

## New to Webex?

	Page #
Set up before you join a session	1
Joining a session	3
During a Session – What to Expect	4
Audio Information	5
Participants Panel	6
Chat Panel	9
Question & Answer Panel	10
Polling Panel	11
Video Panel	12
Webex from your Blackberry	13

## Set up before you join a session

When joining a WebEx for the first time, the WebEx Training Manager Application will automatically install on your system. However, we highly recommend that you save time by setting up WebEx Training Manager, on Windows, before the session.

If your computer is inside a Local Area Network, you may need assistance from your IT department to allow the WebEx Application to install on your system. Sometimes “administrator access” is required to install programs, depending on your security settings.

To install the WebEx Training Manager Application Follow these steps:

1. Go to <https://bcpsqc.webex.com>
2. From the left hand menu bar, select "Set up" and then "Training Manager".



The screenshot shows the WebEx Training Center interface. The left-hand navigation menu includes the following items: Attend a Session (with sub-items: Live Sessions, Recorded Sessions, Unlisted Session), Host a Session, Set Up (circled in red), Training Manager, Preferences, and Support. The main content area is titled 'Live Sessions' and features a search bar, a date filter set to 'Upcoming', and a table of sessions. The table has columns for Date & Time, Topic, Presenter, and Duration. The sessions listed are:

Date & Time	Topic	Presenter	Duration
Jul 6, 2010 10:00 am	<a href="#">EXTRA/FORCES Connection Call</a>	BC PSQC	1 hour
Jul 14, 2010 8:00 am	<a href="#">BC Patient Safety &amp; Quality C...</a>	BC PSQC	6 hours
Sep 15, 2010 8:00 am	<a href="#">BC Patient Safety &amp; Quality C...</a>	BC PSQC	6 hours
Sep 22, 2010 9:30 am	<a href="#">Health Quality Network Meeting</a>	BC PSQC	6 hours 15 mins
Nov 17, 2010 8:00 am	<a href="#">BC Patient Safety &amp; Quality C...</a>	BC PSQC	6 hours
Nov 24, 2010 9:30 am	<a href="#">Health Quality Network Meeting</a>	BC PSQC	6 hours 15 mins

- Click the “Set Up” button and follow the instructions to download the application and to test your system before your first session.

## Set Up Training Manager

Although WebEx Training Manager will automatically be set up when you host/join a training session, you can save time by setting up WebEx Training Manager, on Windows, before the session.

If you plan to use rich media such as audio, video or Flash in the session, you can first [verify your rich media players](#).

To set up now, click **Set Up**. If you prefer to set up later, click **Cancel**.



You should also verify your rich media players as audio, video or Flash are often used during the WebEx session.

## Joining a session

After the WebEx Training Manager Application has been installed on your computer, you are ready to join a session.

- 1) If you plan to use a web cam or computer headset for the call, plug these in before you connect.
- 2) Go to the <https://bcpsqc.webex.com> to see the list of sessions.
- 3) When you find your session in the list, click on the session name or click the “Join” button on the right-hand side of the screen.

 [Join](#)

- 4) Enter your name and email address and click “Join Now” to enter the session

[English : San Francisco](#)

**Join Session Now**

To join this training session, provide the following information.

Your name:

Email address:

[Join Now](#)

- 5) If the fields for the name and email address are not available yet (greyed out), it means that the meeting organizer has not yet started the session.
- 6) The WebEx meeting session will open up on your computer. It can take a few seconds for the session to load.

## Session In Progress

Do *not* close this window, refresh this Web page, click **Back** or **Forward**, or click a URL in another window. If you do so, the session will end.


