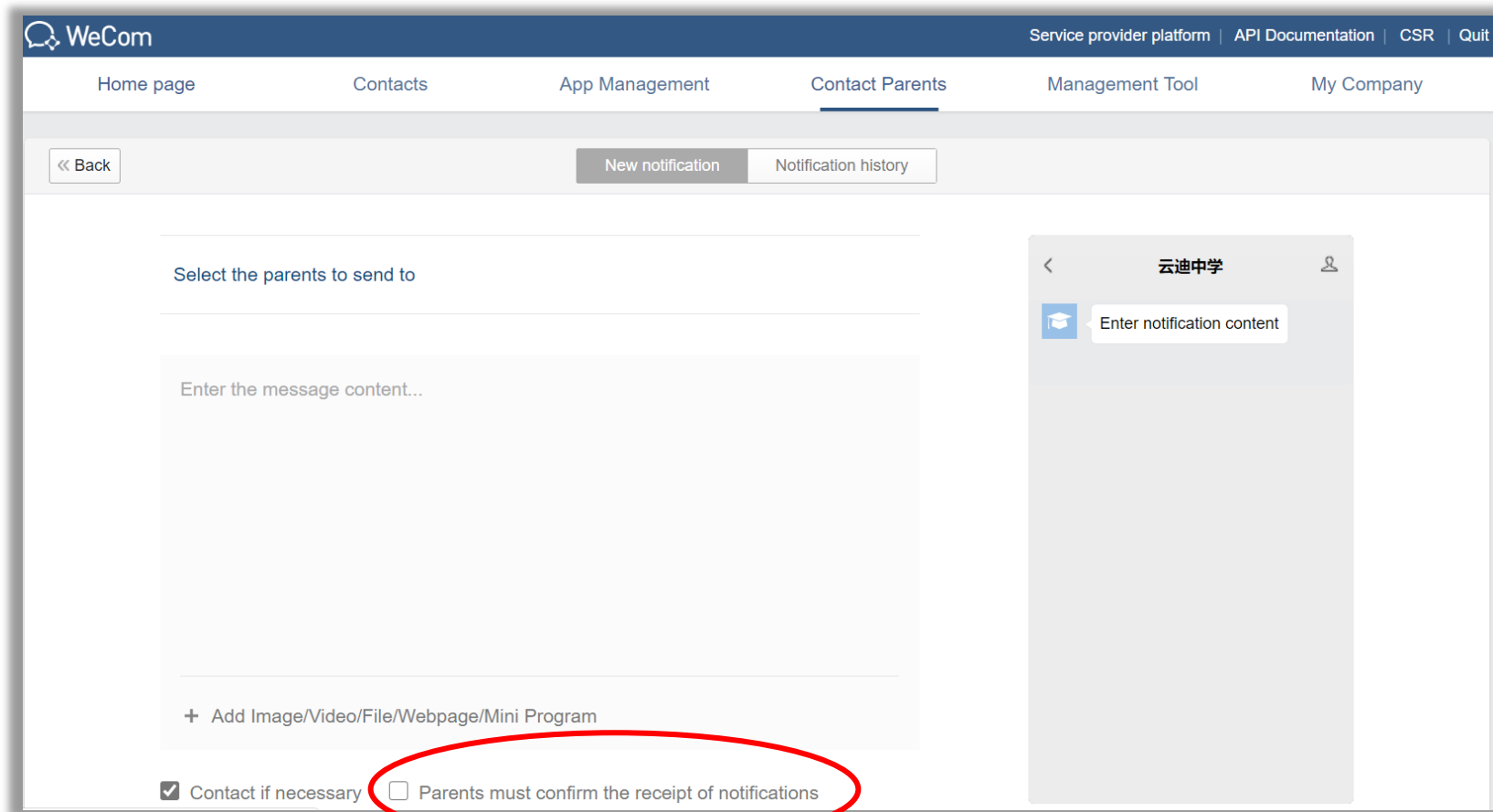
1. Choose the parent to send to

2. Edit announcements, upload pictures / import words / insert hyperlinks, etc.

3. Set announcement is necessary "Parents must confirm the receipt of notifications"

4. The push notifications (including announcements) of the group message can be withdrawn within 24 hours after being sent, and can be deleted after withdrawal.

