

# Webex Tips

**Joining and Participating in  
Webex Events Hosted by The Centers**

# Need Help Accessing Webex Events?

- Cisco Webex software is used for almost all\* web events hosted by The Center. You can join Webex events from a Chrome, Firefox, or Safari browser.

**For instructions to register for and access live and recorded Webex events hosted by The Center, [click here](#).**

- **To avoid issues when joining a Webex event, [click here](#) to test your system in advance.**
- If you experience technical issues while joining a Webex event, [click here](#) or call Webex Technical Support at 1-866-229-3239.

**\*Note:** Some Center events, such as the [SMP Monthly Networking Calls](#), are now held using Zoom. For help using Zoom, [click here](#).

# Tips for Joining

To have your state abbreviation appear behind your name on the web event, **enter your state after your last name in the “Last name” field when you register, and also if prompted to enter your name when you join:**

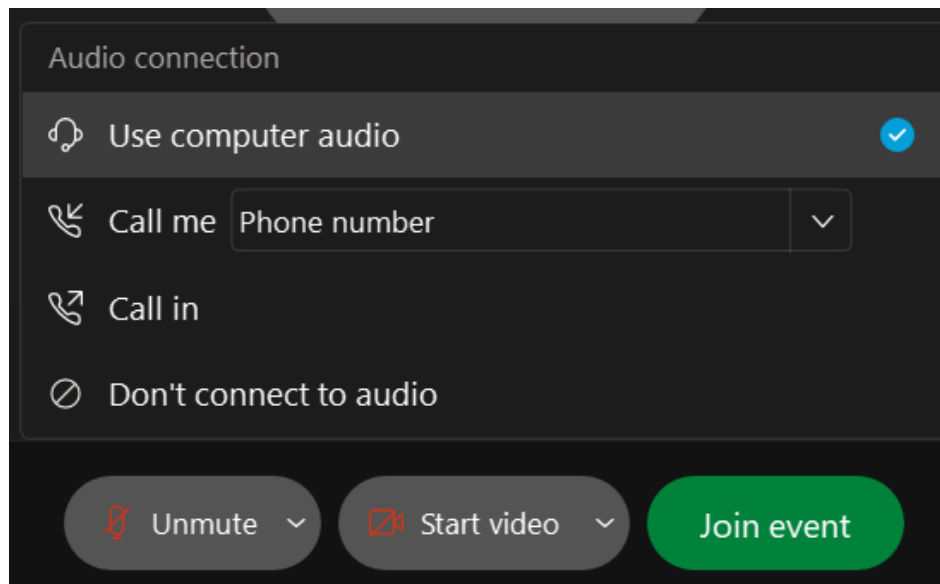
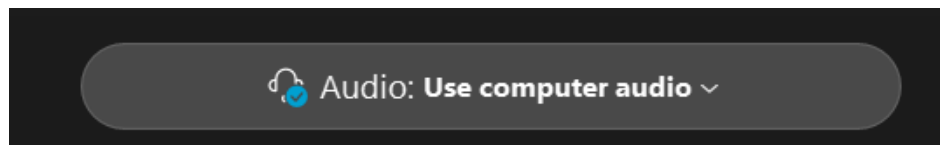
- Two-letter state abbreviation if you are with a SHIP or SMP (Smith–ST)
- “ACL” if you are with ACL (Jones–ACL)

First name:	<input type="text" value="Jane"/>
Last name:	<input type="text" value="Doe-ST"/>
Email address:	<input type="text" value="jane.doe@SMP-SHIP.org"/>
Event password:	<input type="password" value="....."/>

Passwords are required on all events and should fill in automatically. If needed, the event password is provided in the announcement information and in your confirmation email.


# Audio connection

When joining the event, follow the prompts to use computer audio (the default), or click the arrow next to “Use computer audio” to select the option to get a call back or call in, as described on the following slides.