[Return to Session](#)

POWERED BY  
Cisco WebEx  
Technology

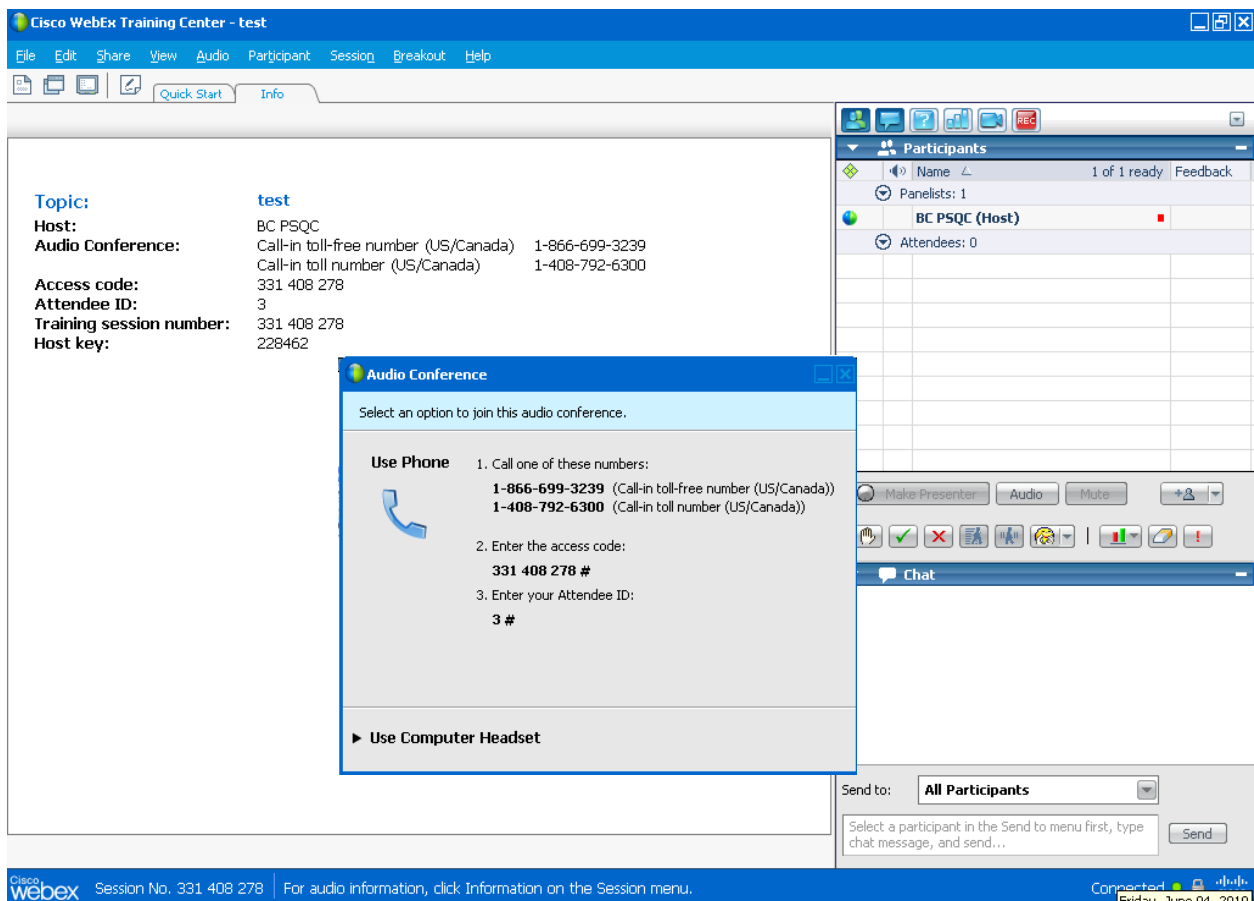
- 7) Make sure that you do not close any of the open internet browser windows during the session, or you may inadvertently end the session.

## During a Session – What to Expect

The WebEx Session will open on your computer and information on how to hear the audio portion of the call will be displayed automatically.

