

WebEx Guide



Tips and Tricks for Participating in a Virtual Meeting

Getting Started

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Contact Us

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Text or Call Debbie
Garrett at
901-237-9384

Get the WebEx App

[Click here](#) to get the app in the google play store

[Click here](#) to get the app in the apple app store

[Click here](#) to get the desktop app for windows or Mac

Welcome! This guide will give you simple instructions and helpful graphics to describe the ways you can make the most of your virtual meeting experience. For each topic, you will find a section explaining how to do something using the computer and another section explaining how to do the same thing on your phone. Other smart devices like tablets and iPads can be used as well. Depending on the type of smart device you are using, you may find the phone instructions are more helpful in some cases while the computer instructions will be helpful in others.

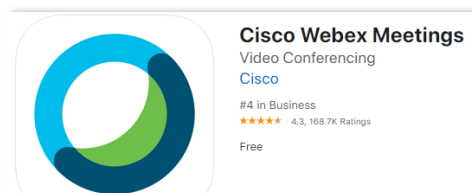
General Tips for Participation:

- Find a quiet space in your home
- Make sure you have a device that you can see others and others can see you (laptop or iPad works best)
- Have a devices chargers and a wall socket nearby
- Wear earbuds or headphones if you have them to improve the meeting sound quality

Before Joining WebEx

Before joining your first WebEx meeting, you will need to do a little preparation. You are already doing the first thing you need to do by reading this guide!

Next, if you plan to use your phone or a tablet to for your video, viewing the meeting materials, and interacting, first download the Cisco WebEx Meeting App from your app store. It looks like this:



If you plan to use a computer as your primary device for the meeting, you do not need to download anything prior to the training. However, there is a Cisco's WebEx desktop app you can download for Windows or Mac. It may make joining the meeting a little easier. Get the desktop app by searching "Cisco WebEx Desktop App" in your browser.

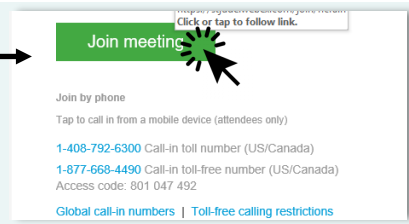
Finally, be sure to check your email for an invitation to the WebEx training. If you are not sure how to access the email invitation or did not receive an invitation, please email us at fgvs@stjude.org.

Now you are ready for the meeting!

Viewing by Computer and Participating by Phone



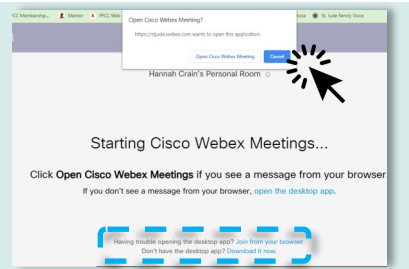
Check your email on your computer. There you will find an email and/or a calendar invitation to the meeting. **It will look like this:**



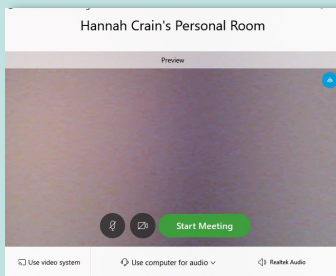
Click the green “Join Meeting” button. Clicking this button will open WebEx in your browser.

Next you will see a screen like this:

Click the **“Open Cisco WebEx Meeting”** button. Clicking this button will complete the process of opening WebEx in your browser. You do not need to download the WebEx desktop app. If you have any issues opening WebEx in your browser, you can click the blue link near the bottom of the screen that says **“Join from your browser”** and follow the onscreen instructions.



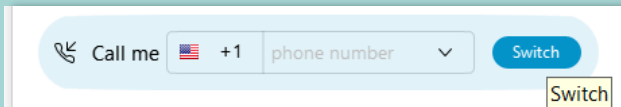
Next, a new popup screen will appear. Don't worry, no one can see or hear you yet! This is a preview screen where you can preview your audio and video before officially joining the meeting.