# Audio: Use computer audio

 Audio: **Use computer audio** ▾

 Test speaker and microphone

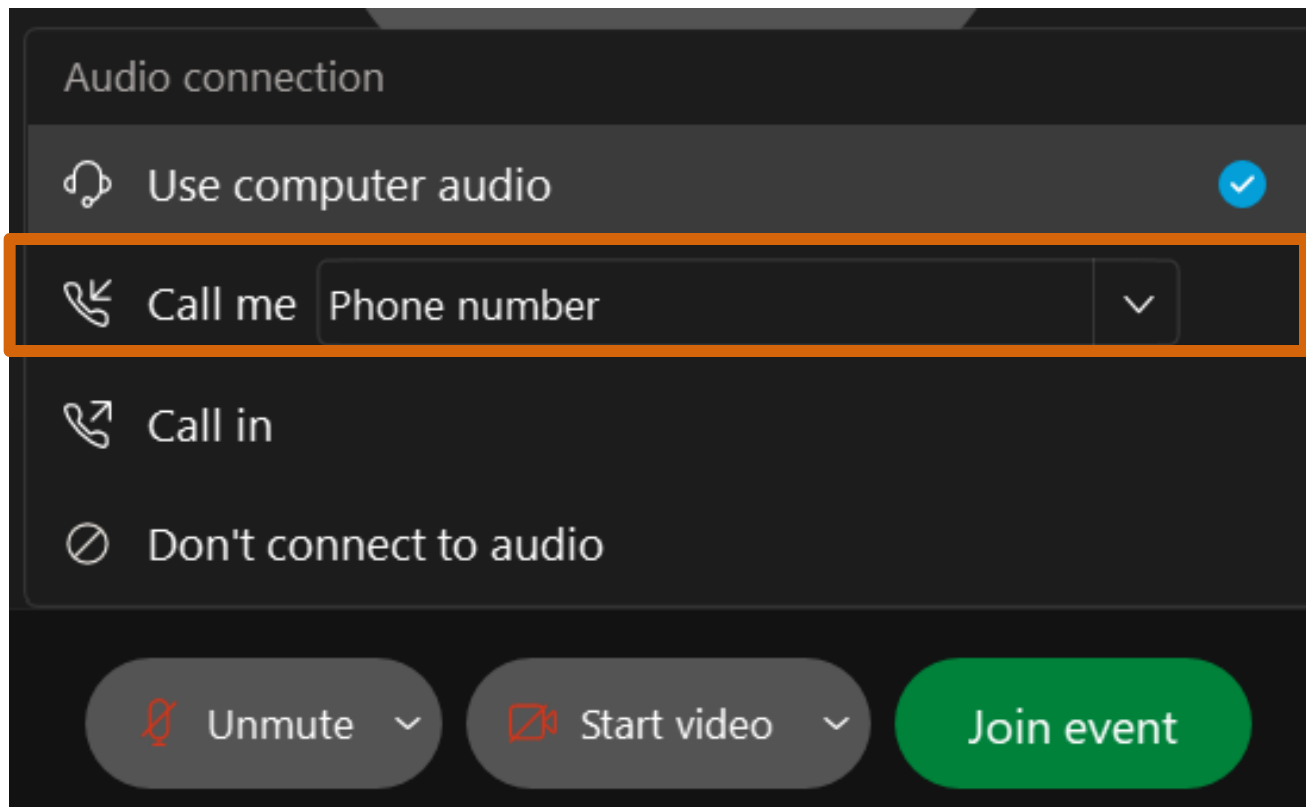
When “Use computer audio” is selected, you will have the option to “Test speaker and microphone.” If this is your first time joining an event in Webex using this device, test to make sure you will hear and be heard during the event.

If you do not have a microphone connected, we will not be able to hear you during the web event!

If you have issues using your computer for audio, call back in using a different option, or contact Webex technical support at 1-866-229-3239.

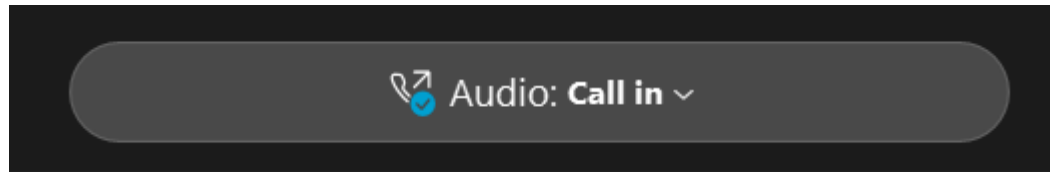
# Audio: Call me

To have Webex call you, enter your direct phone number in the “Call me” option. If your phone number includes an extension, this option will not work, and you will need to use one of the other two options.



