

UNIVERSITY OF HARTFORD

FACULTY CENTER FOR LEARNING DEVELOPMENT

Faculty Guide for Getting Started with WebEx

WebEx is a web conferencing tool. It allows instructors to hold ‘live’ classes, office hours or training over the Internet, and to record these sessions for later use. It can also be used for advising and other individual consultations. To host meetings and classes using WebEx, you will need to sign up for a Host Account. (Students and other participants in web meetings do not need a WebEx account.) All participants should have a computer microphone and speakers or headphones. Instructors may also want to use a webcam.

This document outlines the basic steps for setting up a WebEx account and scheduling and accessing a basic meeting.

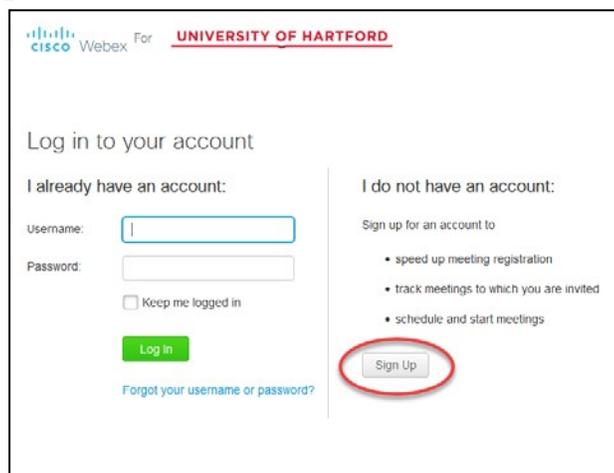
Important: Keep in mind that when scheduling and recording meetings, any supplemental information such as reports/attendance, is only maintained for three months, so it’s recommended that you download that information to your local PC. Your recordings will still be available to you.

Another important note: If you share the transcript, private chats, as well as those sent to Everyone, will be included.

Quick Overview of Setting Up and Hosting a Meeting

Setting up a WebEx Account

1. Go to <http://hartford.webex.com> If you already have a WebEx account, click on **Sign in**. If you don’t, click on **Sign Up**.



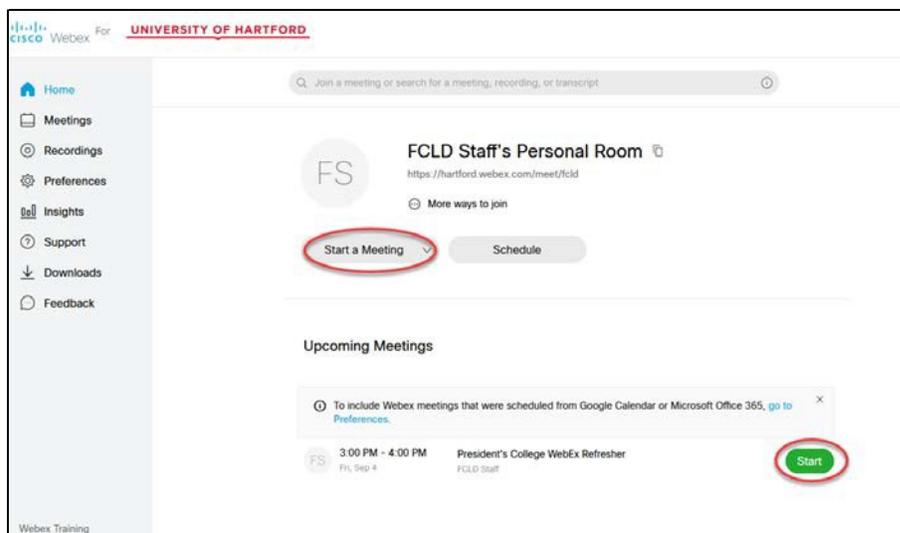
Signing up for a WebEx Account

2. Fill in your name, email and other information. Under *WebEx service*, select **Webex Meetings**. When the form is completed, type in the verification words and then click **Sign Up Now**.
3. When the account has been created, you will receive an email confirmation for each service you selected, plus an email listing your log in information. This last email will provide you with your username, a link to set up a password and a link to the WebEx login page.

