

# How to Host WebEx Meetings

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## Instructions for ConnSCU Faculty and Staff using ConnSCU WebEx

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## How Can Faculty and Staff Use WebEx?

- WebEx is an online conferencing tool that has proven useful for both staff and faculty in the ConnSCU system. It enables you to meet with students or colleagues from wherever you are, home or office, as long as you have Internet access on your computer or have the WebEx mobile app installed for your iPhone, iPad, Android, or Blackberry. If you can get online, you can collaborate with others online, and share data, presentations, online demonstrations, etc.
- Faculty can use WebEx to bring guest speakers into their classrooms, hold virtual office hours, provide one-on-one or group tutorials, participate in committee work and much more. You can even record lectures or meetings with WebEx.
- **For information on how to request a Host account, WebEx Roles, etc.,** please visit the Connecticut State Colleges and Universities IT Support Center Webex website:  
<http://supportcenter.ct.edu/Service/WebEx.asp>

## Inviting Meeting Participants

- To help your participants successfully join the meeting and use WebEx tools, direct them to this webpage for Meeting Attendees:  
<http://supportcenter.ct.edu/Service/WebExForAttendees.asp>
- If you are planning to track attendance at your meetings: Tell those you invite IN ADVANCE that when they Join the meeting, they must enter both their first and last name. The meeting attendee name cannot be changed by either the Host or attendee once the meeting has begun; the attendee actually needs to leave the meeting and then rejoin with a different name.

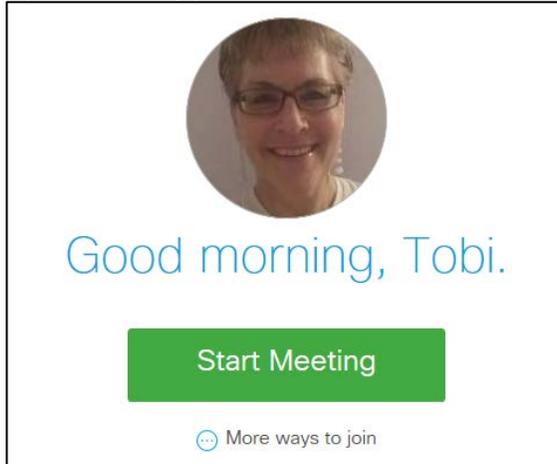
## Tips before Starting Your Meeting

- **Turn off “Desktop Alerts” in Microsoft Outlook!** If you are using Microsoft Outlook and your “Mail” options are set to display new mail as a desktop alert on your taskbar, we strongly recommend you turn this setting OFF! **If you do not do this, even if you are not displaying your Outlook email when you share your screen, participants in your WebEx meeting will see every new email you receive while you are hosting the meeting!** (Instructions for “**How to Turn Off Desktop Alerts in Outlook**” are included in the table of contents in this document.)
- **Close any extraneous applications** that you do not want to accidentally share during your meeting, such as email, online chat tools, or other documents you might be working on.
- Send “[Attending a Meeting FAQ](#)” link to those who have never attended a WebEx meeting.
- **Put up a “do not disturb” sign outside the space where you are running the meeting.**
- **Enter the meeting room five minutes early.**
- **If it’s a meeting, ask someone else to take notes.**
- **Leave time for Q&A at the end.** Meetings automatically terminate 30 minutes after the scheduled meeting end time, so be sure to give yourself enough time for Q&A. Hosts will receive a 5 minute warning prior to meeting termination.
- **If you are planning to record the meeting, be sure to let all participants know!**  
Keep these considerations in mind:
  - You may need to remind participants that the meeting is being recorded for later use if the questions or comments get off-topic.

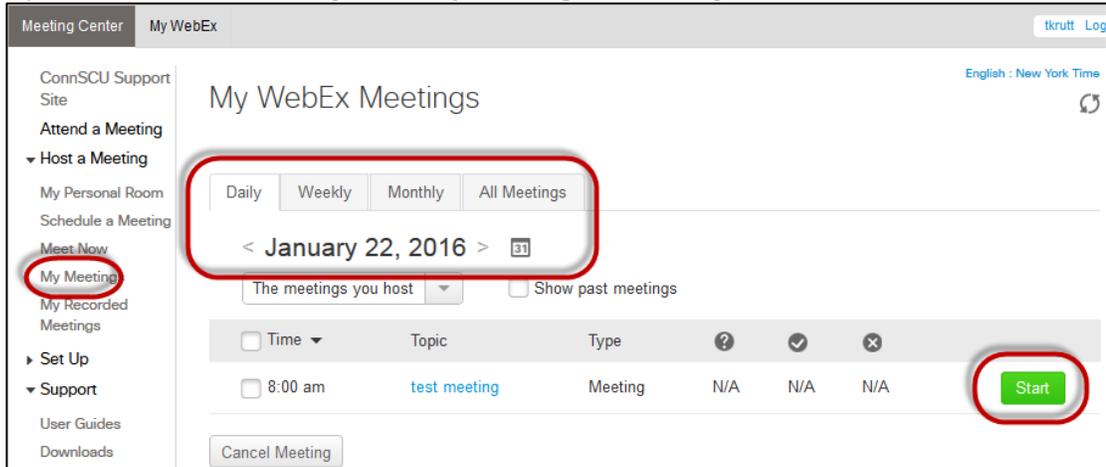
- Sometimes recording a meeting, classroom session, or training session has the effect of inhibiting participation or questions, since participants may not want others who view the recording later to hear their questions.

