WEBEX TRAINING WEBINAR
GUIDE FOR CUSTOMERS

WEBEX DESKTOP APPLICATION: If you have never attended a Webex training, you will be asked to download and install the WebEx desktop application. This could take a few minutes, so please start early the day of your webinar.

EMAIL INVITATION: You will receive an email from messenger@webex.com with the link to join the webinar. (Check Spam folder, if you did not receive it.) The Email Invitation from messenger@webex.com will provide you with the Topic, Host, Date, Time, Session Number and Session Password.

To join the training session

Click on the blue hyperlink provided in the email invitation. Enter your name and email address in Join Session. Enter the session password: unique to each training Click "Join Now".

Next, you need to choose your audio
The best option is “Call Using Computer”.

Join Session Now
To join this training session, provide the following information.
Your name:
Email address:
Session password:

Call Using Computer
Test speaker/microphone
Test Speaker/Microphone:
- Click Test to make sure you can hear through your computer’s speakers.
- Select a microphone and speak until the blue meter is moving into the green zone. If it is not, click the plus sign until it does.
- Click OK.

Call Using Phone: This option allows you to still use your computer for the visuals, but you’ll hear the audio through your phone. This access code is an example only.
TOUR OF WEBEX TRAINING: Here’s what you’ll see when you join the Webex session.

- The Ribbon Menu
- Presenter’s Documents
- Panels
- Restore Panels
- Close Panels
- Feedback Bar
- Chat
- View Options
- Content Viewer showing Presenter’s PowerPoint Presentation
If you enter Full Screen View: Move your cursor near the top of screen to unhide the menu options.

Click return to exit full screen.

Interactive Tools: The Presenter may ask you questions. Use the Feedback Bar in the Panels section.

From left to right: Raise Hand, Yes, No
(Slow Down, Speed Up, Emojis- not commonly used)
Polls: When the Presenter opens a poll, the question and possible answer(s) will appear in a new panel called, Polling.

- Choose your answer and click submit. (A round radio button = choose 1 answer/ A square button = choose multiple answers)
- Once all participants have finished, the Presenter will end the poll and share the results.
- Once the poll is complete, you can click “X” to close that panel, if you’d like.

Chat Before you hit “Send”, select who message will go to.
For Smartphone Users

Click “person” icon for Chat and Raise Hand
Saving Handouts Before your session, you may receive a reminder email that contains handouts as attachments. If you did not save these ahead of time, the Presenter will guide you through the following steps to save at the end of the webinar:

**Saving Handouts** Click on the Tab of the document to save

**Click File > Save As > Document > Choose location to save > Choose file type: PDF > Save**

![Diagram showing the steps to save a file as PDF]