

# Participate in WebEx meetings

## 1. Prepare for Cisco WebEx meeting

Be sure your microphone and speakers are working. You can join the meeting directly in the browser per Step 2 below, or if desired, install either of these beforehand:

[Firefox extension](#)

[Chrome extension](#)

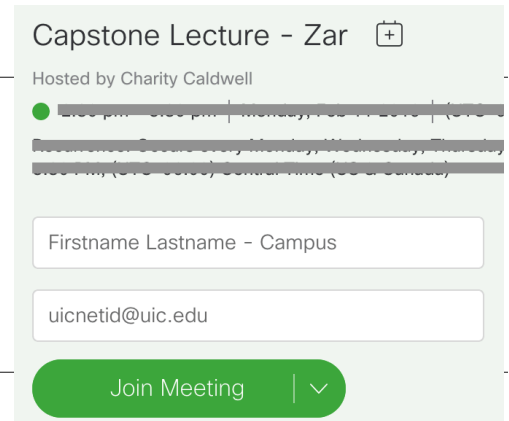
## 2. Join Meeting

Follow the appropriate link to join a particular meeting.

Use your full name and include your campus, like this:

**Firstname Lastname - Campus.** Use your UIC email address.

The green “Join Meeting” button only becomes active after completing the Name/Email fields.



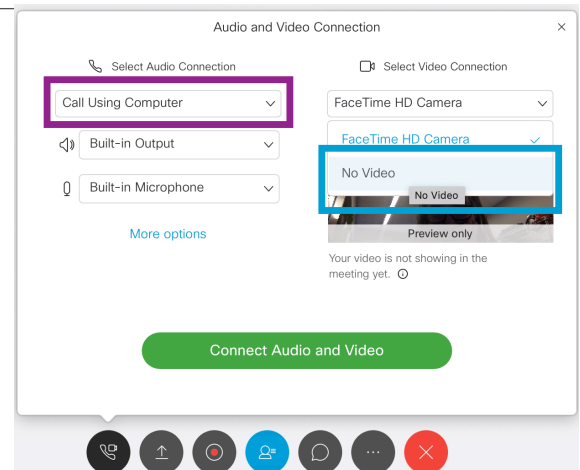
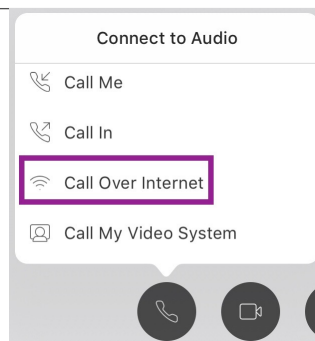
## 3. Video tutorial on joining a meeting:

[Here is a video tutorial with basic WebEx join meeting instructions.](#)

## 4. Connect to Audio

We ask all students to **only connect with computer audio and no video.** Please do not use the “Call me”, “Call in”, or “Video” choices.

Select “**Call Using Computer**” or from a mobile device “**Call Over Internet**” to use your built in or attached computer speakers. You may be prompted to give WebEx or your Browser permission to connect to your speakers. Please select “**No Video**” in the Select Video Connection dropdown menu.



## 5. Remote attendees should **MUTE** their mics.

If you do not mute your own mic, the Host or Presenter may Mute your mic for you.

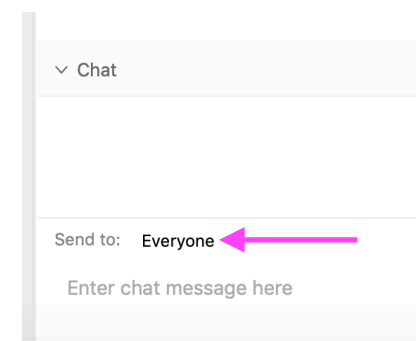
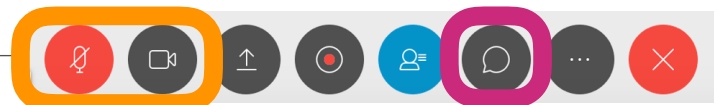
The image below shows the WebEx button interface on a laptop with the camera turned off and the mics muted in orange box on the left.

## 6. To ask content questions, use the Chat feature within the WebEx screen.

Unless indicated otherwise, all remote participation can happen via the Chat which will be checked during Q&A points in the presentation.

Activate the chat with the **speech-bubble icon** in the toolbar, shown in magenta above. You can direct your chat to individuals or “**Everyone**” - we recommend asking content questions to “Everyone” to ensure it is seen.

See the following page for how to ask tech support questions.



## 7. Further troubleshooting

Connecting from WITHIN the designated classroom for this session:

- You are welcome to connect to the WebEx from your own device even while you are sitting inside a room where the WebEx is being broadcast or recorded. However, there are vital differences:
  - Mics really absolutely must be muted entirely at all times or terrible audio feedback will ensue.
  - Speakers must be OFF to prevent terrible audio feedback as well.
  - Keep your video disconnected as in the instructions on page 1.
  - This will allow you to participate in the chat to ask questions.

Connecting from Mobile Devices:

- You can find the Cisco Meetings app in all major app stores.
- [Here is the Cisco help page for mobile device access.](#)

Audio difficulties:

- You may be prompted to give WebEx or your Browser permission to connect to your speakers.
- [See this link for troubleshooting steps from Cisco](#)
- Mac users who continue to experience difficulties may need to change permissions on their machines [per the advice in this forum](#). Change the setting for whatever browser you are attempting to use (example at that link is Chrome).

Video difficulties:

- Please note: we are requesting that no one connect their built-in camera or webcam for these large or multi-site class sessions due to limitations on number of allowed video connections per meeting.

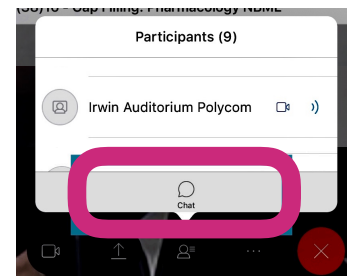
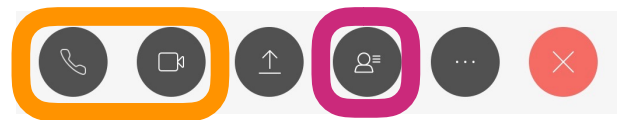
Access Chat via mobile device:

- Generally, select the list of attendees, then find Chat at the bottom of the list. See screenshots on the right for details on specific devices.

General connection difficulties and/or advanced audio/visual problems:

- If you have further problems during the WebEx session, send your assistance request via WebEx Chat DIRECTLY to the tech support person designated for that session. **On-site in Peoria or Rockford, contact the tech support local to you.** Remote users from off any campus can contact the Chicago tech support person directly via the WebEx chat.
- Please \*do not\* send tech support questions to “Everyone” as this will make it challenging to keep track of content questions for the Q&A. The tech support person will be announced at the start of the session to help you figure out who to contact.
- The Chat may make a sound as you receive messages. [Here is Cisco's help page to change this setting.](#) Note that you may have to look around to find where to make this change depending on your OS/device.
- If your problem precludes your ability to connect, please read the above instructions and attempt to follow them first. Thereafter, you can send email to the session coordinator to let them know and they can connect you with technical assistance.

WebEx interface on iOS devices



WebEx interface on Android devices