## Start a WebEx Meeting

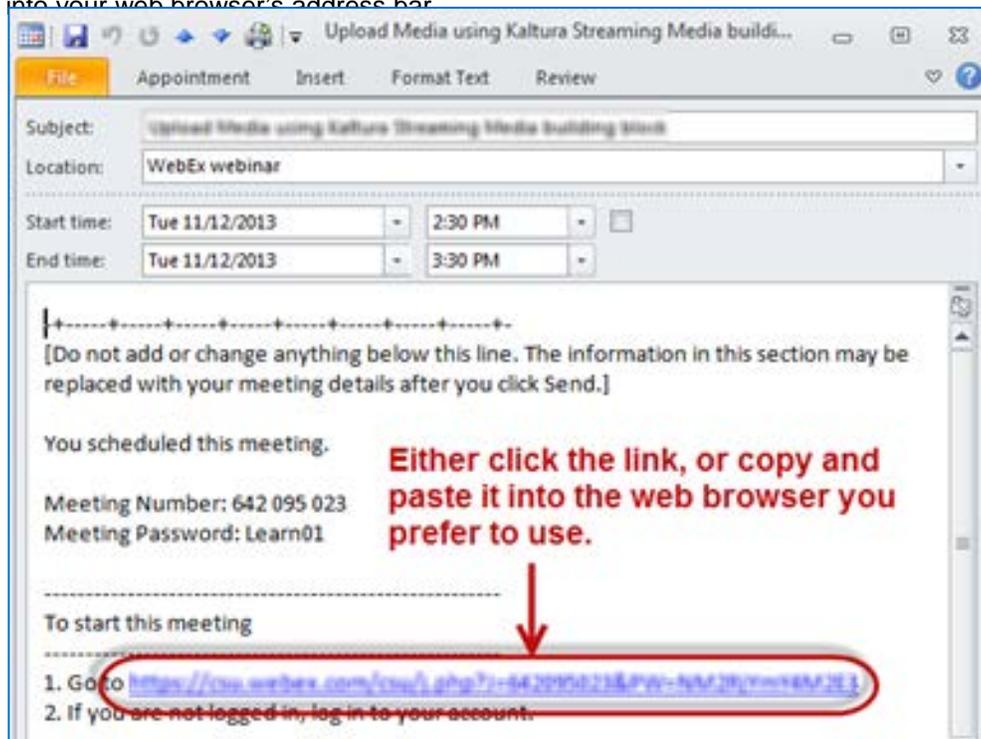
- **To start a meeting** simply log into <https://ctedu.webex.com/> using your Host account.
- If you are using your Personal Room, click **“Start Meeting”**.



- If you scheduled the meeting, click **“My Meetings”** and navigate to the date and click **“Start.”**

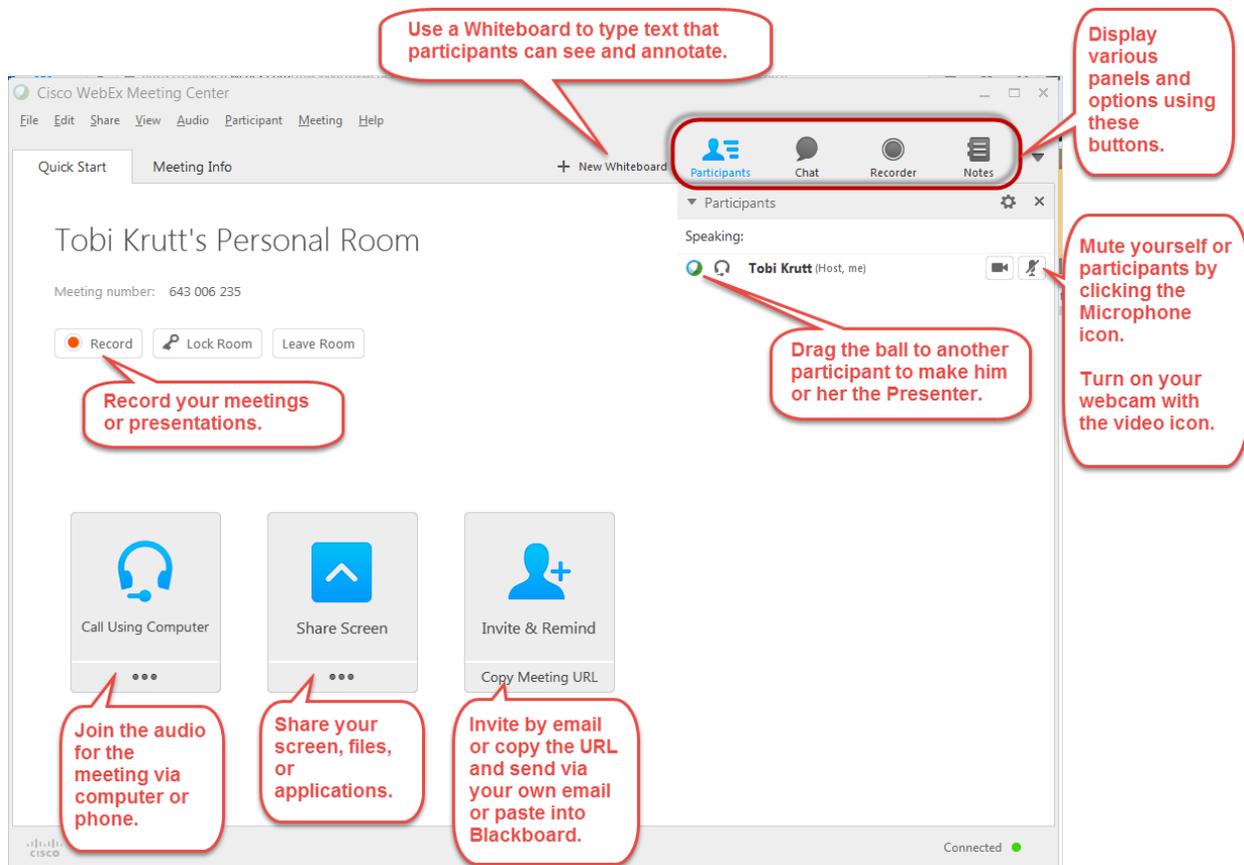


- To start a meeting from an Outlook Calendar item, click the embedded link or copy/paste it into your web browser's address bar