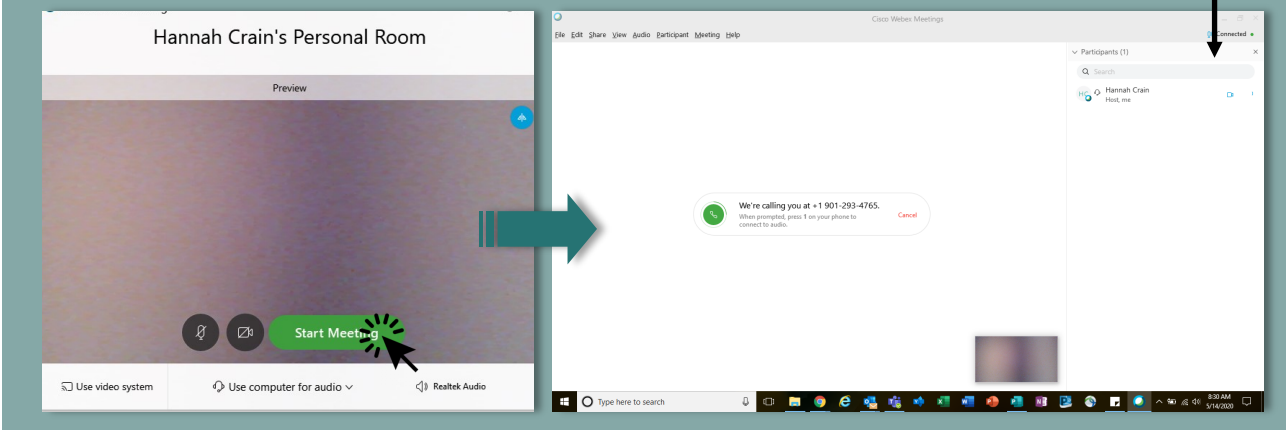
We suggest using the “Call me” option

Click the Microphone icon at the left of the preview screen.

Select **“Call me”** and type in your preferred phone number including the area code. WebEx will call you and guide you to connect to the meeting.



Click the green “Join Meeting” button. You will be taken to the meeting screen. **It looks like this:**



Congrats, you have joined the meeting from your computer with your phone!

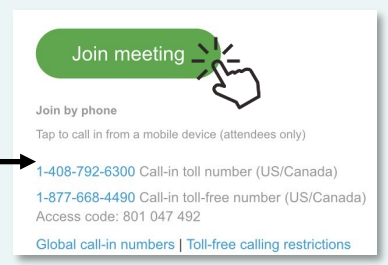
Viewing and Participating by Phone



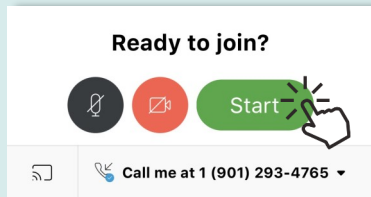
Prior to the meeting, download the Cisco WebEx Meeting App to your device. You will need the app so you can see video and screen while participating in the training.

Check your email on your phone. There you will find an email and/or a calendar invitation to the meeting. **It will look like this:**

Tap the green “**Join Meeting**” button. Tapping this button will open WebEx.



Next you will see this screen:



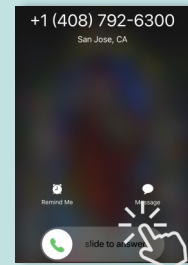
Tap the green “**Start**” button to join the meeting.

If you would like to adjust your audio connection before joining the meeting, tap the area that says “**Call _**” at the bottom of the screen. A menu will appear. Select the audio option you prefer. **The “Use Internet for audio” or “Call Me” options are recommended.**

For more details on audio connection types, refer to the chart at the bottom of the page.

If you use the “Call Me” option, you will receive a call like this:

Answer the call and follow the instructions to join the meeting. If you are using the same cellphone to view the app and call into the meeting, you will need to leave the phone call screen and return to the app once you have answered the call. The easiest way to do this is probably to hit your back or home button.



Note that if you turn off your device screen during the meeting, you may be disconnected depending on your device settings.

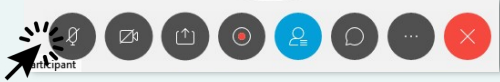
Congrats, you joined the WebEx meeting from your phone!

