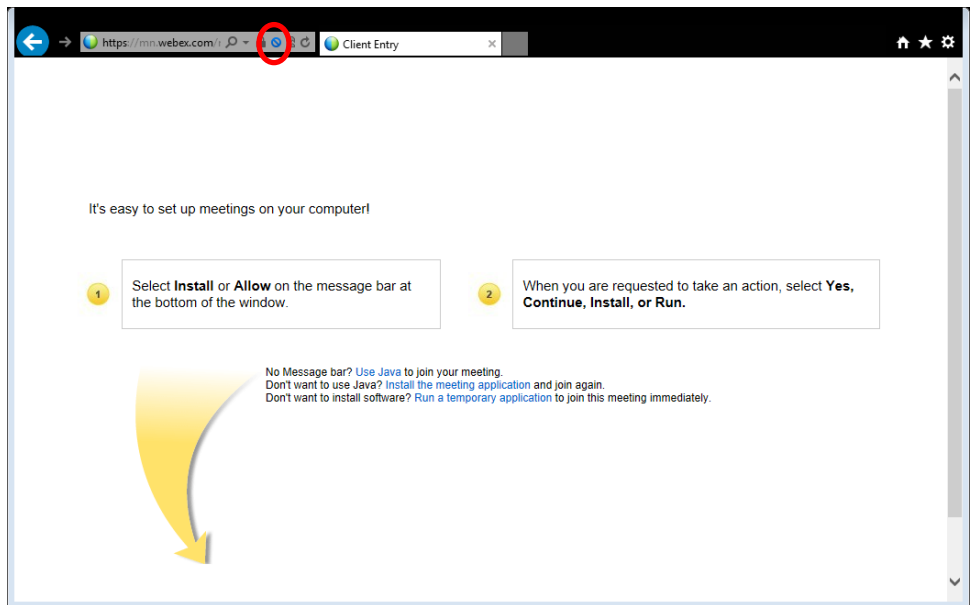# WebEx Troubleshooting and Interactive Panels
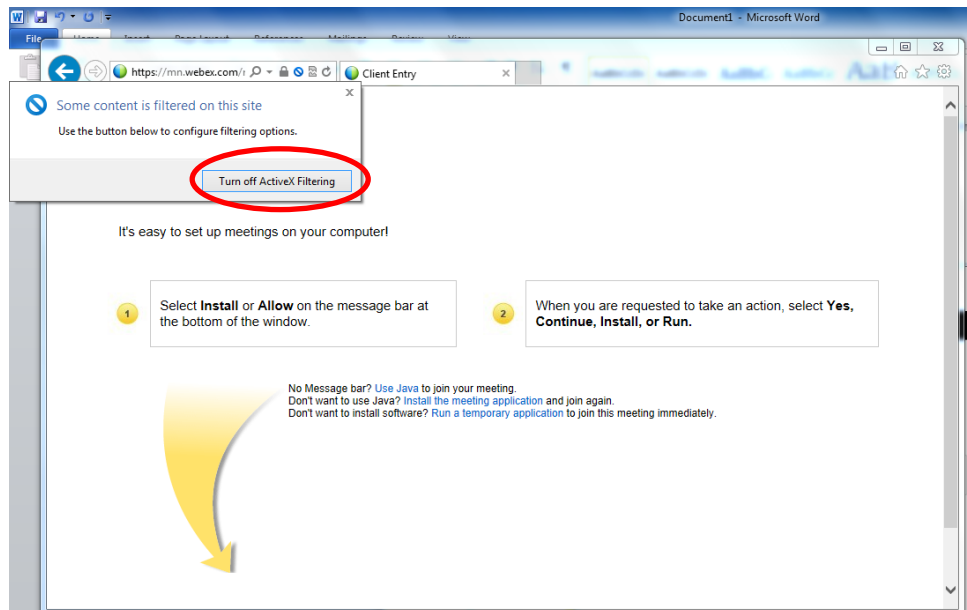
Troubleshooting Instructions

Accessing WebEx

When you join a WebEx Conference you may see the following screen:

Click the blue circle icon in the URL address bar.

