



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".

Join Session Now

To join this training session, provide the following information.

Your name:

Email address:

Session password:

[Join Now](#)

[Join by browser](#) **NEW!**

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

Use Computer for Audio

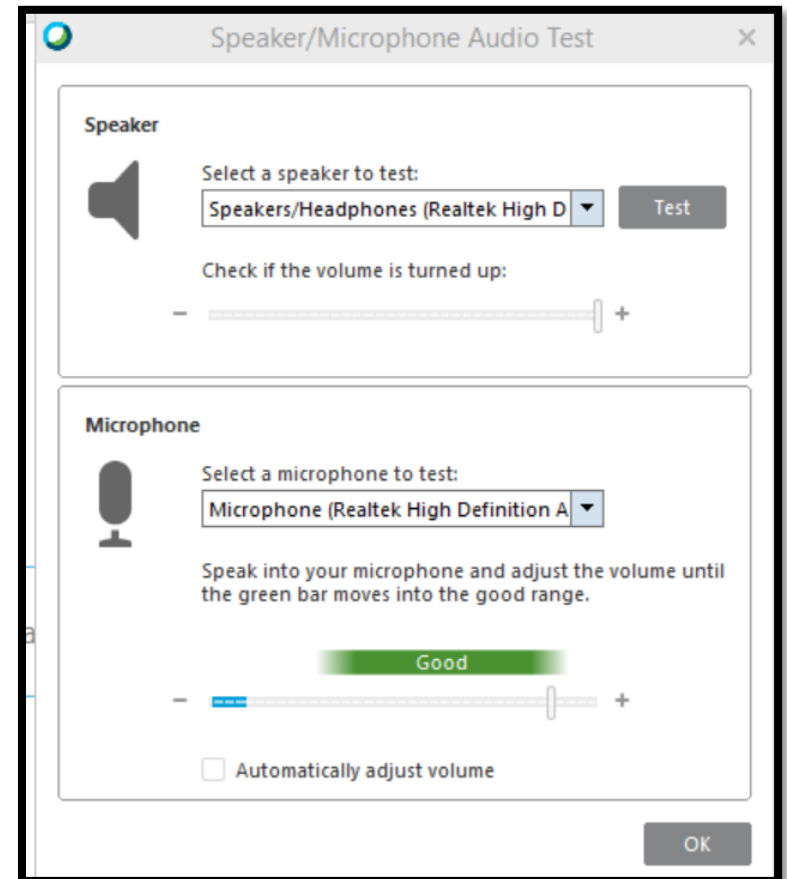
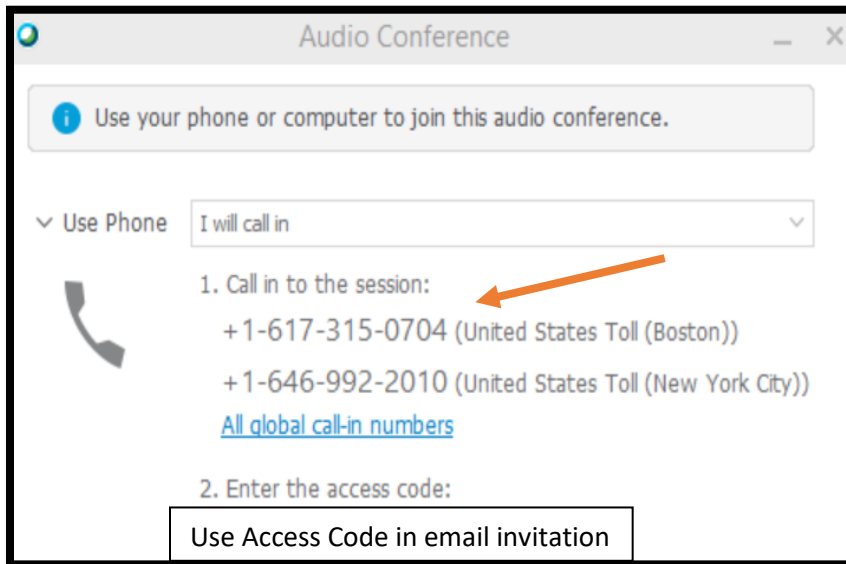
[Call Using Computer](#)

[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.