Microphone Options for Computer

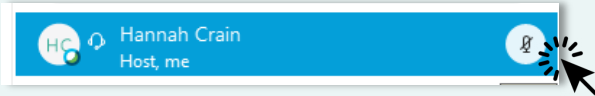


You can mute and unmute yourself in **two** ways on the computer.

1. Click the button with a microphone on it on the left side of the row of buttons at the bottom of the screen.



2. Click the small microphone icon by your name in the participant list on the righthand side of the screen.
If you do not see the participant list, click the button at the bottom of the screen with a person icon on it.



Microphone Options for Phone



You can mute and unmute yourself in **two** ways on the phone.

1. You can mute and unmute yourself using the mute button on your phone screen.
2. If you are using headphones or earbuds with a mute button, you can click it.



Things to Know about your Microphone



If you are using more than one device to participate in the meeting, you can mute and unmute yourself on either device to be muted on both devices.

For example, if you are using your computer to view the meeting content and you are using your phone for audio, using your phone mute button OR the mute button on the computer will mute BOTH devices.

The meeting host can mute/unmute all participants at any time.

You can still mute/unmute yourself when you are ready to speak.

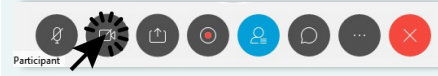
* Best Practices for using a Microphone *

- **Mute your microphone when you are not speaking.**
This will eliminate background noise that can make it hard to hear what others are saying.
- **If you are experiencing an echo effect—you are using the microphone on more than one device.**
Using more than one microphone will cause the microphones to listen to each other and create an endless echo. Mute one of your microphones or adjust your audio settings as described in the “Join the Meeting” section

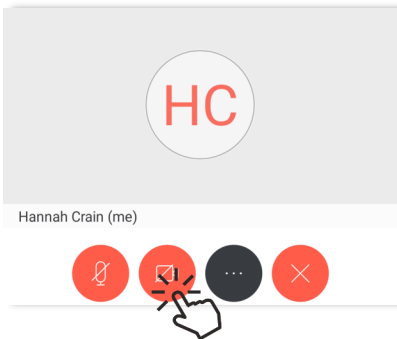
Video Options for Computer



To turn your video on and off, tap the button with a camera icon.



Video Options for Phone



To turn your video on and off, tap the button with a camera icon. At the bottom of your screen.

Be sure you are on the main viewing screen and not a chat or alternate menu. If you are not on the screen for viewing meeting content and sharing video, you can usually get back to this screen by hitting the back arrow in the top left of the screen.

Setting your Screen View for Computer



During the meetings, it will be helpful to change your screen view so you can see all participants. Look for the button to change your screen view in the upper right corner of the screen.

Click the first button with a box in it.



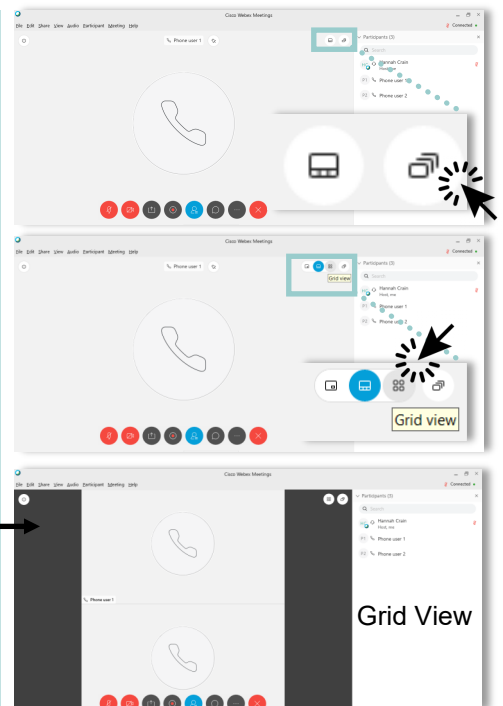
Three options will appear.

Click the button with four small squares on the right that says “Grid View” when your hover over it.



Your screen will look similar to the image on the right:

If the host begins sharing their screen, your screen will automatically adjust so you can see the content being shared.



