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Introduction
WebEx Training Center is a web conferencing tool, which allows instructors to teach virtual/hybrid classes, hold remote office hours, and have one-on-one meetings with students. Sessions can be recorded for later use. Participants do not need a Cornell NetID to attend, but should have a computer meeting the minimum requirements with a microphone and speakers or headphones.

Minimum System Requirements
A full list of system requirements can be found at: https://support.webex.com/MyAccountWeb/systemRequirement.do?root=Tools&parent=System

Test your computer
Make sure you will be able to join a meeting at: http://www.webex.com/test-meeting.html
How to Get a WebEx Host Account
WebEx is available to all Faculty, Staff, and IT Professionals. Accounts are automatically setup the first time you use the service.

Scheduling a Training Session
All Faculty, Staff, and IT Professionals can schedule/host WebEx sessions. Teaching Assistants can be setup, but special approval is needed. Send email request to atc_support@cornell.edu.

1. Go to http://cornell.webex.com
2. Select “Training Center” from top navigation bar.
3. You will be prompted for your NetID and password.
4. In the left margin, select the “Schedule Training” in the “Host a Session” section.
5. Give the session a title in “Topic”.
6. Enter a password to restrict meeting attendees to participants you invite. This can be shared with your class via Blackboard. (Do not use your NetID password)
7. It is highly recommended that you check “Unlisted” to prevent others from seeing and possibly joining your class.
8. Uncheck the box “Automatically delete session after it ends”
9. Check the box “Send a copy of the invitation email to me”. This will provide you the link as well as a template email you can forward to your participants or cut and paste into Blackboard for your class.
10. Configure Audio Conference Settings
   a. Select “Use VoIP” if you know your audience have access to the Internet.
   b. Select “WebEx Audio” to have the options of a toll #, a toll-free/call me #, and VoIP.
   c. Optional check “Mute attendees upon entry” to ensure you have control over who is speaking and to eliminate disruptive background noises from attendees (typing, phone-ringing, baby crying, etc.)
11. Set Date and Time of meeting
   a. Enter date, time, and duration.
      i. Date: If WebEx session is used all semester, enter the Starting date one week after classes end. Sounds odd but this will allow the use the same WebEx session (URL) all semester. The WebEx URL and password can be posted in your Blackboard course.
      ii. Time: meeting time of your class
   b. Select your time zone.
      i. Attendees can join “15” minutes before the start time
   c. Occurrence: Single-session class
   d. Estimated duration: 1 hour
12. Attendee registration is not recommended.
13. Enter attendees to invite or skip this step.
14. Enter presenters to invite or skip this step. You can use this to setup an alternate host in case the host is unavailable.
   a. Select “Invite Presenters...”
   b. Under “New Presenter”, enter Full name and Email address. Check “Invite as alternate host” and select “Add Presenter”.

15. Edit Session Options
   a. Click “Edit Options” and set as desired. Default settings are recommended, but should be reviewed.
   b. Greeting message: optional

16. Configure Breakout sessions. Recommend setup during the WebEx session.
17. Edit Email Options. Not recommended
18. Edit Session Information. This is where you can customize the first screen users see when they join your session.

19. Upload Course Material is not recommended at this time. You should use Blackboard instead.

20. The Tests feature is not recommended at this time. You should use Blackboard instead.

21. If you would like this as a template for other classes, select “Save As Template”.

22. Select “Schedule” to schedule a session or “Start Session” to start the session immediately. You will receive an email that you can customize and forward. It is recommended that you make the WebEx session information available in your Blackboard course or you can customize the meeting invite before sending out to make it easier to understand. You should send participants this link [http://www.webex.com/test-meeting.html](http://www.webex.com/test-meeting.html) and ask participants to join a test meeting well before the scheduled meeting time to work out any problems.