It can take up to 24 hours for you to receive this email, especially if you sign up for an account outside of regular business hours.

Scheduling a Meeting

1. Go to <http://hartford.webex.com>
2. Click on the **Sign in** button at the top right corner and login.
3. You should be on the **Home** page. From here you have a choice of starting an ‘on-the-fly’ meeting in what’s called your Personal Room or scheduling a meeting in advance. The personal room (akin to the Course Room in Collaborate) is a good choice for quick one-on-one support meetings, or for just a few people, so that you can quickly send an email invite to join the meeting. For classes and events, you probably want to schedule a recurring meeting.



Scheduling an on-the-fly meeting in the Personal Room

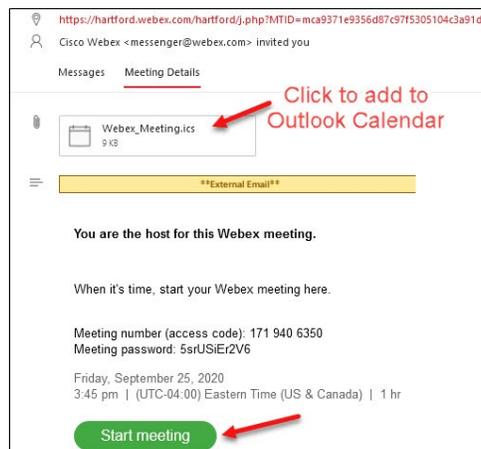
4. Complete all information in the schedule meeting form. Click on the *Recurrence* checkbox to set up regular meeting times each week. Participants will use the password generated by WebEx to join, but the host can edit the password to something easier for participants.

- There are two ways to invite participants. First, under *Attendees*, you can list the participant's email addresses and then the meeting details and password will be sent their email so they can join. The email invitation will include a link they can use to join the meeting. Or, you can just list your own Hartford email address, so it sends you an email, which you can then forward to participants. You can also copy and paste the meeting details into a Blackboard email and send to 'All Users'. Either of these two latter options allows you to customize the invitation text, perhaps adding some notes about what your students can expect in the meeting, recommended browsers, and other instructional help.



Participant's Webex Email Invitation

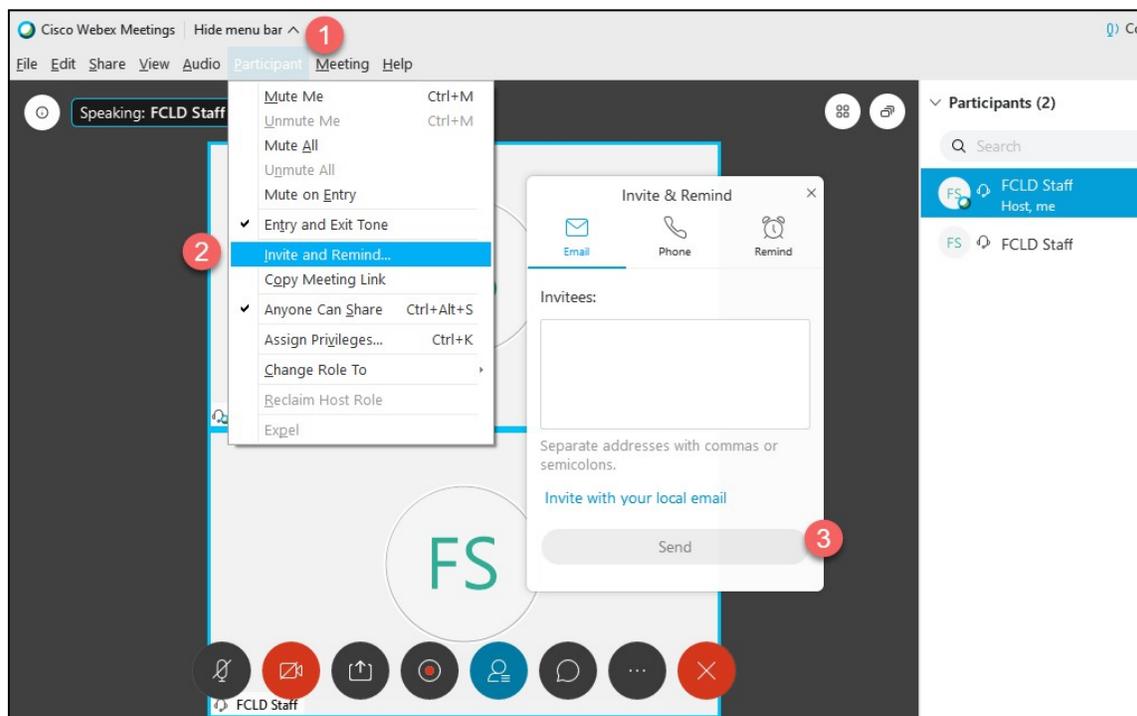
- There are two ways to start your meeting. First, on the day of the meeting, go to <http://hartford.webex.com> and from either the *Home* or *Meetings* screen, locate the scheduled meeting and click **Start**. You can also find the email sent to your email confirming the scheduled meeting and click on the embedded **Start Meeting** link.



