

Webex Training Guide

About this document – This document is written to provide a reference for WebEx Training hosts. The document is written purely from the perspective of Webex operations. The document is arranged step-by-step from scheduling a training to running the meeting with some helpful tips.

See <https://help.webex.com/en-us/xqsxxt/Get-Started-with-Cisco-Webex-Training> for Cisco’s quick reference document.

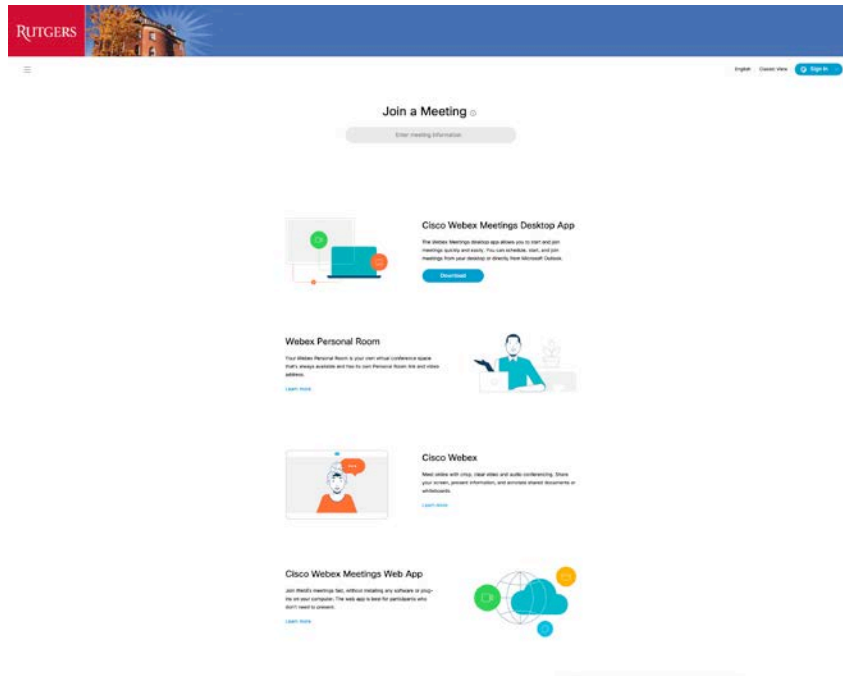
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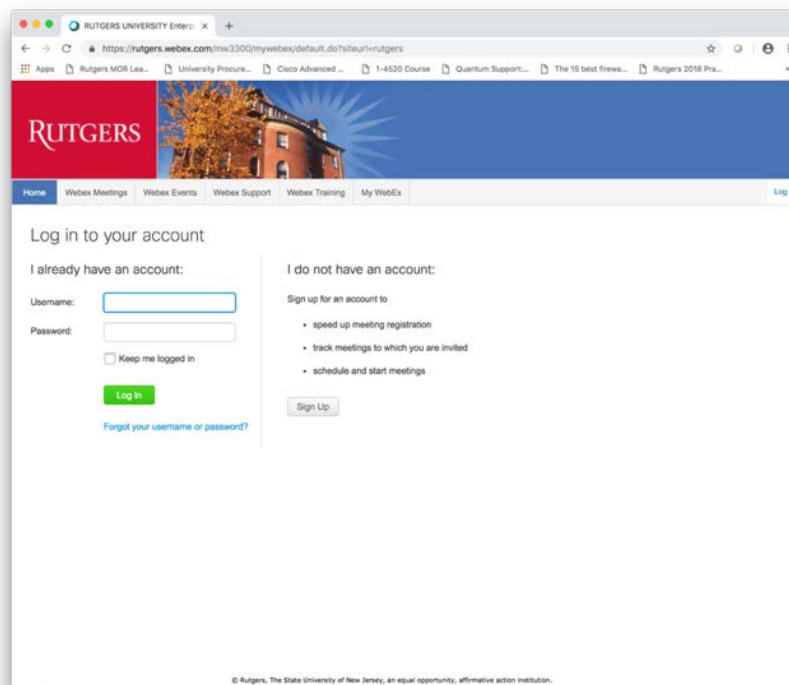
Logging in