### The Quick Start Window

- When you launch a WebEx Meeting you will initially see the **WebEx Quick Start Window**.
- Take some time to explore the **menu items, buttons, and tabs**, which contain many different options and tools that you can make use of in your meetings.
- **When you schedule a meeting, you are automatically the Host of the meeting**, and you can start the meeting. However, depending upon your meeting settings, participants may have joined your meeting before you actually start it.
- **Once you start the meeting, you are also the Presenter by default**, so if you choose to share your desktop, an application, or a file, your participants will see what you present. There are a number of different options available for presenting information in your meeting. The following is not a comprehensive list, but these are the most common options used.



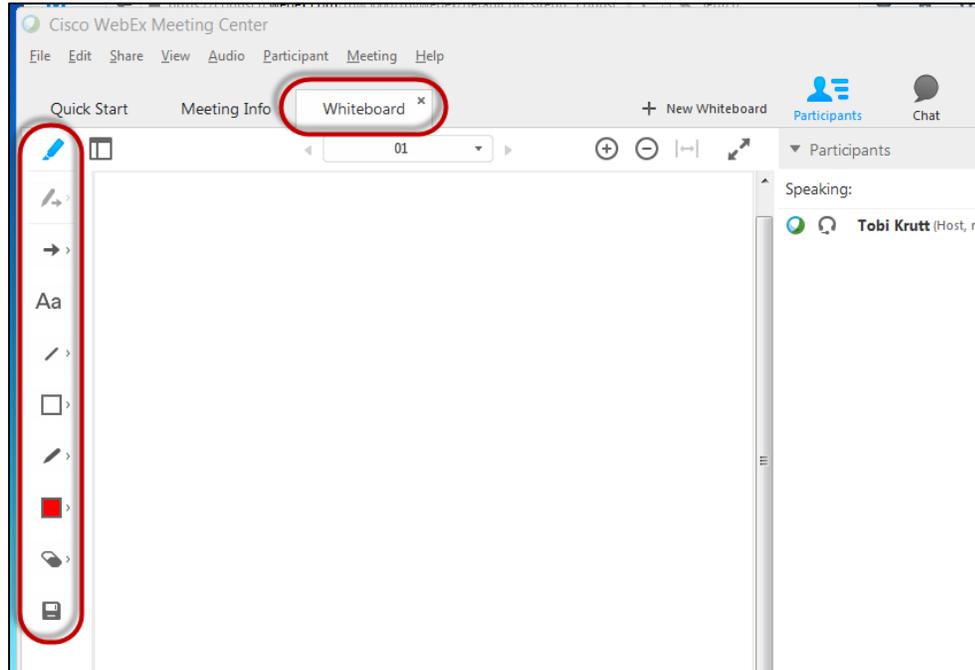
## Presentation Options

There are a number of different ways that you can share information in WebEx—experiment a little and you'll discover them all! To get you started though, here are the most popular:

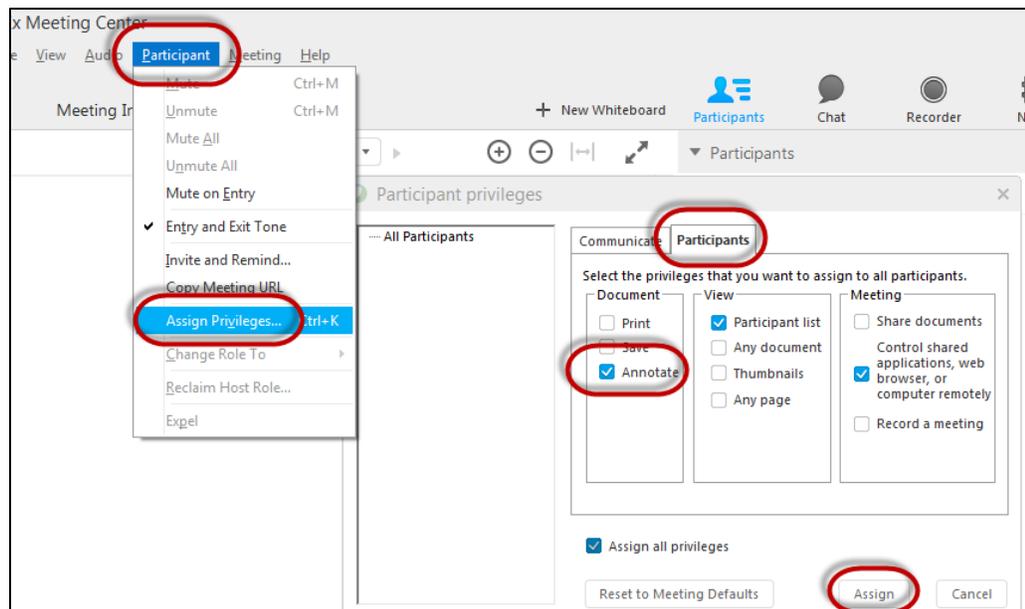
### **Whiteboard**

- While participants are logging in, but before the meeting has begun, you might want to set up a **Whiteboard** and type in some introductory information that all participants will see as soon as they join the meeting. As long as you are seeing that whiteboard tab, participants will see what you have typed as they come into the meeting.

- If you are planning to record the meeting, this is a good time to add a note to that effect, so that everyone who is entering the meeting immediately sees this information.



- You can enable all participants to annotate whiteboards by clicking the menu item **Participants > Assign Privileges**, or you can right-click on a particular participant and change their role to allow that one person to annotate.