Provide WebEx link in Blackboard or send email to participants

Blackboard option:

1. Go to [http://blackboard.cornell.edu](http://blackboard.cornell.edu) in your browser
2. Go to your course
3. Below is a template you may consider using in Blackboard. If so, please contact [atc_support@cornell.edu](mailto:atc_support@cornell.edu) for assistance. The information can be found in the email sent to the host when the training session was setup. Email Subject: (Forward to attendees) Invitation to training session: Training example”.

```
**** You can forward this email invitation to attendees ****

Hello,

Donna Tabor changed the date of the following training session:

  Topic: [Redacted]
  Host: Donna Tabor
  Date: Monday, August 3, 2015
  Time: 11:00 am, Eastern Daylight Time (New York, GMT-04:00)
  Session number: [Redacted]
  Session password: [Redacted]

To join the session

1. Go to [https://cornell.webex.com/cornell/1/j.php?MTID=11937f3b045e65b5d9e95](http://www.webex.com/cornell/1/j.php?MTID=11937f3b045e65b5d9e95)
2. Enter your name and email address (or registration ID)
3. Enter the session password: [Redacted]
4. Click “Join Now”.
5. Follow the instructions that appear on your screen.

To view in other time zones or languages, please click the link [https://cornell.webex.com/cornell/1/j.php?MTID=11937f3b045e65b5d9e95](http://www.webex.com/cornell/1/j.php?MTID=11937f3b045e65b5d9e95)

To join the session by phone only:

To receive a call back, provide your phone number when you join the training session, or call the number below and enter the access code. Call-in fee: Free number (956/Central) +[8]

Call-in toll number (956/Central): [Redacted]


Access code: [Redacted]

For assistance please contact Donna Tabor at: dtb@cornell.edu

To add this session to your calendar program (for example Microsoft Outlook) click this link: [https://cornell.webex.com/cornell/1/j.php?MTID=11937f3b045e65b5d9e95](http://www.webex.com/cornell/1/j.php?MTID=11937f3b045e65b5d9e95)

[http://www.webex.com](http://www.webex.com)
```
Instructions for Students

To start WebEx session – Students click here

Enabled: Statistics Tracking

To join the training session
1. Click on the link – “To start WebEx session – Students click here”.
2. Enter your name and email address.
3. Enter the session password (if needed).
4. Session number: (if needed).
5. Click “Join Now”.
6. Follow the instructions that appear on your screen.

To view in other time zones or languages, please click the link.
https://cornell.webex.com/cornell/j.php?MTID=e8172f3902a368646741e3622d7fweb

To join the session by phone only:
1. To receive a call back, provide your phone number when you join the training session, or call the number below and enter the access code.
2. Call-in toll-free number (US/Canada): 1
3. Call-in toll number (US/Canada): 1
5. Access code:

IMPORTANT NOTICE: This WebEx service includes a feature that allows audio and any documents and other materials exchanged or viewed during the session to be recorded. By joining this session, you automatically consent to such recordings. If you do not consent to the recording, discuss your concerns with the meeting host prior to the start of the recording or do not join the session. Please note that any such recordings may be subject to discovery in the event of litigation.

Instructions for Instructors

To start WebEx session – Instructors click here

Availability: Item is not available.

Writing and Editing for the Media

To start the session:
1. Click on link – “To start WebEx session – Instructors click here”
2. Log in to your account using your NUID and password
3. Session Number: (if needed)
4. Session Password: (if needed)
5. Host Key

Audio conference information:
1. To receive a call back, provide your phone number when you join the training session, or call the number below and enter the access code.
2. Call-in toll-free number (US/Canada): 1
3. Call-in toll number (US/Canada): 1
5. Access code:

IMPORTANT NOTICE: This WebEx service includes a feature that allows audio and any documents and other materials exchanged or viewed during the session to be recorded. By joining this session, you automatically consent to such recordings. If you do not consent to the recording, discuss your concerns with the meeting host prior to the start of the recording or do not join the session. Please note that any such recordings may be subject to discovery in the event of litigation.

Need WebEx assistance?