It is tempting to phone the number that appears on the white "Info" screen - however, wait a few seconds and the "pop up" (or dialogue box) will appear with your unique Attendee ID number along with dial-in instructions for your telephone or computer headset. The Attendee ID number allows the host to identify you when you speak by displaying a telephone icon beside your name. 

You will see a screen like this:



## Audio Conference

You can listen to the audio portion of the meeting through your computer headset or over your telephone's land line.

### *Dialling in by phone*

If you are dialling in by phone, use the phone number that is displayed on the pop-up window and enter the Access Code and Attendee ID when the automated phone system asks for this information. The Attendee ID is essential because it synchronizes your log-in name with your dial-in code so that we know who you are when you speak.

### *Using your computer headset*

If you are listening in from your computer headset, click on the "Use Computer Headset" at the bottom of the pop-up window and ensure that your headset is properly connected to your computer. If you have a microphone it will allow you to be heard by the meeting organizers and other participants when not muted. Note that if you do not have a microphone you will be able to listen only.

**\*Warning\*** Computer headsets have historically been less reliable in terms of sound quality, although improvements in this technology are progressing. If your computer headset is not working properly please use the telephone line to call in. To view the telephone number and access code after the pop-up window has closed click on the "Info" tab at the top of the WebEx session window.



Use the "Info" screen to access the audio conference information at any time during the session.

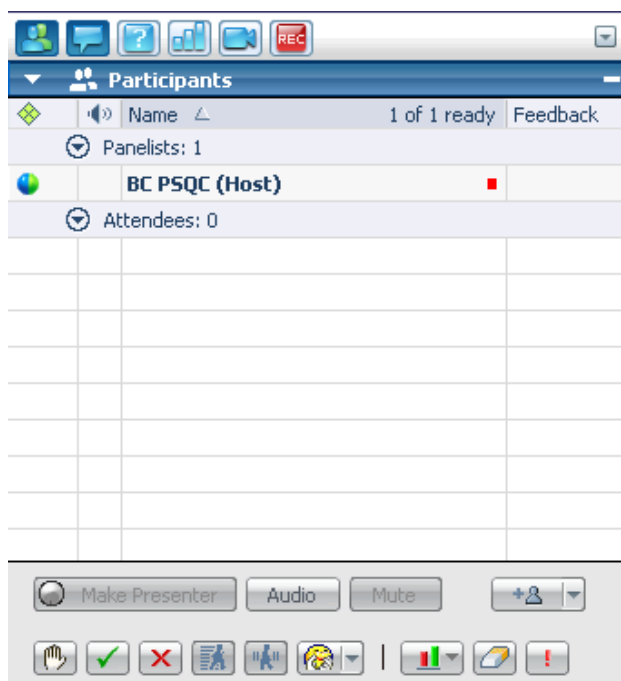
- Close the pop-up window when you have successfully connected to the audio portion of the meeting.
- Everyone will be muted during the presentation until question time. If you are having any technical problems, send a message to the Host via the **Chat Panel**.
- The host has the ultimate control over muting and un-muting participants, but some sessions open dialogue between participants and the presenters. You can mute and

un-mute yourself in an open-dialogue session by clicking on your name in the **Participants Panel** and then clicking on the mute button that appears below.

Please note: Sessions will be recorded and stored in the Virtual Learning Opportunities page (<http://www.bcpsqc.ca/education/BCPSQC-virtual-learning-recordings.html>). The recordings include audio material for the WebEx Session, including questions from participants and answers from the presenter.

