

Webex Troubleshooting and Interactive Panels

Troubleshooting Instructions

Windows Instructions

Webex Meeting Link

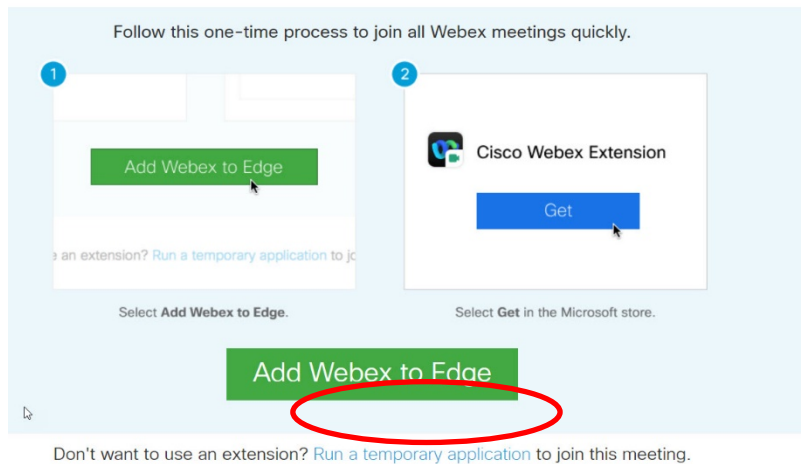
You received an email link from messenger@Webex.com when you registered for the class. You also received a reminder email approximately 24 hours before the start of the webinar.

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

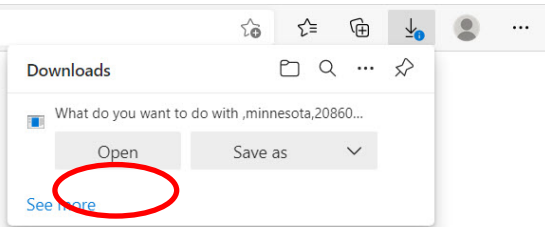
Step 1 of 2: Add Webex to Edge

This is what you'll see:

You can add Webex to Edge if you use Webex a lot. However, we recommend that you "Run a temporary application"



to Edge



meetings quickly.

If you click "Run a temporary application" you will see this popup in the upper right-hand corner of your screen. Click "Open"

You will then be connected to the meeting.

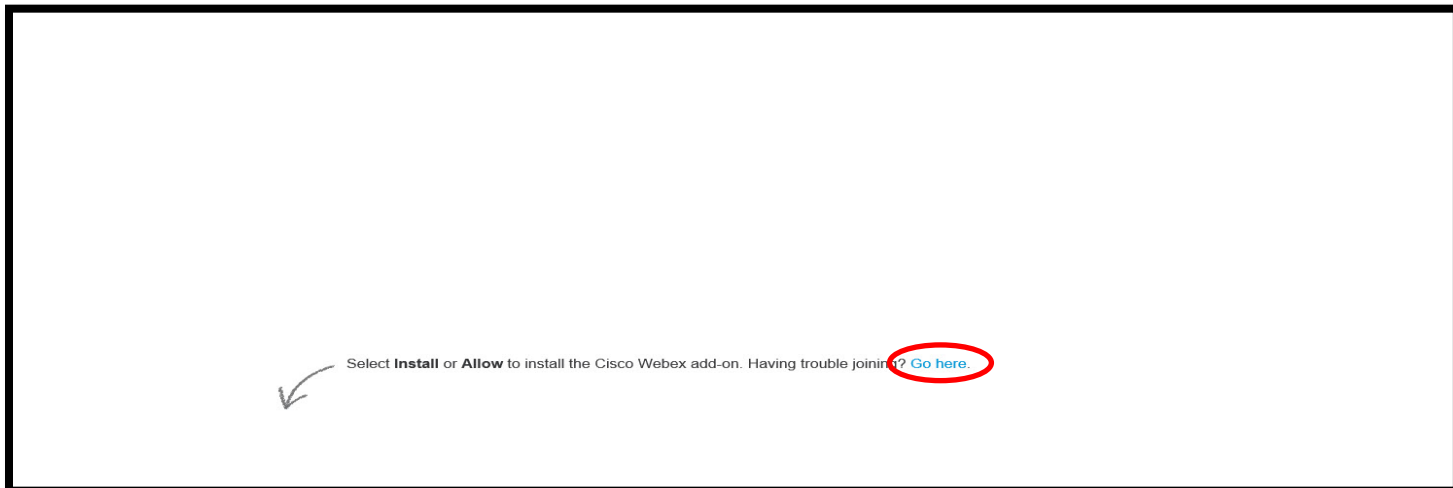
Internet Explorer

If you want to use Internet Explorer follow these instructions.