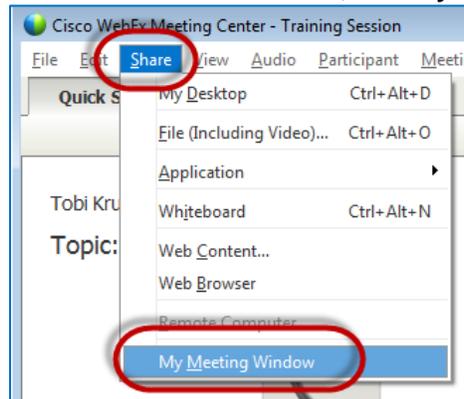


- You can have multiple Whiteboards open during a meeting, you can rename whiteboards, and you can save them as PDFs by clicking the “File” menu item and selecting “Save All” or “Save As.”

## Share Your Meeting Window

Sometimes at the beginning of a meeting, one or more participants may be having some trouble locating something on their screen after they've joined the meeting. For example, they may not know how to find their audio options or know where to look for the Chat panel. To help them out, it's often helpful if the Host shares his/her Meeting Window. Once the participant is back on track, use one of the other sharing methods below to share other types of content.

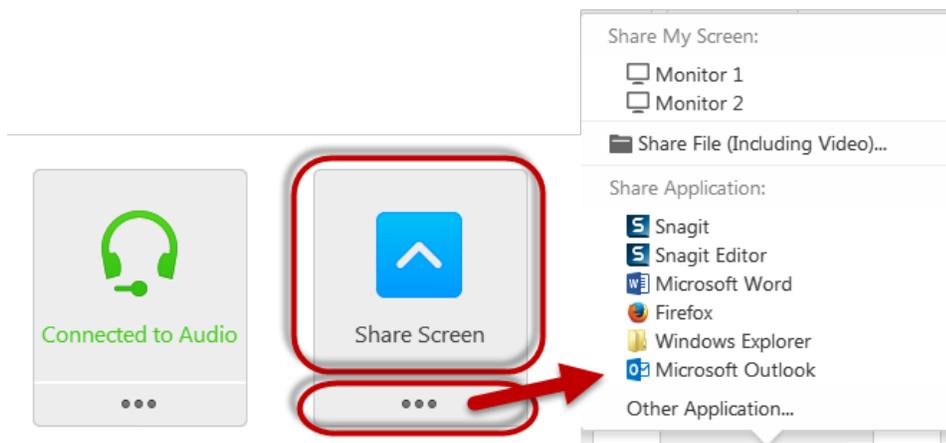
1. Select **Share** from the menu, then **My Meeting Window**.



2. When you no longer need to share your Meeting Window, just click Stop Sharing button on your Control Palette.

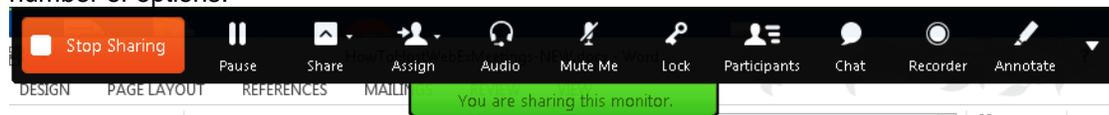
## Share Your Desktop or Applications

1. To share everything that you open on your computer desktop, or just a single application (such as one web browser), click the **Quick Start tab** and then click either the **Share Screen** button or three dots below it to select a specific application.
2. If you share only a specific application, participants will see a pattern when you click out of that application. If you share your desktop, they will see everything as you move across applications, windows, etc.



3. Once you have shared your desktop or an application, the **WebEx Control Palette** will display (usually at the top of your screen). If you mouse over the green tab you will see a

number of options.

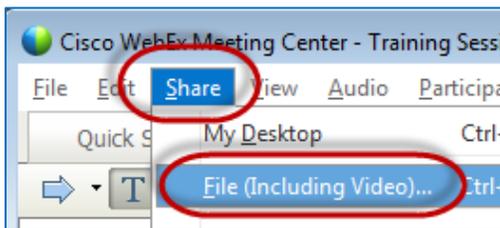


4. If you move your mouse off the green tab the Control Palette will automatically collapse.



### Share Files

If you just want to share a single file (so participants will see nothing else except just that file), just go to the menu and select **Share>File (including video)**.

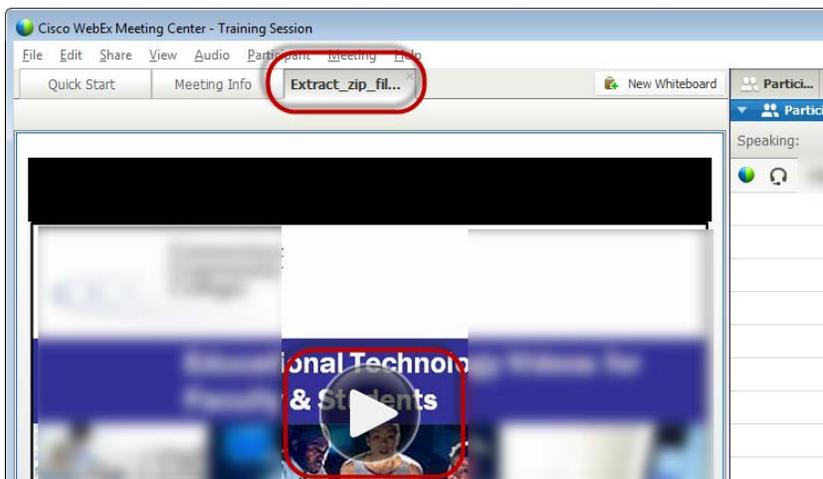


### Sharing a Video File with Attendees

If you have a video file on your computer that you wish to share with participants during a meeting and you want them to hear the sound from the video file.