### Participants Panel

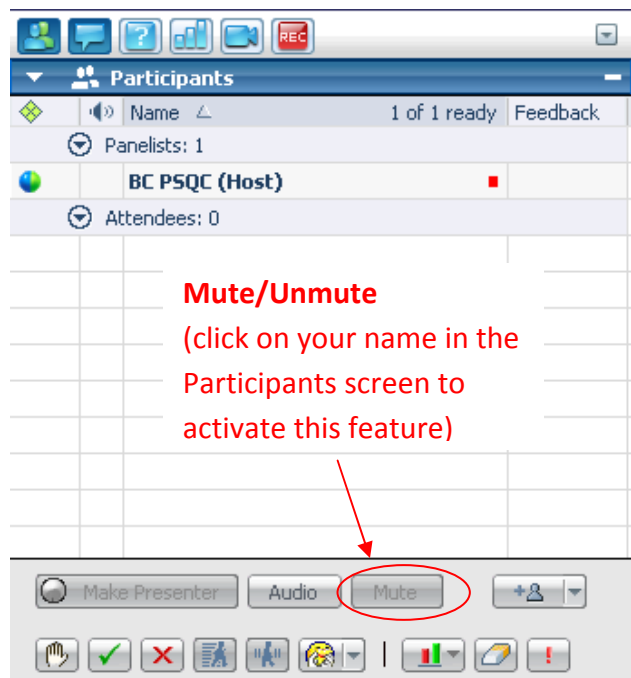
The Participants Panel contains a list of all participants attending the meeting. In addition, it provides participants with the ability to mute and un-mute themselves and provide feedback in the Feedback column.



### *Mute/Un-Mute*

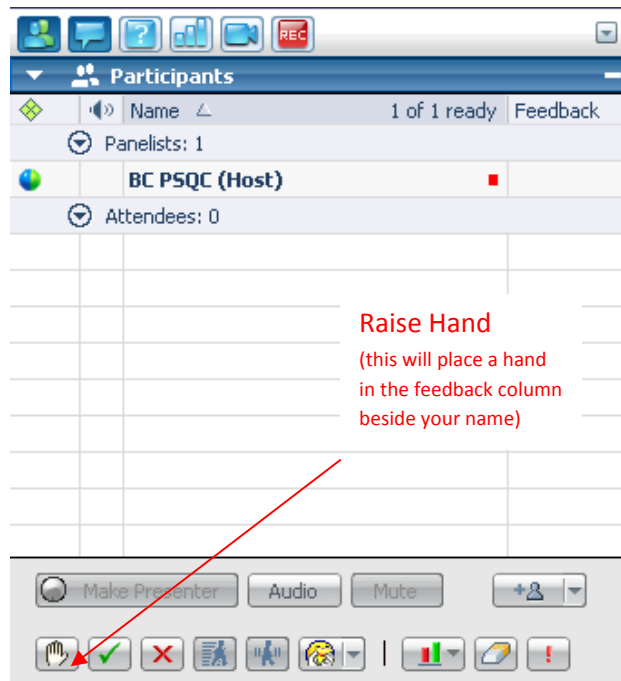
The host has the ultimate control over muting and un-muting participants, but some sessions open dialogue between participants and the presenters. You can mute and un-mute yourself in

an open-dialogue session by clicking on your name in the **Participants Panel** and then clicking on the mute button that appears below.




### Raise Hand

If you wish to ask a question during the session you can use the chat feature, or you can raise your hand by clicking on the hand icon. This places a hand icon beside your name in the Feedback column of the Participants Panel to alert the host that you have a question.

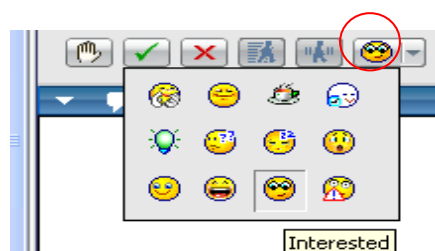


### Yes/No Questions

The presenter may ask the participants yes/no that they can respond to using  buttons on the Participants Panel.