Activate your Webex account at <https://netid.rutgers.edu> > Click on “Service Activation” > Sign in with your NetID & password > Select “Rutgers Webex” > Click on “Activate Services”

Go To <https://rutgers.webex.com>



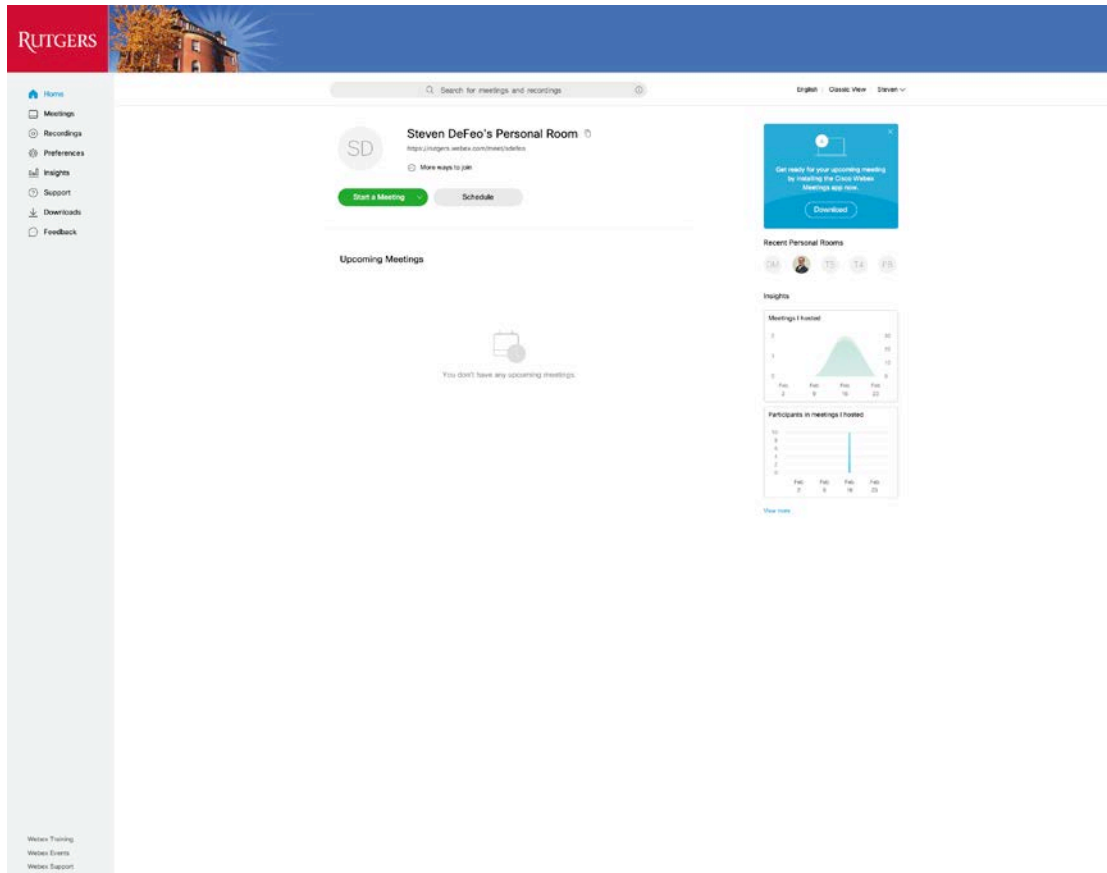
Click on the blue colored Log In in the right-hand corner (scale the window width wider if you cannot see it at first). Note the Webex page is engineered for joining meetings.



Username: NetID

Password: enter your NetID password

Click on Log In



Click on Webex Training in the bottom-left portion of the screen to launch the Webex Training portal.

Scheduling Training

Once in the Webex Training portal select "Schedule Training" from the left sidebar on the site.