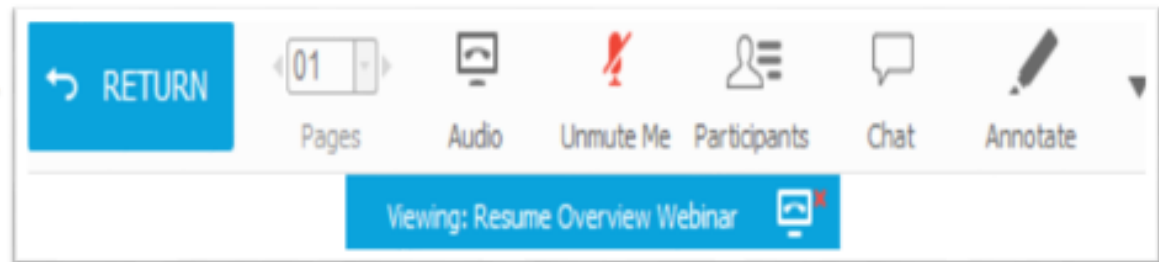
TOUR OF WEBEX TRAINING: Here's what you'll see when you join the Webex session.

The image shows a Webex session interface with several key components highlighted by callouts:

- The Ribbon Menu:** Located at the top of the interface, containing options like File, Edit, Share, View, Audio, Participant, Session, Breakout, and Help.
- Presenter's Documents:** A section below the ribbon menu showing open documents, such as "Resume Over..." and "Resume Webi...".
- Restore Panels:** A button in the top right corner used to restore hidden panels.
- Close Panels:** A button in the top right corner used to close panels.
- Participants:** A panel on the right side showing the list of participants, including "Edie Smith (Host)", "andrea reynolds", and "janine (me)".
- Speaking:** A section within the participants panel showing who is currently speaking.
- Panelists:** A section within the participants panel showing the list of panelists.
- Feedback Bar:** A bar at the bottom of the participants panel containing icons for actions like mute, unmute, and chat.
- Chat:** A panel at the bottom right for sending messages to participants, with a "Send to" dropdown menu and a "Send" button.
- Content Viewer showing Presenter's PowerPoint Presentation:** The main area of the session displaying a slide titled "Resume Overview" with the subtitle "The Webinar".
- View Options:** A bar at the bottom left of the content viewer showing "Full Screen", "94%", and "View" options.

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.

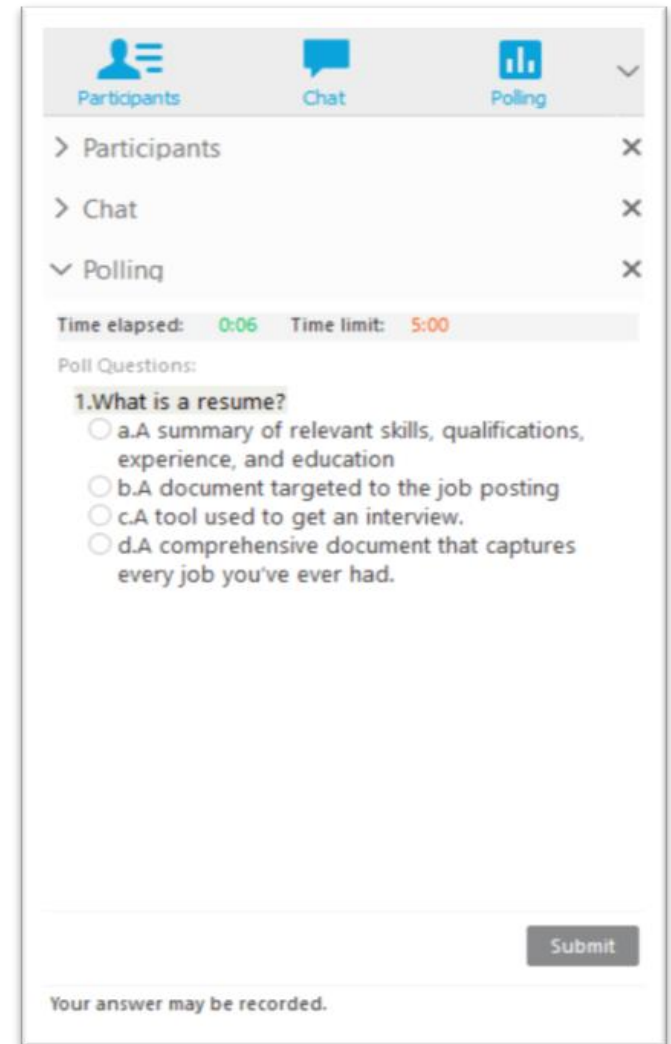
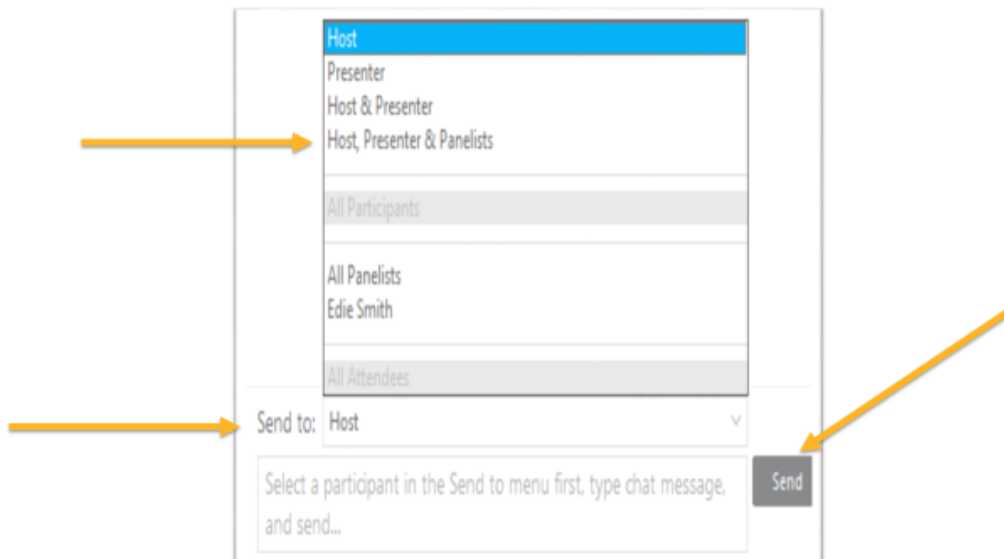