Starting the Meeting from Host's Email Confirmation

7. Click on **Start** button next to your session and then click on **Use Computer for Audio** → **Call Using Computer**. Participants should only use the phone call-in if they have trouble connecting to their computer audio. You can test your speaker and microphone prior to starting the meeting.
8. Click on **Start Meeting**. Try to start the meeting about ten minutes prior to start time, so you have time to help troubleshoot any participant joining issues. During this time, check your email regularly, as participants who aren't able to join will likely contact you by email.
9. If you were the person who scheduled the meeting, then you will be given the role of host for the meeting. This person can start and end meetings, begin recording the meeting, as well as assign privileges to participants. The host role can also be the presenter, but the host can also assign the role of presenter to any participant. Presenters have fewer privileges than hosts, but can still share screen and present.

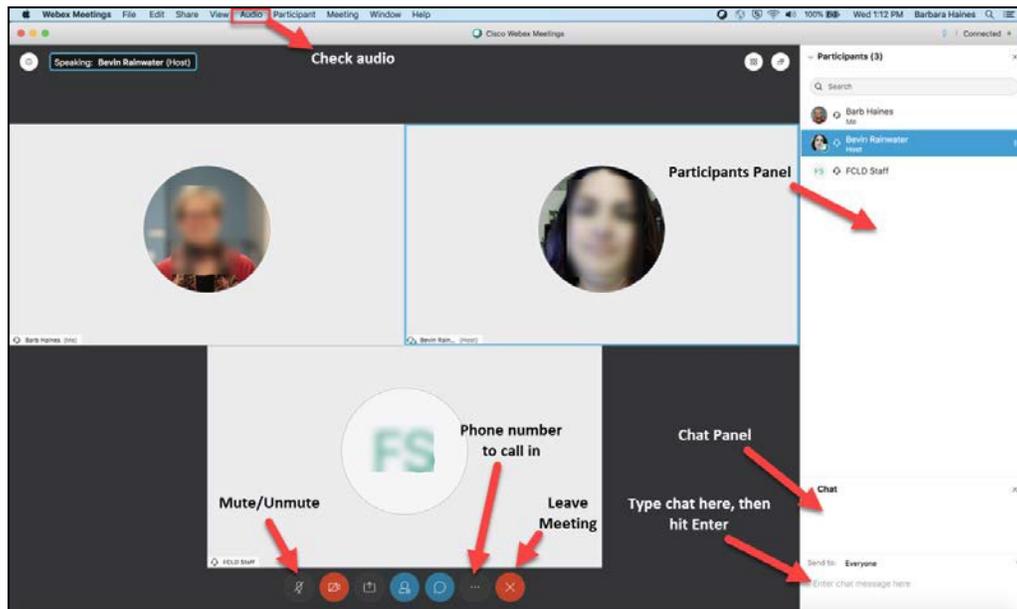
NOTE: If you are fifteen minutes or less from the start time, you must use **Start a Meeting**. It is not possible to preschedule meetings if your 'start time' is less than fifteen minutes from the current time. If you used **Start Meeting** and meeting with just one or two people, you can send them an invite after starting your meeting. In the WebEx meeting session, click on **Participant** (on the top menu bar) → **Invite and Remind**. Input the email addresses of the people you want to invite, then click **Send**.