At a minimum, complete session information, like registration requirements, date, audio settings, and attendees. You can also set up breakout sessions, computer labs, and course material in advance.

KEY INFO:

In-session Hands On Lab is limited at this time to only a few users. Please contact WebEx representative for more information.

Here is what the meeting invite looks like:

Topic: Test Training
 Host: Steven DeFeo
 Date: Thursday, March 5, 2020
 Time: 3:30 pm, Eastern Standard Time (New York, GMT-05:00)

Session number: 798 208 338
 Session password: PNJU7p3Um2

To join the training session

1. Go to <https://rutgers.webex.com/rutgers/k2/j.php?MTID=1f013963b88ff19adb9f074017179506>
2. Enter your name and email address.
3. Enter the session password: PNJU7p3Um2
4. Click "Join Now".
5. Follow the instructions that appear on your screen.

To view in other time zones or languages, please click the link
<https://rutgers.webex.com/rutgers/k2/j.php?MTID=1f0ea0558fa5caae8f29ee8c6bcb6098>

To join the session by phone only

To receive a call back, provide your phone number when you join the training session, or call the number below and enter the access code.
 USA Toll:+1-650-429-3300
 Global call-in numbers: <https://rutgers.webex.com/rutgers/globalcallin.php?MTID=13e6af1e2390fdb12ae32e20acaa2ac9f>
 Access code: 798 208 338

For assistance

You can contact Steven DeFeo at:
sdefeo@sas.rutgers.edu
 1-8489325412

Can't join the training session?
<https://collaborationhelp.cisco.com/article/gg8vzfb>

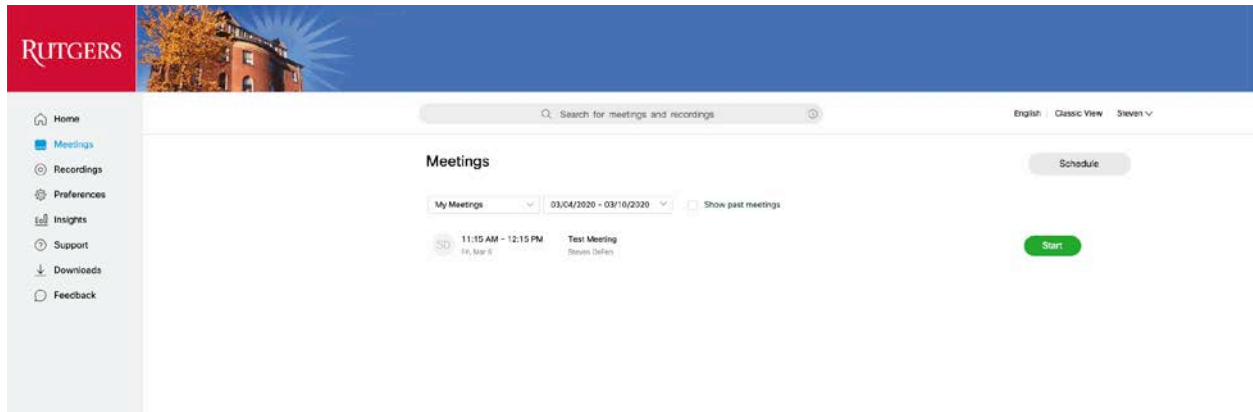
To add this session to your calendar program (for example Microsoft Outlook), click this link:
<https://rutgers.webex.com/rutgers/k2/j.php?MTID=1c2287c1314d21acc12671e4ee97243e7>

How to Start Your Scheduled Training

Log in to rutgers.webex.com. On the home page click Meetings on the left sidebar.

The page below will display the Trainings scheduled

Select the training you want to start and click on the green “Start” button.