# WeCom background management · Announcements



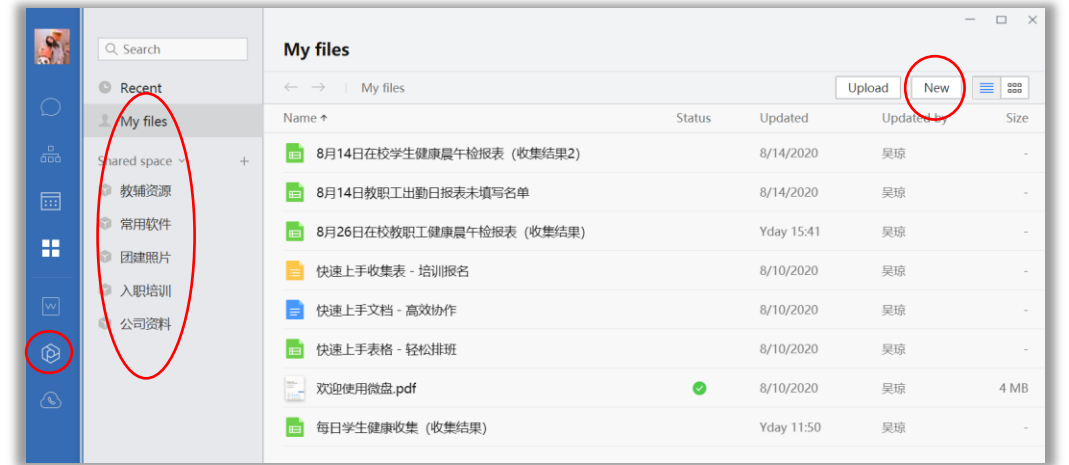
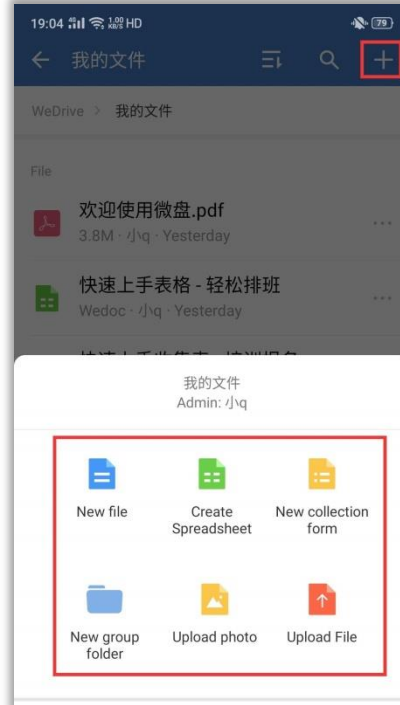
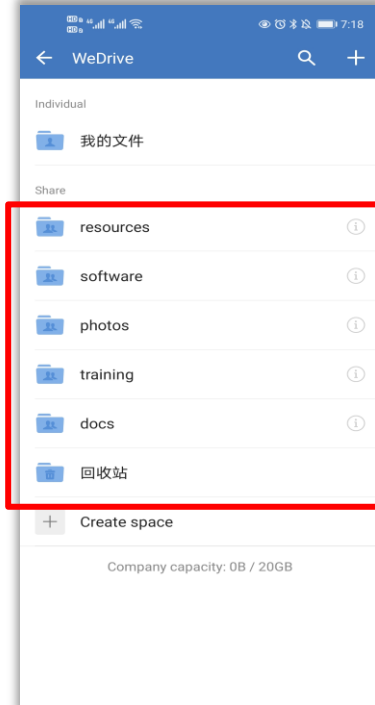
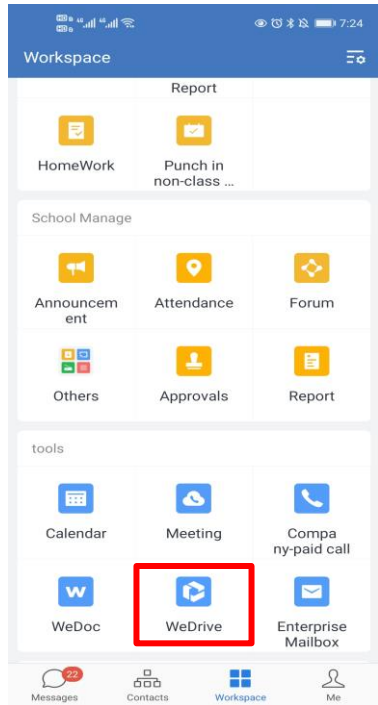
# WeCom Workspace·Efficiency Tool

