CRC-16

Webex Training Centre User's Guide
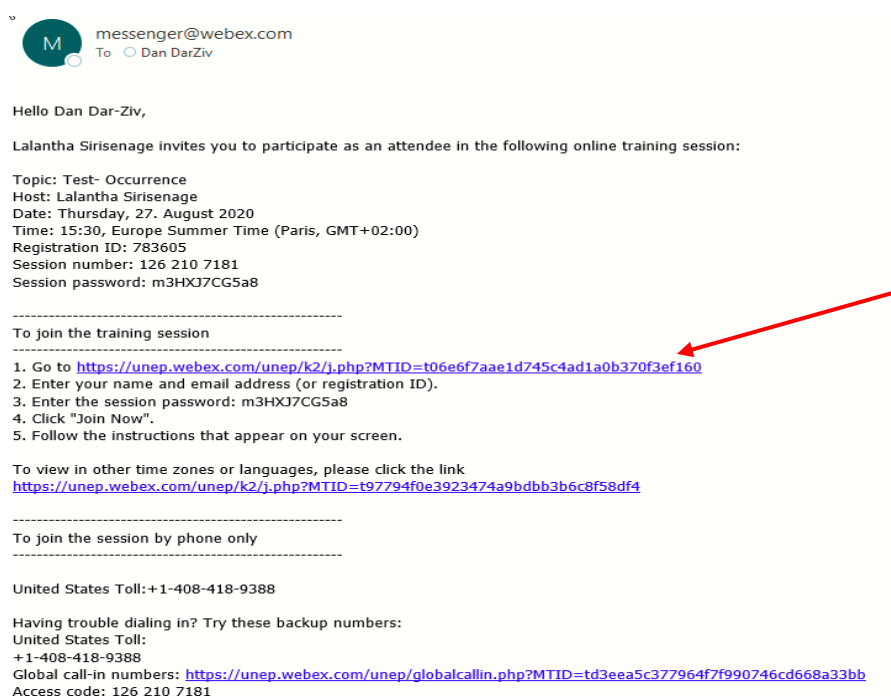
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1. System requirements

- · A computer with an Internet connection,
- · A working microphone and speaker
  (i.e. headset) as webinars will be using mainly Voice on IP,
- · The recommended browser with the operating system Windows is:
  Google Chrome or **Mozilla Firefox**.
- · A webcam (optional).

Please connect to the meeting __at least 30 minutes before__ it starts to allow enough time to set up your audio equipment before the official starting time.

2. How to join the CRC-16 sessions

a) Plenary sessions

Registered participants will receive an automated **email** from the provider, Cisco Webex, which will include a __unique link to join the daily sessions.__

At the time of each session, **click on the link** to join.

You will be redirected to a meeting information page, where your Registration ID and plenary dates will appear.

Here click on **Join Now**.

b) Other sessions

Links to join a contact group or any other sessions will be posted on the intranet: https://paperless.brsmeas.org/crc16/

Click on the relevant session link you wish to join then

Insert your name in the following format:

- if you are <u>a member</u>: **Member – Full name**
- if you are <u>not a member</u>: **O - Affiliation - Full name**

Insert your email address

Click on "Join Now"

