TRAINING

Tips for participating in a WebEx session

Make sure your computer is ready

The WebEx Meeting, Event and Training Centres run in your computer's Web browser. Pre-testing readiness is not required as, when you join a WebEx, your browser will automatically install and launch the WebEx application (using Java, which must be installed and enabled for your browser). However this process may take a few minutes and pre-installing may allow you to join more quickly. Checking rich media players are installed will ensure your system has the necessary software to join the different varieties of multimedia that the presenter may use. Please use the following links for further technical information:

- Test readiness: http://www.webex.com/test-meeting.html
- Where can I join into a test meeting, event or training session? http://kb.webex.com/WBX37744
- What are the minimum system requirements for WebEx? http://kb.webex.com/WBX4830
- How do I configure my audio devices for WebEx meetings? http://kb.webex.com/WBX54825
- Which mobile devices can I use to join a WebEx meeting? http://kb.webex.com/WBX40488

Note that Thomson Reuters uses Meeting Centre, Training Centre and Event Centre WebEx sessions and each of these requires its own application and installation. For example, if you have previously attended a WebEx Meeting and already have the application for Meeting Centre installed, you will still need to install a different application to participate in an Event or Training session. So the first action that WebEx takes is to check for an up-to-date version of an existing installation. If this is not present or current, using Java, the current version will be installed. If Java is not installed or enabled, you will be presented with a download link for a stand-alone WebEx installer that can be run manually to install the WebEx application.

Finally, while WebEx works with most web browsers, certain settings and security restrictions can sometimes prevent WebEx from working properly. If you are having a problem launching WebEx, you may be able to quickly resolve it by using a different Web browser on your computer.

Audio Options

To listen to the WebEx session, you must have one of the following setups:

- **Computer with speakers/headphones:** This will allow you to listen during the session.
- **Computer with speakers and a microphone:** This will allow you to both listen and speak during the session. Some participants use a headset that has a built-in microphone.
- **Computer and a telephone:** If your computer does not have speakers and/or a microphone, you can still listen and speak during the session by dialling into WebEx. The phone number and required access code will be provided in the email invitation for the session, and when you join the online WebEx session.

Arrive Early

Logging into the WebEx session 10 minutes early will give you time to dial in or set up your connection for audio.

To join the session, click on the link provided in the email invitation to get to the meeting's information page. Enter your name and email address in the box on the right-side of the page and click the Join button.

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Resize Your Window

In the side panel, you will see an option for View. Select this option to customize and resize your window as usual. Yes, there is one "gotcha". WebEx will automatically resize if desktop sharing is refreshed in any way, but you can reset the adjustment. For easier viewing, the facilitator will also size documents as large as possible to fit the width of the screen.

Get Comfortable

One of the best parts of WebEx is that you can attend a session from nearly anywhere. So get comfy. Grab a cup of coffee or mute your phone and have a snack.

Reduce Distractions

Since WebEx sessions happen most often via computer, it's easy to get distracted with other tasks. Close other applications (e.g., email) so you can fully participate.

Mute Your Phone

When you're talking or ambient noise is being picked up by your phone, little waves will emanate from the phone icon by your name in the on-screen participant list. If that's happening when you're not talking or there is background noise around you, please mute your phone. If you are using the WebEx audio conferencing system, you can press *6 to mute your phone and #6 to un-mute your phone.

Be an Active Participant

The easiest way to participate is by speaking up and asking questions. If you would prefer to ask the presenter a question privately, use the Chat feature explained directly below.

Chat

Chatting is encouraged on WebEx. Select the Chat tab on your screen to write a message to the presenter, to another participant, or to the full group ("everyone"). Make sure you specify with whom you want to chat before sending a message.

Raise Your Hand

Another great way to actively listen and stay involved in the discussion is using the "raise your hand" feature. From the Participants tab, click on the Raise Your Hand button to let the facilitator know you would like to speak. A hand icon will be shown next to your name in the on-screen participant list. Click on the Lower Your Hand button to withdraw the request. If there are many raised hands, the facilitator will call on participants in the order in which requests were received.

Notes

The Notes tab can be opened to access a space for personal notes for use during the session. These notes will not be available after the session has ended.