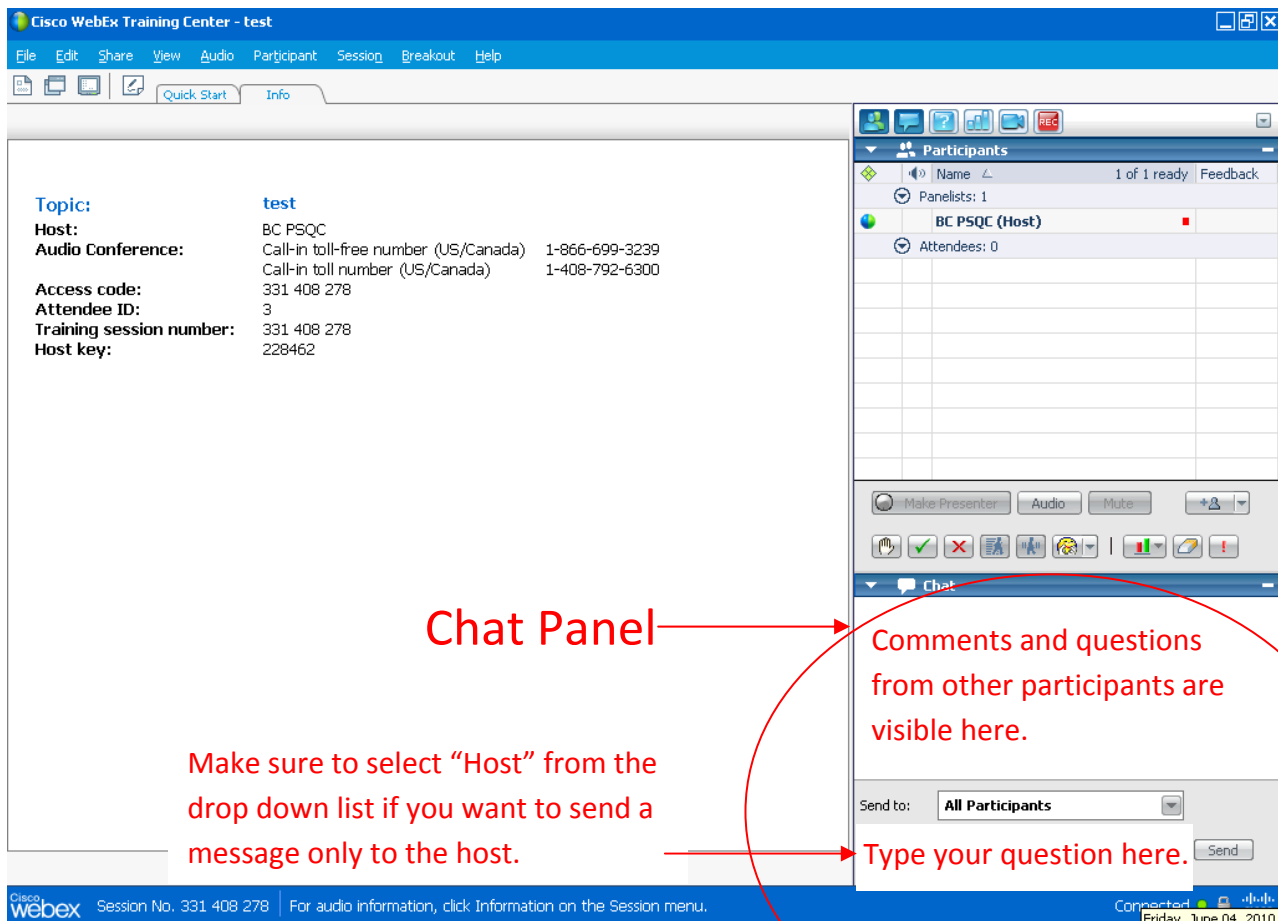
### Emoticons

Emoticons can be used to indicate how you are feeling or your impression of the presentation. The emoticon you choose will appear in the feedback column of the Participants Panel.





The chat panel is a great way to communicate with other participants or with the host during a session, without interrupting the presenter. You can use it to ask questions to the presenter or the host as well.



