

Webex Troubleshooting Guide

1. Signing In
2. General Notes
3. Audio Settings
4. Visual Settings
5. Q&A Feature

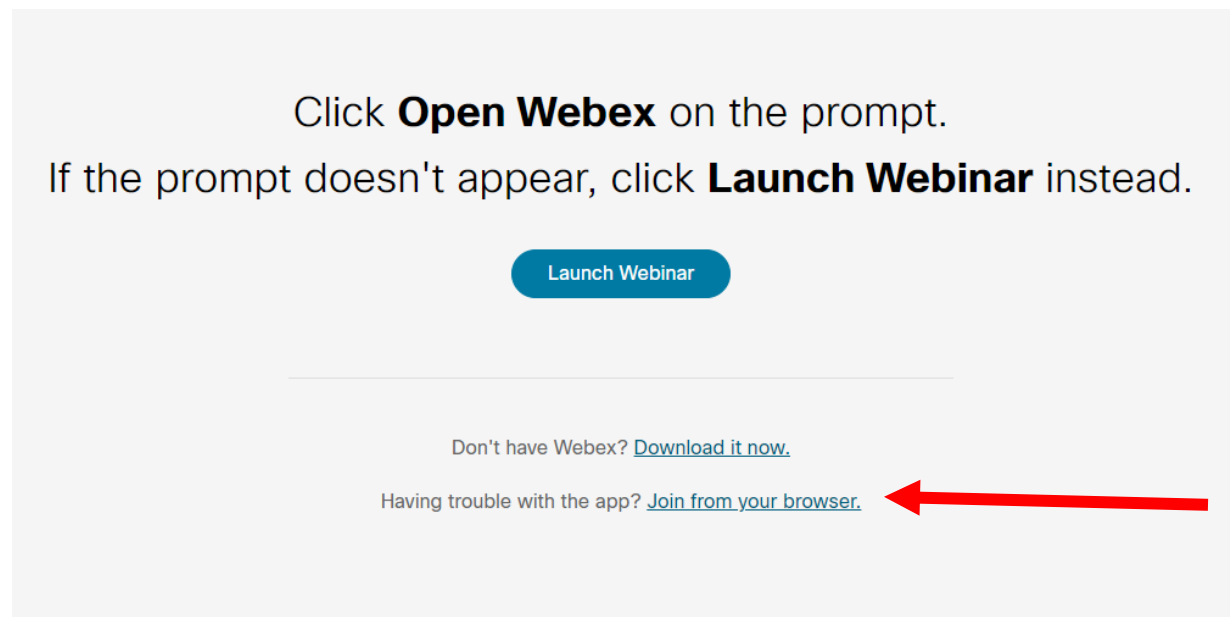
Part 1: Signing In

You can join the webinar in either of two ways:

1. Join via your internet browser window, OR
2. Download the Webex software, and then log in.

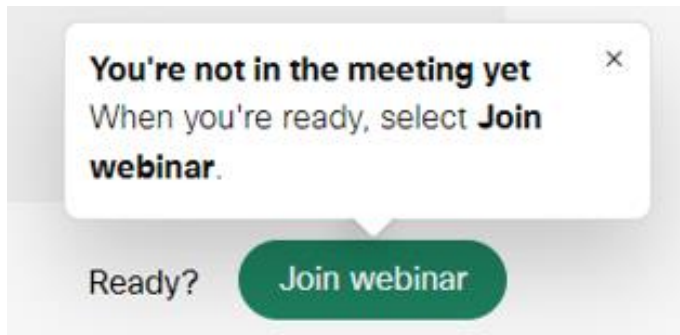
After you click the green “Join webinar” button in your email, you will be taken to a webpage, and a popup prompt will appear.

To join the webinar without downloading the software, click “Cancel” on the popup prompt. Then look for the option in smaller text that says “Join from your browser,” and click that.



Then, enter your name and email address that you used to register. Once the screen changes after you enter your information, click the green “Join webinar” button in the

lower right corner of the window.



Part 2: General Notes

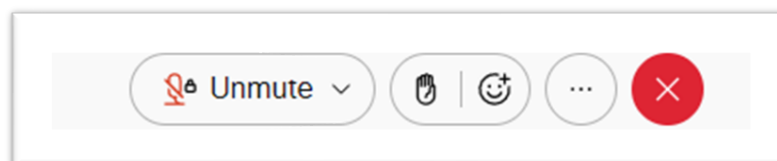
- The layout of your controls may be slightly different, depending how you access the webinar.
- Chrome is the browser of preference for using Webex.
- Due to the number of participants, audio and video is automatically muted upon entry.
- There may be a high volume of questions and the facilitator may not be able to get to your question within the time limit of the session.