Setting your Screen View for Phone



Usually, your phone will automatically adjust to the best view for showing content.

If you would like to change the view, tap the screen until the configuration you prefer appears.



Viewing the Participant List

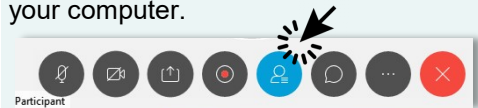


For Computer:

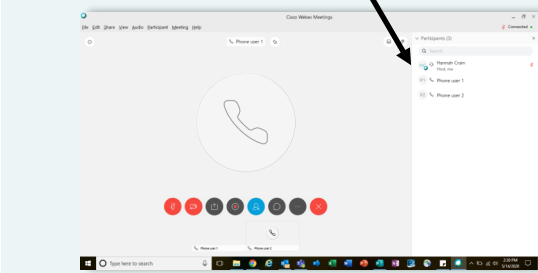


During the meeting, you may wish to see a list of all the other people participating. You can do this by opening the participant list. The participant list also allows you to access other menu options.

Click the button with a person icon on it at the bottom of the screen to open the participant list on your computer.



The participant list will appear on the right of your screen. **It will look like this:**

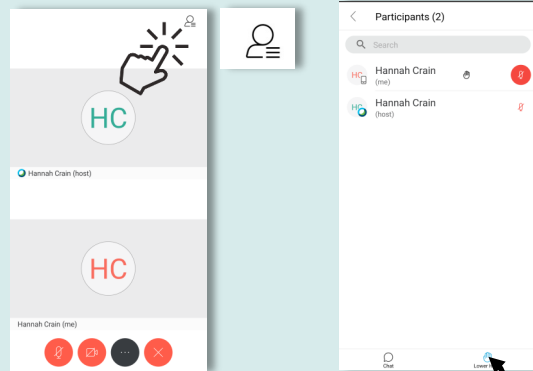


For Your Phone:



During the meeting, you may wish to see a list of all the other people participating. You can do this by opening the participant list. The participant list also allows you to access other menu options.

Tap the person icon in the right hand corner of your screen to open the participants list.



This will open a new screen showing all participants. **It looks like this:**

Raising your Hand

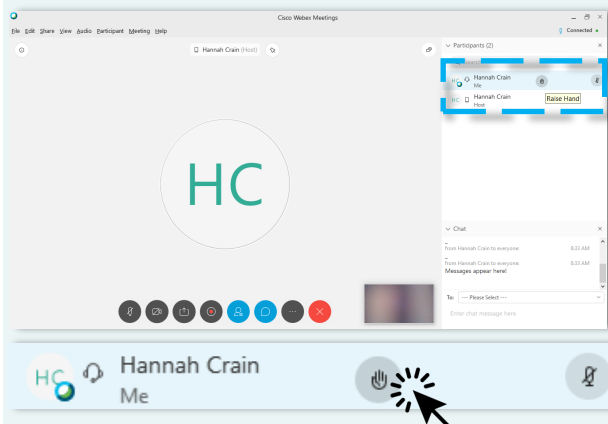


You may want to notify the person speaking that you have a question or something to add to the conversation. Just like in school, you can “raise your hand”. The presenter/host will get a notification and will acknowledge your raised hand at the next opportunity.

For Computer:



Next to your name in the participant list, you will see a hand icon. **Click the icon to raise your hand.** The icon will turn **blue** to indicate your hand is raised. **Click the icon again** to stop raising your hand. The icon will turn **grey**.

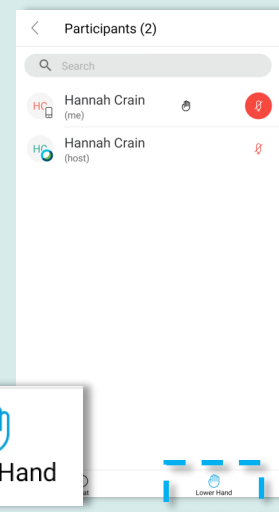


For Phone:



Click on the participants list in the right hand corner of the screen represented by a person icon.