3. Accessing Webex
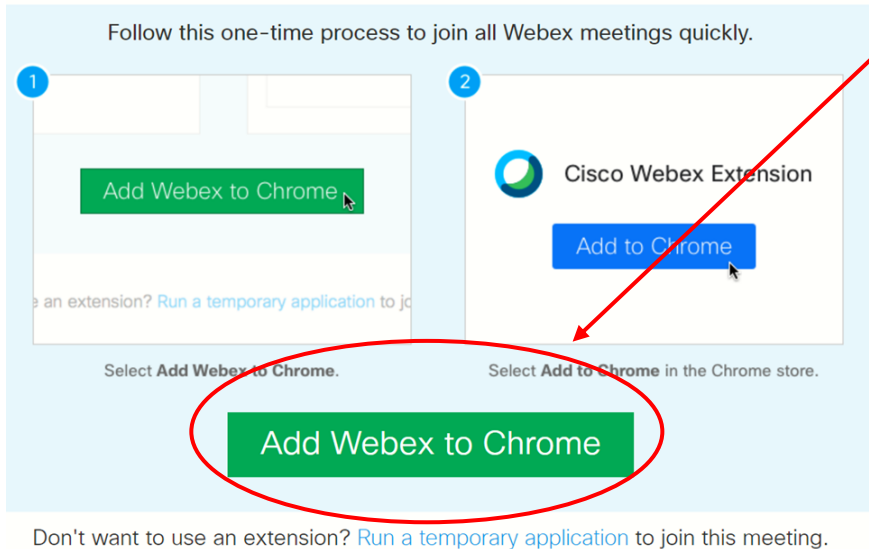
You will have 2 options to join the meeting:

1. Add Webex to Browser; or
2. Run temporary application

Choose which option you prefer.
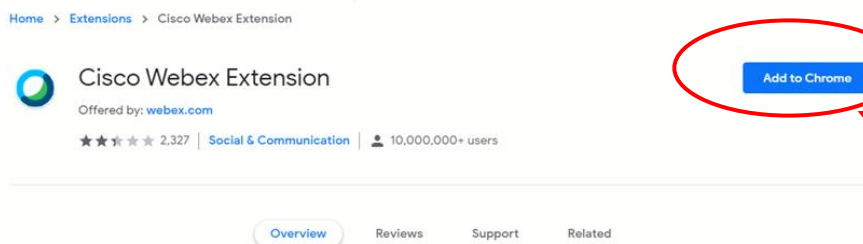
To **add**, click "Add to Chrome" , a pop-up appears, click "Add extension"

You will then automatically be patched-in to the session.

For full availability of options on the platform, it is strongly recommended to download the Webex App when possible.

Don't want to use an extension? Run a temporary application to join this meeting.

To "**Run a temporary application**", click as shown and you will be taken directly to the session.

Note: depending on the operating system of your computer, you might have a pop-up asking whether you allow changing your computer set-up. Please accept, or else you will not be able to connect.

Join Session Now

You cannot join the training session now because it has not started.
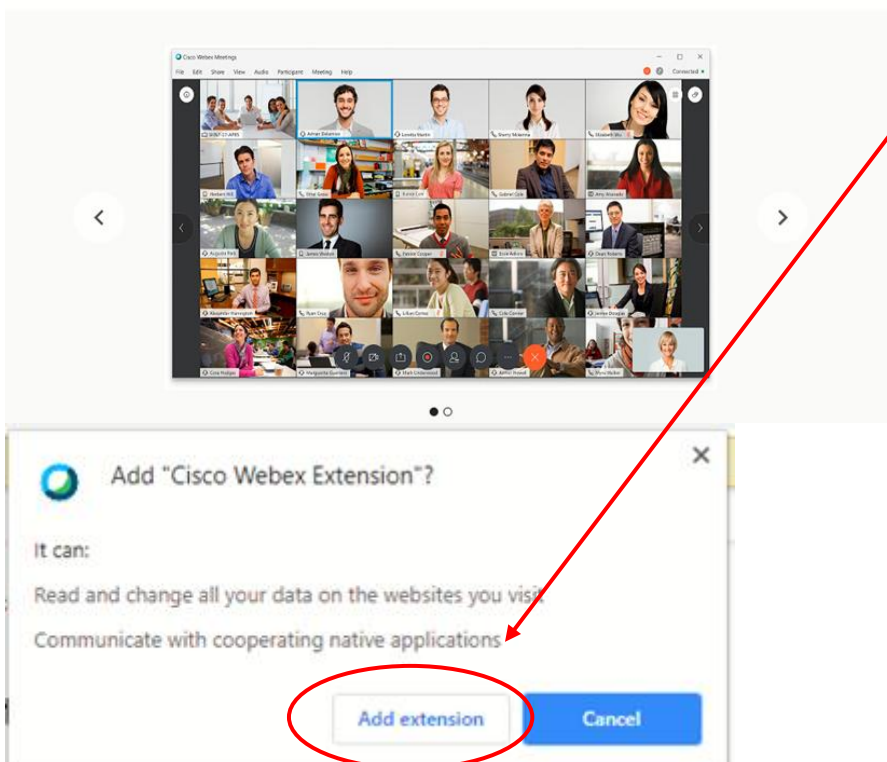
Registration ID: 680015

Join Now

*Please see your registration confirmation for the registration ID and session password. If you lost your registration ID, click here to have it sent to you again.

If the session has not started (fields being dimmed), please wait a few minutes and periodically click the refresh button.