Turn off ActiveX Filtering

Windows 10 Instructions

Internet Explorer

Open Internet Explorer by going to Start/All Apps/Windows Accessories/Internet Explorer, or type "Internet Explorer" (without the quotes) in the search area and select Internet Explorer when it appears at the top of the window.
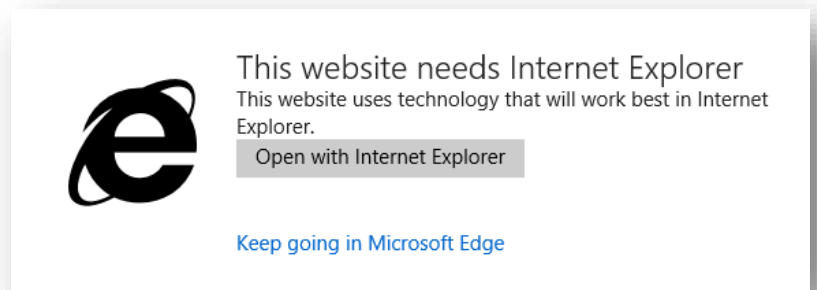
Copy and paste the WebEx meeting link you received via e-mail in your Internet Explorer search field. Your meeting will start normally.
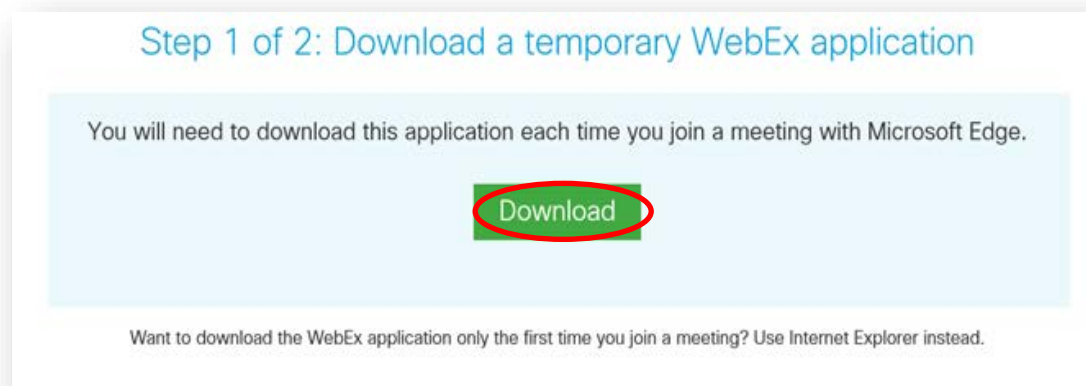
WebEx Meeting Link

When you click the WebEx meeting link, you'll join the WebEx meeting with the "Edge Browser" (unless you changed the default to another browser, such as "Chrome", "FireFox", etc.).

This is what you'll see:

If you click **Open with Internet Explorer**, the Internet Explorer window opens and you can connect to the Webinar.

This website needs Internet Explorer
This website uses technology that will work best in Internet Explorer.

Open with Internet Explorer

Keep going in Microsoft Edge

If you choose **Keep going in Microsoft Edge**, you'll see this:

Step 1 of 2: Download a temporary WebEx application

You will need to download this application each time you join a meeting with Microsoft Edge.

Download

Click **Download**.

Want to download the WebEx application only the first time you join a meeting? Use Internet Explorer instead.

You are directed to this screen:

Select **Run** on the message bar at the bottom of the window to run the temporary WebEx application.

Click **Run** to run the temporary WebEx application to start the WebEx training event.

,mpca,4005223725,-2035261145,MC,0-0,SDJTSwAAAAJ5pnyNSIH3sruQiE1A5rfzsI1IICxQymvK KTHKC4Kz7gw2_webex (1).exe finished downloading.   Run   View downloads   ✕
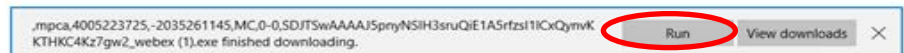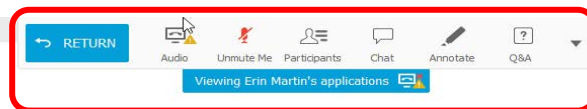
Audio Issues

If you have audio issues while connected via computer, please:

- Make sure your speakers are turned on
- Check the volume on the speakers
- Make sure your speakers are not on mute
- If you are listening through headphones, check the connection to the computer

Interactive Panels

The presenters use interactive features through panels during the Webinar. After you join the meeting, open the interactive panels. Hover your mouse over the rectangular-shaped drop-down menu at the top middle section of your screen to add your panel options. Use this drop-down menu to open each panel.

RETURN   Audio   Unmute Me   Participants   Chat   Annotate   Q&A

Viewing Erin Martin's applications

DEPARTMENT OF REVENUE

Participants Panel

Click the Participants Icon on the toolbar. The participant panel appears on the right-hand side of your screen. You will see the host and panelist names in the top section and your name in the section below. For privacy purposes, other participant names are not listed. You can move and re-size the panel.
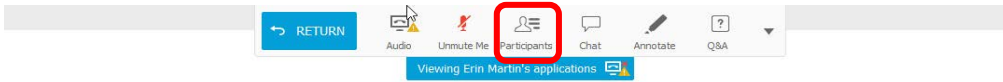
Questions and Answers (Q & A Panel)

Click the Q & A Icon on the toolbar. The Q & A panel appears on the right-hand side of your screen. You can move and re-size the panel.

Use the Q & A panel to ask questions throughout the class.

Polling Questions

We use the Polling Question interactive feature during some of our webinars.   The poll panel automatically appears on your screen when the instructor opens it. You'll see the question and the optional answers (multiple choice or true/false). You can also move and re-size this panel.

The instructor opens the poll and allows roughly one minute to answer. The instructor will close the poll, explain the answer, and share the poll results.

Other checks for understanding and interactive feedback

At the bottom of the Participants panel you should see this toolbar

The presenters may ask questions to check for understanding of the materials and for feedback relating to the session. Please use these icons to respond:

 Indicator used to respond to presenters questions when a **Yes**, **True**, or **Taxable** response is required

 Indicator used to respond to presenters questions when a **No**, **False**, or **Not taxable** response is required

 Indicator for **raising your hand** when asked to do so for a spontaneous poll of the attendees

 Emoticon options to let us know your **interest level**

 Indicator to let us know we're moving too quickly and need to **slow down**

 Indicator to let us know we're moving too slowly and need to **pick up the pace**

Once the presenter has moved on to the next topic, simply click the indicator again to turn it off.