

WEBEX USER GUIDE

Login and Trouble Shooting Instructions

Accessing Event in Webex

- Follow link included in email invite or calendar entry (click link or copy and paste into browser).

1. Enter your full name and email address.

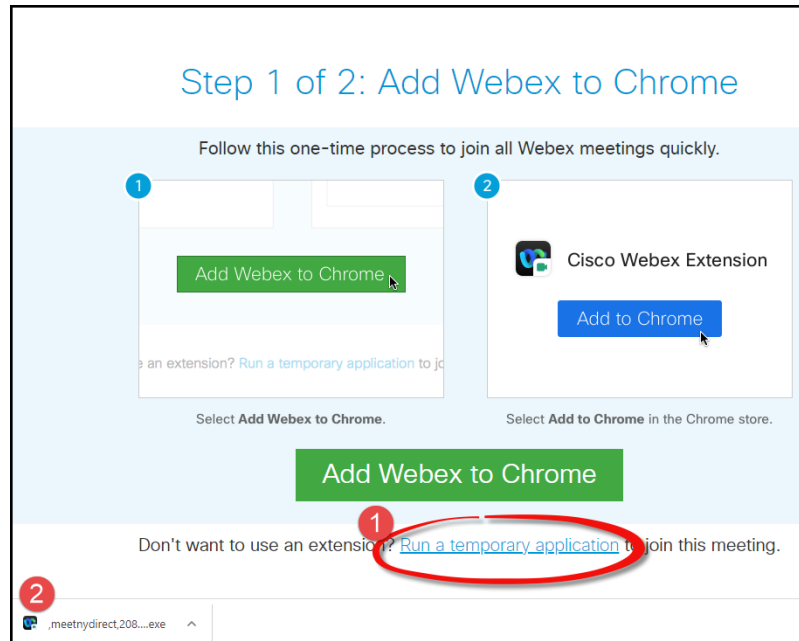
Note: Session password should automatically populate, if not, please enter **FC2021**.

2. Click “Join Now” button to enter session.

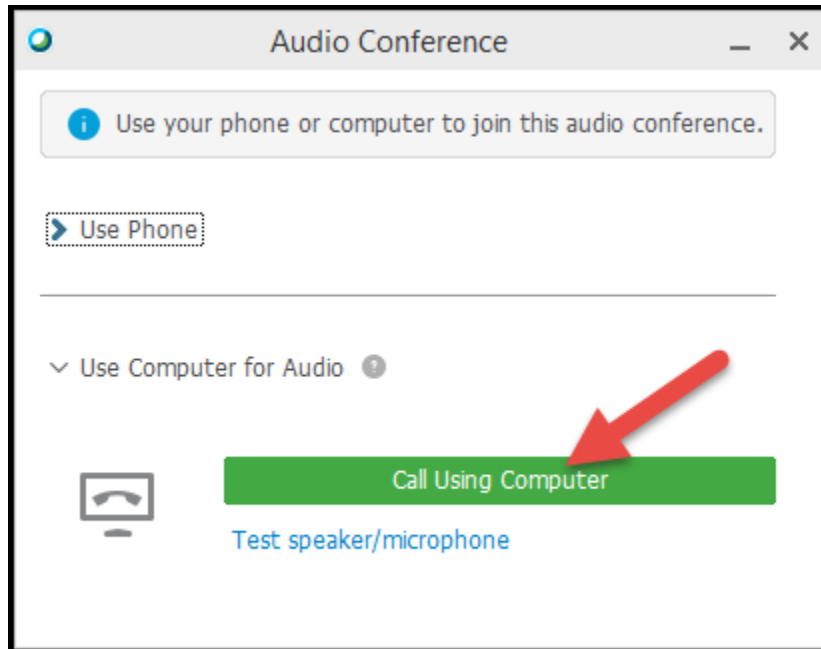
First Time Webex Users - Setup

- When joining event you will see a screen with the prompt “follow this one-time process...”

Note: DO NOT click the “Add Webex to Chrome” button.

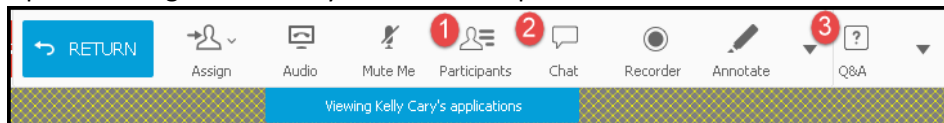


- Select “Run a temporary application” option at bottom of message.
- Click on the application when the download is complete.
- Select “Call Using Computer” for audio.
 - No video/camera options will appear.



Meeting Controls

- Upon entering the session you will see the presentation.



- The blue bar at the top of your screen pulls down your control panel.
 1. Opens the panel displaying the Host/Presenters/Attendees.
 2. Opens the CHAT panel.
 3. Opens panel for questions and answers during presentation
 - All participants are able to view these questions, answers, and shared information.

Trouble Shooting

- ITS Webex Guide - [WebEx | New York State Office of Information Technology Services \(ny.gov\)](#)
- [Webex Trouble-Shooting Guide](#)
- Still need assistance?
 - Email payroll@osc.ny.gov
- Two ways to test your equipment and connectivity:
 - Login to Payroll's "Trouble-Shooting Event" training session anytime during the 1 hour window, Monday, October 18, 2021 9am to 10am:
 - Click [here](#) to join.
 - Click [here](#) to add event to calendar.
 - Use Webex's "Test Meeting" tool.
 - This tool allows you to simulate joining a Webex meeting. This will vary slightly from logging into a Webex Training session, but the basics are the same.
 - [Webex Test Meeting](#)