4. Connecting the audio

To connect to the audio during a Webex Training session, you can use your phone or your **computer with a headset** (preferred).
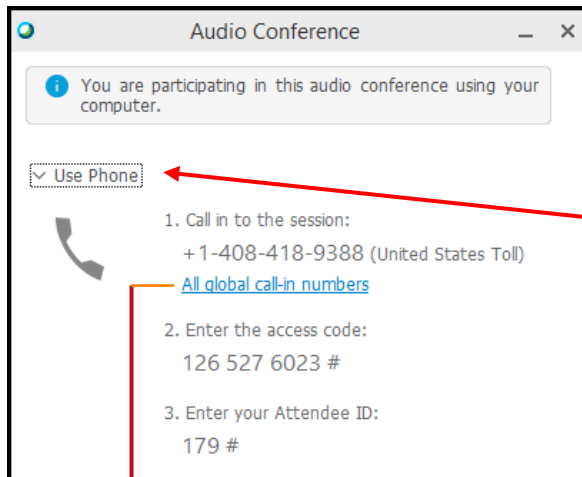
You will be asked to join this **Audio Conference.**

You can either select from the **dropdown box**:

1. **Use Phone: Click on all global call-in numbers** to use the international teleconference numbers according to your country
   ➔ In this case follow the instructions
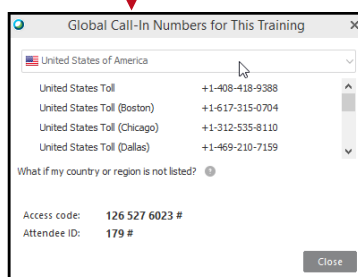
If your country is not listed:

Not every country has dial-in numbers. Also the available numbers vary depending on the telephony domain for the site.

- Try dialing the nearest country's toll number (note that this will result in toll charges)
- Try connecting using the Call Using Computer option
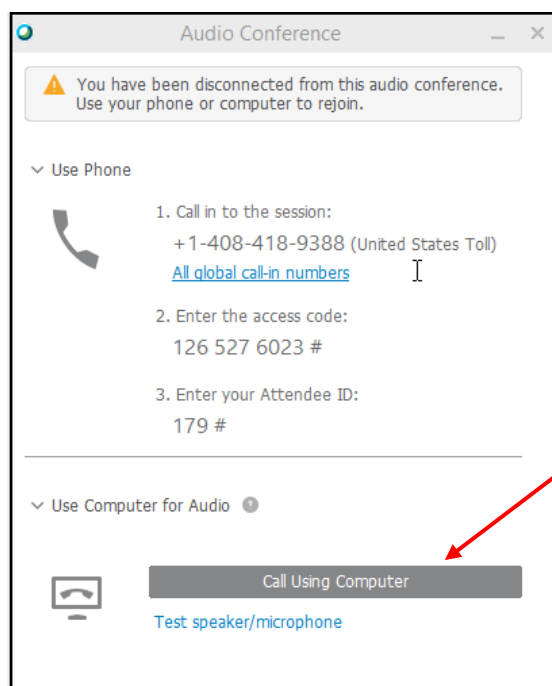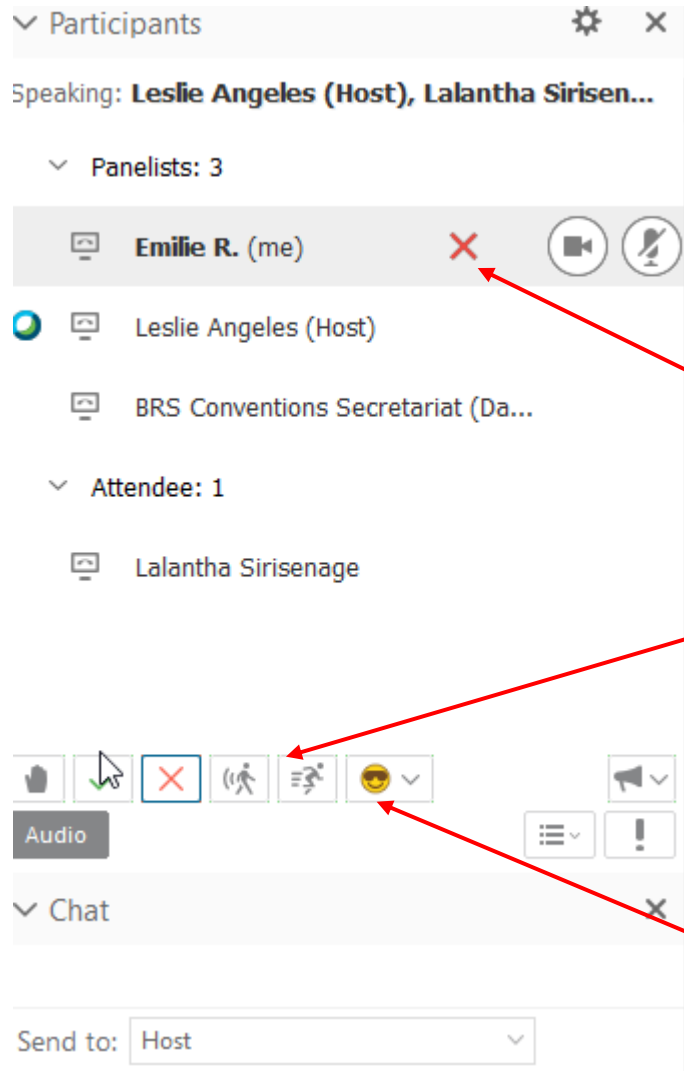
2. **Call Using Computer** Use your computer with a headset (preferred) or speakers. This is the default audio connection type**.**

