Joining a WebEx Meeting

Web Browser/Mobile App Guidelines for Webinar Participants

- We strongly recommend that you try joining a WebEx Test Meeting from this website: http://www.webex.com/lp/jointest/ well in advance of the scheduled webinar, using your preferred web browser. This can help prevent problems on the day of the meeting.

- You may be prompted to download/install a Meeting Center plugin on your machine. So if you do not have administrative privileges on the PC (such as on your work computer) that you will be using on the day of the webinar (for example, if it is a work machine at your college) you will need one of your IT Help Desk Staff to install the Meeting Center application for you. If you go to the link above, you should be prompted for any required downloads.

- If you will be joining the webinar from a mobile device (smartphone, iPad, etc.) please be sure to download and install the app for your device and install it prior to the meeting.

- If you have difficulty joining a meeting with one browser, try logging in using a different browser. Often one will work better than another, depending upon your local browser settings.

Joining the Meeting

1. There are two ways that you may be instructed to join a WebEx training session:

   - Your meeting or training host may send you an email or a meeting invitation that you have added to your Outlook Calendar that contains a direct link to the webinar you will be attending. If this method is used, click that link a few minutes prior to the start of the meeting. All you should need to do is enter your name and email. If the host has required a password, you may be prompted to enter that as well.

   ![Meeting Information](image)

   - Alternately, your meeting or training host may instruct you to open your browser and go to https://csu.webex.com. You should also receive a (case sensitive) Meeting Password. If this option is used, click “Browse Meetings”, navigate to the date and time for the session you have been invited to attend, and click the meeting link. The Meeting Information page will display. You will need to enter the Meeting Password to join the meeting.

2. You will see a window with a Join Meeting Now section.

   - If the host has not yet started the meeting, there will be text under this header stating that
you cannot enter because the host has not started the meeting.

- **If the host has opened the meeting** the meeting status will say that the meeting has started. Just enter your name and email address (and the Meeting Password, if required) and click the **Join Now** button.

- Depending upon which browser you are using, two (and perhaps more!) dialog boxes will appear one right after the other—be sure to click the RUN button on any of these dialog boxes. This will launch the WebEx meeting window. **Here are some screenshots of the dialog boxes you might see:**

### Audio Options in a Webinar

- **Most WebEx meetings will prompt participants to use their computer audio to join the meeting.** (This option is sometimes referred to as VoIP (Voice over Internet), which allows audio information to be transmitted online, enabling people to speak to each other as long as they have a mic and speakers on their PC. Using VoIP has a big advantage for attendees who are joining a meeting or training session from home is that they don't have to worry about long distance phone charges for participants. A phone number will always be provided that you can use to call in to in order to participate, but regular toll charges will apply, depending upon your particular phone plan. The best option in terms of participating using Internet audio is to invest in a headset and mic.

  - When you enter the webinar, you will generally be prompted to call in using your computer, as shown below. You can also test your speaker and mic from this screen.
o Once you are in the meeting, if your host is sharing their desktop, you can click the little green tab to display a toolbar palette with various options. Using this palette, you can MUTE your microphone if the host asks you to.

![Mute button](image)

o If you are using a built-in mic plus speakers, you can also press the Ctrl key while you’re speaking (which mutes your speakers) or it will can cause a distracting digital delay.

### Using Chat in a Webinar

- When you first join a WebEx meeting, you should see the CHAT box to the right of your meeting window. Once the host begins sharing his or her desktop or other applications, to see the CHAT room (where you can type a text message that other participants will see), click the “chat” icon on the WebEx user tool palette.

![Chat icon](image)