Inviting Participants after Starting Meeting

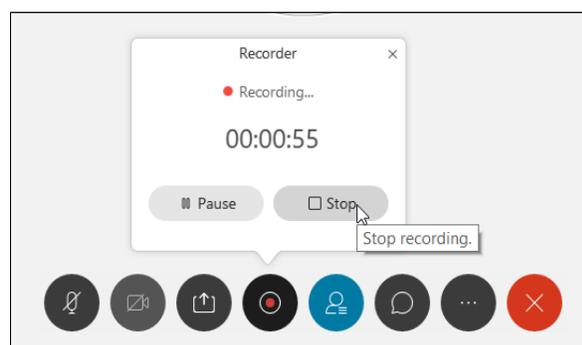
Hosting a Meeting

1. If you have a webcam, click on the video icon next to your name in the WebEx meeting room to begin sharing your camera. It is helpful to share a PowerPoint slide orienting participants to various tools. You can do this by sharing your screen (see bullet 3 below).



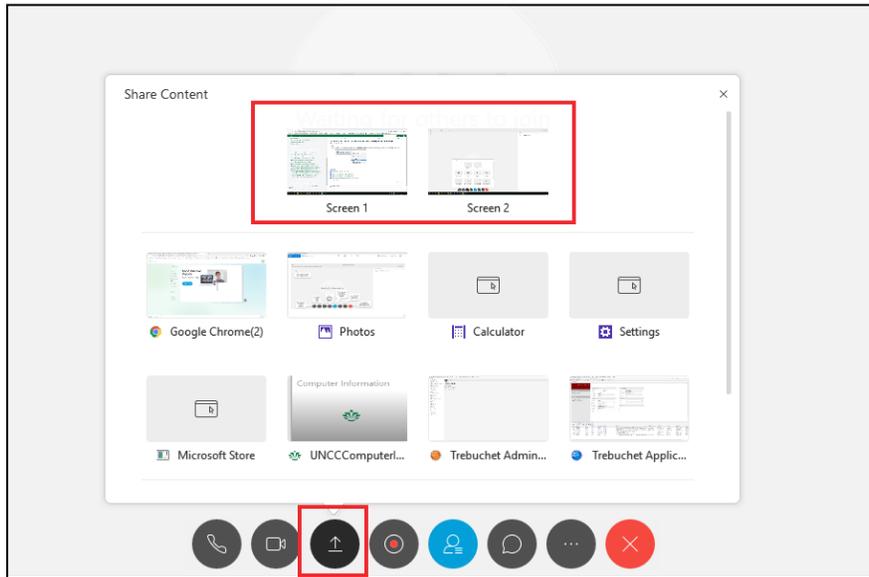
Orientation Slide while Participants are Joining

1. Set all participants' microphones to **mute** when they enter, so you can make opening remarks and explain how the meeting works. You can do this by going to **Participant** → **Mute on Entry** at the top of the screen. Sometimes participants do not realize that they can be heard by everyone, so **Mute on Entry** also helps to avoid distracting or embarrassing noises.
2. When ready, in the upper right-hand corner of the main presentation white board, click the **Record Meeting** button. At the end of the meeting you can stop the recording.



