WebEx Frequently Asked Questions

- **Where can I retrieve my username and password?**

  ➤ Your username will be the same as your network login.

  ➤ If you can't remember your password, click the Forgot your password? link, then follow the prompts. You will receive an email from which you can reset your password.

- **How do I join a session from a PC or Mac?**

  ➤ Open the invitation or registration email and click the link. Enter your name, email address, and the session password, then click Join Now.

  ➤ Navigate to the WebEx site, then click List of Events. Click the name of the event you want to join and enter your name, email address, and the event password, then click Join Now.

  ➤ To join an unlisted event, click Unlisted Events, enter the event number, then click Join Now.

- **How do I join a session from a mobile device?**

  To get started, download the Cisco WebEx Meetings app and install it on your device. The app is available for iPhone, iPad, Android phones and tablets, Windows 8 phones, and BlackBerry. You cannot join training sessions from BlackBerry devices.

  If you have a WebEx account, locate the training session on the My Meetings screen. If registration is not required tap Join. If registration is required, tap Register, then follow the instructions on the registration screen. Once registration is approved, Register changes to Join.

  ➤ If you do not have a WebEx Account, you can join a training session using either of these methods:

    ▪ Open the invitation email. If registration is not required, tap the link to join. If registration is required, tap the registration link, complete the registration information and tap Register. When you receive the registration confirmation email, tap the link to join.

    ▪ Tap WebEx Meetings, then tap Join by Number. Enter the session number, your name and email address. If registration is not required, tap Join. If registration is required, tap Register and follow the instructions on the registration screen. Once registration is approved, Register changes to Join.

- **How do I schedule a session?**

  ➤ After you log in, click Host a Session to expand the menu, then click Schedule Training. On the Schedule Training Session page, enter a meeting topic and password, as well as any other information you and the attendees will need for the session. Then, click Schedule.

- **I scheduled my session for 1 hour. Will it end automatically when the hour is up?**
    - ➢ The session will continue until you end it. Attendees can leave the session at any time, however.
- **How do I specify an alternate host for a session?**
    - ➢ Either schedule a new Training Center session or edit an existing session. On the Scheduling page, scroll to the Presenters section, then click Invite Presenters. Enter a presenter's name and email address and select Invite as alternate host. Click Add Presenter to display the Invite Presenters page, then select the name of the alternate host and click Invite. Scroll down and click either Update or Schedule for your changes to take effect
    - ➢ To add an alternate host to new training session from Outlook, click Schedule Meeting and enter the names of invitees, then click Add WebEx Meeting in the Outlook Ribbon. Select a Training Center option from the Meeting template field. Click the Resources tab, then select a name from the Alternate Host section. Click OK.
    - ➢ To add or edit an alternate host for an existing session, open the session on your calendar and click Change Settings to display the WebEx Settings dialog box. Click the Resources tab and make any required changes.
- **How do I start a scheduled session?**
    - ➢ You can start a scheduled training session by clicking the link in your confirmation email, then logging into your Training Center site and clicking Start Now. You can also log into your Training Center site, then click My WebEx on the top navigation bar. Select the session in the list, then click Start.
- **Is there a limit to the number of people I can have in my session?**
    - ➢ Depending on the Training Center service type your organization has purchased, up to 1000 participants can join a WebEx Training Center session when using WebEx Audio (500 when using VoIP only or Other Teleconference service). Up to 100 Breakout sessions may be scheduled. Breakout sessions are limited to 100 participants each, up to a total of 1000 participants. The participant total includes the host, presenter, and panelists.
- **How do I share an application, a file, my desktop, or video during a session?**
    - ➢ After you start your session, click the button at the bottom of the sharing panel on the Quick Start tab. Select what you want to share with attendees, such as a whiteboard or file. Once you share something, attendees will see what you see. You can also select Share from the session menu bar.
- **How do I share a presentation during my session?**
    - ➢ Select Share > File from the menu bar, or click Share File on the Quick Start page. Locate the presentation file you want to share, then click Open. Use the page controls at the top of the session window to move through slides. If you are sharing a presentation created with PowerPoint 2013 or later, the page controls will not advance through transitions and animations.

➢ If you have added notes to a shared PowerPoint presentation created with PowerPoint 2010 or earlier, they will be available to the presenter in the PowerPoint Notes panel.

➢ For best results when sharing presentations created with PowerPoint 2013 or later, use Share Application.

- **Where can I get a list of global call-in numbers?**

    ➢ When you join the training session's audio conference, select I will call in from the Use Phone drop-down. Then, click All global call-in numbers. Or, from the Session Info screen, click Show all global call-in numbers.

- **Can I control a PC or Mac remotely during a session?**

    ➢ If participants have been assigned the Control shared applications, Web browser, or desktop remotely privilege, they can pass control of their application, desktop, or web browser to anyone in the session.

    ➢ While sharing, move the mouse to the top of the screen and click Assign. Select Pass Keyboard and Mouse Control, then select the participant to assign control to. The selected participant gets a message advising them to click to gain control.

    ➢ To return control to the presenter, triple-click.

- **How do I record my training session?**

    ➢ After a session starts, click the Record button on the Quick Start page, or select Session > Start Recording from the menu bar.

- **Can I schedule a training session for someone else?**

    ➢ Yes, provided the person you are scheduling for has given you permission on their My WebEx>My Profile page. When it's time to schedule a session for someone, click Schedule Training from the left-hand navigation menu to display the Schedule Training Session page. Select that person's name from the Schedule for drop-down. Complete the session information, then click Schedule.

    ➢ From Outlook, you must be assigned as a delegate for the host in order to open their calendar. Select File > Open > Other User's Folder. Click Name and select the host's name from the address book, then select Calendar from the Folder type: drop-down, and click OK. Click a date in the host's calendar, and then click Schedule Meeting from the Outlook toolbar. Schedule the session, entering session information on the Appointment tab and selecting attendees from the Invite Attendees or Scheduling menus. Click Add WebEx Meeting. Select a Training Center option from the Meeting Template field. Enter and confirm a password. Verify the meeting options and click OK to close the dialog box. Click Send.

- **Can I save a Q & A session?**

    ➢ Every two minutes, WebEx automatically saves Q & A sessions in the My Documents folder on the host and presenter computers. To save the session manually during a session, select File > Save > Questions and Answers. Choose a location, name the file, and choose the file type (.text or .csv). Click Save.

- **How do I share content with people in breakout sessions?**
  - ➢ Before the breakout sessions begin, use file transfer to provide content to attendees. Tell the attendees that one person in the breakout session will be assigned or chosen as the presenter. Once in the breakout sessions, the presenters can use the Share menu to share the files you transferred to them.
- **How do I allow participants to use Q & A during a Training Center session?**
  - ➢ During a training session, make sure that the Q & A session is turned on by selecting Session > Session Options from the menu bar. Select the Communications tab on The Training Sessions Options dialog box, select Q & A, then click OK.
- **How do I launch a live test in Training Center?**
  - ➢ You first need to add the test to the session when you schedule the training. Training Center tests cannot be opened "on-the-fly" after a session begins. When you're ready to start a test during the session, make sure the Testing panel is displayed. Select the name of the test, then click Launch for All to display the Manage Test page. Then, click Start Test.
- **How do I export Training Center test results?**
  - ➢ Log in to your WebEx site and click My WebEx. Click the All Meetings tab, then click the topic link for the session you would like to view test results for. Select a test In the Test section, click Score & Report, then click Export Results.