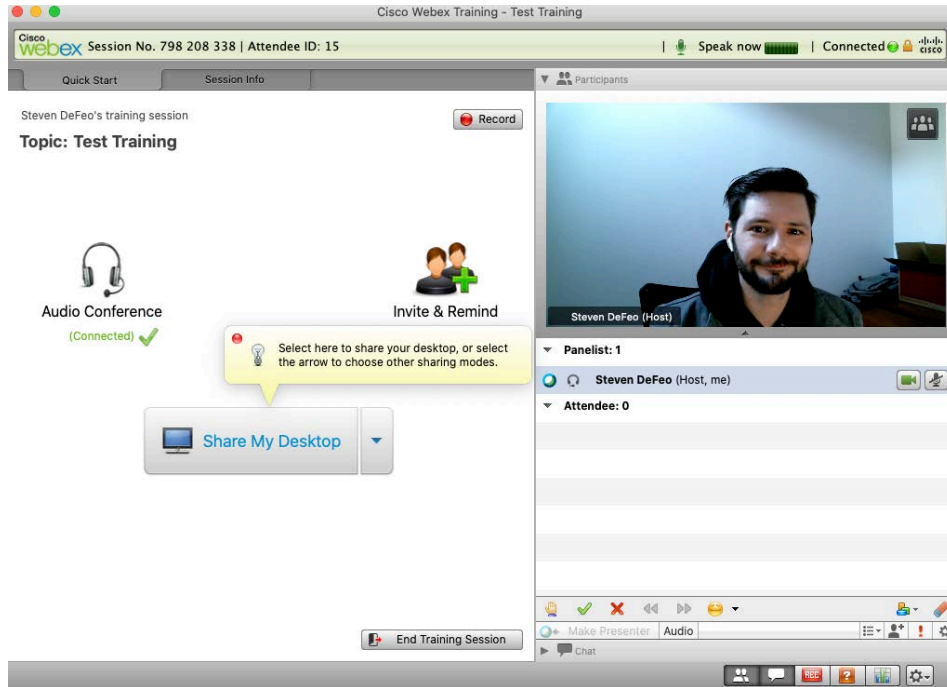


Running Your Webex Training

When you start the meeting the screen below will open (Note: you must have the Webex app installed for your web browser. If you do not have the Webex app installed for your browser, you will be prompted to install the app.)

In your Webex account, go to the Downloads tab on the left sidebar for more Webex downloads.

<https://www.webex.com/downloads.html> to get the Cisco Webex Meetings application.



Use the options presented before starting the meeting to ensure the proper sound and video settings are configured for your machine. Manipulate these settings by clicking the button in the bottom right side of the window to bring up Audio/Video settings window.

Participants will appear on the right-hand side.

The host can 'Mute' any participant or all participants.

KEY INFO: Recommend you mute participants on entry to the conference to avoid external noise that may interfere with meeting quality. Participants may unmute themselves when needed.

Feedback (echo problems)

Rule out feedback issues in your room by ensuring there are no contributing sound sources close to the microphone(s).

Most feedback issues come from the remote participants. Participants do not always realize they have left their microphone "on" creating the feedback loop.

In general, participants should keep their microphone muted until it is time for them to speak. Phones/tablets, especially mobile phones are the biggest offenders when it comes to echo.

To troubleshoot problems with *feedback*

Participant > Mute All

If there is still feedback after muting all participants, the feedback source is with the hostVega. Look for sources of sound that might be close to the microphones and/or adjust the microphone volume (might be too sensitive).

