

WebEx Teleconference Instructions for New Users

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SET UP BEFORE YOU JOIN A SESSION

When joining a WebEx session for the first time, the WebEx Training Manager Application will automatically install on your computer. However, we highly recommend that you save time by **setting up WebEx Training Manager on Windows before the session.**

Sometimes “administrator access” is required to install programs, depending on your organization’s security settings. You may need assistance from your IT department to allow the WebEx Application to install on your system, which is why it is recommended that you install it before your first session.

Follow these steps to install the WebEx Training Manager Application:

1. Go to <https://bcpsqc.webex.com>
2. From the left side menu bar, select "Set up" and then "Training Manager".
3. Click the “Set Up” button and follow the instructions to download the application and to test your system before your first session.

Training Center My WebEx Log In

▼ Attend a Session
Live Sessions
Recorded Sessions
Unlisted Sessions

▶ Host a Session

▼ Set Up
Training Manager
Preferences

▶ Support

Set Up Training Manager

Although WebEx Training Manager will automatically be set up when you host/join a training session, you can save time by setting up WebEx Training Manager, on Windows or Mac, before the session.

If you plan to use rich media such as audio, video or Flash in the session, you can first [verify your rich media players.](#)

To set up now, click **Set Up**. If you prefer to set up later, click **Cancel**.

Set Up Cancel

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JOINING A SESSION

After the WebEx Training Manager Application has been installed on your computer, you are ready to join a session by following the steps below.


- 1) If you plan to use a web cam for the call, plug it in before you connect.
- 2) Go to <https://bcpsqc.webex.com> to see the list of sessions that are in progress or starting soon.
- 3) When you find your session in the list, click on its name or the “Join” button on the right side of the screen.



The screenshot shows the 'Live Sessions' page in the WebEx interface. The session 'Health and Wellness Meeting' is listed under the 'In Progress' category. The 'Join' button next to it is circled in red. The interface includes a search bar, navigation tabs (Today, Upcoming, Daily, Weekly, Monthly), and a table of sessions with columns for Time, Topic, Presenter, and Duration.

Time	Topic	Presenter	Duration	Action
12:30 pm	Health and Wellness Meeting	BCPSQC - 3	1 hour	Join
3:00 pm	Quality Improvement Meeting	BCPSQC - 2	1 hour	
4:30 pm	Patient Safety Committee	BCPSQC - 3	1 hour	

- 4) Enter your name and email address and click “Join Now” to enter the session



The screenshot shows the 'Session Information: Health and Wellness Meeting' page. The session status is 'Started'. The 'Join Session Now' form is visible on the right, with a red arrow pointing to the 'Join Now' button. The form includes fields for 'Your name:' and 'Email address:'. The session information includes details such as session date, duration, presenter, and audio conference access code.

Session Information: Health and Wellness Meeting

Session status: Started
 Session date: Monday, December 7, 2015
 Starting time: 12:30 pm, Pacific Standard Time (San Francisco, GMT-08:00)
 Duration: 1 hour
 Presenters: BCPSQC - 3
 Description:
 Agenda:
 Session number: 463 532 830
 Password: (This session does not require a password.)
 Audio conference: To receive a call back, provide your phone number when you join the training session, or call the number below and enter the access code:
 US Toll 1-408-792-6300
 US Toll Free 1-877-668-4490
 Having trouble dialing in? Try these backup numbers:
 US Toll Free 1-877-668-4490
 US Toll 1-408-792-6300
[Show all global call-in numbers](#)
[Show toll-free dialing restrictions](#)
 Access code: 463 532 830

Host's name: BCPSQC - 3
 Host's email: msahota@bcpsqc.ca
 Course material: (none)

Join Session Now
 To join this training session, provide the following information.
 Your name:
 Email address:
 Join Now



Note: If the fields for your name and email address are not available yet (greyed out as in the example below), it means that the meeting organizer has not yet started the session. Please wait and refresh the page. You typically won't be able to join a session prior to 5 minutes before the meeting time.