# Audio: Call in

To call in on your phone, select “Call in” and click “Join Event.”



After joining, the call-in information will appear on your screen.

**When you call in, dial the phone number and enter all codes provided, including the access code (meeting ID) and attendee ID.**

Your attendee ID is unique to YOU and ties your name to your phone line in Webex!

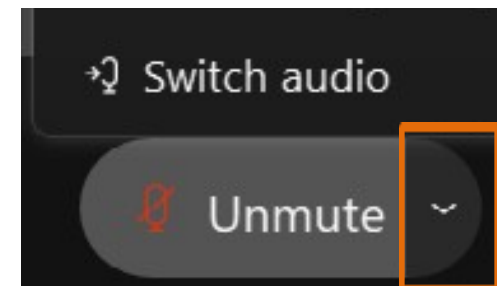
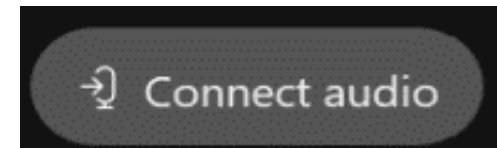
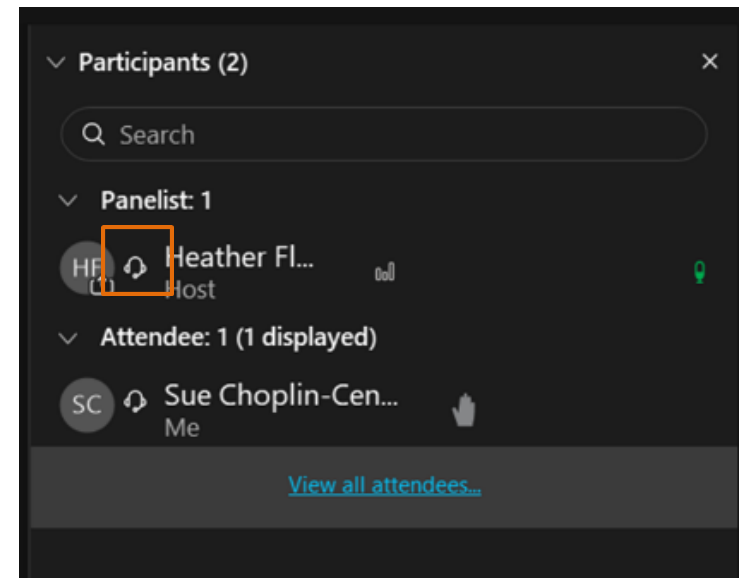
**Tip:** Call-in information is also available in “Event Info” at the top of the screen.



# Make sure you're connected correctly!

After connecting to the audio conference, confirm that you have a phone, computer, or smartphone icon next to your name in the “Participants” panel on the right.

- If you're not connected to audio, click the “Connect Audio” button at the bottom of the screen and select the desired audio option.
- If you have issues with the option you selected, click the arrow next to the “Mute/Unmute” button and select “Switch audio” to choose one of the other options.





# Webex toolbars, menus, and panels

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- 1) The **layout button** in the upper right corner changes your view in Webex.
- 2) The **toolbar** on the left allows you to zoom in and out of the presentation.
- 3) The **menu** at the bottom allows you to mute your line, open participant and chat panels, and leave the event.



**Tip:** To raise your hand, open the participant panel, then click the hand icon in the lower right corner.

- 4) The **panels** on the right show participant information, chat, and polling. Click the arrow or X to open and close panels.

1

Layout

4

> Participants (2) X

> Chat X

> Polling X

3

Unmute

Share

...