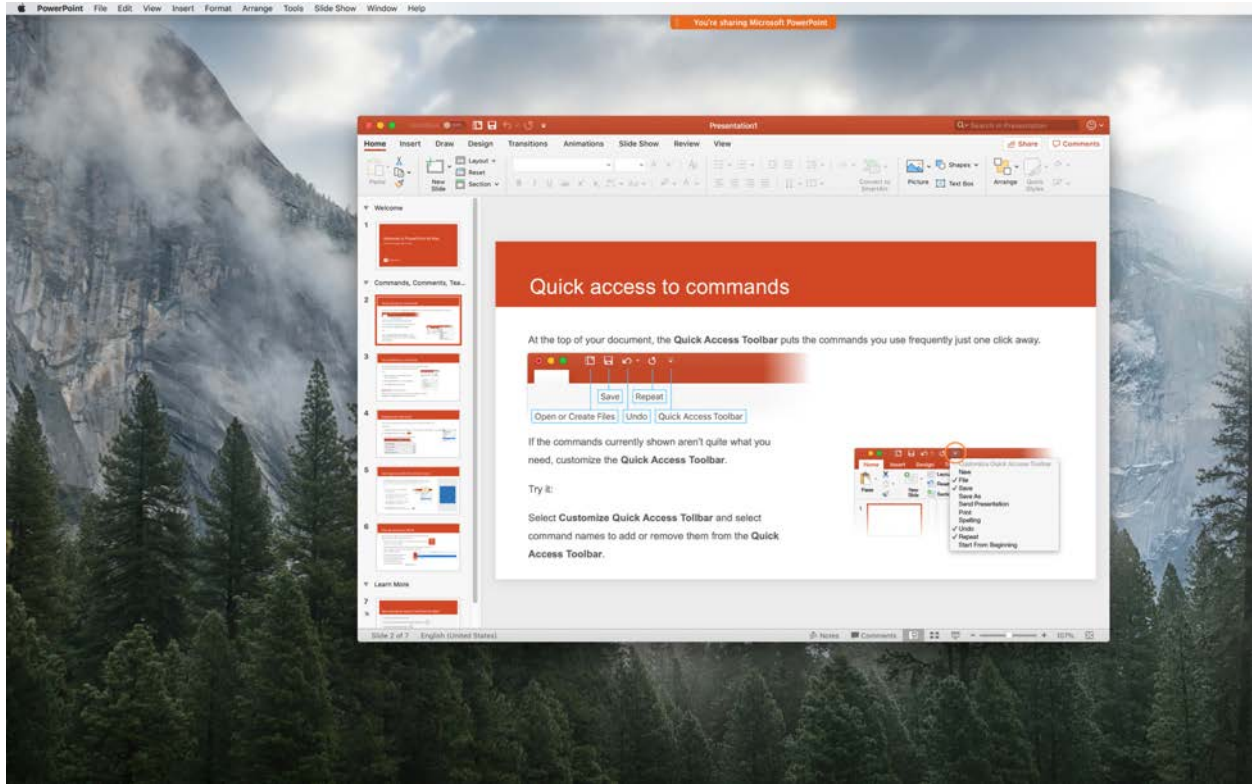
If the feedback source is a remote participant, unmute each participant one at a time to locate the remote feedback source (you can unmute individual participants from the participant panel). Often, participants have their microphone volume up too high and are picking up background noise in their location. Or worse, they have both their microphone volume and speaker volume up way too high.

See <https://it.umn.edu/webex-troubleshoot-echoing-in-audio> for more help with echo. *Recommend that participants use headset from phone or computer to limit feedback.*

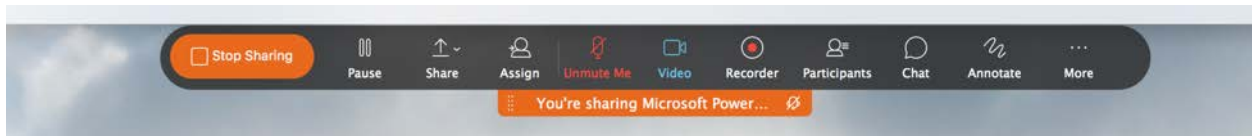
How to run a Powerpoint (or Keynote on Mac) Presentation and Share Applications

After you have started your Webex Training session as the meeting host, you have the ability to share your Powerpoint presentation or content from other applications (e.g. Word, Excel ...) or your entire Desktop.

1. Open the application first (e.g. Powerpoint is most common).
2. Move your mouse to the middle portion of your Webex Training application window to bring up the Webex Share Controls.
3. Click on the “Share My Desktop” control.
4. Select the application you desire to share (in this example Powerpoint) or Desktop.
5. Remote participants should be able to see your application (the Powerpoint in this case).
6. You will notice at the top of your desktop display screen there will be a small bar with the words “You’re sharing *Application*” where Application is Microsoft Powerpoint in this example.