WeDrive: You can share resources and upload files in real time with colleagues. You can upload files in "My Files" or "Shared Space" in the WeDrive; if you upload files in "Shared Space", you need to have "Allow Edit" permission or be the administrator of the shared space;

The steps for uploading files are as follows:

1. Computer: Open the WeDrive on the left side of the client side—open My Documents/any shared space—click the upload button in the upper right corner—select the file to upload to confirm the upload;

2. Mobile phone: Open the WeDrive in the client Workspace—open My Documents/any shared space—click the + sign in the upper right corner—select upload photos/upload files—find the file to upload and confirm the upload.



# WeCom Workspace·Efficiency Tool

The permissions that can be set for the WeDrive:

1. In the same shared space, apart from the space administrator, space members have two types of permissions that allow edit and allow download, which are set and designated by the space administrator;

Allow Edit permissions: allow upload, download, delete files, create, edit, and delete folders;

Allow Download permission: Files/folders can be downloaded, but files/folders cannot be uploaded;

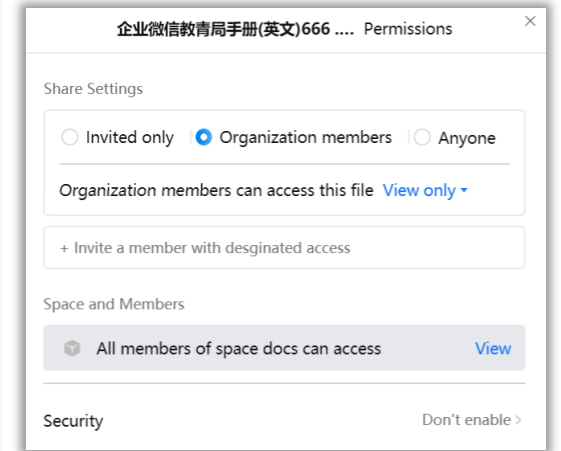
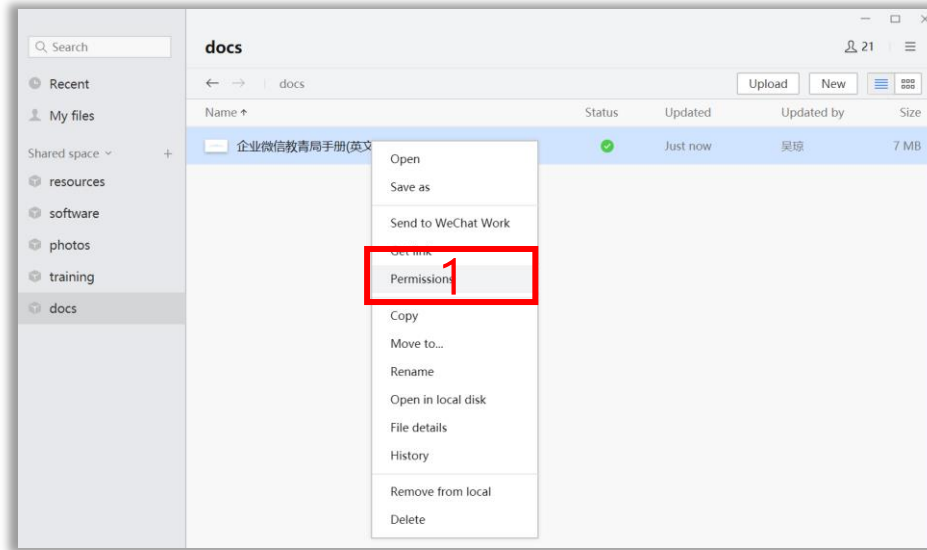
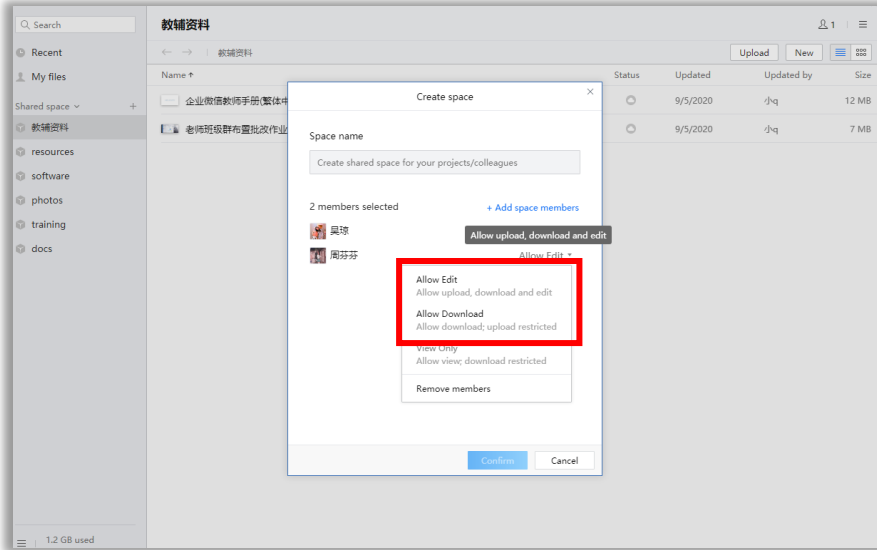
Note: There is only one space administrator for each space. If you transfer the administrator to other members in the same space, you will lose the administrator status of that space.

# WeCom Workspace·Efficiency Tool

The permissions that can be set for the WeDrive:

2. Personnel of the same enterprise outside the common space and personnel outside the enterprise can set permission management for a single file to restrict whether the other party can download the document; personnel in the same shared space cannot be prohibited from downloading; If you are outside the space or outside the company, you can open the WeDrive on the computer—find the file that needs to be restricted—right click the file—permissions—turn on/off the "organization members" / "anyone" permission to prohibit or allow downloading of documents.