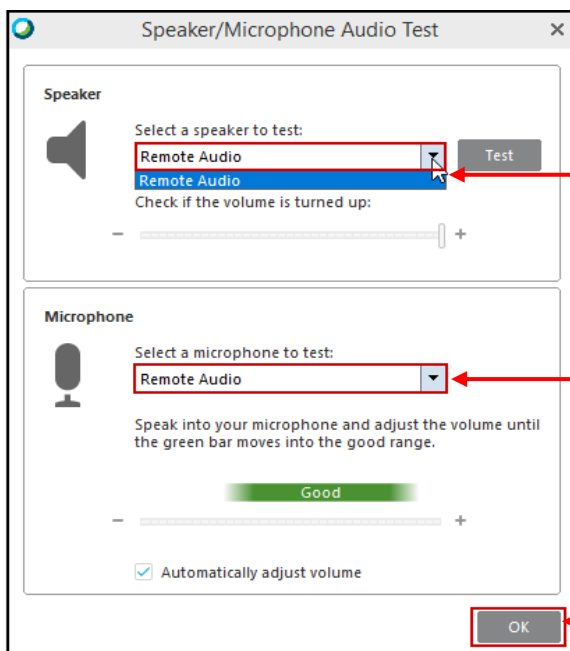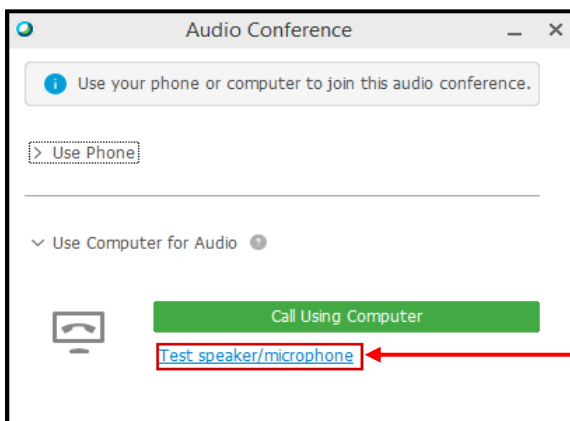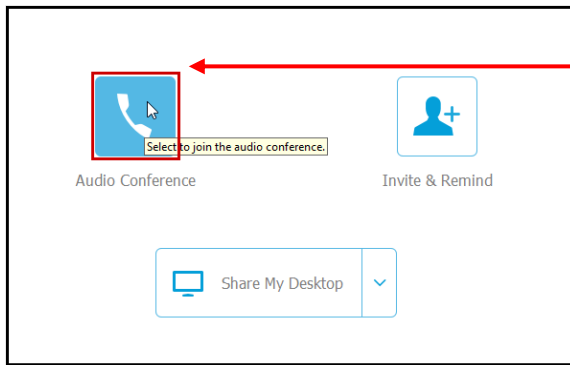Test and set up your **speaker/microphone:**

- o Go to the icons located below the list of participants panel;
- o Click on the **'Audio' icon**, a pop-up window will open;
- o In the pop-up window **click on 'Test speaker/microphone'**. This opens a second pop-up window;
- o There, **choose your headset/speaker** device from the dropdown box, click on "Test" (you should hear the test sound and see the volume bar move);
- o **Choose your microphone device** from the dropdown box and speak (you should see the volume bar move);
- o Now confirm your choices **by clicking on "OK".**
- o Finally, **close the pop-up window** and your audio connection will be enabled.
- o At this point, you should be fully connected and see a device icon appear to the left of your name in the list of participants.

5. Available features of the Session window

Mute or **unmute** your microphone by clicking on the microphone icon (your microphone is **muted** when the icon is **red**)

Activate your video by clicking on the video icon (your video is **on** when the icon is **blue**)

Ask for the floor by clicking **on the hand icon.** After taking the floor, please lower your hand, by clicking again on the hand icon

Answer quickly to the host's questions by clicking on the **"Yes"** or **"No" icons**

If the presentation is going too fast, you may click on the "slow down" icon (left button). Reversely, if the presentation is going too slow, you may click on the "faster" icon (right button)

Different emoticons are available for interaction

Check responses to the poll

In case of technical issues, please use the **Chat** window.