From left to right: **Raise Hand, Yes, No**
(Slow Down, Speed Up, Emojis- not commonly used)

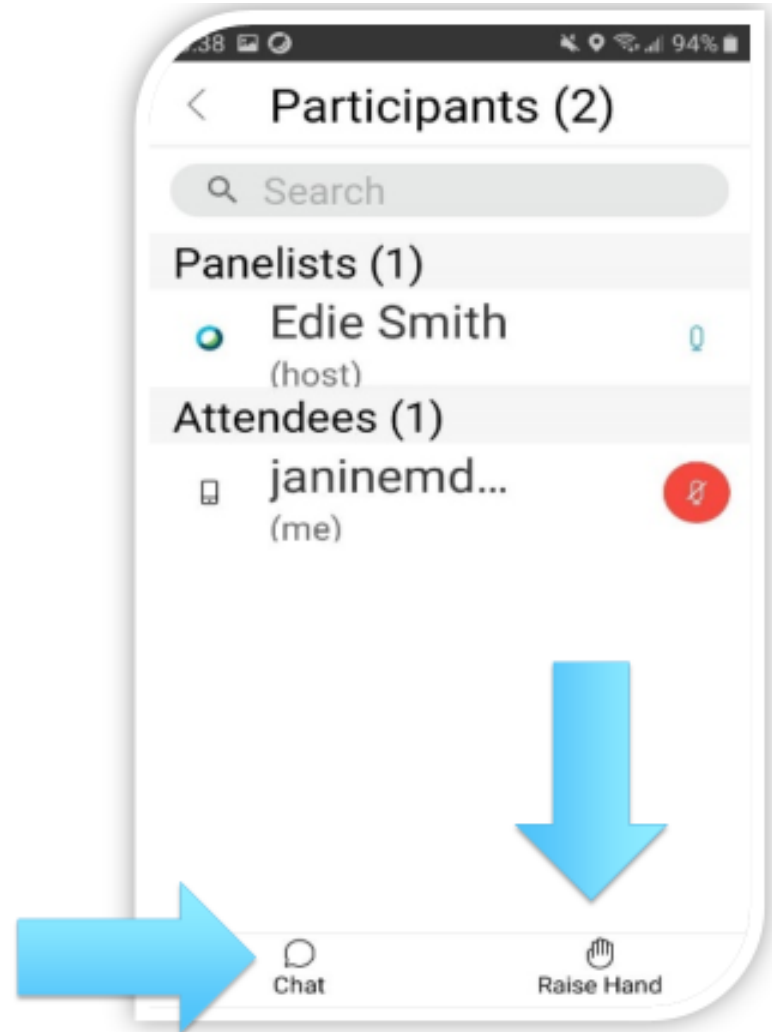
Polls: When the Presenter opens a poll, the question and possible answer(s) will appear in a new panel called, Polling.

- 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



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