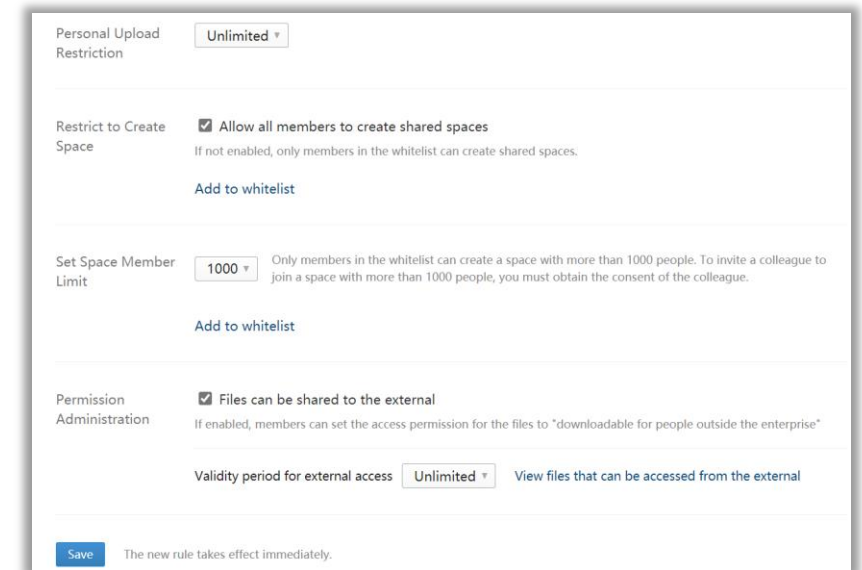
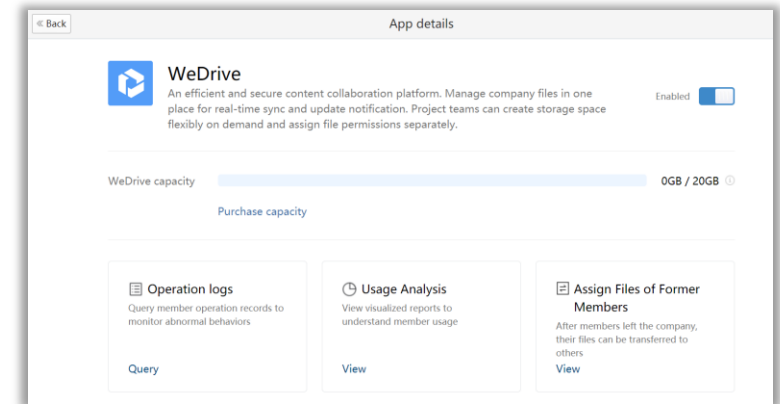
# WeCom Workspace·Efficiency Tool



# WeCom Workspace·Efficiency Tool

Create new/create shared space on WeDrive:

1. You need to have the permission to create a shared space. If you do not have the permission to create a space, you will not be able to view the entry of the created space in the WeDrive; you can contact the administrator in the management background-APP management-WeDrive-Restrict to Create Space-allow all members to create shared spaces, Or add to whitelist.



