WebEx | Participating as an Attendee
QUICK START GUIDE

Information Sciences
St. Jude Children's Research Hospital

WebEx

WebEx is a web-based tool used to conduct interactive online meetings. With this anytime, anywhere solution meeting participants can collaborate effectively with others through real-time sharing of files, applications and computer desktops.

Meeting Center

Meeting Center is a software program that you install on your computer and use when participating in meetings via WebEx. Meeting Center provides you with the options you will need to share information—such as presentations and applications, send chat messages, send and receive video, take notes, record a meeting, etc.

If you are entering a meeting for the first time from an email message, you might be prompted to allow the installation of a Active X or Java applet from WebEx. Please select the option to allow this installation. WebEx will select the method of downloading the Meeting Center automatically.

If you would like to be proactive and install the Meeting Center prior to your first meeting you can manually do so by completing the following steps.

To download the Meeting Center:

1. Browse to the St. Jude WebEx site: http://stjude.webex.com
2. On the left-hand navigation panel, click **Set Up**.
3. From the **Set Up** short-cut menu on the left, select **Meeting Center**.

4. The Set Up page opens. Click the **Set Up** button.
5. If a security dialog box appears, agree to move forward in the download process.
6. Once setup is complete, the **Set Up Complete** page appears.
7. Click **OK**. You can now join a meeting.

Joining a Meeting

If a meeting host invites you to a meeting, you will receive an email invitation message which includes the date and time of the meeting and a link to join the meeting.

To join a meeting from an email invitation:

1. Open the email message you received from the meeting host.
2. Click the link in the message to join the meeting.
3. Enter your name in the **Your Name** field.

4. In the **Email Address** field, enter your email address.
5. Click the **Join** button.
6. The WebEx meeting window opens.
7. Follow the **Audio Conference** instructions that appear to connect to the audio portion of the meeting.

Understanding the Participants Panel

The Participants panel allows you to see a listing of all those involved in the WebEx session.
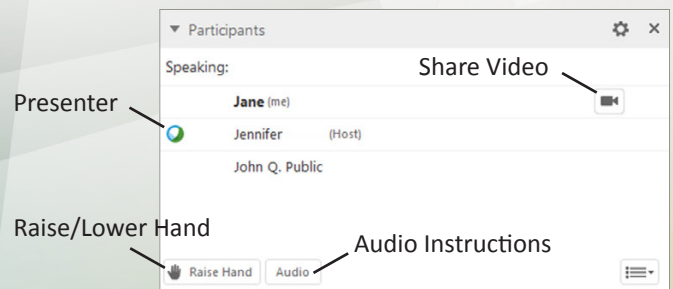

Raise Your Hand in a Meeting

If you are in a meeting and would like to ask a question, you have the ability to raise your hand. To do so, on the **Participants** panel, click the **Raise Hand** button.

Chatting

As a meeting attendee, you have the ability to chat with the group or with an individual in the meeting.

Chat is useful if you want to:

- Communicate with the presenter or participant during the meeting.
- Send a private message to another participant.
- Send brief information to all participants.
- Ask a question but do not want to interrupt the presenter.
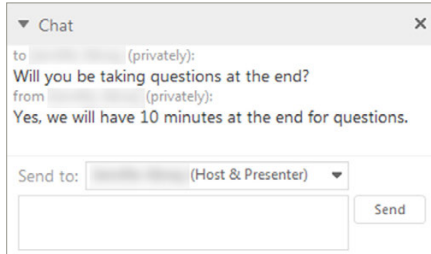

To send a chat message:

1. Click the **Chat** button at the top-right of the meeting window.
2. The **Chat** panel opens. From the **Send to** drop-down list, select the individual you wish to send the message to OR select **Everyone** to send the chat to the entire group.
3. In the chat text box *(below the Send to drop-down)*, type the message you want to send.
4. Click the **Send** button or press the **Enter/Return** key on your keyboard.

Taking Notes

In a WebEx meeting, you have the ability to take and save your own personal notes.

To take notes during the meeting:

1. Click the **Notes** button at the top-right of the meeting window.
2. The **Notes** panel opens.
3. Type text in the notes area.
4. Click the **Save** button to save your notes.
5. The **Save As** dialog box will appear. Navigate to where you would like to save the file.
6. Click the **Save** button.
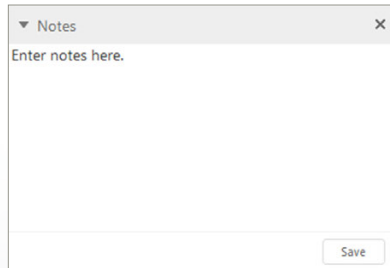
Performance

Some factors that affect performance include:

- The speed of your connection to the Internet
- The performance of your Internet service provider
- Internet traffic on your routed connection to the WebEx server
- Performance of any firewall or proxy servers between your system and WebEx

System Requirements

At minimum, WebEx requires a computer, Internet connection, and an Internet browser. See the WebEx System Requirements (**http://support.webex.com/support/system-requirements.html**) for specifics.

Join a test meeting (**http://www.webex.com/lp/jointest/**) to test your browser and operating system.

Troubleshooting

I can't see the entire presentation

If you are having difficulty seeing the entire presentation, the host may need to adjust their application window size. Simply raise your hand and notify your host of the issue. Also, you may need to change the resolution on your monitor.

Why are the slides of the presentation delayed?

Because you are viewing a real-time presentation over the web, a slight delay may occur. If the delay becomes too cumbersome, let the presenter know the presentation is delayed and what the average time is for the slides to transition. Knowing this information can assist the presenter with pausing the appropriate amount of time for the delayed browser.

What if my connection drops? How do I get back into the meeting?

If your connection drops, you can easily enter the meeting room again using the link provided in the email invitation.

Can an attendee take control of the presentation?

Yes, the role of the presenter can be shared with an attendee in the session. In turn, once the role of presenter is shared, the attendee can also remotely share his/her applications in the session.

What if my system or browser hangs?

If your browser stops responding, attempt to close the browser and rejoin the meeting via the email invitation you received. If your system stops responding, considering restarting your system. It is also helpful that you consider not running other applications while in a meeting.

Need Help with WebEx?

For additional information on specific features of WebEx visit **http://www.stjude.org/webex** or email **is.webex@stjude.org**.