English : [San Francisco Time](#)

Join Session Now

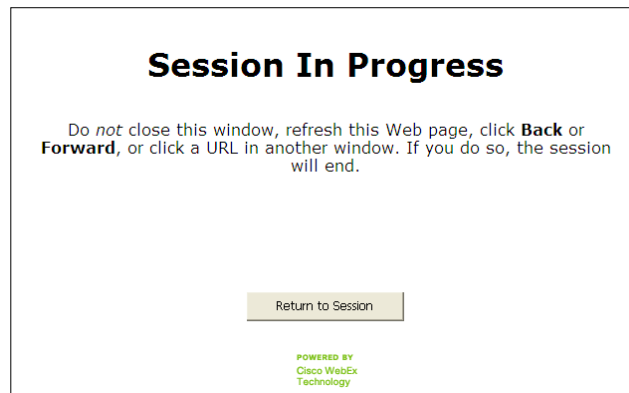
You cannot join the training session now because it has not started.

Your name:

Email address:

[Join Now](#)

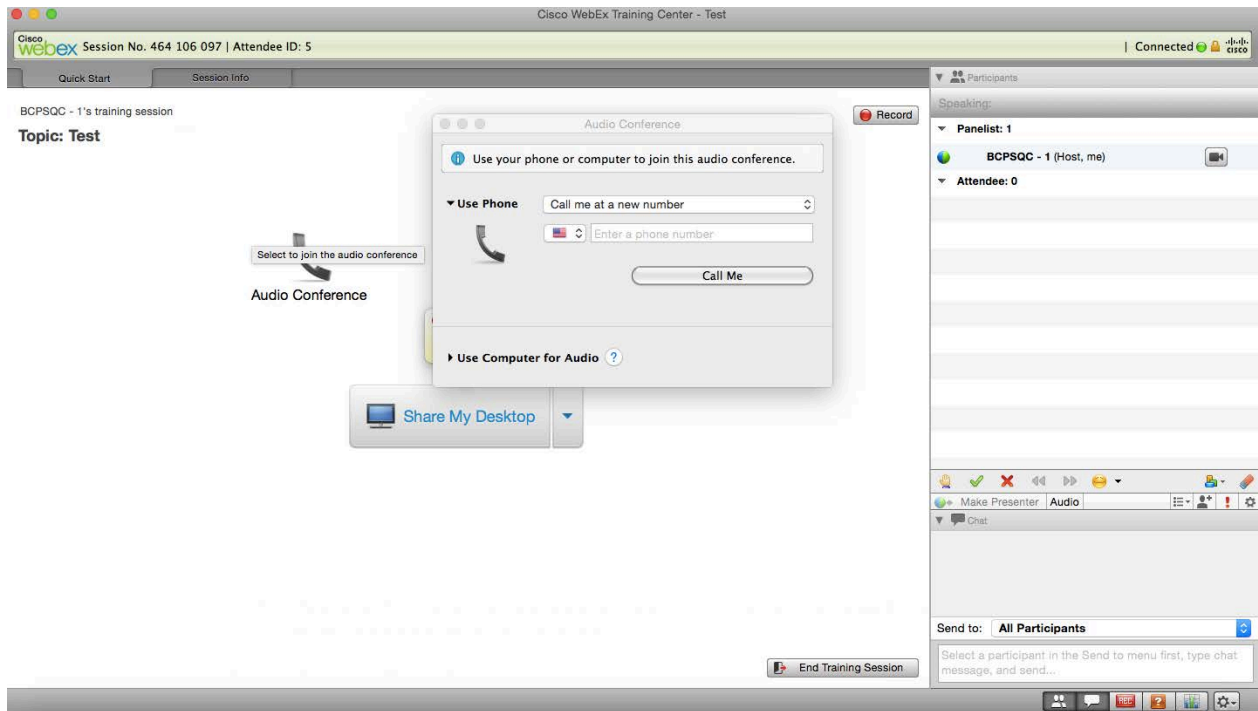
- 5) After you click “Join Now”, the WebEx session will open up in a new window on your computer. It can take a few moments for the session to load. This is the image that you should see:



- 6) Make sure that you do not close the WebEx window after it opens, or you will have to repeat this process.