# WeCom Workspace·Efficiency Tool

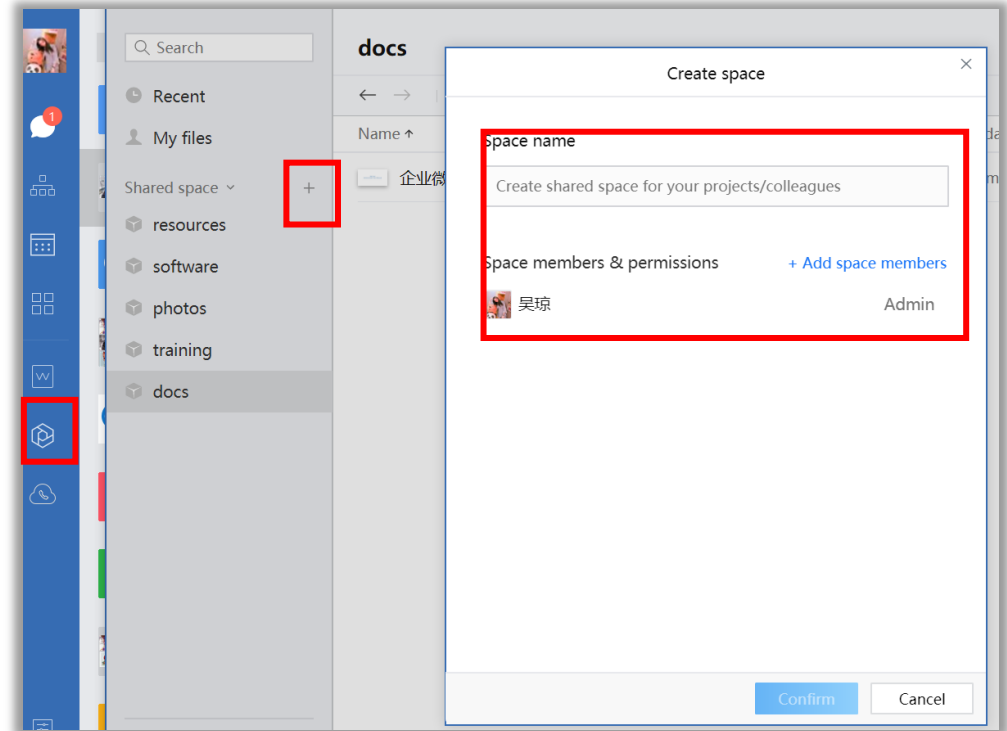
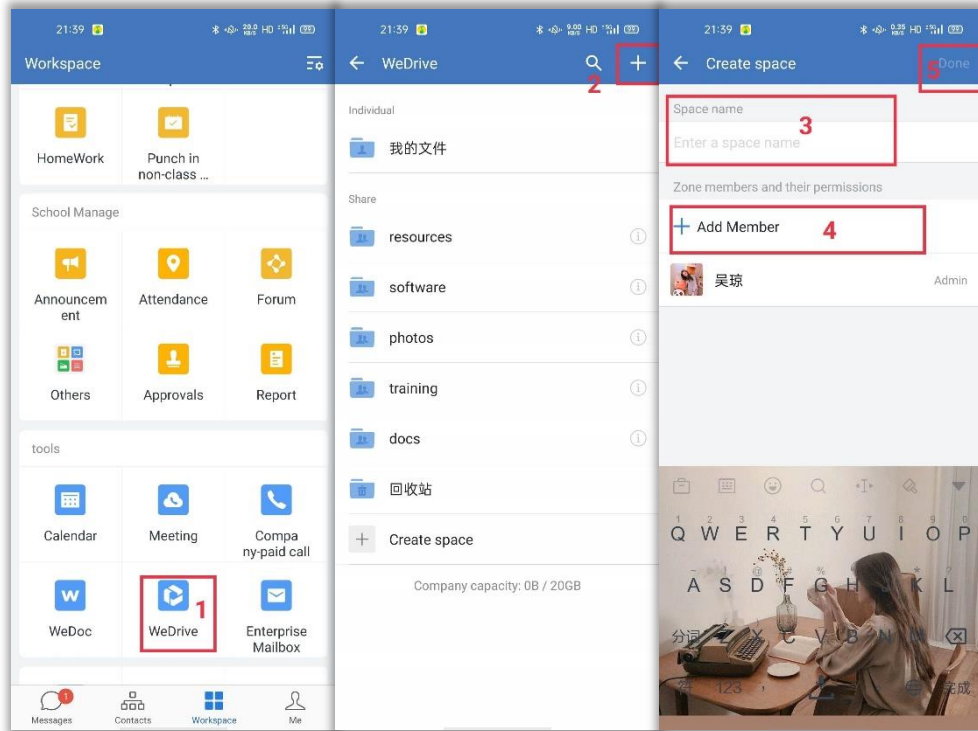
Create new/create shared space on WeDrive:

2. If you have the permission to create a shared space, you can create it on the phone or computer. The steps are as follows:

Mobile terminal: Open the WeDrive in the Workspace—click the + sign in the upper right corner—input the space name and add space members—click on the upper right corner to complete the creation.

Computer: Open the WeDrive in the left column of the client—click the + sign next to the shared space—input the space name and add space members—click OK to complete the creation.