The screenshot shows the Cisco WebEx Training Center interface. On the left, session details are listed: Topic: test, Host: BC PSQC, Audio Conference: Call-in toll-free number (US/Canada) 1-866-699-3239 and Call-in toll number (US/Canada) 1-408-792-6300, Access code: 331 408 278, Attendee ID: 3, Training session number: 331 408 278, and Host key: 228462. On the right, the chat panel is visible, showing a list of participants with 'BC PSQC (Host)' selected. Below the list are controls for 'Make Presenter', 'Audio', and 'Mute'. The chat input area is highlighted with a red circle and contains the text 'Type your question here.' and a 'Send' button. A red arrow points from the text 'Chat Panel' to the chat panel area. Another red arrow points from the text 'Make sure to select "Host" from the drop down list if you want to send a message only to the host.' to the 'Send to:' dropdown menu, which is currently set to 'All Participants'. A third red arrow points from the text 'Comments and questions from other participants are visible here.' to the chat panel area.

If you wish to ask a question during the session:

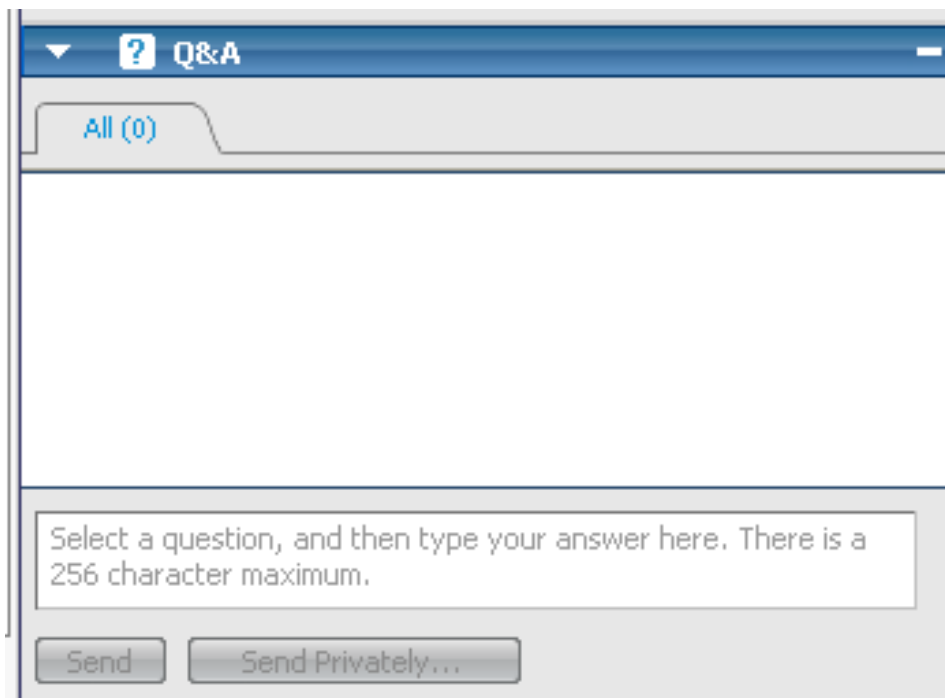
- Send questions via the chat panel to ALL PARTICIPANTS
- OR
- Use the 'Raise your hand' button to alert the panel

Please note: Sessions will be recorded and stored in Virtual Learning Opportunities page (<http://www.bcpsqc.ca/education/BCPSQC-virtual-learning-recordings.html>). Chat items posted for All Participants are included in these recordings.