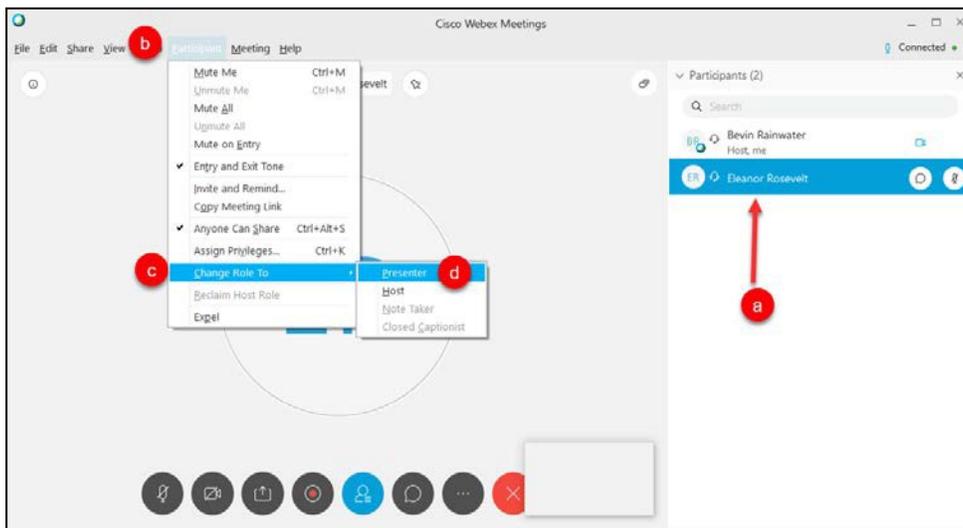
The Recording Button

3. To share your screen and/or documents or your desktop, click on the **upload icon** (often referred to as the share button) and then click on the screen you wish to share in the **Share Content** section that pops up in the middle of the screen. The first row will show the whole screen (or screens if you have two monitors) and the second row will only show certain applications you want to share.



Screen Sharing (in this example, the person has two monitors)

4. To make someone else the presenter:
 - a. Click on the person's name in the Participation pane.
 - b. Go up to the menu at the top and click on **Participant**.
 - c. Go down to **Change Role To**.
 - d. Click on **Presenter**.



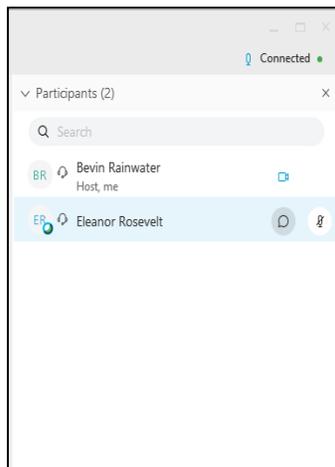
Making Someone a Presenter

While it is possible to make someone else a presenter, remember that presenter and host are not the same thing. The host is the only person with ability to start and end meetings. Should the host computer crash, the next person to have logged in is assigned host (or you can assign an alternate host in advance). Once the real host returns, he or she can use the **Reclaim Host Role** button.

Communicating with Participants

There are two ways to communicate with participants in your meeting: via audio (using a microphone and a webcam if desired), or via chat. You can use a combination of these in a single meeting. If you have a large group, it is recommended that the presenter speaks using a microphone while the participants communicate in the chat.

If you want to use a webcam during your meeting, click on the **video icon** next to your name in the Participants pane or via the button at the bottom of your screen. If the camera was already on and active, the video should show up automatically. It is recommended that you turn on your webcam before entering the meeting room to avoid crashing the webcam software. **Important:** Only six participants can use their webcams at any given time, but you can swap them in and out by participant.



The Participants window, with audio, video and presenter icons

To chat, simply type in the chat box at the bottom of the screen and select **Send**. It is possible to send private messages, but if you share the transcript at the end, all messages will show up, including private ones.

Finishing the Meeting

When you are done presenting, stop the recording, and then - if you wish - you can share any documents used during the presentation, as well as send a transcript to the participants. Use the **File → Transfer** menu to upload and share documents. As soon as you do this, the sharing

window automatically opens up on the participants screen and they can then download the files. The files will automatically save to the participant's My Documents in a folder labeled with the meeting name. Use the **File** → **Save** menu to save the transcript of the chat, polls, etc.