# WeCom Workspace·Efficiency Tool



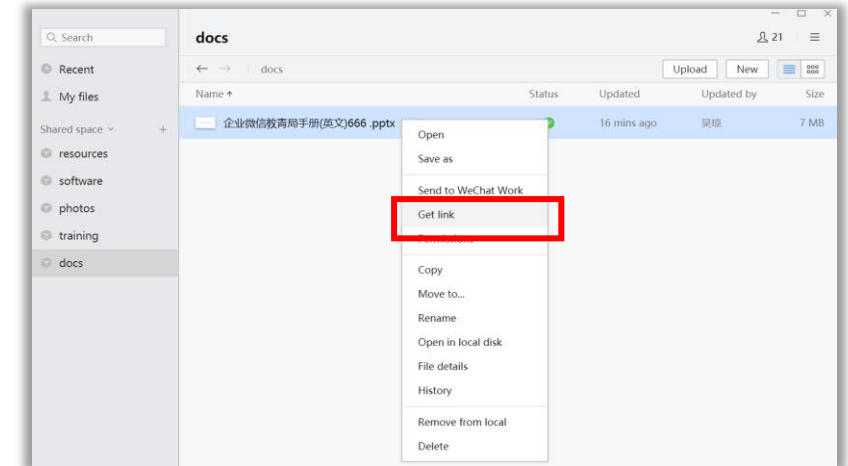
# WeCom Workspace·Efficiency Tool

Get the sharing link in the WeDrive:

After obtaining the sharing connection, get the link of the WeDrive document, which can be pasted and shared to a group chat or member for resource sharing.

You can open the WeDrive on the computer—find the file you want to share—right click the file—get the sharing link.

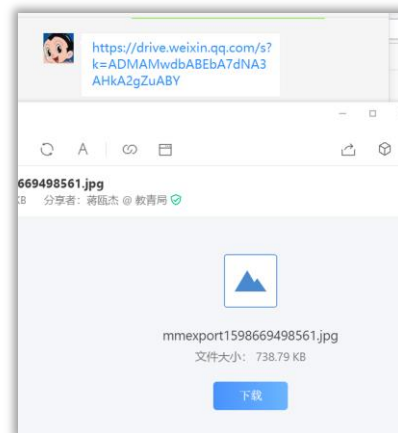
Note: Currently, the mobile terminal does not support obtaining sharing links.



# WeCom Workspace·Efficiency Tool

WeDrive file sharing:

After obtaining the sharing link, when the permission is set to "Only browse within the enterprise", it can only be shared to internal personnel; and when external personnel have the permission to view the sharing link, they can apply for permission to relevant personnel. If the permission is set to "Browse outside the enterprise", that means external personnel can also view shared content through the link.



# Founder of WeCom

## Founder transfer

Log in to the WeCom management background, and transfer the creator in "My Company-Permission Management"



**Note: One person can only serve as the founder of 5 companies.**

**The founder can dissolve the company, and once the company is dissolved, it cannot be restored**

# WeCom Help Center

WeCom has relevant operating documents. If you encounter a problem that is not mentioned in the training manual (How can external contacts of WeChat join the meeting? / Cannot log in to WeCom? / How to log in to the new member of the enterprise that has already joined and cannot log in to WeCom), But you can find solutions to related problems by visiting the documents in the official help center. You can switch the access status in the upper left corner of the help center. Help Center URL :

[https://work.weixin.qq.com/help?person\\_id=1&vid=1688852940103123](https://work.weixin.qq.com/help?person_id=1&vid=1688852940103123)

# WeCom Help Center

The screenshot shows the WeCom Help Center website in a browser window. The address bar displays <https://work.weixin.qq.com/help>. The page header includes the WeCom logo and the text "帮助中心" (Help Center), with a language selector set to "简体中文" (Simplified Chinese). Below the header, there are links for "问题列表" (Problem List) and "使用手册" (User Manual). A search bar is present with the placeholder text "请输入问题关键字, 如: 打卡、审批、登录" (Please enter the problem keyword, such as: check-in, approval, login). A dropdown menu is open, showing the selected option "我是管理员" (I am an administrator), which is highlighted with a red box. The main content area is titled "热门问题" (Popular Questions) and lists several topics: "Instructions for using the Google API service of Wechat Work", "Why can't my WeChat Workplace receive any app messages?", "What are the features of Contact Customers?", "How to link an existing email?", and "What is the difference between the admin's admin scope and the Contacts permissio...". A left sidebar contains navigation links for "热门问题" (Popular Questions), "Registration and Login", "Login", "Contacts Management", and "Member and Depart...".