DURING A SESSION – WHAT TO EXPECT

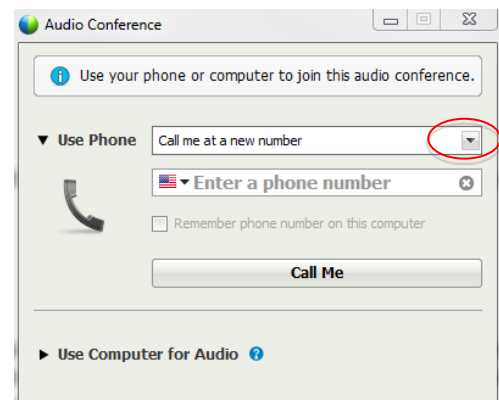
The WebEx session will open on your computer and an “Audio Conference” window will pop up to provide information on how to hear the audio portion of the call. You will see a screen like this:



Audio Information

In order to listen to the session and also to speak, the “Audio Conference” window will ask you to choose from three options. The window should automatically close when you have successfully connected to the audio portion of the meeting. If it does not do so, you can close it manually.

- 1) “Call Me at a New Number”
Enter 1-XXX-XXX-XXXX and WebEx will call you. You will not be asked to input your Access Code and Attendee ID.

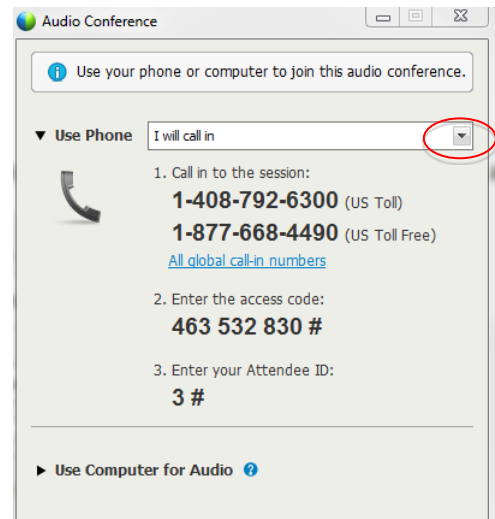




2) "I Will Call In"

Use a toll-free phone number that is displayed on the "Audio Conference" window and enter the Access Code and Attendee ID (also displayed on the "Audio Conference" window) when the automated phone system asks for this information.

The Attendee ID is essential because it synchronizes your name with your dial-in code so that we know who you are when you speak or use other WebEx features (a phone icon appears beside your name).

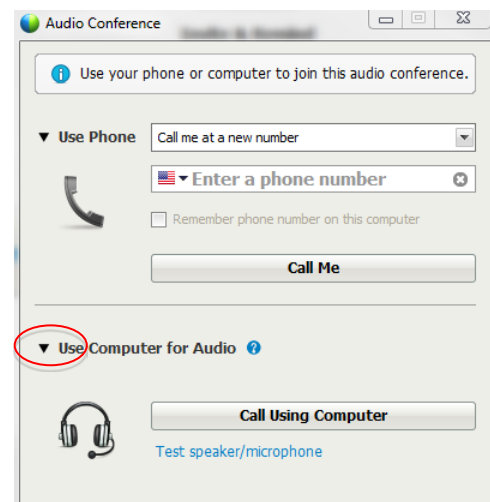


3) "Use Computer for Audio"

Please note that we do not recommend this option. The sound quality will be significantly better with a telephone.

If you do choose this option, a Speaker/Microphone Audio Test window may pop up to ensure that your headset is properly connected to your computer. Using a microphone will allow you to speak with the meeting organizers and other participants. If you do not have a microphone, you will only be able to listen to the session.

If you choose the "Computer for Audio" option but then change your mind and wish to use a telephone, the "Audio Conference" window can be accessed in the "Audio" menu at the top of the WebEx session window, or on the "Session Info" tab located in the top left corner of the WebEx window.



Audio Issues

If you are having any technical issues, you can type a message to the Host via the **Chat Panel** in the bottom right corner of the WebEx session window. See page 12 for instructions on using the Chat Panel.

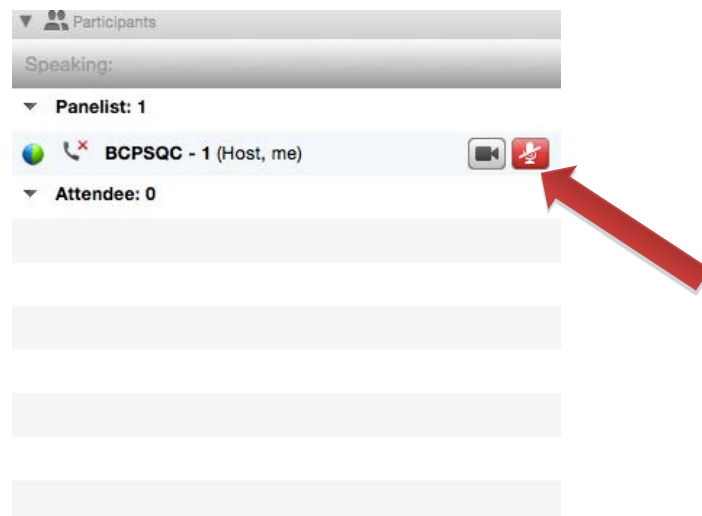
Muting of Audio

The session host has ultimate control over muting and un-muting participants, but often sessions feature open dialogue between participants and the presenters.