**Question & Answer Panel**



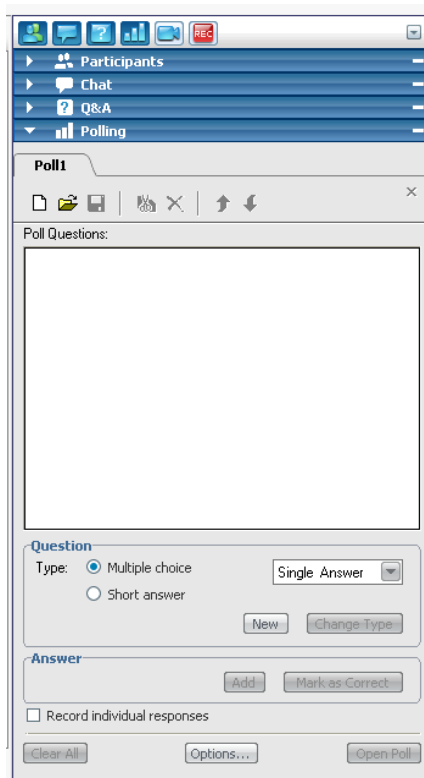
Similar to the chat panel, the Question and Answer Panel allows participants to respond to questions from the host or presenter. This panel is only used if the host or presenter uses it to ask a question.



Please note: Sessions will be recorded and stored in the Virtual Learning Opportunities page (<http://www.bcpsqc.ca/education/BCPSQC-virtual-learning-recordings.html>). Questions and Answers are included in these recordings.



If the presenter polls the participants during a session, participants can respond by selecting answer from the Polling Panel.

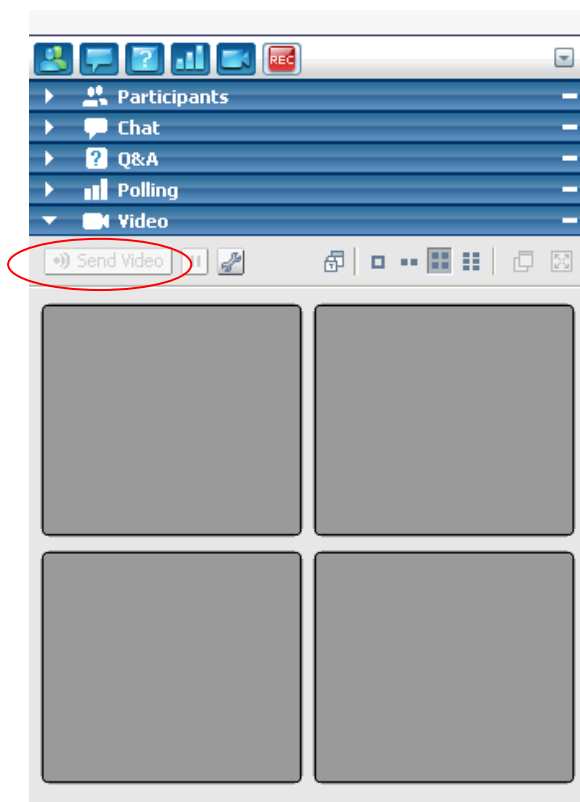


Please note: Sessions will be recorded and stored in the Virtual Learning Opportunities page (<http://www.bcpsqc.ca/education/BCPSQC-virtual-learning-recordings.html>). Polling responses are included in these recordings.

**Video Panel** 

If you are using a webcam your image will appear on the video panel. You will also be able to see other people's videos in this panel. To share your video with others, click "Send Video". This feature will only become available when you plug in your web cam.

Note that your web cam should be plugged in before you join the WebEx session. If you joined the session without plugging in your web cam, please leave the session and re-join once your web cam is plugged in.



Please note: Sessions will be recorded and stored in the Virtual Learning Opportunities page (<http://www.bcpsqc.ca/education/BCPSQC-virtual-learning-recordings.html>). Web cam video feeds are included in these recordings.

## Webex from your Blackberry

Download the free Webex Blackberry application from <http://www.webex.com/blackberry/> to access online meetings from your Blackberry.

---

### **For more information please contact:**

Kerianne Poulsen  
Program Assistant, BC Patient Safety & Quality Council  
Email: [kpoulsen@bcpsqc.ca](mailto:kpoulsen@bcpsqc.ca)