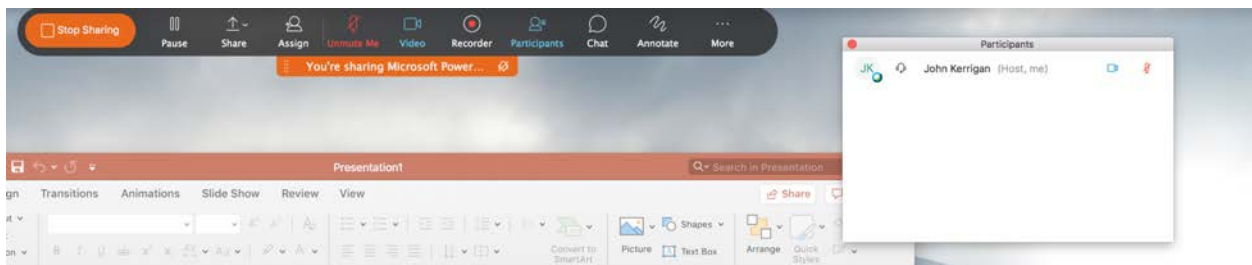


When you click on the small bar, the Webex menu (see figure below) will drop down and you can use the Webex control tools while giving your presentation or using another application.



Webex Menu when sharing content.

For example, when you click on “Participants”, the Participants window will open providing control over participant microphone and video. See figure below. You can close the participants window by clicking on the red X in the upper left-hand corner of the window.



Participants panel in Webex when sharing applications.

Note you also use the toolbar to mute/unmute yourself and “Stop Sharing” (left side button) while sharing an application.

Other Helpful Tips for Hosts

Use one of the methods below to designate a presenter or reclaim the presenter role:

- On the *Participants* panel, select the desired participant's name, then click the **Make Presenter** button.
- Right-click the name on the *Participants* panel, then select **Change Role To > Presenter**.
- Select the desired attendee's name on the *Participants* panel, go to the **Participant** menu > then select **Change Role To > Presenter**.
- On the *Participants* panel, click and drag the presenter ball to the desired participant's name, then click on the **Yes** button.

Passing the host role to an attendee

Note: You may only pass the host role to participants joined into the online meeting. You may not pass the host role to an attendee joined using audio only.

Solution:

If you plan on resuming the host role later in the meeting, write down the host key listed in the info tab which can be used to reclaim the host role. You may also leave the session and rejoin to regain the host role.

To pass the host role to another participant:

Cisco Webex Meetings and Cisco Webex Training

- Method 1:
 1. In the *Participants* panel, right-click on the participant you would like to make host, then select **Change Role To > Host**.
- Method 2:
 1. In the *Participants* panel, select the participant you would like to make host.
 2. Go to the **Participant** menu, then select **Change Role To > Host**.

Testing and Grading:

You can test and grade your attendees on topics or concepts that have been introduced in your training session. You can set the time limit, number of attempts, and decide how you will grade the test that is given.

View <https://help.webex.com/en-us/n82bh9v/Test-and-Grade-in-Cisco-Webex-Training> for more information on Testing and Grading

Managing Breakout Sessions:

Breakout sessions can be used to place your attendees into smaller groups where they can collaborate and share ideas. Any time during a training session you can place your attendees into breakout sessions.

At any time during a training session, you can specify that attendees can start breakout sessions with:

- All attendees or all participants
- Only the training session host
- Only the presenter
- Any other attendee, privately
- You can also remove breakout session privileges at any time.

In the **Session** window, select **Participant menu > Assign Privileges**.

Under **Communications**, check the box next to **Breakout sessions with**:

Then select the breakout session privileges that you want to grant to all attendees:

- **Host**
- **Presenter**
- **Panelists**
- **All attendees**

Select OK

KEY NOTE:

The training session host and the presenter always have all breakout session privileges, regardless of the breakout session privileges that other attendees have.

View <https://help.webex.com/en-us/8cckd2/Manage-Breakout-Sessions-in-Cisco-Webex-Training> for more information on Breakout Sessions.