You can voluntarily mute and un-mute yourself when open dialogue is taking place by finding your name in the **Participants Panel** on the right side of the WebEx window and then clicking on the microphone icon that appears to the right of your name. The icon will appear red when muted. To un-mute yourself, simply click the icon again and it will return to a gray colour. See the next page for more information on the Participants Panel.

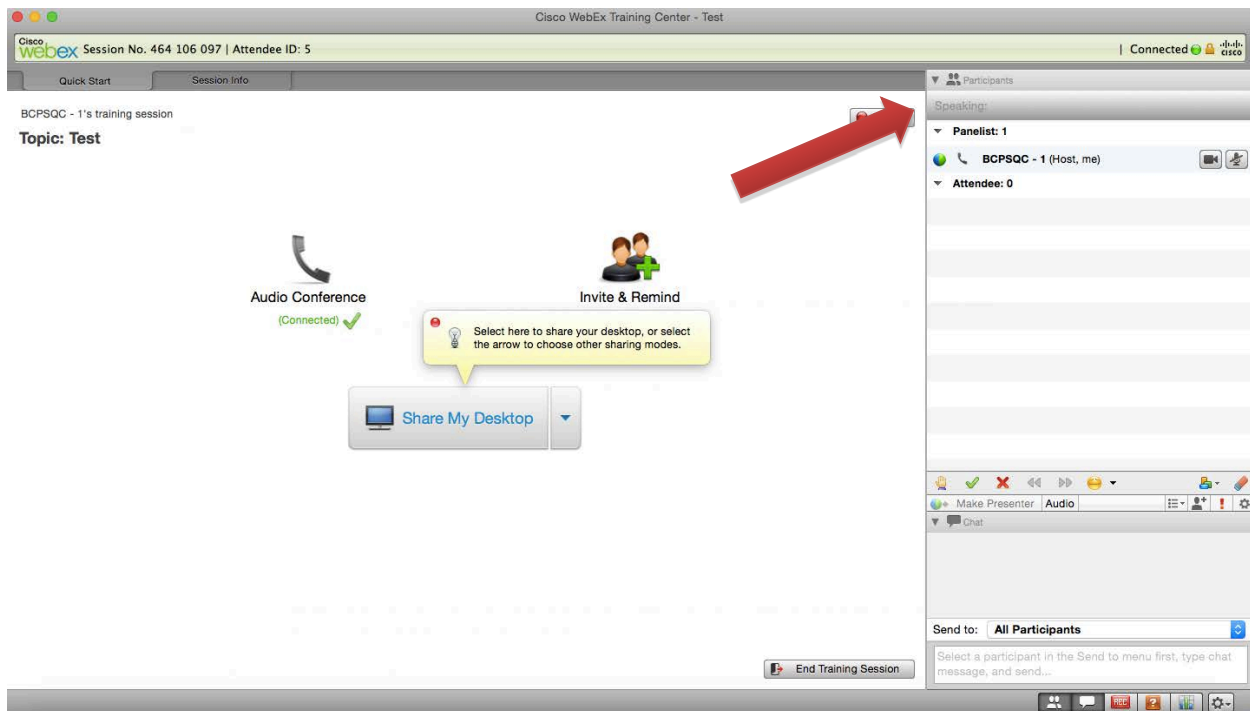
Please note that we recommend that you mute yourself upon entering the session.

The session host may choose to mute participants to avoid disrupting the session if a high volume of background noise can be heard (due to a poor connection or noisy environment). If your line has been muted by the host and you would like to speak, please raise your hand (see instructions on page 10).



Participants Panel

The Participants Panel is located on the right side of the screen and it contains a list of all the participants who are attending the meeting. In addition, it provides participants with the ability to mute and un-mute themselves and provide feedback throughout the session.



