

## WebEx Meeting Instructions

This information below provides an overview of the use of WebEx Meetings. **You must ensure you can log into WebEx by clicking [here](#) at least one business day prior to the meeting.** This link will also provide directions on downloading the WebEx Application if necessary. If you will be joining the meeting using a mobile device, we strongly suggest you download the free WebEx Application prior to the meeting.

On the day of the meeting ensure the device you intend to use is charged sufficiently to last for the entire meeting and that you have a power source available if needed.

### To Join the WebEx Meeting:








- Click the Meeting Link in the invitation email.
- When prompted, enter your first and last name along with your email address, then click next. When logging into the WebEx Session please enter your full first and last name.
- Once logged in, you will have a preview screen. This screen allows you to choose your audio connection type, mute or unmute your microphone and turn your camera on or off.
  - **Microphone:** Please mute your microphone when entering the meeting.
  - **Camera:** Please turn on your camera when entering the meeting.
  - **Connection Type:** If you are joining the meeting with a computer with speakers and a microphone select “Use Computer for Audio.” If your computer does not have speakers and a microphone, select either “Call me at” to have the meeting call your phone or select “Call In” to dial into the meeting using the information provided in the email sent by the Executive Budget Office. **Select only one connection option.**

If you are joining the meeting via mobile device, we recommend selecting “Join via installed app”. **You should only select one audio access option.**

### WebEx Lobby:

- Prior to your meeting you will be moved into an electronic waiting area called the WebEx Lobby.
- While in the WebEx Lobby you will not see or hear anyone else in the meeting. When it is time for your meeting, you will be given access to the meeting session.
- No one can communicate with agencies while they are in the WebEx Lobby so you should mute your microphone and turn off your camera while waiting in the lobby. You will be asked to unmute yourself and turn the camera back on after you are moved back into the meeting session.
- **Do not log out of the WebEx meeting while waiting in the WebEx Lobby.**

**Meeting Controls:**

	Mute/Unmute microphone. The button will turn red when your microphone is muted.
	Turn camera on/off. The button will turn red when the camera is off.
	<b>EBO Only.</b> You will not need to share content during the meeting. EBO will share the PowerPoint presentation that you submit prior to the meeting. You will need to email any follow up documentation to your EBO analyst after the meeting.
	View participants. This button allows you to see everyone logged into the meeting session.
	Participant chat. Open to communicate with the host or all participants. Please note the chat function is also being recorded.
	Leave meeting. This button will log you out of the meeting session.
	Mobile users may need to select the show more button to view the options listed.

## Troubleshooting:

Issue	Possible Solutions
<b>Others in the meeting cannot hear you.</b>	<ul style="list-style-type: none"><li>○ Ensure you are not muted. The microphone icon next to your name will be red with a line through it if you are muted. To unmute click on the microphone icon.</li><li>○ Verify your audio is connected. Select the Audio Icon (the telephone receiver) and review your speaker and microphone selection to ensure the correct devices are selected.</li><li>○ Disconnect from the meeting and sign back in and select another audio option.</li></ul>
<b>You do not hear the person speaking.</b>	<ul style="list-style-type: none"><li>○ Make sure you are connected to the audio conference. When connected, a phone or headset icon should appear next to your name in the Participants panel.</li><li>○ Use the Audio and Video Connection, or Computer Audio Settings, under the Audio menu, to make sure you have selected the right speaker to use for audio. You may also adjust the audio volume from this screen.</li><li>○ If connected using your computer, try increasing the volume on your speakers or headset.</li><li>○ Make sure the host or presenter is actually speaking. When they are talking, you should see blue waves coming from their phone or microphone icon.</li></ul>

If you have trouble logging into the meeting, please call Heather Hawkins at 803-898-3392.