**IMPORTANT NOTE:** Attendees using some mobile devices (such as Android phones) will not be able to view this kind of shared media!

1. Select Share>File (Including Video)....
2. The video will display in a new tab with the name of the file.
3. When you click the “play” icon in the center, the video will display and attendees will hear the audio.



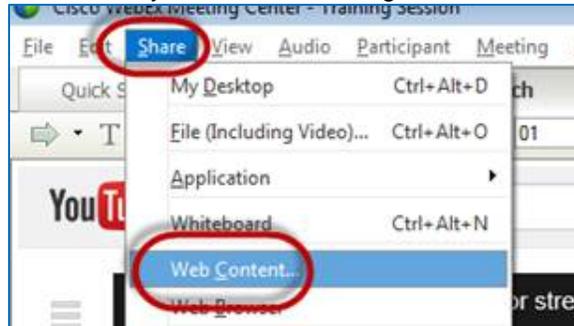
## Sharing Web Content

This option enables participants to interact independently with Web pages. Participants can experience media effects on Web pages, including video and sound. However, Web Content sharing does not let you guide participants to other Web pages.

**IMPORTANT NOTE:** Attendees using some mobile devices (such as Android phones) will not be able to view this kind of shared media!

For example if you wanted to have everyone watch (and listen to) a YouTube video during the meeting, this would be the option to use. Here's how:

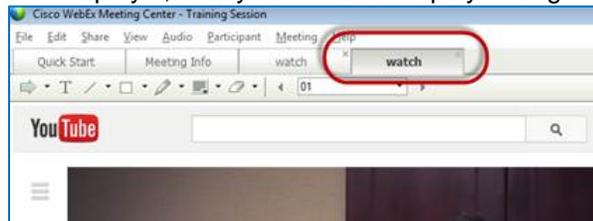
1. From within your WebEx meeting, click the **Share** menu and select **Web Content**:



2. Copy the direct link to the YouTube video that you want to share (or the link to other web-based content) and then paste it into the **Address** field and click OK.



3. The web content will then display in a new Whiteboard tab titled "**watch**" and when you click to play it, the system audio will play through for attendees.



## Sharing Web Browser

Sharing a Web browser lets you annotate while guiding participants around the web pages and sites. However, during Web browser sharing, participants cannot view or experience any multimedia effects on a Web page, such as Flash animations or streaming audio and video.

## Give “Presenter Privileges” to a Meeting Participant

Sometimes during a meeting, the Host may wish to give Presenter privileges to one of the participants, so they can show a presentation or file, or share the contents of their desktop with the rest of the group. In other cases, you may wish to start a “One-click” meeting to do a quick one-on-one meeting with a student or colleague, to provide tutoring or have a private discussion.

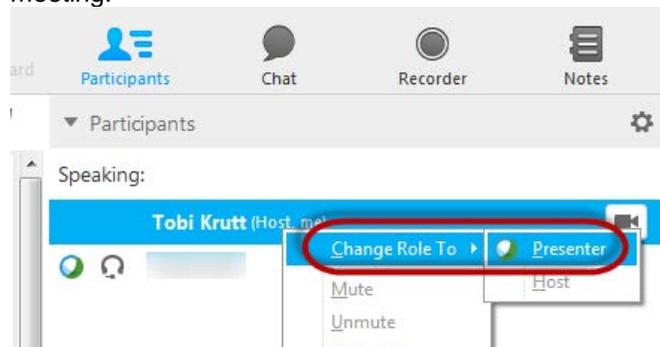
*Sometimes the process of passing presenter privileges is referred to as “passing the ball” to someone else in the meeting.*

**IMPORTANT NOTE:** Be sure to remind the participant that before sharing, they should close anything that they don't want others to see, such as open files, websites, email, text or online chat boxes, etc.!

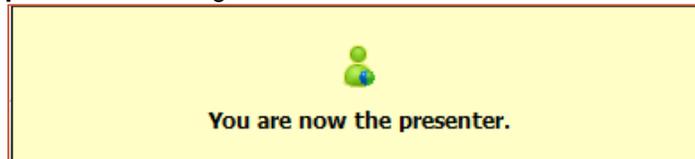
Here's how to make someone else the Presenter:

1. Either drag the little blue and green ball to another person's name, or right-click on a person's name in the **Participants** panel, select **Change Role To** and then select **Presenter**.

Important Note: Do NOT ever make the other person the Host! Then you lose control of the meeting.



2. When Presenter privileges are turned over to a participant, they will see a **You are now the presenter** message flash on their screen.

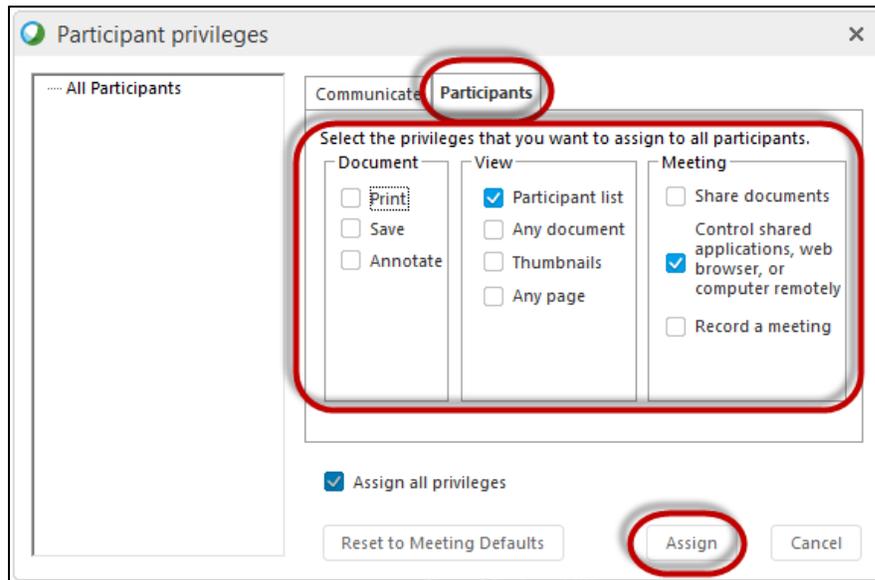


3. In order for the participant to share their screen, they must be sure that they are in the WebEx meeting window and that they click on the Quick Start tab. Then they can click the **Share Screen** icon (or they can choose to share only a specific file or application if they wish).