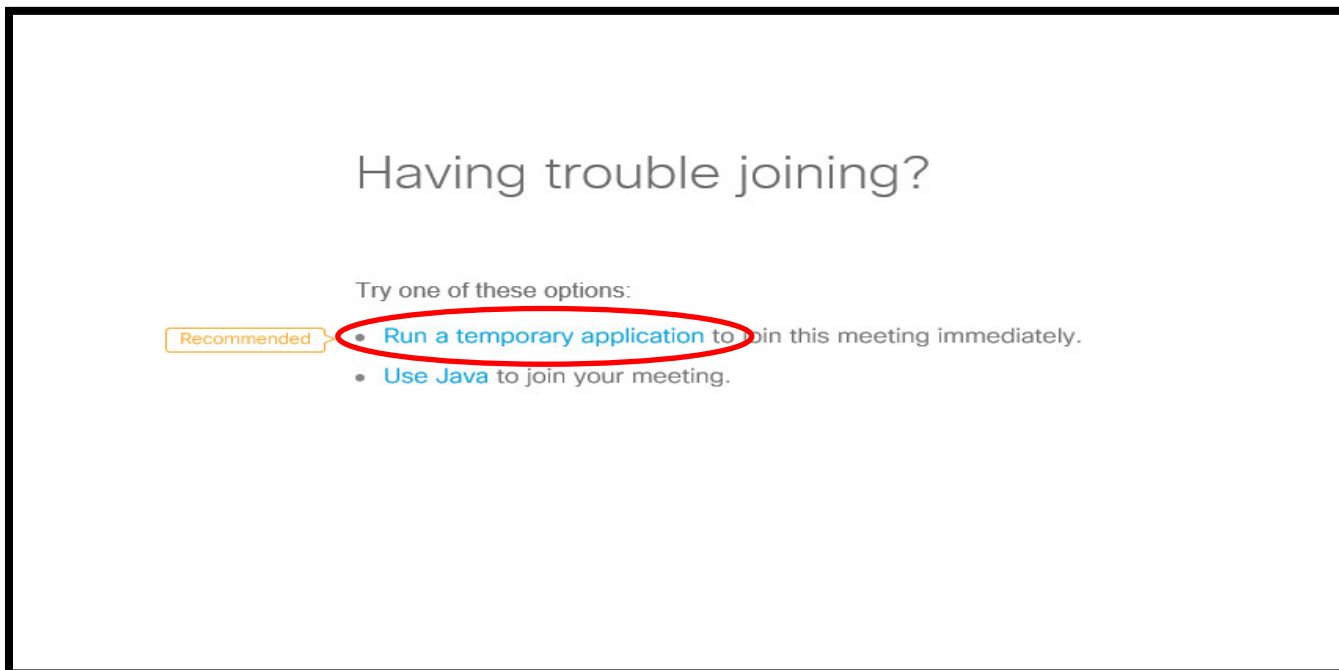
Open Internet Explorer by going to Start/All Apps/Windows Accessories/Internet Explorer, or type "Internet Explorer" (without the quotes) in the search area and select Internet Explorer when it appears at the top of the window.

Copy and paste the Webex meeting link you received via e-mail in your Internet Explorer search field. Your meeting will start normally.

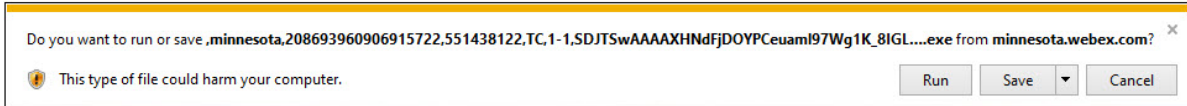
You are directed to this screen: Click on "Go here"



Click "Run a temporary application"



Lastly, you will get this popup on the bottom of your screen. Click "run" to join the webinar.



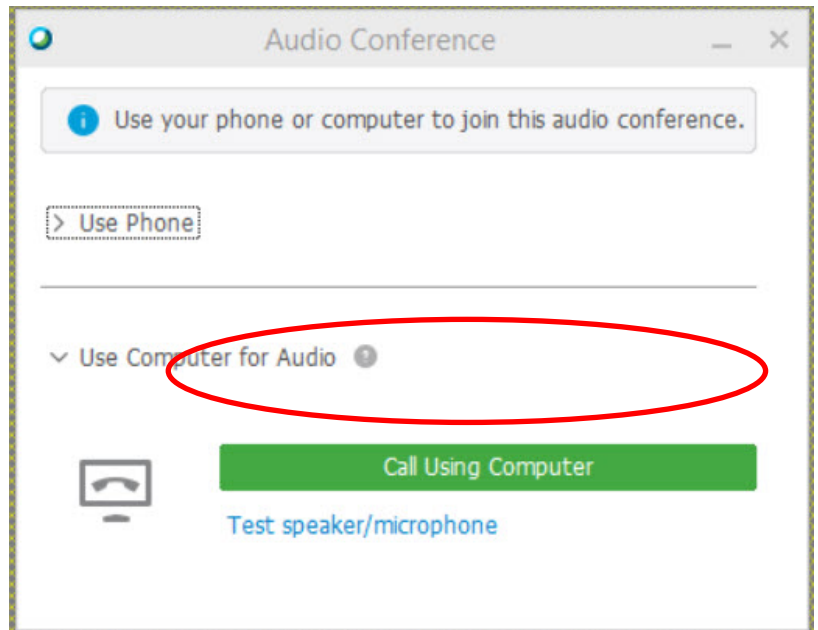
You will now be connected to the meeting.

Webex meeting

Connecting to Audio

Once connected you will see a popup for audio. We suggest using "Call Using Computer". However, in some cases you may have to call using your phone.

There will either be music playing, or there will be three sound tests in 5 mins increments prior to the webinar. If you are having trouble hearing, please try to call using phone. In some cases, you may have to exit the webinar and return using the initial steps.



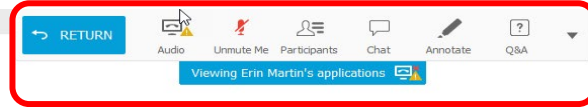
Audio Issues

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
- Try switching to "use phone" by going to the audio dropdown at the top of your screen
- Try leaving the webinar and signing back in through the link in your email

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.



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 resize 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 resize 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 resize 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 presenter's questions when a **Yes, True,** or **Taxable** response is required



Indicator used to respond to presenter's 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.