问题列表 · 使用手册

我是管理员 ▾

请输入问题关键字, 如: 打卡、审批、登录

热门问题

Registration and Login

Login ▾

Contacts Management

Member and Depart... ▾

热门问题

Instructions for using the Google API service of Wechat Work

Why can't my WeChat Workplace receive any app messages?

What are the features of Contact Customers?

How to link an existing email?

What is the difference between the admin's admin scope and the Contacts permissio...

# WeCom Help Center

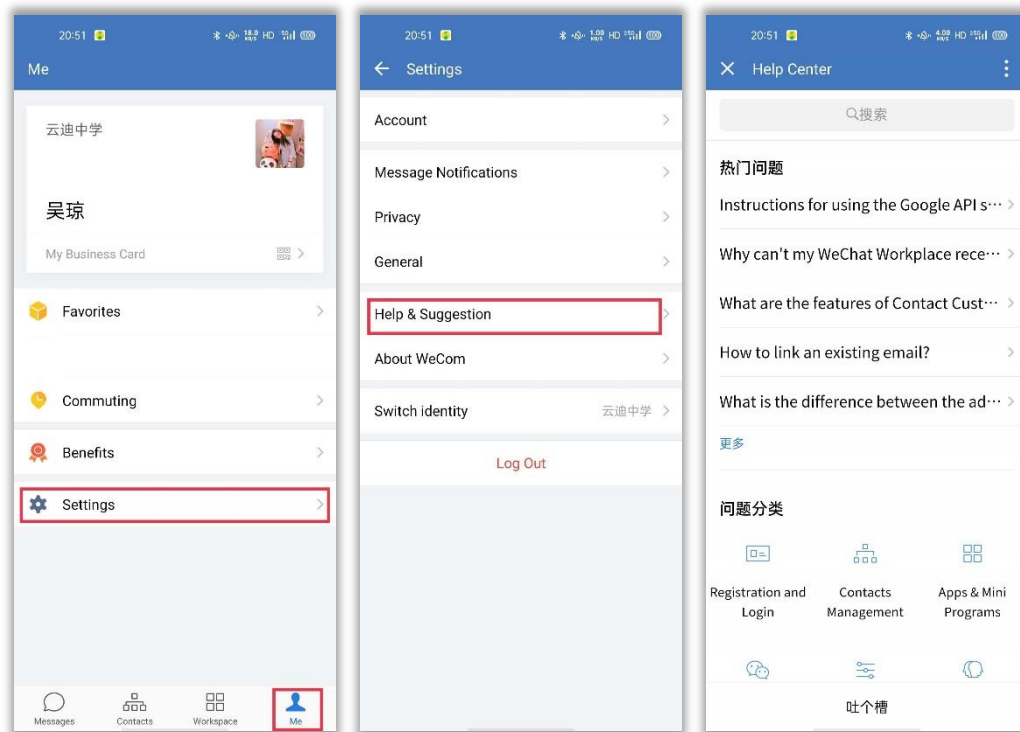
The help center of the enterprise WeChat can also be accessed through the enterprise WeChat application on the mobile phone and computer.

Mobile terminal: Click [Me]-[Settings]-[Help and Suggestions]

Computer side: click on the lower left corner [More]-[About]-[Help Center]

# WeCom Help Center

Mobile terminal :



Computer :