Types of Participants

Participants are organized into two categories: Panelists and Attendees.

The participants listed in the Panelists section are those who play an active role in facilitating the session. They may include the Host - typically a BC Patient Safety & Quality Council staff member responsible for all the technical components of the WebEx session - or Presenters - those either speaking or leading discussion.

All other participants will be listed as Attendees.

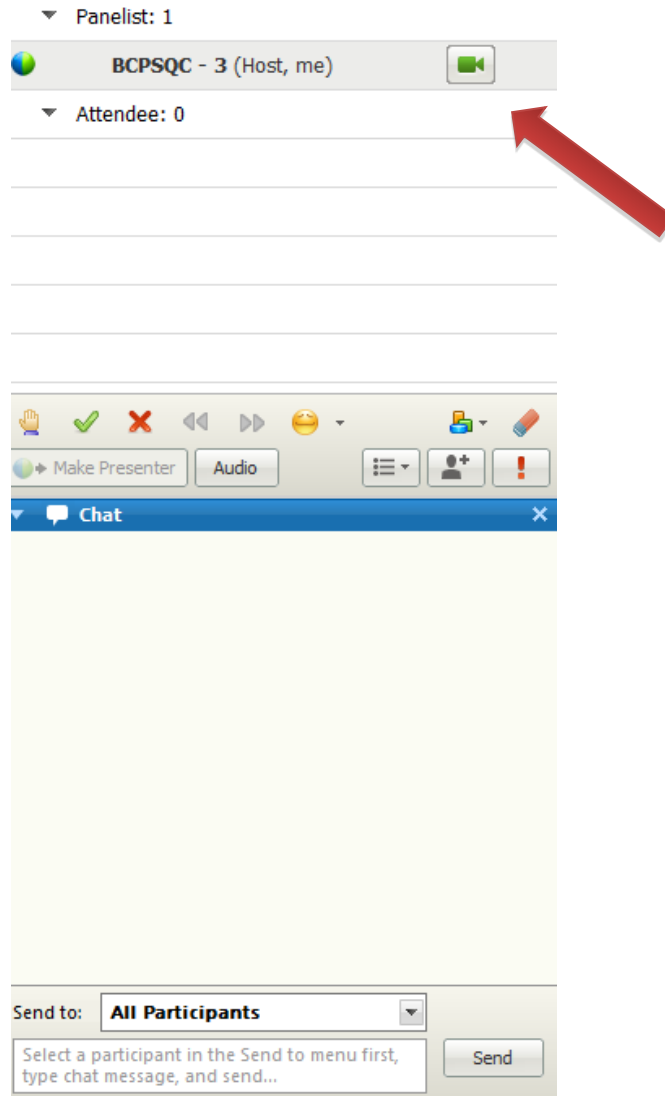


Video

If web cams are being used in the session, the video feed of whomever is speaking will automatically appear at the top of the Participants Panel.

If you are using a webcam, click on the camcorder icon that appears beside your name in the Participants Panel to share your video with others. When your webcam video is visible to others, the icon will be green. To turn off your webcam video, simply click the icon again and it will return to a gray colour.