The participant screen will now open. The “raise hand” button is at the bottom right of the screen. **Click it to raise your hand.** A hand icon will appear by your name if your hand is raised. **Click the button again** to stop raising your hand. The icon will disappear by your name.



Using the Chat Box

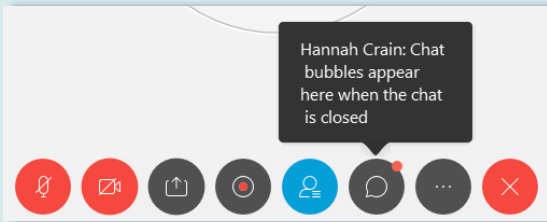


The chat box is a great tool to share your thoughts or questions during the meeting without interrupting a speaker or the conversation currently happening.

For Computer:

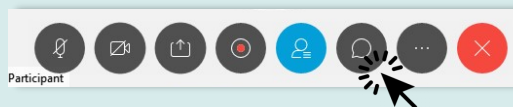


If you do not have the chat box open, you will see chat comments appear in a small speech bubble at the bottom of your screen. A red dot will appear by the chat button to show there is a new comment.



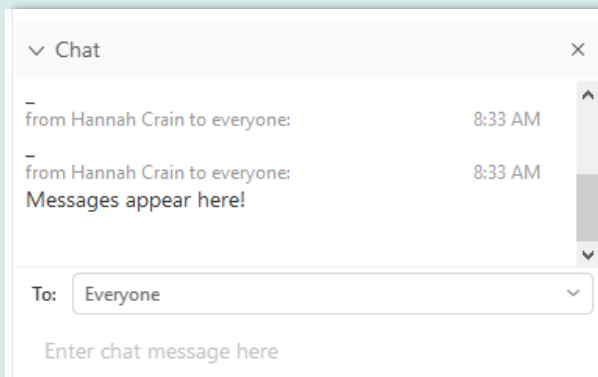
You will need to open the chat box to see all previous chat conversations and to reply to chats.

Click the button that looks like a speech bubble at the bottom of your screen to open the chat box.



The chat box will open on the right of your screen under the participant list. You can **type a message where you see the blinking cursor**.

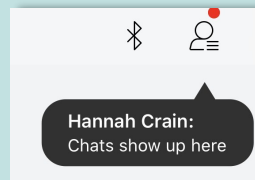
Hit **“Enter”** to send the message. Your message will appear in the conversation box. You can scroll through other comments in the conversation by scrolling through this box.



For Phone:

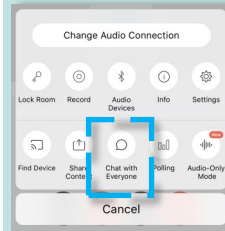


If you do not have the chat box open, you will see chat comments appear in a small speech bubble at the top of your screen. A red dot will appear by the participant icon to show there is a new comment.

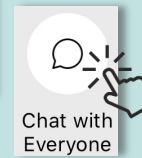


You will need to open the chat box to see all previous chat conversations and to reply to chats.

Tap the button that has three dots at the bottom of the screen to open the chat. **A menu will appear.**

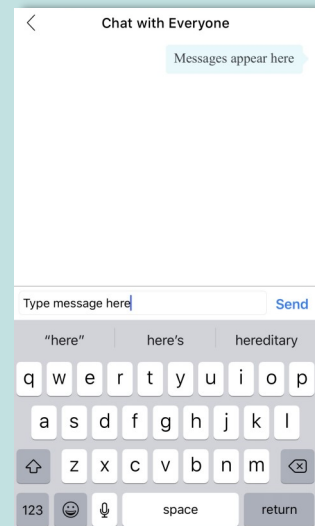


Tap the button with a speech bubble icon. It is in the second row of buttons. The chat box will open on a new screen.



In the chat screen, you type a message in the area at the bottom where the cursor is blinking. Your message will appear in the area above. You can scroll through other comments in the conversation in this area.

To go back to the main screen, tap the back arrow in the top left corner.



IMPORTANT! You can have **two** types of conversations:

You can have a conversation where your message is shared with everyone

OR you can have a conversation where your message is only shared with another participant. Use the drop down menu above the space where you type your chat to select who will receive your message.