The chat icon is displayed on the top right-hand corner. Simply click on the blue icon for the chat box to show up.
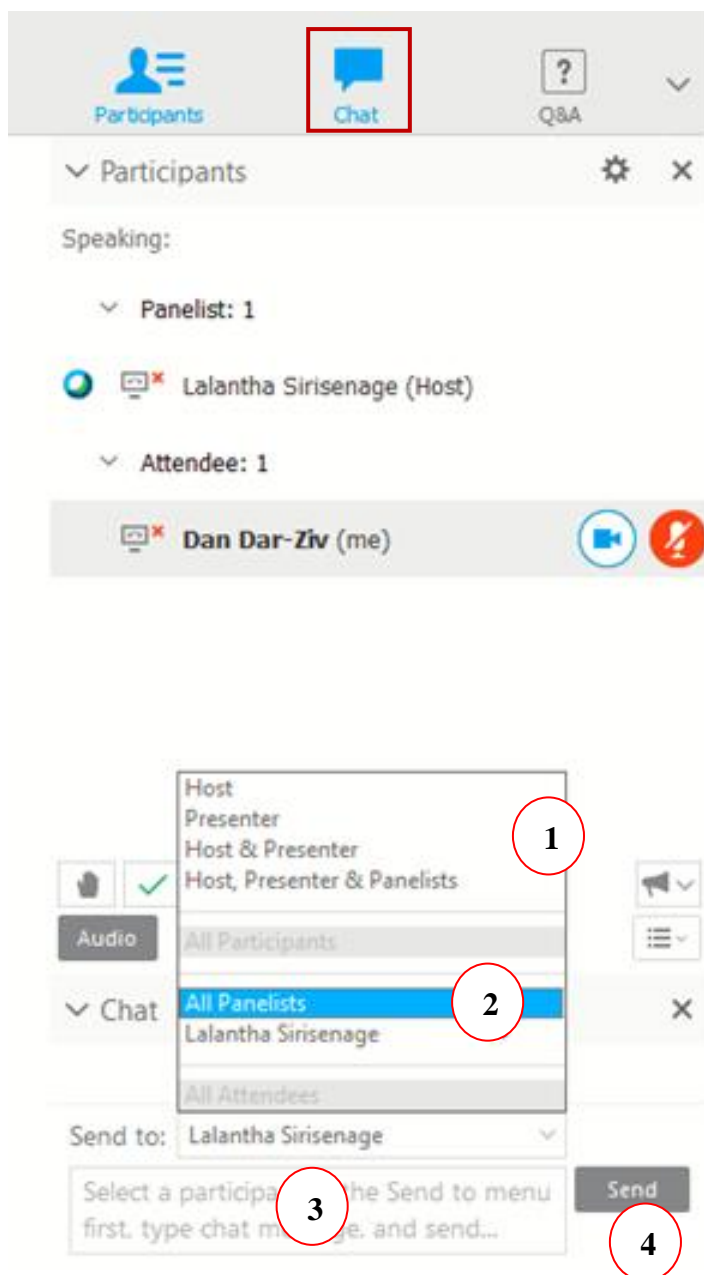
1- Select the recipient you wish to address your message to

2- Preferably selecting "All Panelists"

3- Write your chat message in the chat box

4- Click on the send icon to share your message

6. Issues with the online meeting

a) Troubles with your audio

If you experience trouble with your audio settings (you cannot hear or be heard), you should check whether your audio settings are enabled.

Please follow the steps indicated under "Test and set up your **speaker/microphone**" (page 7).

b) Troubles accessing the meeting

You want to join an online session but a pop-up window appears saying that you cannot have access to the meeting. This problem can potentially come from your web browser and the cache needs to be emptied.

To resolve this issue, please follow the following instructions:

o **Empty the Cache folder of your browser and refresh the page** (Ctrl + F5). Click on the session link.
o An alternative option is **to copy and paste the link** into a "New incognito window" (in Chrome) or a "New private window" (in Firefox).

c) Still having technical issues?

o If you experience **technical problems to connect to the meeting**, please contact:

> **Cisco Technical Support**: https://help.webex.com/contact

Additional support numbers are also available at:
https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html

o If you experience problems **after having connected to the meeting,** you can also contact Technical support staff through the chat function.

o If you are unable to get assistance from Cisco or in any case, do not hesitate to contact us:

E-mail: webmaster@brsmeas.org