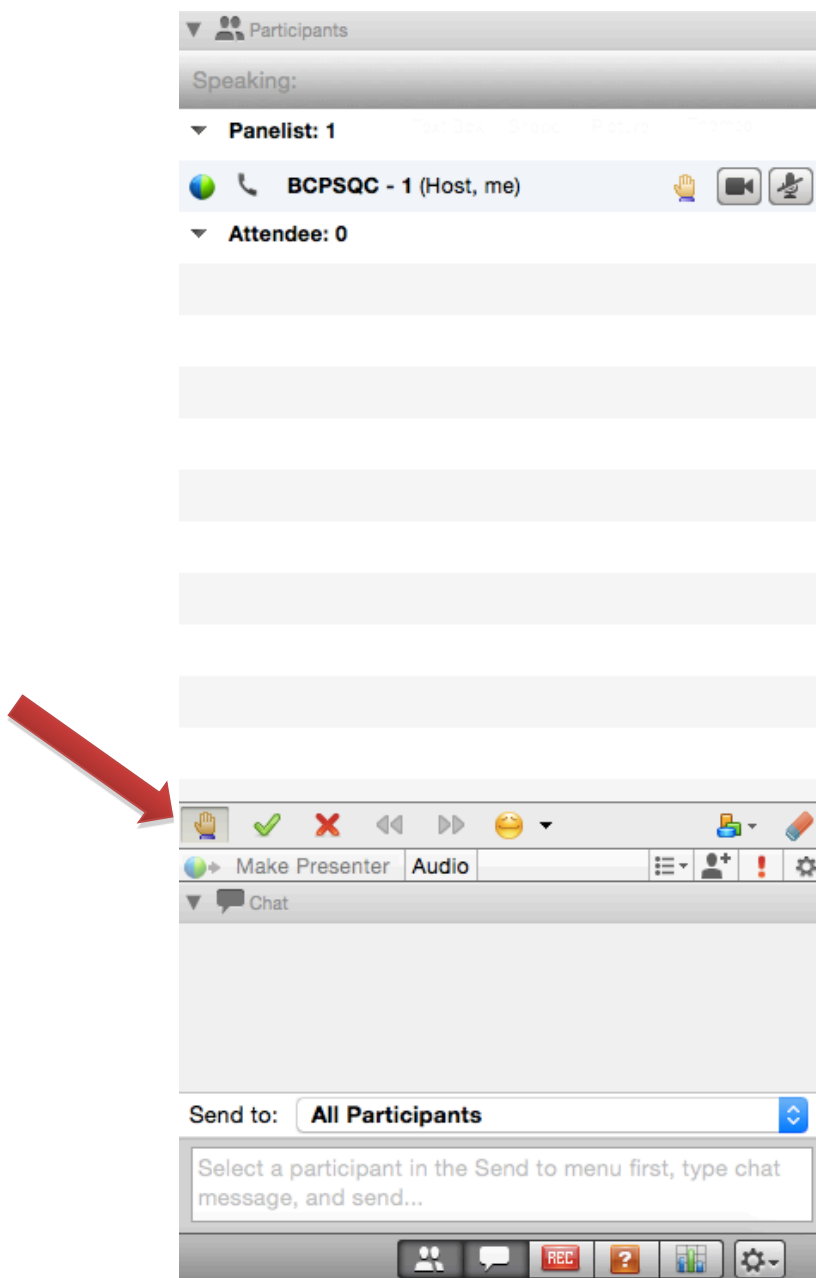
Note that your web cam should be plugged in before you join the WebEx session if you intend on using it. If you joined the session without plugging in your web cam, please leave the session and re-join once your web cam is plugged in.



Raise Your Hand

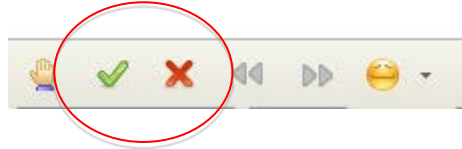
If you wish to ask a question or make a comment during the session you can use the chat box (see page 12 for instructions), or you can raise your hand by clicking on the hand icon that appears at the bottom of the Participants Panel.

This places a hand icon beside your name in the Participants Panel to alert the host that you have a question. He or she can then invite you to speak and un-mute you if necessary. To remove the hand from next to your name, simply click the hand icon again.