## Set Participant Privileges

- If the host in the meeting goes to the menu and selects **Participant > Assign privileges** and then clicks the **Participant** tab, they have a variety of options.
- **We strongly recommend that you do NOT give participants these privileges:**
  - Control shared applications, web browser, or desktop remotely: Giving a participant access to a desktop that is being shared by another person also gives them remote access to the other user's operating system and files, etc.

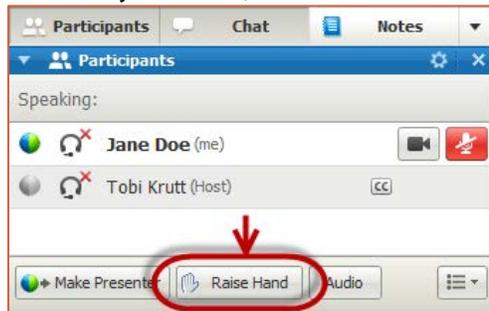
- Record a meeting: Only the Host should have the ability to record meetings.



### Have Participants “Raise their Hand”

Sometimes the Host of the meeting will ask participants to “Raise their hand” to indicate their preferences or feedback on a question. Here’s how!

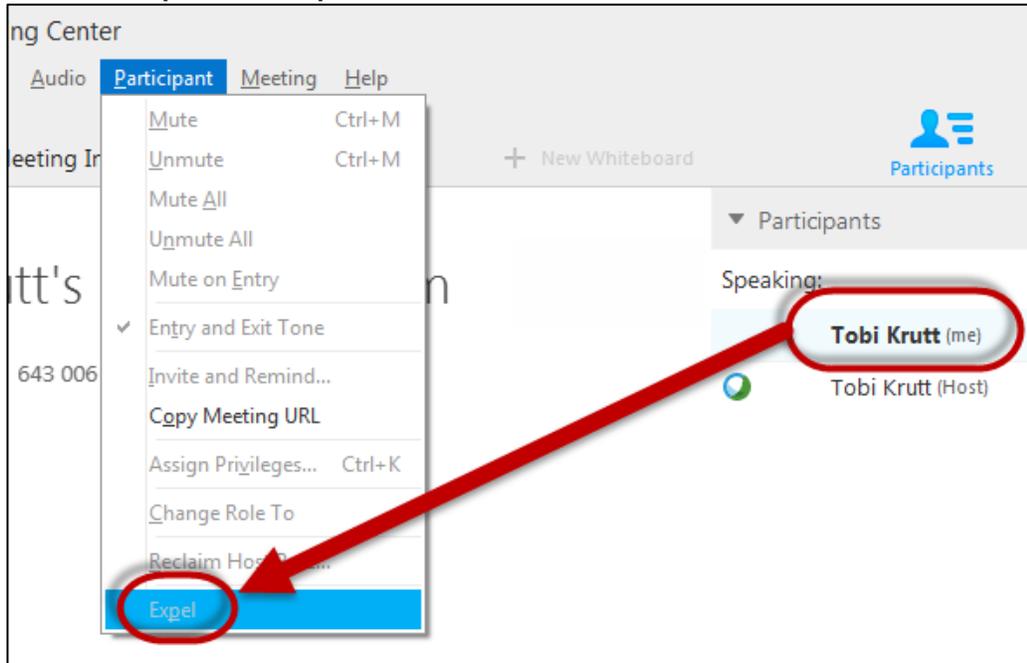
- At the bottom of the **Participants** palette, everyone will see a “Raise Hand” button.
- When they click that, the Host will see how everyone has responded.



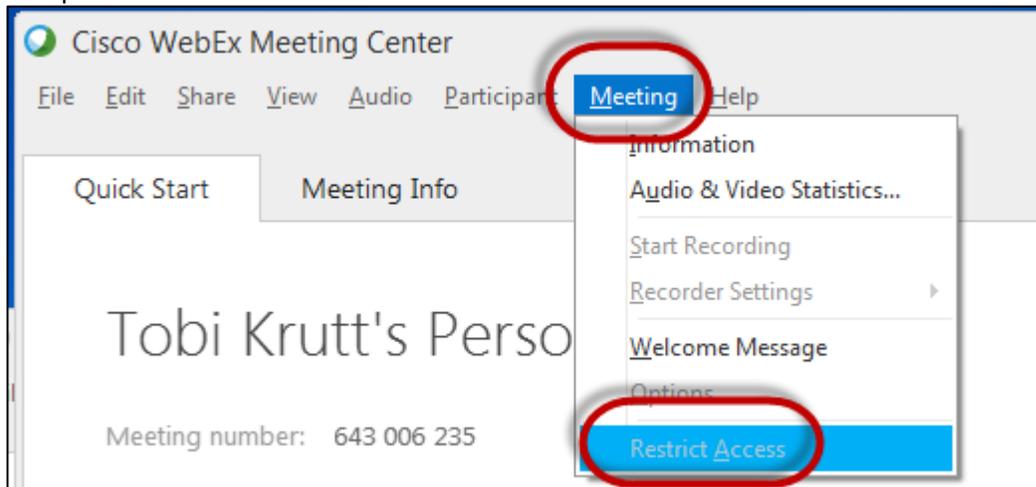
### Expel a Participant and/or Restrict Access to a Meeting

You can expel an Attendee from a meeting (for example, if his/her behavior is inappropriate or they have somehow managed to get into a meeting they should not be in. You can also restrict access to a meeting once it has started so no one else can join.