Next click **End Meeting** from the File dropdown menu option. You are prompted to save any work, if you didn't already do so. It is recommended that you save files as a PDF, as this is the easiest option for most users to access. Or end the meeting simply by clicking the red "X" in the option panel at the bottom of the screen.

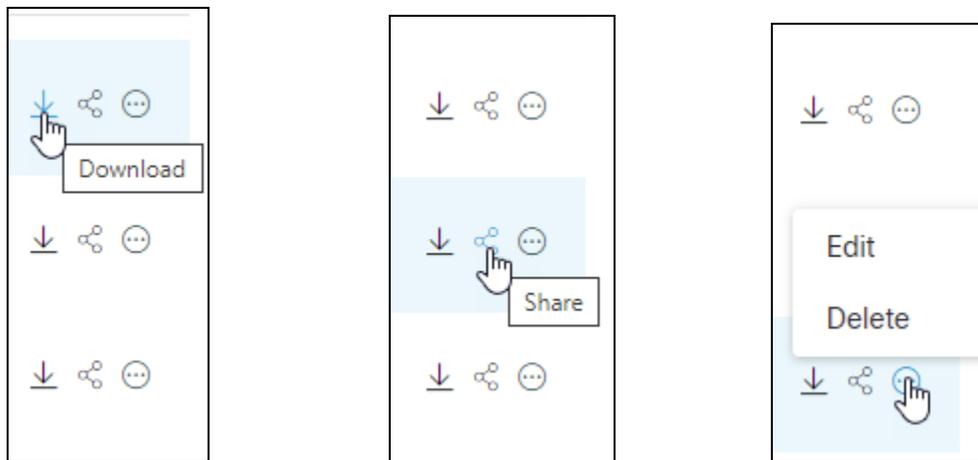


Ending the meeting and saving files

Any meetings you have recorded will play back the screen, as well as the conversation. These are sent to the participants as a website link. Click on the link and the session is streamed.

WebEx Recordings

Recording Reports are only kept for three months on your WebEx account, so it is a good idea to download them for attendance records prior to that time. Recordings will still be available after that time, but it is recommended you download them to upload to Ensemble. To do so, you must sign into your WebEx account and go to Recordings. Look for the tiny icons to the right of the recording information and click on download. The other buttons are for sharing or editing the title of the recording. After downloading, you can upload it to Ensemble and share the link from Blackboard or via email.



Downloading, Sharing or Editing the Recording

Getting Help with Technology at the University of Hartford

Faculty Center for Learning Development (FCLD)

FCLD provides consulting and instructional support to faculty and staff who are using technology in teaching and learning. The FCLD Faculty Lab in Mortensen 203a is available for faculty support and use and is equipped with instructional technology- related equipment including: PCs, Macs, scanners, and projectors as well as support staff. Faculty and Staff needing support with Blackboard or other instructional technologies, should contact FCLD.

Phone: (860) 768-4661 **Email:** fclد@hartford.edu

Website: <http://www.hartford.edu/fclد>

Student Blackboard Support

The following is student support for Blackboard only. All other support technical support issues need to be addressed to the Office of Technology Services (below).

Phone: (860) 768-4636 **Email:** bbsupport@hartford.edu

FAQ/Submit a Ticket: <http://www.hartford.edu/studentbbsupport>

Information Technology Services (ITS) Help Desk

For general computer and Internet/network support questions (not directly related to the classroom but rather passwords, Internet/email problems, Banner/Self-Service, campus Facebook).

Phone: (860) 768-4357 **Email:** helpdesk@hartford.edu

Website: <http://hartford.edu/ots>

Media Technology Services (MTS)

Faculty should contact MTS for assistance scheduling or implementing classroom technology (2-Way interactive video classrooms, Smart Podiums, laptops, etc.), for setting up WebEx accounts, or for scheduling and instruction for a wide variety of media equipment and resources like LCD data projectors, CD/cassette players, TVs and VCRs, digital video, and more.

Phone: (860) 768-4357 **Website:** <http://www.hartford.edu/mts>