- WebEx Training Center Tutorial – Getting Started Guide: add link here
- During business hours: call Academic Technologies at 255-9760 or email to arc_support@cornell.edu
- After business hours: call WebEx Technical Support 1-800-321-9458 or on-line http://support.webex.com/support.html

Email option: This method may require reminders before each WebEx session.
1. Share the email sent to the host when the training session was setup. Email Subject: (Forward to attendees) Invitation to training session: Example”.
2. Ask participants to join a test meeting well before the scheduled meeting to work out any problems. http://www.webex.com/test-meeting.html

Host a Training session

1. Go to http://cornell.webex.com in your browser
2. Go to the “My WebEx” tab
3. Go to the “All Meetings” tab

4. Select the “Start” button next to your session.

5. Select “Use Computer for Audio” (strongly recommended). Participants should only use the phone call-in if they have trouble connecting to their computer audio. Dial-in information for each user can be found on their Session Info tab. WebEx will automatically switch their audio to phone if they dial-in.

6. Select “Test speaker/microphone” first to make sure they are working correctly.

7. Select “Call Using Computer”.

8. It is recommended to set all Attendees’ microphones to “Mute” when they enter by selecting beside their names in the right panel under “Participants”. If you do not
see a “Participants” section in the right panel, make sure that selected at the top of the right panel.

9. If you want to make opening remarks and explain how the meeting works. You can do this by selecting “Participant” in the top menu bar and selecting “Unmute All” at the top of the screen.

10. When the meeting is finished, select “File” from the top menu bar and select “End Meeting”.

11. Save meeting files and select “End Meeting”.

![End Training Session]

Video Conferencing

- If you have a webcam, click on the video icon next to your name, under “Participants” in the right panel, in the WebEx meeting room to begin sharing video. If you do not see a “Participants” section in the left panel, make sure that selected at the top of the left panel.

*Please Note: The active speaker’s video feed will show in the larger screen.*
To put video conferencing in full-screen mode, select 📸 at the top right-hand corner of your video feed window.

In video conferencing full-screen mode, meeting controls can be found by selecting 📣 at the top of the screen.

Please note: Meeting control options will be reduced for meeting participants.

Recording a Meeting

If you want to record the meeting, click on Record button 🎥 in the right panel under “Recorder”. If you do not see the “Recorder” section, make sure that 🎥 has been selected at the top of the left panel.

Select ⌚️ to pause the recording and ⏯️ to stop the recording.

On Windows, you will have the option to “Record on server” or “Record on my computer”. Select “Record on server”.
Please Note: Make sure to turn off programs that could interrupt your recording like chat, email, instant messaging, etc.

Sharing Your Content

- To share your desktop, select on the “Quick Start” tab.
- Other sharing options can be found by selecting the arrow beside the button or by selecting the “Share” button in the menu at the top of the screen and selecting from the drop down options.
Making Someone Else the Presenter

- To make someone else the presenter, select the person's name from the participants, and then select the “Make Presenter” button below the participant’s names.

- To take control back, click on your name, and select “Make Presenter”.

Tips – icons at bottom of Participants panel:

- Click 🗣️ to get the instructors attention.
- Click on 🟢🔴 for quick yes/no polls. Results can be displayed by clicking on feedback button ⬇️.
- 🔄 indicates student maybe surfing and not paying attention.

Chatting

- The chat window is located under “Chat” in the left panel. If you do not see a “Chat” section in the left panel, make sure that 📄Chat has been selected at the top of the left panel.
- The Panelists can chat with the host, the presenter, panelist, or all attendees. By default, the attendees cannot chat with other attendees but these privileges can be changed. (Please see the “Assigning Privileges” section below.)
- You can select your chat recipient from the “Send to” drop-down menu.
Polling

Creating a Poll

1. The polling window is located under “Polling” in the right panel. If you do not see a “Polling” section in the right panel, make sure that has been selected at the top of the right panel.

2. Select your question type from the radio buttons and the drop-down menu in the “Question Type” area.
   - To create a multiple-answer question, select “Multiple choice”, and then select “Multiple Answers” in the drop-down list.
   - To create a single-answer question, select “Multiple choice”, and then select “Single Answer” in the drop-down list.
   - To create a text question, select “Short answer”.