- To expel an attendee: Click the person's name in the Participant list, then from the menu, select **Participant** then **Expel**.



- To Restrict Access to additional attendees once a meeting has started: Select **Meeting** from the menu, then select **Restrict Access**. No one else will be able to join the meeting at that point. This is useful if you are doing a presentation and latecomers would be disruptive.



## Audio for WebEx Hosts and Participants

### Audio Options for Meetings

#### Call Me

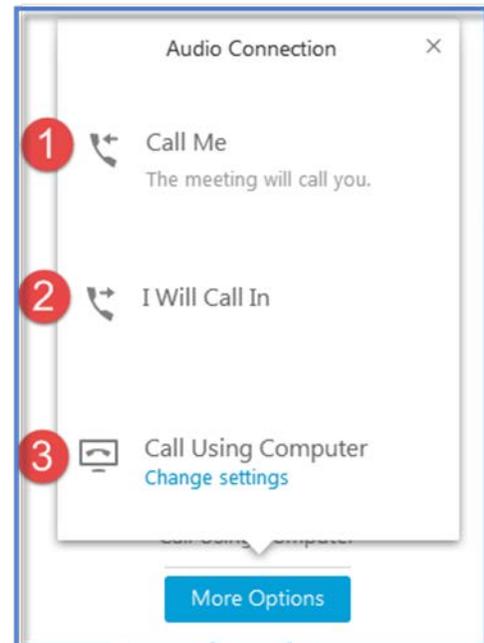
- Click this button, enter the phone number of the phone you wish to use to participate in the meeting's audio, and WebEx will call it. This does not have any toll charges to you.

#### I Will Call In

- A dialog box will provide a phone number, access code and attendee ID.
- NOTE: Regular long-distance phone charges will apply if you are calling from a home or cell phone, based on your phone plan.

#### Call Using Computer

- This option enables audio information to be transmitted online. Use this option only if you have a microphone and speakers on the computer you are using, or a headset with a microphone. This option does not have any toll charges.
- You can also test your speaker and mic from this dialog box.



Call Using Computer

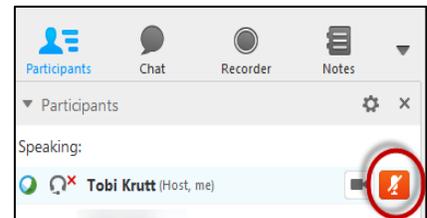
More Options

### Muting Your Own—or a Participant's— Microphone or Phone

1. Click the little green tab to display the toolbar palette and click the **Mute Me** button when an application or the presenter's desktop is being shared. You can also display the **Participants** list from this dropdown panel so you can mute others in the meeting.



2. Clicking the mute icon to the right of a name can also be used.
3. Hosts can mute any participant by clicking the mute icon next to the person's name; typically if there is a lot of background noise from that person's environment.
4. If you are using a built-in mic (for example, on a laptop), press the **Ctrl** key while you're speaking. This mutes your speakers so the feedback from them doesn't cause a distracting digital delay.
5. If you are calling in by phone, never put the WebEx call on "Hold"—if your organization has background "hold" music, everyone on the call will hear it. The host will probably "mute" you and neither of you will necessarily know that when you return to the call.



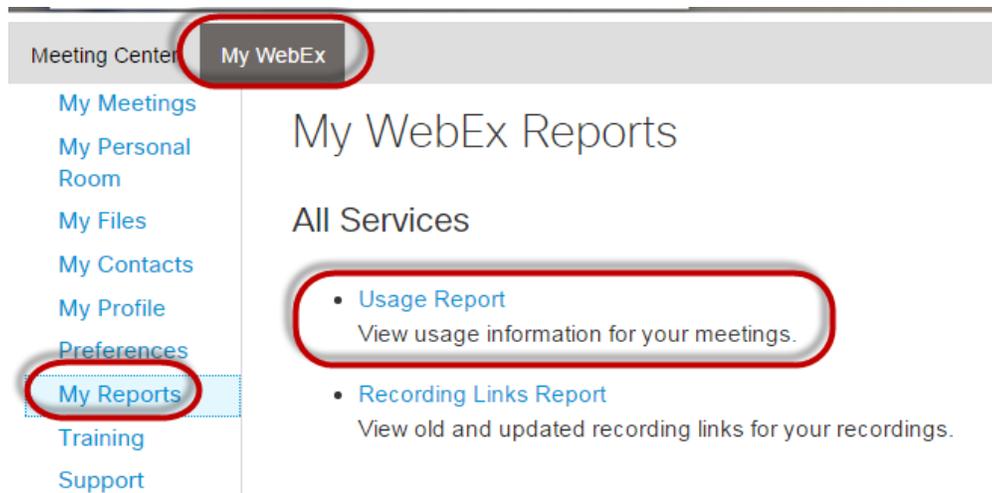
## Use the Chat Tool

- **When you begin a new WebEx meeting, keep in mind that attendees cannot see chat posts that are posted *prior* to the time when they joined the WebEx meeting.** So if you post “introductory” information for attendees (i.e., a reminder about the phone line to call into or how to use VoIP, or troubleshooting info) into chat during the time when people are entering the meeting, be sure to “repost” the information periodically as people enter the meeting room.
- **You can copy and paste URLs into the Chat window and they become live hyperlinks.** For example, if you wanted participants to check out and bookmark a website after the meeting, simply copy and paste the URL into the Chat window and let them know to click it—it will open in their web browser in a new window.