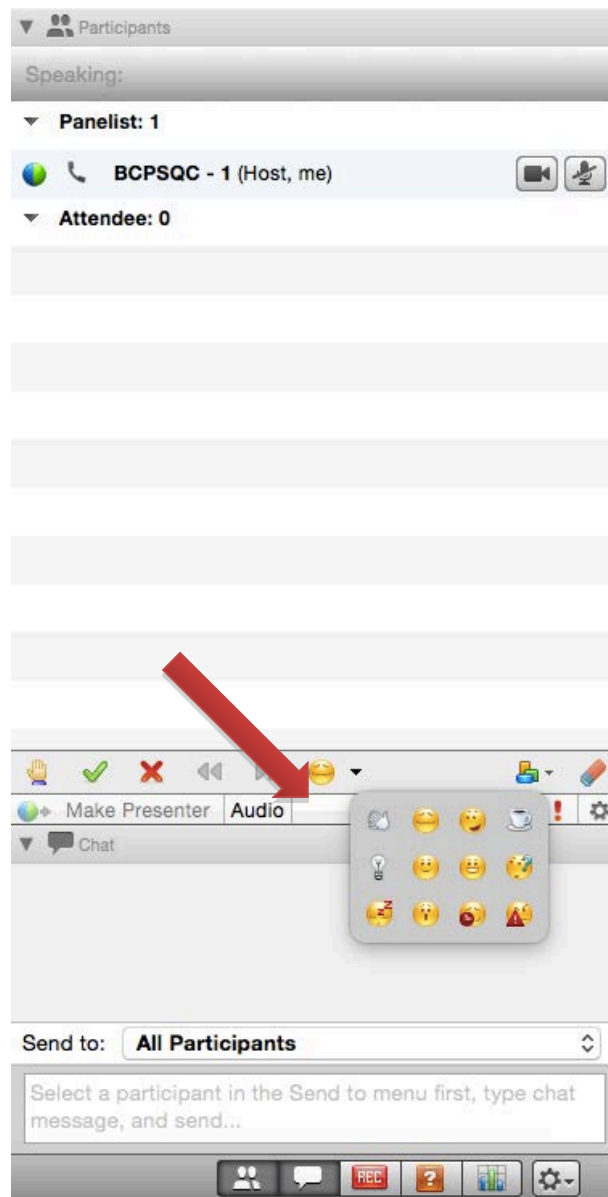
Yes/No Questions

The presenter may ask the participants yes/no questions that they can respond to using the checkmark and X icons located at the bottom of the Participants Panel. The icon will appear beside your name.



Emoticons

Emoticons can be used to indicate how you are feeling or your impression of the presentation. The emoticon you choose will appear beside your name in the Participants Panel.



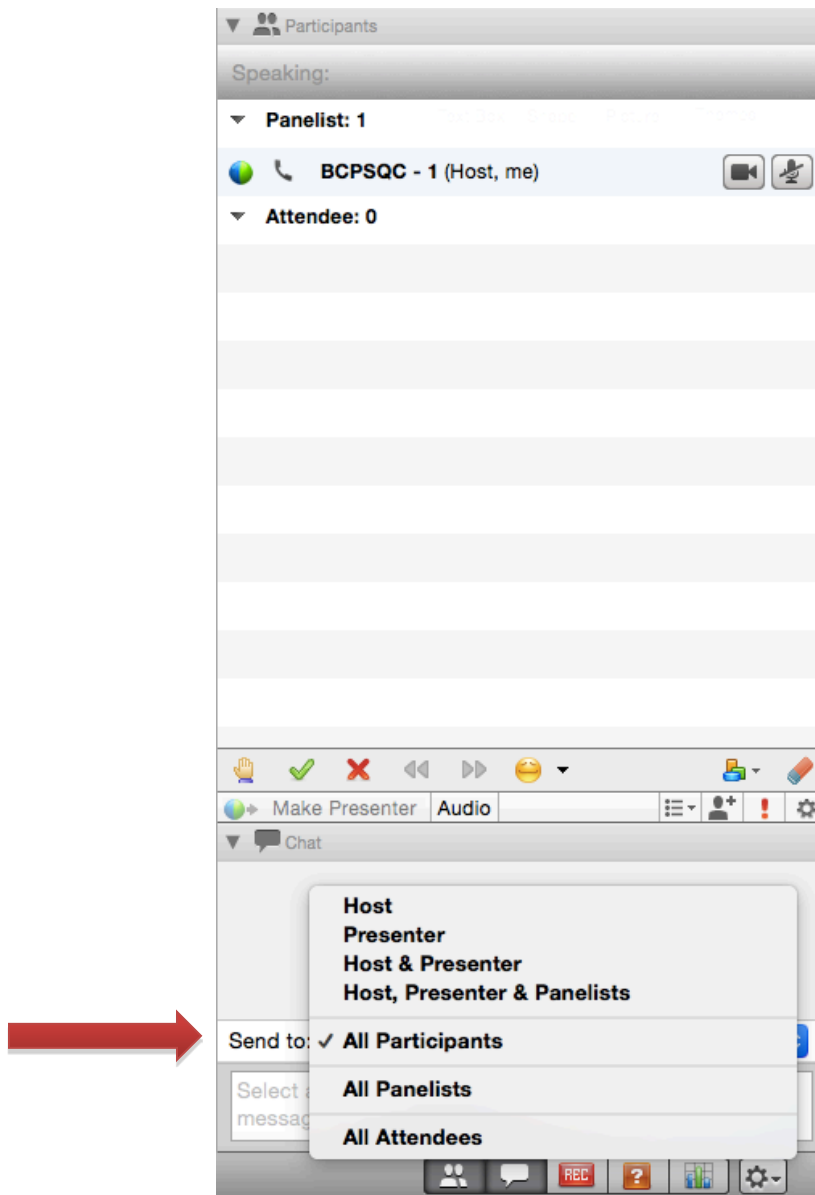


Chat Panel

The chat panel is a great way to communicate with other participants or the host without interrupting the presenter. You can use it to ask questions to the presenter or the host as well.