X

Participants

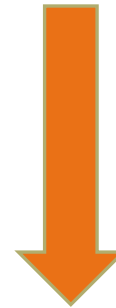
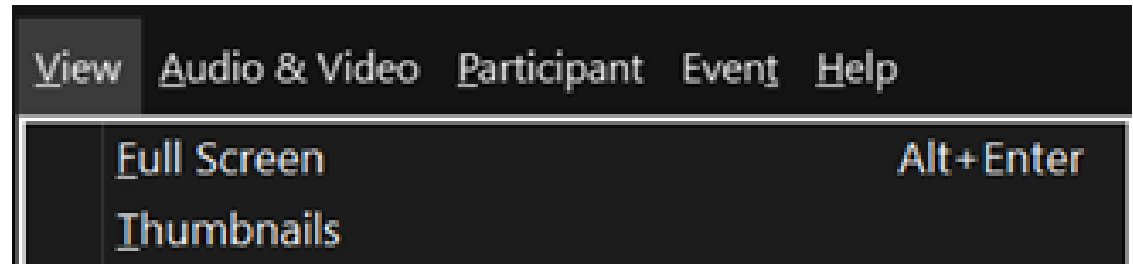
Chat

...

# Dark or light view in Webex

To change your view in Webex from dark to light, click “View” at the top.

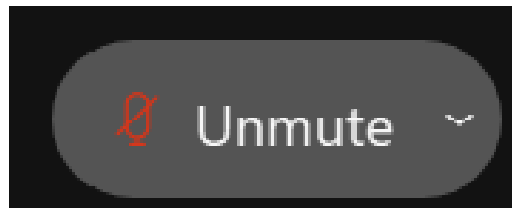
Scroll to the bottom to select “Themes,” then select “Light theme.”



# Mute and unmute your line in Webex

If your line is unmuted when you join, please click the Mute button at the bottom of the screen to mute your line.

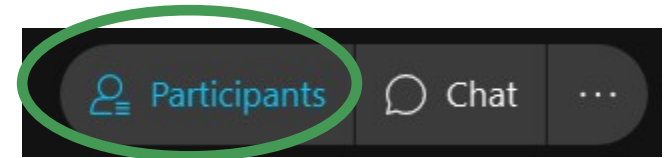
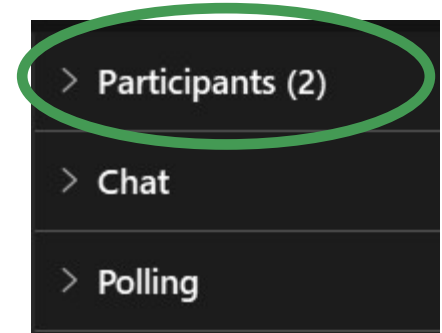
- If the button says “Unmute” instead of “Mute,” you have already been muted by the event host.
- If you want to talk later in the event, click Unmute to unmute your line (or raise your hand to have the event host unmute you).



# Raise your hand during the Q&A session

- 1 Use the Participants panel on the right. If it's not already open, click the arrow.

**Tip:** If you don't have a Participants panel on the right, click "Participants" in the menu at the bottom of the screen.



- 2 Click the hand icon at the bottom of the Participants panel to raise your hand. A hand will appear next to your name.