## Usage/Attendance Reports for Meetings You Host

Hosts can easily view usage for meetings they schedule and run, such as attendance, duration, and more across all your meetings. You can generate a report for any dates up to three months prior to today.

1. Go to <https://ctedu.webex.com/> and log in using your Host account.
2. Click on **MyWebEx** and then on **My Reports**.
3. Click on **Usage Report** and enter the parameters to run your report.



4. To view Attendance information, simply click each Topics title. You can Print or Export the data for any report.

**Usage Summary Report**

Search Results from 10/1/13 to 12/23/13, Eastern Standard Time (New York, GMT-05:00)  
[Search again](#)

**Final Usage Summary Report**

Sort results by clicking on the column headers.

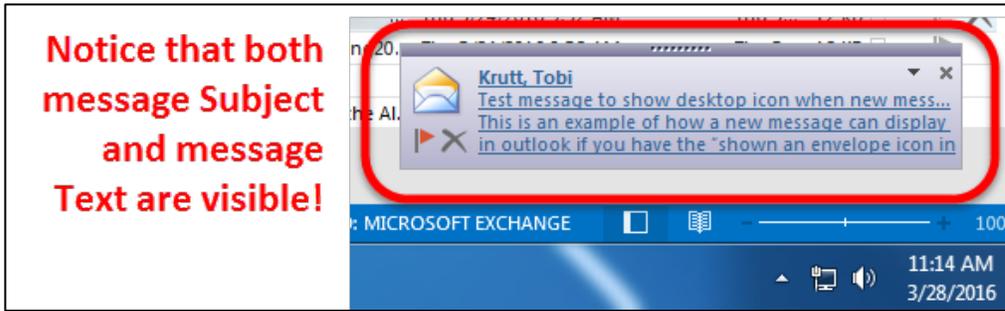
[Printer-friendly Format](#) [Export Report](#) Page: 1 2

Topic	Meeting Type	Date ↑	Start time	Duration	Invited	Registered	Attended	Tele
<a href="#">When and How to use Rubrics in Blackboard</a>	PRO	12/12/13	1:29 pm	61 mins		N/A		<a href="#">Detail</a>
<a href="#">When and How to use Rubrics in Blackboard</a>	PRO	12/12/13	12:09 pm	1 min		N/A		No
<a href="#">Tests Surveys and Pools</a>	PRO	12/12/13	10:02 am	110 mins		N/A		<a href="#">Detail</a>
<a href="#">Create and Grade Assignments in Blackboard</a>	PRO	12/6/13	1:36 pm	69 mins		N/A		<a href="#">Detail</a>

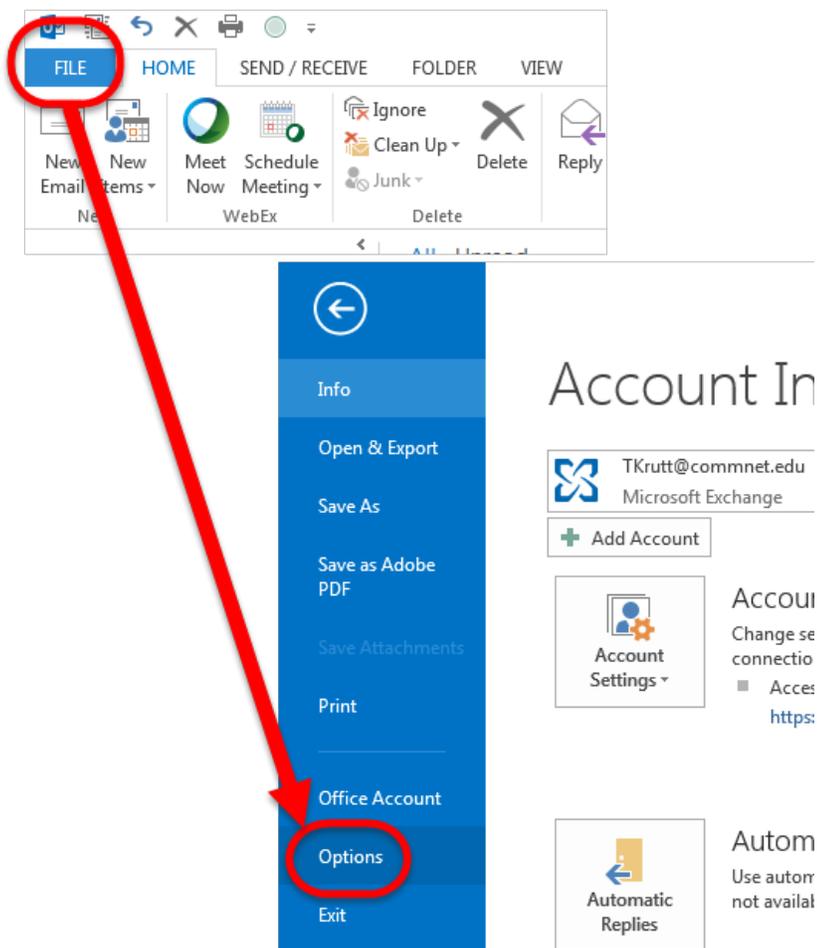
## How to Turn Off Desktop Alerts in Outlook

Even if you have Microsoft Outlook minimized on your taskbar, it is important that you realize that if you have new email message delivered and “desktop alerts” turned on, meeting attendees will be able to SEE AND READ both your new incoming email subject and part of the message text!

**It is strongly recommended that Hosts and Presenters turn off “Desktop Alerts” in Microsoft Outlook, and leave it off so you don’t forget to turn it off later.**



1. In Microsoft Outlook (the native application, not Outlook Web Access), click **File**, then **Options**.



2. Click **Mail** in the sidebar of the dialog box, then in the **Message Arrival** section; deselect **Show an envelope icon in the taskbar**.
3. Click **OK** to save your changes.