Part 3: Audio Settings

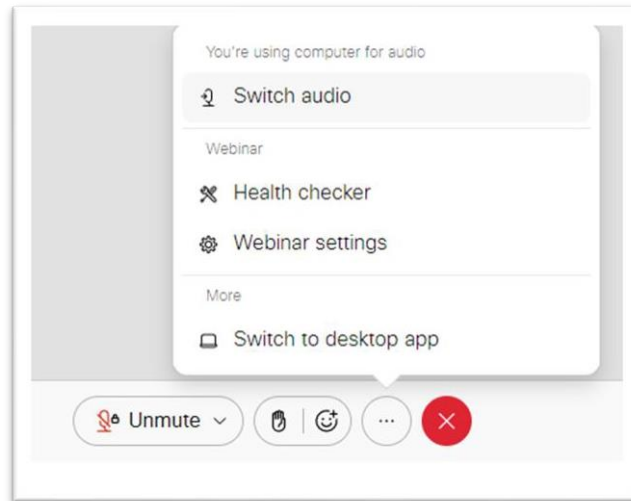
You can hear the webinar in either of two ways:

- (1) through your computer audio (sound coming from your computer speakers – make sure your volume is turned up to an appropriate setting), OR
- (2) through a phone connection.

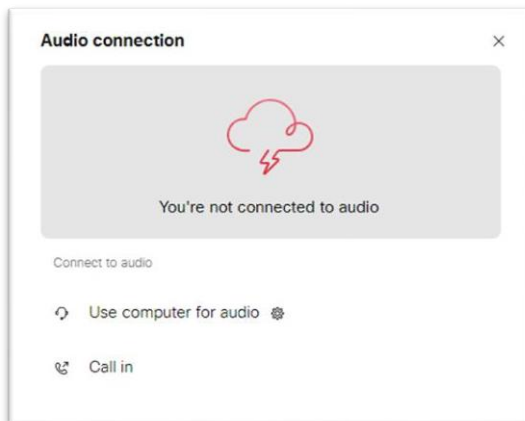
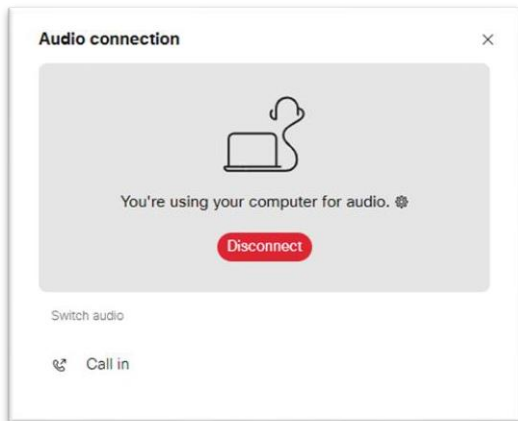
You will see this line-up of options at the bottom of your screen. If you don't see either, hover your mouse over the bottom of the screen to make the menu appear.



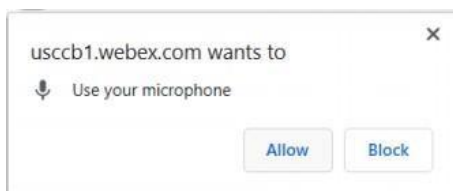
If you cannot hear anything, check your audio options by clicking on the circle with the three horizontal dots (located next to the red button with the “x”). Select “Switch Audio”.



Select your desired option: “Call in” or “Use computer for audio”, and follow the instructions.



If a message appears asking you to allow the use of your microphone, select “Allow.” (You will still be muted during the event. This just allows your computer system to work properly.)



Part 4: Visual Settings

Layout

Depending on whether you are using the Webex app or your internet browser, you may have the option to change your visual display of the webinar. Those who have the option will be able to see and click the “Layout” button in the upper right corner of the screen. You may need to hover your mouse over that area to make the “Layout” button appear.



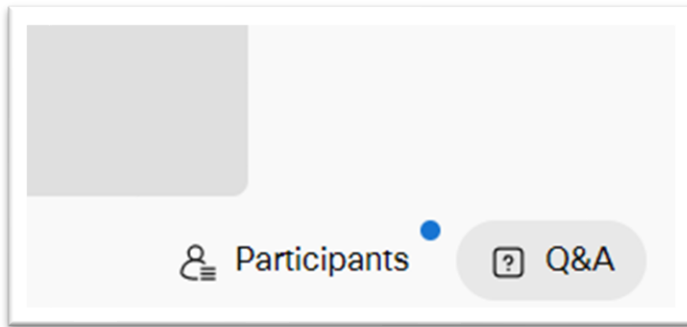
The various layout options will let you see, for example, all the speakers in webcam boxes at the top of your screen, or, in another visual display, only one speaker’s headframe in the right-side panel. The options may also vary based on whether content is being shared on the main central screen.

Troubleshooting: Video Freezing

If you notice the web cam boxes freezing or the Webex settings freezing (inability to access your meeting controls or move your cursor, etc.), you can exit the webinar and rejoin.

Part 5: Q&A Function

If you don't see a Q&A tab in your right-side display panel, you can make it appear by clicking on the Q&A button (with a question mark icon) in the lower right corner of your screen:



When the Q&A tab is present in the right-side of the display panel, it will look like this.

Make sure to select “All Panelists” when submitting your questions.