**Tip:** To lower your hand, click the hand button again.



# Answer yes / no questions in Webex

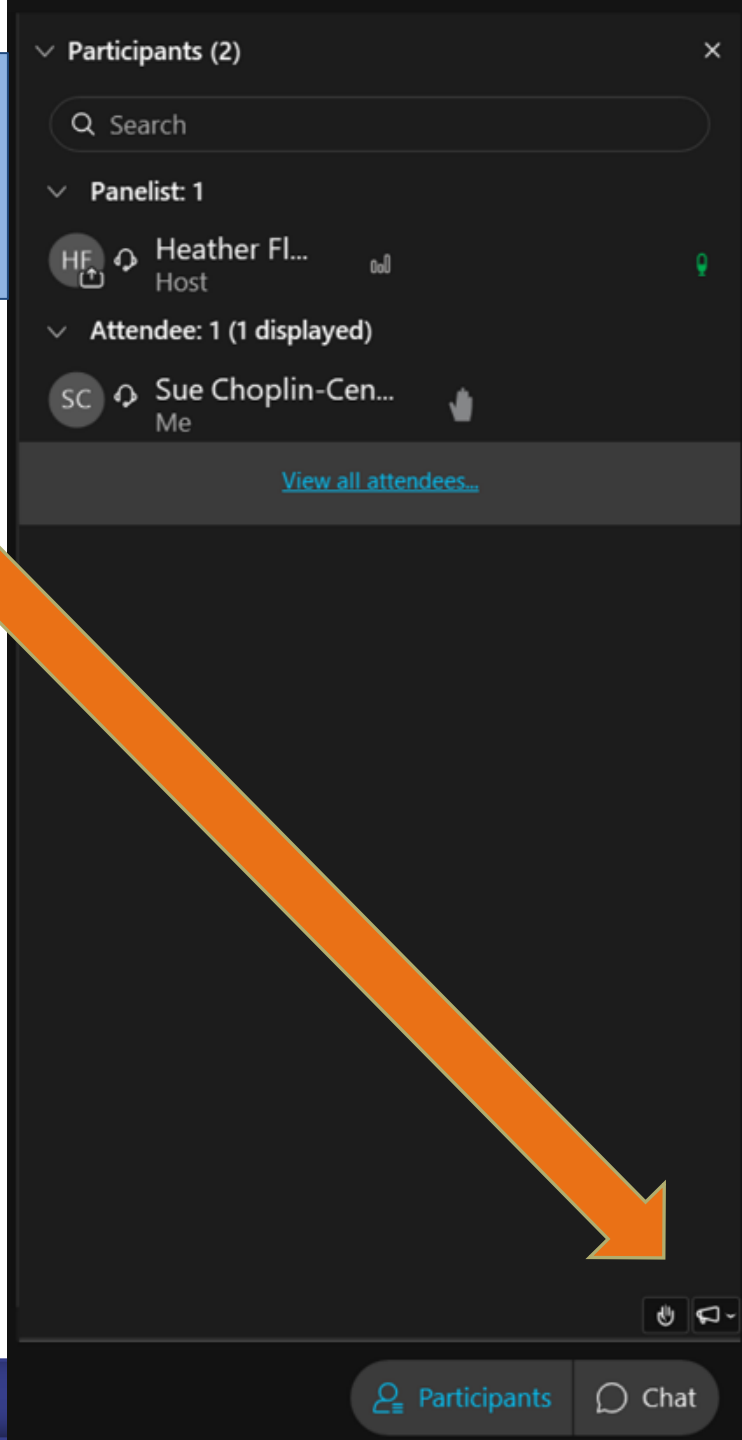
1) Find the “Participants” panel on the right and click the “feedback” button.



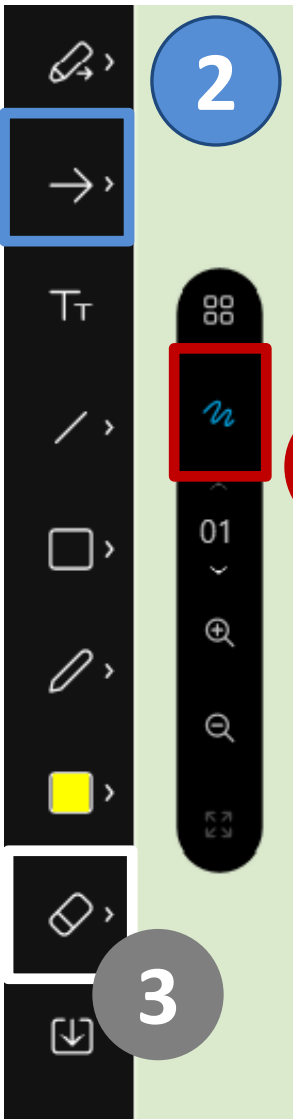
2) Click the **green checkmark** for “yes” or the **red x** for “no”.



**Tip:** You can also applaud or laugh any time you'd like!



# Use your pointer arrow in Webex



**1) First, click the “Annotation” icon on the left to open your annotation tools.**

**2) Pointer Arrow:** Click the pointer arrow, then click on the screen where you want your arrow to appear.

**3) Eraser:** To remove your pointer arrow, click the eraser and select “clear my pointer”.

# More Webex instructions and help

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