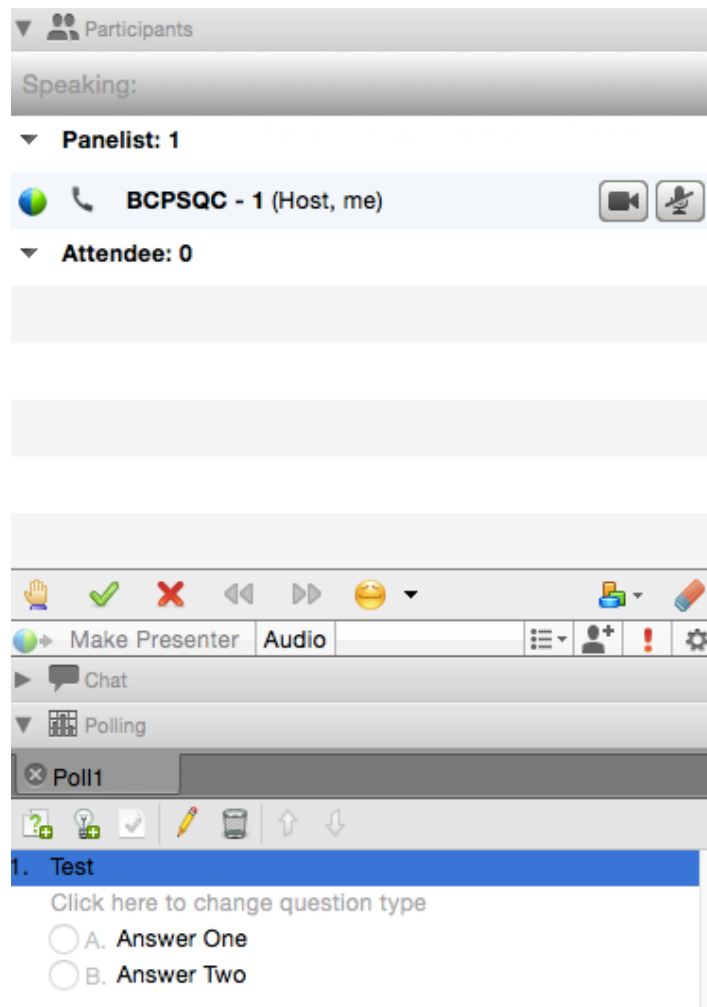
If you wish to ask a question or make a comment during the session:

- 1) Click the “Send to” dropdown menu (“All Participants” is the default selection) and choose who you would like to see your question or comment.
- 2) Type your question or comment.
- 3) Press “Enter” on your keyboard or “Send” next to where you are typing



Polling Panel

If the presenter polls the participants during a session, you can respond by selecting an answer from the Polling Panel. The Polling Panel is located at the very bottom of the right side of the WebEx window and will automatically pop up if the presenter starts a poll.



The screenshot displays the WebEx interface with the Polling Panel open at the bottom right. The panel shows a poll titled "Poll1" with a question "1. Test". Below the question, there are two radio button options: "A. Answer One" and "B. Answer Two". A red arrow points to the question text. The interface also shows a "Speaking:" section with "Panelist: 1" and "Attendee: 0", and a "Participants" section. The bottom of the interface includes a toolbar with various icons for navigation and control.



WEBEX FROM YOUR MOBILE DEVICE

Download the free WebEx application from <https://www.webex.com/products/web-conferencing/mobile.html#cisco-webex> to access online meetings from your mobile device.

IF YOU HAVE ISSUES WITH WEBEX

If you have technical issues during a WebEx session and are using your phone line for the session, you can type a message to the Host via the **Chat Panel** (see page 12 for information).

If you have technical issues before joining a WebEx session, or if you are in a session but not using your phone, you can call the BC Patient Safety & Quality Council at 604-668-8210 / 1-877-282-1919 or the WebEx help line at 1-866-229-3239 (toll-free).