3. Select in the “Polling” section in the left panel.

4. Type a question in the “Poll Questions” box.

5. Select in the “Answer” Section.

6. Type an answer in the “Poll Questions” box.

7. To other answers, repeat steps 2-5.

8. To add other questions, repeat steps 2-7.
9. Select the box next to “Record individual responses” if you want to match up participants with their responses to the polling questions.

10. To create another poll, select and a new tab containing blank poll will be added to the “Polling” section. Then, repeat steps 1-9.

Saving a Poll

After creating a poll, you can save it for later by selecting in the “Polling” section and following the prompts to store it on your computer.

Loading a Saved Poll

You can retrieve a saved poll by selecting in the “Polling” section and following the prompts to retrieve it from your computer.
Starting a Poll

- After you have created a poll or loaded a saved poll, select in the **Polling** section.
- The poll will appear on the student’s WebEx view under the **Polling** section in the left panel.

**Attendee’s View**

**Presenter’s View**

- To close the poll, select .

Saving and Sharing Poll Results

- To save the polling results, select “File” → “Save” → “Poll Results” from the top menu bar and the prompts to store it on your computer.
- To share poll results with attendees, select the box next to “Poll results” in the “Share with attendees” section and select . *(Please Note: The results of the poll will appear in the participants’ Polling panels, just as they do on the presenter’s Polling panel)*
• To share individual results, select the box next to “Individual Results” in the “Share with attendees” section and select . (Please Note: this will share the web browser with participants that contain the polling results.)

Using Q&A

Question-and-Answer (Q & A) sessions during a training session allow you to ask questions and receive answers using your Q & A panel, in a more formal way than Chat.

Your Q & A panel automatically groups questions and answers into these two tabs, which make it easy for you to check whether your questions have been answered:

All—all questions and answers in a Q & A session during the training session.

My Q & A—the questions you sent and the answers to your questions.

The Q&A window is located under “Q&A” in the right panel. If you do not see a “Q&A” section in the right panel, make sure that has been selected at the top of the right panel. It
enables the attendees to ask the Host, Presenter, or Panelist a question. The Host, Presenter, or Panelist and Reply publicly by selecting or privately by selecting . As a Host, Presenter, or Panelist, you must select the question before you can send a reply.

Creating a Breakout Session
Breakout session enable the session panelist and attendees to work in groups.

1. Select in the “Breakout Session” section on the left panel.
2. Automatically or manually create a Breakout Session.
   a. Automatically create a Breakout Session.
      i. Select the “Automatically” radio button.
      ii. “Set the number of breakout sessions” or “Set the number of attendees in each breakout session”.
   b. Manually create a Breakout Session.
      i. Select the “Manually” radio button.
      ii. Select to add a session and name it. Repeat this step until you have created all of the sessions you need.
      iii. Select the Panelist/Attendee name and the session you would like to add them to.
      iv. Select to add the person to a session. (The first person added to each session will automatically become the presenter.)
3. Select
Starting and Ending a Breakout Session

- To start a Breakout Session, select ![Start](image) in the “Breakout Session” section on the left panel.

- To end a Breakout Session, select ![End All](image) in the “Breakout Session” section on the left panel.

Participant Privileges
In the top menu, select “Participant” → “Assign Privileges...”. Here you can assign Document, View, Training session, and Communications privileges to the all of the attendees.
Sharing a Recording

1. Go to http://cornell.webex.com in your browser
2. Go to the “Training Center” tab
3. In the left margin, select the “My Training Recordings” in the “Host a Session” section.
4. Give the session a title in “Topic”.
5. Select the recording you would like to share to see both a link to share for streaming and link to download. It is recommended you download and store your recording for future use as Cornell has a limited amount of storage space on WebEx. For more advanced options (converting to an .mp4 for example and posting on Blackboard) see http://www.webex.com/play-webex-recording.html for more info.
Additional Help
If you need help with any of these features please consult the WebEx Users Guide at: