WebEx Event Center User's Guide

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1

Set up and Prepare for an Event

To participate in an event, you must set up Event Center on your computer. Once you schedule, start, or join an event for the first time, your event service website starts the setup process.

If you are using Windows, you can also set up the application before using it by selecting **Set Up > Event Center**.

Alternatively, you can download the Event Manager for Windows Installer from the Support page on your Event Center website, and then install Event Manager on your web browser. This option is useful if your system does not allow you to install Event Manager directly from the Set Up page.

If you or another attendee plans to share Universal Communications Format (UCF) media files during an event, you can verify that the required components are installed on your system to play the media files.

System requirements for Event Center for Windows

You can find the system requirements and other information about compatible browsers and operating systems on the User Guides page for your service:

1. Log in to your WebEx Event Center site.
2. On the WebEx Event Center navigation bar, click **Support** > **User Guides**.

3 On the right side of the page, under Release Notes and FAQs, click the link for release notes.

Check your system for UCF Compatibility

If you intend to play or view Universal Communications Format (UCF) media files during the event, either as a presenter or an attendee, verify that the following components are installed on your computer:

- Flash Player, for playing a Flash movie or interactive Flash files
- Windows Media Player for playing audio or video files

The option to check your system for required rich media players is available only if your Event Center website includes the UCF option.

1. On the navigation bar, do one of the following:
    - If you are a new event service user, click **New User**.
    - If you are already an event service user, expand **Set Up**, then click **Event Manager**.
2. Click **Verify your rich media players**.
3. Click the links to verify that the required players are installed on your computer.

Download WebEx Connect

Use WebEx Connect, the instant messenger for business users to send secure instant messages, invite or remind participants, and manage an event. Connect integrates with Microsoft Outlook corporate directories and calendars, encrypts messages and scans them for viruses, and offers quick access to business conferencing services from WebEx.

1. Log in to your Event Center website.
2. On the Event Center navigation bar, click **Support** > **Downloads**.
3. Scroll down to the section of the page describing WebEx Connect.
4. Click the link to learn more about this product and download it.

About sharing a remote computer

Use remote computer sharing to show attendees an application or file that is available only on a remote computer. Depending on how you set up the remote computer, you can show the entire desktop or just specific applications.

You can share a remote computer during an event for which you are the presenter, if:

- You have installed the Access Anywhere Agent on the remote computer
- You logged in to your Event Center website before joining the event, if you are not the original event host

For information about setting up a computer so you can access it remotely, refer to the *Access Anywhere User's Guide*.

2

Plan an Event

Planning is essential to delivering a successful online event. By taking the time to specify the details of an event, you can make your event as effective and engaging as possible for your attendees.

The Schedule an Event page on your Event Center website offers a variety of features that let you specify details for an online event according to your needs.

Security features

When you are scheduling or running an event, you can provide security for the event by doing any of the following:

- Require a password—If you specify a password, attendees must provide this password to join the event.
- Make the event "unlisted"—When scheduling an event, you can specify the event as unlisted. An unlisted event is not displayed on the List of Events page on your Event Center website. Attendees obtain complete information about the event from your invitation email message.
- Require attendees to provide their registration IDs—For either a listed or an unlisted event, you can request registration and require attendees to provide their registration IDs before joining the event. If you specify this option, each attendee receives a unique registration ID after you approve his or her registration request.
- Restrict access to the event—Once all attendees have joined an event, you can prevent additional attendees from joining it by restricting access to the event.

Choose a level of security based on the event's purpose. For example, if you schedule an event to discuss your company picnic, you probably need to specify only a password for the event. However, if you schedule an event in which you will discuss sensitive financial data, you may want to make the event unlisted.

Roles

Your event production team can consist of several roles. Create a document or storyboard that defines how you plan to produce the event to help you assign responsibilities. The document or storyboard can include the information for host, presenter, and panelist assignments, such as who will start and end the presentation, present slides, demonstrate software, handle the Q & A session, act as the poll coordinator, reply to chat messages, and so on.

The following table describes the various roles in a WebEx event.

Role	Description
Host	The participant who schedules, starts, manages, and ends the event and designates the presenter, panelists, and polling coordinator. The event host initially is the presenter. After the invited panelists join the event, the host can pass the presenter control to any of the panelists at any time during the event.
Presenter	The participant with the presenter control symbol (WebEx ball) who is responsible for sharing and presenting information during the event.
Panelist	A participant who is primarily responsible for assisting the presenter and participating in presentation.
Polling coordinator	The participant who is responsible for preparing a poll questionnaire and conducting a poll during the event.
Attendee	A participant who mainly listens or watches and does not present information during the event.

Event templates

Event templates allow event hosts to shorten scheduling time and store their favorite settings. The Event template drop-down lists the following templates:

- My templates—created by yourself and displayed only if you log in to your Event Center website.
- Standard templates—created by your site administrator and made available for the event hosts in your organization.
- System template—set up by your WebEx service; the name of the system template is displayed in brackets in the drop-down list.

If you choose to use a template, the information in the template, including the event name, description, password, teleconference options, registration options, customized registration questions, and email templates, is automatically copied to the Schedule an Event page. You can edit the information or options before scheduling the event.

The participant list, panelist information, and registrant data are not copied to the Schedule an Event page.

Set approval rules for registrants

If you require approval for registration requests, you can set up rules to automatically approve or reject registrants using logical strings (For example, you can require that an attendee’s company name must contain the word WebEx.).

1. On the Schedule an Event page, go to the Attendees & Registration section.
2. At Approval required, select **Yes**.
3. Click **Set up approval rules**.
4. Set your parameters.
5. When you finish setting up a rule, click **Add Rule**.

   The approval rule appears in the Rules list.
6. When you finish adding rules, click **Save**.

Create or edit an event template

You can create or edit a template from the Schedule an Event page. The templates you create or edit on this page will be included under My templates in the Event template drop-down list.

Only the site administrator can edit or create the Standard templates. However, you can save a Standard template as a new template under My templates.

1. To create an event template, do the following:
   a) Specify the options on the Schedule an Event page then click **Save as template**.
   b) Type the name of the new template in the Template name text box then click **Save**.
2. To edit an existing event template, do the following:
   a) In the **Event template** drop-down list, choose the template that you want to edit.
   b) Make your changes to the template then click **Save as template**.
   c) Click **Save** then **OK** in the confirmation message box.

Customize the registration form

You can customize the registration form by adding or changing the questions. After you add a customized option to the registration form, you can edit it at any time.

1. On the Schedule an Event page, go to the Attendees & Registration section.
2. Click the link at **Registration form**.

   The Customize Registration Questions page appears.
3. Under Standard Questions, check the questions that you want to appear on the registration form.
   - Selecting the check box under the ✓ option indicates that it is an optional question on the registration form.

- Selecting the check box under the R option indicates that it is a required question on the registration form.

4. Under My Custom Questions, select an option to create a custom question.
    - To select questions you have previously saved, click **My Registration Questions.**
5. Optional. To reorganize your questions, click the up and down arrows in the Change Order column.
6. When you finish adding customized questions, click **Save**.
7. Click **Close** in the window that appears.

Display lead scores and company names on the Attendee List

During the event, you can have the Attendee List display these two types of information next to the name of each attendee:

- The attendee's response to the "Company" question on the registration form
- The attendee's total lead score based on his or her responses to the questions on the registration form

You can sort the Attendee List based on the scores or search for a company name and gain a better understanding of which attendees should be given priority during the event.

Note that if you want to display lead scores and company names on the Attendee List, you must do these two things on the registration form:

- Use the lead scoring option in the Add Check Boxes, Add Option Buttons, or Add Drop-Down List windows.
- Specify that the Company and all questions with assigned scores are required.

Create an invitation list and invite attendees to your event

You can select contacts from an existing address book or add new contacts on your Event Center website.

If you have a large number of contacts in a distribution list, you can import the distribution list in the CSV (comma-separated/comma-delimited values) format.

1. On the Schedule an Event page, go to the Attendees & Registration section.
2. Click **Create invitation list**.
3. In the window that appears, do any of the following:
   - To add a new contact, enter information under New Attendee or New Panelist.
   - To add contacts or contact groups already in your address books on the Event Center website, click **Select Contacts.**
     - Select each individual contact or contact group that you want to add to your list of attendees or panelists.
     - Optional. To add a panelist from your existing contacts as an alternate host, select that contact and click **Add as an alternate host**.

   Note: An alternate host must have an account on your site. In addition, only a panelist can be an alternate host.

     - To add a distribution list in CSV format, click **Import Contacts** then follow the instructions on your screen.
4. When you finish specifying options on the Schedule an Event page, click **Schedule This Event**.
5. On the Send Event Emails page, select the recipients, and then click **Send Now**.
6. Click **OK** and **Continue** on the messages that appear on your screen.

Create an invitation list and invite panelists to your event

You can select contacts from an existing address book or add new contacts on your Event Center website.

If you have a large number of contacts in a distribution list, you can import the distribution list in the CSV (comma-separated/comma-delimited values) format.

1. On the Schedule an Event page, go to the Presenters & Panelists section.
2. Click **Create invitation list**.
3. In the window that appears, add any of the following:
    - new attendees who are not already contacts in one of your address books
    - contacts and contact groups already in your address books on the Event Center website
    - distribution list in the CSV format.
4. When you finish specifying options on the Schedule an Event page, click **Schedule This Event**.
5. On the Send Event Emails page, select the recipients and then click **Send Now**.

    Note: Clicking **Send Later** takes you to the Event Information page, on which you can send invitation email messages at a later time.
6. Click **OK** and **Continue** on the messages that appear on your screen.

    Each panelist that you invite receives an invitation email message, which includes a link that the panelist can click to obtain more information about the event and to join the event.

Add a new contact to your invitation list

When scheduling an event, you can add a new contact to your invitation list. Once you specify information about a new contact, you can also add the contact to one of your address books.

1. If you have not already done so, click **Create Invitation List** on the Schedule an Event page.
2. Under New Attendee or New Panelist, provide information about the contact.
3. Optional. To add the new contact to your Personal Contacts address book, check **Add new attendee in my address book** or **Add new panelist in my address book**.
4. Optional. To add a new panelist as an alternate host, one who can start this event and act as the host, check **Invite as alternate host**.

   Note: An alternate host must have an account on your site. In addition, only a panelist can be an alternate host.
5. Click **Add to Invitation List**.

   The contact displays under Attendees to Invite or Panelists to Invite.
6. Click **Invite**.

Edit an invitation list

When scheduling or editing an event, you can edit your invitation list for both attendees and panelists.

1. On the Schedule an Event or Edit Event page, go to the Attendees & Registration section or Presenters & Panelists section, as appropriate.
2. Click **Edit invitation list**.
3. Click the contact's name in the Name column.
4. Make your changes.
5. Click **Update Invitation List**.

Customize an email message for a specific event

When you are scheduling or editing an event, you can customize an email message template for the specific event by editing, rearranging, or deleting the content and variables—code text that Event Center uses to substitute for your specific user or event information.

Important: You can delete or rearrange variables, but never change the text in a variable. For example, in this variable, *%ParticipantName%*, do not change the text *ParticipantName* within the percentage signs. If you change it, Event Center cannot substitute the correct text from your user or event information.

1. On the Schedule an Event page or Edit Event page, in the Email Messages section, click the link for the email message that you want to customize.
2. Select a template in the Select email message drop-down list, and then click **Edit**.
3. Make your changes on the Edit Event Email: [template name] page.

   Tip: We recommend that you set up an email account that you can use exclusively for producing events. You can specify that address in the Reply to email box. For example, you can set up an account with the address *events@your_company.com***.**
4. Click **Save > OK**.

Customize an email message for future events

You can customize email message templates for all future events you will schedule on your Event Center website. The changes you make on this level automatically apply to any future event that you schedule.

Important: You can delete or rearrange variables, but never change the text in a variable. For example, in this variable, *%ParticipantName%*, do not change the text *ParticipantName* within the percentage signs. If you change it, Event Center cannot substitute the correct text from your user or event information.

1. On the left navigation bar of your Event Center website, click **Host an Event > Email Templates**.
2. Choose the type of email message you want to edit in the For: drop-down list, and then click one of the templates in the HTML or plain text section, depending on your need.
3. Click **Edit**.
4. Make your changes on the Template name: [template name] page.
5. Click **Save**.

Tip: To revert the email message to its original, default state, click **Revert to Default.**

About variables in an email template

A variable is composed of text surrounded by two percentage signs. Each variable used in Event Center email templates is replaced in actual messages by corresponding information specified in an attendee's registration data, in your user profile, on the Event Information page, and so on.

The following table describes the variables that may require further explanation.

This variable	Is replaced by…
%Disclaimer%	This variable is replaced by the following text: 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, do not join the session.
%DownloadInstruction%	This variable is replaced by the following instructions for downloading the Event Center application: To join the event more quickly, you can set up the software that you need to join the event before it starts. Go to the URL above, then click Set Up.
%EmailFooter%	This variable is replaced by the following format: http://www.webex.com

This variable	Is replaced by…
%EnrollmentID%	The registration ID for the attendee Event Center automatically creates this ID for an attendee after you approve his or her registration request. If this event does not require registration, this variable is replaced by the following text: This event does not require a registration ID.
%EventAddressURL%	A hyperlink You can use this in event descriptions.
%EventPassword%	The event password that you specified when scheduling the event. If you do not require a password, this variable is replaced by following text: This event does not require a password.
%JoinURL%	a hyperlink You can use this in instructions for joining the event.
%JoinURLStr%	a URL that doesn't contain a hyperlink You can use this in instructions for joining the event. Example. You can use the variable in this way: To join the event, click here.
%MeetingInfoURL%	the URL for the Event Information page for the event Event Center automatically creates the URL once you schedule an event.
%RegistrationPassword%	the password you specified for attendees to register for the event
%SenderEmailAddress%	the email address specified on the email server for your Event Center website. The default address is: messenger@webex.com

This variable	Is replaced by…
%TeleconferenceInfo%	This variable is replaced by the following text: To join the teleconference, call %CallInNumber% and enter the meeting number. The variable **%CallInNumber%** is replaced by the numbers that you specified when scheduling the event.
%UCFAttendeeVerifyPlayers%	If UCF is turned on for this event, and you select **Request Attendees to verify rich media players** when scheduling the event, the following displays: The playback of UCF (Universal Communications Format) rich media files requires appropriate players. To view this type of rich media files in the event, please check whether you have the players installed on your computer by going to [URL].

Set up an audio conference for an event

Audio conferencing options may differ, depending on which options your organization uses.

1. On the Schedule an Event or Edit Event page, go to **Audio Conference Settings**.
2. Select one of the following options:
   - **WebEx Audio**—This is an integrated audio conference. Select from several options including whether to have the system call out to attendees, or provide a one-way audio stream from the audio conference to attendees' computers.

   Note: You or your organization assumes the charges when the system calls out to attendees.

   - **Other teleconference service**—The event includes a teleconference that another service provides. Enter in the text box instructions for joining the teleconference. The instructions display in a message box once an attendee joins the event.

Note: If more than 500 participants will attend your event, you can use either a third-party teleconferencing service or the WebEx Operator-Assisted Audio Conference Services. To learn more about the WebEx Operator-Assisted Audio Conference Services, contact your WebEx account manager.

- **Cisco Unified MeetingPlace Audio Conferencing**—This is an integrated audio conference.
- **Use VoIP only**—A voice conference in which participants use computers with audio capability to communicate over the Internet rather than the telephone system.
- **None**—Specifies that no audio conference is necessary for the event.

3. Click **Schedule This Event** or **Update**.

   Once you schedule the event, instructions for joining the teleconference display in the Join Teleconference dialog box once participants join the event.

Set up a VoIP-only audio conference for an event

In a VoIP-only conference, participants use computers with audio capability to communicate over the Internet rather than the telephone system.

- If you set up an Integrated VoIP conference, you must start the conference before the other participants can start using it in the event.
- Only participants whose computers meet the system requirements for Integrated VoIP can participate in the conference.
- If you use WebEx Recorder to record the event and want to capture audio in the recording, ensure that the correct audio compression scheme is selected. For details, refer to the *WebEx Recorder and Player User's Guide*, which is available on the User Guides page on your Event Center website.

1. On the Schedule an Event or Edit Event page, go to **Audio Conference Settings**.
2. Select the **Use VoIP only** conference type.
3. Click **Schedule This Event** or **Update This Event**.

System requirements for Integrated VoIP

To participate in an Integrated VoIP conference, you must ensure that your computer meets the following system requirements:

- A supported sound card

  For a list of supported sound cards, refer to the Frequently Asked Questions page on your Event Center website. You can access this page from your site's Support page.

- Speakers or headphones
- Microphone, if you want to speak during the conference

Tip: For better audio quality and greater convenience, use a computer headset with a high-quality microphone.

Prevent event attendees from sharing rich media files

Event Center, by default, allows attendees to share Universal Communications Format (UCF) files in an event. When scheduling an event, you can specify to turn off this function for the event.

1. On the Schedule an Event page, go to **Event Description & Options > Other UCF options**.
2. Select **Do not allow attendees to share rich media files for this event.**
3. Click **Schedule This Event**.

Request participants to check their rich media players

If you plan to show Universal Communications Format (UCF) multimedia presentations in the event, you can request participants to verify that rich media players are installed on their computers before they join the event.

1. On the Schedule an Event page, go to **Event Description & Options** > **Other UCF options**.
2. Select **Request attendees to verify rich media players.**
3. Click **Schedule This Event.**

Create a post-event survey and add it to an event

When creating a survey, you can do the following:

- Add text, multiple-answer, and single-answer questions
- Add images
- Save the survey as a template for future use

The survey that you add will display on attendees' screens once the event ends.

To view survey results, you can generate an Event Center attendance report, attendee history report, or event recording report from the My WebEx Reports page in My WebEx.

1. On the Schedule an Event or Edit Scheduled Event page, go to **Event Description & Options**.
2. Select **Create post-event survey** or **Create New Survey**.
3. Enter a survey topic and introductory text.
4. Select the available buttons to add images and create survey questions then save the survey.
5. When you are satisfied with your survey, select **OK - Use This Survey**.
6. On the Schedule an Event or Edit Scheduled Event page and in the Post-event survey section, select one of these:
    - **Display survey in pop-up window**—Specifies that this survey will display in a separate window
    - **Display survey in main browser window (instead of destination URL)**—Specifies that this survey will display in the main window

Note: If you select **Display survey in main browser window (instead of destination URL)** and also specify a destination URL that displays after the event, the destination page will not display after the event.

Allow panelists to upload documents

When scheduling an event, you can specify that panelists can provide you with documents or presentations by uploading them from the Panelist Entrance page. The files uploaded by panelists appear on your Event Information page and your personal folders on your Event Center website. You can then download or organize the files before you start the event.

1. To allow panelists to upload documents, do the following:
   a) On the Schedule an Event or Edit Event page, go to **Presenters & Panelists**.
   b) Check **Allow panelists to upload documents associated with the event**.
2. To view, download, or organize the files uploaded by panelists before an event, do the following:
   a) Log in to your Event Center website.
   b) Select **My WebEx > My Files > Folders.**

About the Add Check Boxes window

Use this option ...	To ...
Group label for check boxes	Compose a question. **Note** If you are adding only one check box and do not want a group label, leave this box blank.
Check box 1 to 9	Compose the answers or choices, and specify which check boxes are selected or cleared by default on the survey or registration form. To add check boxes to the form, use the **Add** drop-down list.
Score	Specify a score for each response to the question.

About the Add Option Buttons window

Use this option ...	To ...
Group label for option buttons	Compose a question.
Default choice	Specify which is the default answer or choice.
Choice 1 to 9	Compose the answers or choices. To add option buttons, use the Add drop-down list.
Score	Specify a score for each response to the question.

About the Add Drop-Down List window

Use this option ...	To ...
Label for drop-down list box	Compose a question.
Default choice	Specify which is the default answer or choice.
Choice 1 to 9	Compose the answers or choices. To add option buttons, use the Add drop-down list.
Score	Specify a score for each response to the question.

About lead scores

When customizing a survey or registration form, you can specify a score for each response to a question. Your site administrator can later generate a report that shows each attendee’s total score, so you can identify the most qualified leads from the scores as well as the other information you have gathered from the survey or registration form.

During the event, you can have the Attendee List display these two types of information next to the name of each attendee:

- The attendee's response to the "Company" question on the registration form
- The attendee's total lead score based on his or her responses to the questions on the registration form

You can sort the Attendee List based on the scores or search for a company name and gain a better understanding of which attendees should be given priority during the event.

Note that if you want to display lead scores and company names on the Attendee List, you must do these two things on the registration form:

- Use the lead scoring option in the Add Check Boxes, Add Option Buttons, or Add Drop-Down List windows.
- Specify that the Company and all questions with assigned scores are required.

About the Add Text Box window

Use this option ...	To ...
Text box label	Compose a text question. A text box label can contain a maximum of 256 characters.
Type	Specify whether the text box contains a single line or multiple lines. If you select **Multi-line**, specify a number of lines in the Height box.
Width	Specify the width of the text box, in characters. The number that you specify determines how wide the text box appears on the survey or registration form but does not affect the number of characters that an attendee can type in the text box. A text box can contain a maximum of 256 characters.
Height	Specify the number of lines that the text box contains. To specify the number of lines, you must first select **Multi-line** next to Type. If you do not specify a number, Event Center uses the default height, which is one line.

3

Schedule, Edit, Cancel, and Start an Event

To schedule, start, edit, or cancel your events, you must have a host account on your Event Center website.

Schedule an event

We recommend that you complete parts of the Schedule an Event page prior to scheduling your event. For more information see Plan an Event.

1. Log in to your Event Center website.
2. On the navigation bar, click **Host an Event** > **Schedule an Event**.
3. Complete your scheduling information noting the following:

   Basic Information section

   - Listed events are listed on your Event Center website and visible to everyone. Only invitees can see the details for an unlisted event.
   - Registration allows you to learn information about the people who plan to attend your event.
   - A program allows you to group related events for a specific project, product, or audience.
   - You can always run reports from My WebEx to view information about your events, even if you choose to delete them when completed.
   - If you enter an event password, make sure that it does not contain spaces or double quotation marks (“”).

- Tracking codes can be optional or required, depending on how your site administrator sets them up.

Tip: If your site administrator has also specified that the same tracking code options appear in your user profile, you can edit your user profile to specify the tracking codes. The codes then appear automatically on the Schedule an Event page.

Date and time section:

- Select **Plan event time zones** to select a suitable time for your participants in different time zones.
- The estimated duration is for your planning purposes only. An event does not end automatically after the specified duration.

Event Description and Options section:

- UCF autoplay options: We recommend that you upload event material ahead of time to reduce the loading time during an event. Before you can add event material, first upload them to your personal folders in the My WebEx section of your Event Center website.
- You can format an event description using HTML (Hypertext Markup Language) code. If you use a web page authoring program, create your formatted event description using that program then copy its HTML code and paste it in the Description box.
- A destination URL refers to a website that will display once the event ends.
- For events with a large number of attendees, for Who can view the attendee list, select **Only the host, presenter, and panelists** to improve performance.
- The video feature is only available if it has been turned on by your site administrator.

Attendees and Registration section:

- If you select **Yes** for Registration ID required, each attendee receives a unique registration ID after you approve his or her registration request. This option provides additional security for your event.
- If you require approval for registration requests, you can set up approval rules to automatically approve or reject registrants.

Email Messages section:

- Including an iCalendar attachment allows invited participants to add the scheduled event to their calendar programs, such as Microsoft Outlook.

4. Optional. If you plan to reuse similar information, select **Save as template**.
5. When finished specifying your event details, select **Schedule This Event**.
6. On the Send Event Emails page, select the recipients of the invitation email message, and then select **Send Now**.

   Note: Clicking **Send Later** takes you to the Event Information page, on which you can send event updates email messages at a later time.
7. Click **OK** and **Continue** on the messages that appear on your screen.

The Event Information page appears. You also receive a confirmation email message that includes information about the scheduled event.

Start an event

Events do not start automatically at scheduled times. Unless you specify that attendees can join before the host, you must first start an event before attendees can join it.

You can start an event from your confirmation email message or from your Event Center website. This topic describes how to start your event from the website.

1. Log in to your Event Center website.
2. Click **My WebEx** > **My Meetings**.

   The My WebEx Meetings page appears.
3. Find the event that you want to start, then click **Start**.

   The Event window appears.

   If the event includes an integrated teleconference, the Join Teleconference dialog box appears. Follow the instructions in the dialog box to start the teleconference.

Edit an event

Once you schedule an event, you can edit it at any time before you start it. After editing, you can choose to send attendees a new invitation email message that informs them that you have modified information about the event. Attendees whom you removed from the attendee list receive an email message informing them that the event was cancelled.

You can edit an event from your confirmation email message or from your Event Center website. This topic describes how to edit an event from the website.

1. Log in to your Event Center website.
2. Click **My WebEx** > **My Meetings**.
3. Click the topic for the event.

   The Event Information page appears.
4. Click **Edit Event**, then make your changes.
5. To apply your changes to the event, click **Update This Event**.
6. On the Send Event Emails page, select the recipients of the event updates email message. If you added participants to your invitation list, you can also send them invitation email messages with the latest event information from this page.
7. Click **Send Now**, and then click **OK** and **Continue** on the messages that appear on your screen.

   Note: Clicking **Send Later** takes you to the Event Information page, on which you can send event updates email messages at a later time.

Cancel an event

You can cancel an event that you scheduled at any time. As you are canceling an event, you have the option of sending automatic cancellation email messages to the event participants.

1. Log in to your Event Center website.
2. Click **My WebEx** > **My Meetings**.

   The My WebEx Meetings page appears.

3. In the Topic column**,** find the event you want to cancel, select the check box next to it, and then click **Delete**.
4. Click **OK** in the message box to confirm that you want to delete the event.

   A message box appears, allowing you to send email messages about this cancellation.
5. Do one of the following, as appropriate:
   - If you want to notify all invited participants, including attendees and panelists, click **Yes**.
   - If you do not want to send a cancellation email message, click **No**.
   - If you do not want to cancel this event, click **Cancel**.

4

Manage Programs

For hosts only

Event Center allows you to group live or recorded events in a program for a specific project, product, or audience. A program allows attendees to conveniently register for all its events at one time. All the events in a program share the same registration form.

You can modify the programs you created on your Event Center website at any time.

Create a program

A program allows attendees to conveniently register for all its events at one time. All the events in a program share the same registration form.

You can modify the programs you created on your Event Center website at any time.

1. Do any of the following:
   - On the left navigation bar, click **Manage Programs > Create New Program**.
   - On the Schedule an Event page or Edit Event page, click **Add a new program**.

     The event that you are scheduling or editing is automatically added to this new program.
   - On the navigation bar, click **Manage Programs** > **List of Programs > New program.**

   The Create a program page appears.

2. Specify the options on the page, then click **Create program**.
3. If you created the new program from the Schedule an Event or Edit Event page, click **OK** in the message box, informing you that adding this event changes its registration options to be the same as those of the program.

   This program displays on the Manage Programs page.

Add an event to a program

All events in a program share the same registration form. Attendees can choose to register for all the events in a program at one time.

You can also add an event to a program while scheduling or editing an event.

1. On the navigation bar, expand **Manage Programs**, then select **List of Programs**.

   The Manage Programs page appears.
2. Click the title of the program to which you want to add an event.
3. Select whether you want to add a new event or an event that has already been scheduled.
4. Follow the prompts to complete your action.

Add a recorded event to a program

If you have recorded events that you hosted, you can add them to a program.

1. On the navigation bar, expand **Manage Programs**, then select **List of Programs**.

   The Manage Programs page appears.
2. Click the title of the program to which you want to add a recorded event.
3. Click **Add other recordings to this program**.
4. Select the recordings that you want to add to the program, then click **Add**.
5. Click **Continue**.

View information about a program

1. On the navigation bar, select **Manage Programs > List of Programs**.

   The Manage Programs page appears.

2. Click the title of the program that you want to view.

   The program information page appears.

Obtain URLs for your event, program, or recording

1. Do one of the following:
   - To obtain an event URL, go to **My WebEx** > **My Meetings** then click the name of the event to view the Event Information page.

     To associate source IDs, use the event address for attendees.

   - To obtain a program URL, expand **Manage Programs** on the left navigation bar of your Event Center website, then select **List of Programs.** Click the name of the program to see the Program URL.
   - To obtain a recording URL, expand **Host an Event** on the left navigation bar of your Event Center website, then select **My Event Recordings.** Click the name of the recording to see the Playback/Download link.

Edit a program

1. On the navigation bar, select **Manage Programs > List of Programs**.

   The programs you created have check boxes next to them.

2. Click the title of the program that you want to modify.
3. Click **Edit program**.
4. Make your changes, and then click **Update program**.

You receive an automatic email message about this update.

Delete a program

You cannot delete programs that were created by other hosts.

1. On the navigation bar, select **Manage Programs > List of Programs**.

   The Manage Programs page appears. The programs you created have check boxes next to them.

2. Select the check box for the program you want to delete.
3. Click **Delete**.
4. Click **OK** to confirm the deletion.

   The Program Deleted page appears.

About the Create a Program page

The following table describes items on this page that may require further explanation.

Use this option	To ....
Description	Type a description for the program. **Note** You can format the description using the HTML code.
Expected registration	Specify the expected number of registrants.
Budget	Specify the budget for the program.
Email	Type the host’s email address.
Program status	A Listed program appears on the List of Events by Program page for anyone who visits your Event Center website. An Unlisted program does not appear on the List of Events by Program page. Attendees can view the upcoming events in the program if you send them the URL for the program.
Registration ID required	Specify whether attendees must register before they can join the events in the program.
Password required to	Specify whether to require a password before an attendee can

Use this option	To ....
register	register for the events in the program.
Custom HTML Area	Format this area using the HTML code, including referencing to the images you upload in the Images section. Use the drop-down list to place this customized area above or below the title of the program.

5

Track Your Attendees

Gauge the effectiveness of your event marketing efforts by tracking from which sources attendees join or register for your events.

Example. You use vendors to promote your events. You can assign a source ID for each vendor that will send invitation or recording email messages for you. Event Center captures the source ID when an attendee clicks the URL link in the event, program, or recording email messages from a particular vendor.

You or your site administrator can then generate an attendance, a registration, or a recording report that shows each attendee's source ID. You can compare and analyze which marketing method is more effective than another.

There are two ways to append a source ID to an event, a program, or a recording URL:

- Manually append a source ID by adding *&SourceId=* to the event URL, and publish this new URL in your email messages.
- Associate a source ID with a vendor's email address, if you use vendors to forward your email messages to potential attendees.

Manually append a source ID to your URL

1. Obtain the attendee URL.
2. Add `&SourceId=xxx` at the end of the URL, and then publish it in your email message.

You can specify up to 512 characters, in either letters or numbers, for a source ID.

Example. An event URL with a source ID can be
`https://[eventURL]&SourceId=CompanyWebsite` or
`https://[eventURL]&SourceId=anynumber`

Obtain URLs for your event, program, or recording

1. Do one of the following:
   - To obtain an event URL, go to **My WebEx** > **My Meetings** then click the name of the event to view the Event Information page.

     To associate source IDs, use the event address for attendees.
   - To obtain a program URL, expand **Manage Programs** on the left navigation bar of your Event Center website, then select **List of Programs.** Click the name of the program to see the Program URL.
   - To obtain a recording URL, expand **Host an Event** on the left navigation bar of your Event Center website, then select **My Event Recordings.** Click the name of the recording to see the Playback/Download link.

Associate source IDs with vendors for an event

1. Go to **My WebEx** > **My Meetings.**
2. Click the name of the event then click **Send Emails**.

   Tip: If you just finish scheduling an event, the Send Event Emails portion displays immediately.
3. Select **Vendors**.
4. Enter up to three vendors’ email addresses and source IDs.
5. Click **Send Now**.

The vendors receive an invitation email message that they can forward to potential attendees. The email message includes an event URL with the source ID that you associated with a particular vendor. If an attendee clicks the link from the vendor's email message, Event Center captures the source ID for the attendee.

Associate source IDs with vendors for a program

1. On the left navigation bar of your Event Center website, click **Manage Programs** > **List of Programs**.
2. Click the name of the program.
3. On the program page, click **Send to Vendor**.
4. Enter up to three vendors' email addresses and source IDs.
5. Click **Send**.

   The vendors receive an invitation email message that they can forward to potential attendees. The email message includes the program URL with the source ID that you associated with a particular vendor. If an attendee clicks the link from the vendor's email message, Event Center captures the source ID for the attendee.

Associate source IDs with vendors for an event recording

1. On the left navigation bar of your Event Center website, click **Host an Event** > **My Event Recordings**.
2. Click the name of the recording.
3. On the Recording Information page, click **Send to Vendor**.
4. Enter up to three vendors' email addresses and source IDs.
5. Click **Send**.

   The vendors receive an invitation email message that they can forward to potential attendees. The email message includes the recording URL with the source ID that you associated with a particular vendor. If an attendee clicks the link from the vendor's email message, Event Center captures the source ID for the attendee.

6

Manage Registration Requests

You can manage attendees’ registration requests by doing the following:

- Automatically approve registration requests by attendees. Your site administrator must set up this option for you.
- Manually approve or reject registration requests if you required approval when scheduling or editing the event.
- Send email messages to registrants about their registration status—that is, pending, approved, or rejected.
- Send reminder email messages to the attendees whose registration has been approved.

Approve or reject registration requests

If you require approval for registration requests when scheduling or editing an event, you must review and manually approve or reject the requests.

1. Log in to your Event Center website.
2. Optional. To specify that attendees will receive registration status email messages once you process their requests, do so on the Schedule an Event or Edit Event page.
3. Click **My WebEx** > **My Meetings**.

The My WebEx Meetings page appears. The page shows the number of requests that are pending, accepted, and rejected for each scheduled event.

4 Find the event, and then click the link for one of the following:

- **Requests Pending**—Each pending request lists the registrant’s name, the registrant’s email address, and the date and time on which the registrant submitted the request.
- **Requests Approved**—Each accepted request lists the registrant’s name, the registrant’s email address, and the date and time on which the registrant submitted the request.
- **Requests Rejected**—Each rejected request lists the registrant’s name, the registrant’s email address, and the date and time on which the registrant submitted the request.

5 Optional. To review details about each registration, on the page that appears, click the link for the name of the registrant.

6 Select **Approved** or **Rejected** for each individual registrant or do one of the following, as appropriate:

- To accept all requests for this event, click **Accept All**.
- To make all requests pending for this event, click **Make All Pending**.
- To reject all requests for this event, click **Reject All**.

7 Click **Update**.

The email message for approved registrants contains the registration ID, event password, if any, event number, and a link they can click to join the event.

Send email reminders to registrants

You can send email reminders to attendees whose registration has been approved.

1 Log in to your Event Center website.

2 Click **My WebEx** > **My Meetings**.

The My WebEx Meetings page appears. The page shows the number of requests that are pending, approved, and rejected for each scheduled event.

3. Find the event for which you want to send reminder email, and then click the link under the Requests Approved symbol.
4. On the page that appears, click **Send Email** then **OK** and **OK** to confirm.

   Tip: When scheduling or editing an event, you can also specify that approved registrants automatically receive email reminders at the date and time you specify.

7

Conduct a Practice Session

Practice sessions allow the host, presenter, and other panelists to practice an event before starting it. In a sense, they are similar to a dress rehearsal since an event production team can perform all event functions in a practice session without being viewed by event attendees.

If a teleconference has been started in the main event when the host starts a practice session, the production team automatically enters a subconference, away from the main teleconference. Conversations in the subconference are private. Therefore, attendees outside the practice session cannot hear the practice.

If an Integrated VoIP conference has been started in the main event when the host starts a practice session, the production team remains in the conference. Attendees outside the practice session cannot hear the practice.

Event Center during a practice session

The following table outlines what the production team and attendees can view once the host starts a practice session.

Feature	Production Team	Attendees
Participants panel	Can view the entire participants list.	The Panelists list appears grayed out and is unavailable.

Feature	Production Team	Attendees
Q & A sessions	Can receive and answer questions sent by attendees.	Can send questions to the production team.
Chat	▪ Can send chat messages among team members. ▪ Cannot receive chat messages sent by attendees. ▪ Can send chat messages to attendees by selecting **All Attendees** in the Send to drop-down list.	▪ Cannot view chat messages within the practice session unless a production team member sends chat messages to **All Attendees**. ▪ Cannot chat with the production team. ▪ If the host grants chat privileges, an attendee can chat with other attendees by sending chat messages to **All Attendees**.
Document sharing	Cannot view documents, presentations, or applications that were opened before the host starts the practice session.	▪ Can view documents, presentations, and Web content shared before the host starts the practice session. ▪ Cannot view any documents or presentations shared during the practice session.
Application sharing or desktop sharing	▪ The host must stop any desktop or application sharing before starting the practice session. ▪ Any desktop or application shared within the practice session can be viewed only by the production team.	Cannot view any desktop or applications shared during the practice session.
Browser sharing	▪ The host must stop any browser sharing before starting the practice session.	Cannot view any shared browsers during the practice session.

Feature	**Production Team**	**Attendees**
	▪ Any browser shared within the practice session can be viewed only by the production team.	
Recording and playback	Recording and playback is available to the production team.	Recording and playback is available to attendees, although attendees can record only the presentations outside the practice session.
Polling	▪ The poll coordinator can open a poll that was created or loaded (but not opened) outside the practice session. ▪ Can prepare poll questionnaires, and test opening and closing the polls.	▪ Can view a poll opened before the host starts the practice session. ▪ Cannot view any polls opened within the practice session. ▪ If, within the practice session, the poll coordinator closes the poll that the attendees are viewing, the poll closes for the attendees.
Video	Can view video within the practice session.	Cannot view video after the host starts a practice session.
Teleconference	Automatically enters a subconference. The audio conversations are private within the practice session.	Can join and stay in the main teleconference, but they cannot hear conversations in the practice session.
Integrated VoIP	▪ The host can start an Integrated VoIP conference within the practice session. ▪ Can join an Integrated VoIP conference and speak within the practice session.	▪ Can join and stay in the Integrated VoIP conference. ▪ Cannot hear the conversations in the practice session.

▪

Start a practice session

Before the host starts a practice session, make sure of the following:

- All panelists have joined the event.
- The host, presenter, and panelists have their presentation material ready to share in the practice session.

Note that only the host can start and end a practice session. If a host designates a panelist or presenter as an attendee during a practice session, the person is removed from the practice session. Once the host starts a practice session, attendees who have joined the event cannot view any activities in the practice session.

Tip:

- Create a slide presentation for attendees to view while the production team is in a practice session. If you do not have a presentation available, attendees see a message in their Event windows stating that the production team is in a practice session.
- Start the practice session early enough before the event so you can finish it before your event is scheduled to start.

1. Optional. Open the presentation you prepared for attendees to view while the production team is in a practice session. Set the presentation to automatically advance pages.

   Note: Once the host starts a practice session, the production team cannot access the presentations or documents that the presenter opened before starting the practice session. To use the same presentations or documents in the practice session, the presenter must open them again during the practice session.

2. In the Event window, select **Event** > **Start Practice Session**.

   The practice session starts. The host, presenter, and panelists automatically join the practice session. Event attendees can view any presentation that the host or presenter opened before starting the practice session; they also see a message in the Event window that the production team is currently in a practice session.

3. Rehearse the event, such as opening presentations or preparing a poll questionnaire that the production team will use during the actual event.

Important: Before you end a practice session, close any shared documents, presentations, whiteboards, Web content, and polls that you do not want to share with attendees. If you do not close them, attendees can view them once you end the practice session.

8

Join an Event As a Panelist

Panelists only

If the host invites you to an event, you receive an invitation email message that contains a link you can click to join the event. Once you click the link, the Panelist Entrance page appears. On that page, provide the required information to join the event.

If you have not yet set up the Event Center application on your computer, you can do so before joining an event to avoid a delay. Otherwise, your Event Center website will automatically set up the application on your computer once you join an event. The event host may choose to record the event.

Join an event from an email invitation

Panelists only

If you receive an invitation email message for an event, you can join it from the email message. You can enter the event before the host starts it.

1. Open the email message, and then click the appropriate link.

   The Panelist Entrance page appears.

2. Provide the required information, and then click **Submit**.

   The Event Information page appears.

3. Click **Join**.

   The event window appears. If you are the first participant in the event, the host will join shortly.

Join an event from a URL

Panelists only

If you did not receive an invitation email message for an event, contact the event host to obtain the URL for the Panelist Entrance page.

1. Go to the URL that the host gave to you.

   The Panelist Entrance page appears.

2. Provide the required information, and then click **Submit**.

   The Event Information page appears.

3. Click **Join**.

   The event window appears. If you are the first participant in the event, the host will join shortly.

Obtain event information

Panelists only

From the Event Information page, you can obtain the event information, such as viewing other panelists' information and event descriptions, and downloading event materials.

On this page, you can also upload the files you are going to use in the event so the host can view or organize them before the event starts.

1. Do one of the following as appropriate:
   - Open the invitation email message you received, and then click the appropriate link.
   - Go to the URL that the host gave to you.
2. Provide the required information, and then click **Submit**.

Upload files

Panelists only

Before the event starts, you can upload files that you are going to use in the event so the host can view or organize them. This option is available only if the host specifies it.

1. On the Event Information page and in the Event files section, click **Upload**.
2. Select the files you want to upload, and then click **OK**.

   The files you upload become available on your and the host’s Event Information pages respectively and in the host’s personal folder on the Event Center website.

Have trouble joining your first WebEx event?

The first time you start or join an event, the WebEx Event Manager application is automatically downloaded to your computer. In most cases, you will be able to immediately proceed to your event. If you are having trouble joining, look for the following:

- ActiveX download prompt
- Java download prompt
- Mac users download prompt

If your organization does not permit ActiveX or Java downloads, contact your organization's WebEx site administrator for assistance.

ActiveX download

Internet Explorer users

When you click the link to start or join your event, the WebEx Event Manager application begins to download to your computer, but may stall. If so, do the following:

1. Look for a yellow ActiveX add-on install prompt, perhaps near the bottom of your screen.
2. Follow the on-screen instructions to install the add-on.

Once the installation is complete, your event will load.

Attempt to join using Java

FireFox and Chrome users

When you click the link to start or join your event, the WebEx Event Manager application begins to download to your computer, but may stall. If so, a message may appear regarding Java, perhaps to download and install the latest Java version.

Although you can follow the on-screen instructions to download and install Java, we recommend that you click **Install the meeting application** located at the bottom of the page. You will be able to successfully join your event much faster.

Install an add-on for a Mac

When you start or join a meeting on a Mac for the first time, you are prompted to download and install an add-on.

1. Select **Download and Install Add-On** and download the Cisco_WebEx_Add-On.dmg file to your computer.
2. Run the downloaded file:
    - On Chrome, you can select the downloaded file from the bar at the bottom of the browser.
    - On Safari, you can select the downloaded file from the Downloads section.
    - On Firefox, you can either open the file directly or save it to a location of your choice.
3. Run the Install Cisco WebEx Add-On.app and follow the instructions on the screen.

    After the installation is complete, the event will start automatically.

9

Register for an Event

Attendees only

If the event to which you are invited requires registration, the invitation email message that you receive from the host contains a link you can click to register for the event.

If the event host grouped related events into a program, you can register for multiple events simultaneously.

If you did not receive an email invitation, you can register for the event from one of the following, depending on the type of event the host specified:

- Your Event Center website.
- From the URL that the host gave to you.

If the host requires a password for registration, you must provide the password that the host gave to you in an invitation email message or via another method.

If the host requires that you provide your registration ID, you receive a unique registration ID in a registration confirmation email message. Then, you must provide the registration ID to join the event.

Register for an event from your Event Center website

Attendees only

You can register for an event from the List of Events page on your Event Center website as long as the host has specified that it be displayed there.

If the events to which you are invited are part of a program, and the host has specified to display both the program and its events on the website, you can simultaneously register for multiple events.

1. On the navigation bar, expand **Attend an Event**, and then click **List of Events**.
2. To register for a single event, do the following:
    a) Make sure that you are viewing the List of Events by Date page. If the correct page is not displayed, click **View Events by Date**.
    b) In the list of events, locate the event for which you want to register and click **Register**.

    If the Registration Password page appears, type the password that the event host gave to you and then click **Submit**.

    c) On the Register for [Topic] page that appears, provide the required information then click **Submit**.
3. To register for multiple events, do the following:
    a) Make sure that you are viewing the List of Events by Program page. If the correct page is not displayed, click **View Events by Program**.
    b) Click the title of the program.
    c) Select the events for which you want to register and click **Register**.
    d) If the Registration Password page appears, type the password that the host gave to you and then click **Submit**.
    e) On the Register for Events page, provide the required information then click **Submit**.

If the host approves your registration, you receive a confirmation email message containing instructions for joining the event.

Important: If the host approves your registration and requires that you provide your registration ID before you can join the event, you will receive the ID in the registration confirmation email message. Ensure that you keep the ID so that you can successfully join the event.

Register for an event from a URL

Attendees only

You can register for an event from its URL if you received the URL from the host.

If the events to which you are invited are part of a program, and the host gave you the program URL, you can simultaneously register for multiple events from that URL.

1. Go to the URL that the host gave to you.
2. To register for a single event, do the following:
   a) Click **Register** for the event.
   b) If the Registration Password page appears, type the password that the event host gave to you and then click **Submit**.
   c) On the Register for [Topic] page that appears, provide the required information then click **Submit.**
3. To register for multiple events, do the following:
   a) Select the events for which you want to register, and then click **Register**.
   b) If the Registration Password page appears, type the password that the host gave to you and then click **Submit**.
   c) Provide the required information on the Register for Events page then click **Submit**.

If the host approves your registration, you receive a confirmation email message containing instructions for joining the event.

Important: If the host approves your registration and requires that you provide your registration ID before you can join the event, you will receive the ID in the registration confirmation email message. Ensure that you keep the ID so that you can successfully join the event.

Search for an event

You can search for an event on the website as long as the event host has specified that it be displayed.

1. On the left navigation bar of your Event Center website, expand **Attend an Event**, and then click **Search**.
2. On the page that appears, specify the date range.
3. Optional. In the Event text box, type complete or partial text of the event name.
4. Click **Search**.

Change the locale, language, or time zone for your site

At any time, you can change your Event Center site preferences, including the locale, language, and time zone.

1. On the left navigation bar of the Event Center website, click **Set Up** > **Preferences**.
2. Select your preferences in the drop-down lists, and then click **OK**.

   Note: If you have a user account, you can also set these preferences in your profile.

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The Event Window

When you start or join an event, your Event window opens with the Quick Start area on the left and a panel area on the right. Nearly everything you want to accomplish in an event can be done from these areas.

The panel area initially displays with some default panels. Other panels are available from the icons at the top of the panels area.

Each panel provides a menu of commands related to the panel. Depending on what operating system you are using, you can access the commands for a panel by following these steps:

- Windows—Right-click the panel title bar to see a menu of commands related to the panel.
- Mac—Select **ctrl** and then click to see a menu of commands related to the panel.

Panel Alerts

If a panel you collapsed or minimized requires your attention, the icon representing the panel blinks for a few seconds and changes color to get your attention to a change.

Here are some reasons for seeing alerts:

- A participant arrives or leaves an event.
- A Raise Hand or Request Phone indicator appears on the Participants panel.
- An attendee sends a question using the Q & A panel.
- An attendee sends a chat message.
- A poll closes.

- Poll answers are received.

Access panel options

Each panel provides a menu of commands related to the panel.

Depending on what operating system you are using, access the commands for a panel by following these steps:

- Windows—Right-click the panel title bar to see a menu of commands related to the panel.
- Mac—Select **ctrl** and then click to see a menu of commands related to the panel.

Panel	Options
Participants	**Sound Alerts:** Lets you choose a sound to play when a participant: ▪ joins the event ▪ leaves the event ▪ clicks the **Ask for Mic** button on the Participants panel. **Attendee Privileges:** Available for only the event host. Displays the Attendee Privileges dialog box. **My Information:** Lets you specify a URL that you want to make available during the event. To access the website that you specify, event participants can click the icon URL next to the host’s or presenter’s name on their Participants panels.
Chat	**Sound Alerts:** Lets you choose the kinds of chat messages for which you want a sound to play. Select a sound from the drop-down list or click **Browse** to find a sound in a different location on your computer. **Attendee Privileges:** Available for only the event host. Displays the Attendee Privileges dialog box.

Panel	Options
Media Viewer	**Share Multimedia:** Available for only the presenter. Lets you share multimedia web content in the media viewer on this panel. **Stop Multimedia Sharing:** Available for the presenter, who has started sharing multimedia content.
Q & A	**Attendee Options:** For privacy, lets you show or hide names of attendees who send questions, names of panelists who send answers, or time stamps for each question and answer, when questions and answers are published on attendees' Q & A panels.

Manage panels

1 Click this button.

▾ for Windows

⚙▾ for the Mac

2 Choose **Manage Panels.**

3 Select which panels you want to add or remove and the the order in which they will be displayed.

4 Click **OK**.

Restore the panel layout

If you have closed, minimized, or expanded or collapsed panels, you can restore the display to the layout you specified in the Manage Panels dialog box or that existed when you first joined the event (if you did not specify a layout via the Manage Panels dialog box).

1 Click this button.

▾ for Windows

⚙ for the Mac

2. Choose **Restore Layout**.

Overview of Event Controls Panel

While you are viewing or remotely controlling a shared application, desktop, or Web browser, or viewing a shared remote computer, the presenter can switch between a standard window and full-screen view.

In full-screen view, you can access the panels from the Event Controls Panel located at the top of your screen.

Resizing the content viewer and panels area

When you are sharing a document or presentation, you can control the size of the content viewer by making the panel area narrower or wider.

Click the dividing line between the content viewer and the panels.

- Drag the line to the left to make the area devoted to the panels wider.
- Drag the line to the right to make the content viewer larger.

Access the event window using the keyboard

Windows operating system participants who have special needs, or who are power users, can navigate around the Event window using keyboard shortcuts. Some of these shortcuts are standard in the Windows environment.

Press	To
F6	Switch between the content area and the panels area
Ctrl+Tab	▪ Switch between open documents in the content area of the Event window ▪ Navigate within the panels area ▪ Switch between tabs in the following dialog boxes ☐ Invite and Remind

Press	To
	☐ Preferences ☐ Meeting Options ☐ Participant Privileges
Shift+F10	▪ Use right-click menus in the following panels and elements: ☐ Participant panel ☐ Chat panel ☐ Notes panel ☐ Closed Captions panel ☐ File Transfer window ☐ Shared whiteboard and file tabs ▪ Work with the participant list ▪ Copy text from the Chat panel
Tab	Switch between elements, such as buttons, fields, and check boxes within a dialog or panel
Arrow keys	Switch between options in dialog boxes
Alt+F4	Close any dialog box
Spacebar	▪ Check or uncheck an option box ▪ Enter text in an input box
Enter	Carry out the command for the active button (usually replaces a mouse click)
Ctrl+A	Copy text from the Chat panel
Ctrl+Alt+Shift	Show the Event Controls Panel in full-screen mode
Ctrl+Alt+Shift+H	Hide the Event controls, panels, and notifications

Work with the participant list

The Participants panel provides a right-click menu that allows you to act upon a participant depending on your role in the meeting.

If you are the host or presenter, you can perform actions such as making someone else the presenter or muting another participant's microphone if it is too noisy.

If you are not the host or presenter, you can perform actions such as asking to become the presenter or muting your own microphone.

1. Press **F6** on your keyboard to navigate from the contents area to the Participants panel.
2. Use the **up and down arrow** keys to navigate to the appropriate participant.
3. Select **Shift+F10** to open the right-click menu on a specific participant.
4. Use the **up and down arrow** keys to navigate between the available options.

Copy text from the Chat panel

The Chat panel provides a right-click menu that allows you to copy text from the Chat history area.

1. Make sure that you are in the correct portion of the Event window by doing the following:
    - Press **F6** to move from the contents area to the panels area of the Event window.
    - Press **Ctrl+Tab** to navigate between panels until you are in the Chat panel.
    - Press **Tab** until you are in the Chat history area.
2. With the focus on the Chat history area, select **Shift+F10** to open the right-click menu.
3. To select a portion of the text, move your cursor with the arrow keys and then use **Shift-[Arrow]** to highlight text.

    Alternatively, use **Ctrl+A** to select all the chat text.

Enter text in an input box

Want to enter text in an input box? Here is how you would answer questions in a poll.

1. Navigate between questions using the **Tab** key.
2. Move between answers using the **Up** and **Down Arrow** keys.

3. Move the cursor to focus on the text input area and use the **Spacebar** or **Enter** key so you can type your answer.
4. Click **Enter** or **Esc** to finish editing.

Access the Event Controls Panel during sharing

During sharing the Event Controls Panel is partially hidden at the top of your screen:

1. Enter **Ctrl+Alt+Shift** to show the panel.

   After the panel is displayed, the initial focus is on the **Participants** icon.

2. Do the following:
   - Use **Tab** to change focus
   - Use **Enter** to activate a feature
   - To return to the sharing area from the Event Controls Panel, select the **Alt+Tab** keys as you would in any Windows application to switch between items:
     - ☐ If you are sharing a file, select the WebEx ball to return to the sharing area.
     - ☐ If you are sharing an application, select the application to return focus to it.
     - ☐ If you are sharing your desktop, select the application you want to share.

Note: To switch from the Event Controls Panel to another open panel, such as the participant list, enter **F6**.

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Assign Privileges During an Event

Once the event starts, participants automatically receive default privileges that allow them to perform activities during the event. You, as the event host, can grant additional privileges to participants such as:

- Save, print, or annotate shared content in the content viewer
- View thumbnails of pages, slides, or whiteboards in the content viewer
- View any page, slide, or whiteboard of the currently shared content
- View any document, presentation, or whiteboard in the content viewer, regardless of the current content that the presenter is sharing
- Chat with specific participants
- Record the event

Update attendee privileges during an event

1. In the Event window, select **Participant** > **Assign privileges to** > **Attendees**.
2. Do any of the following:
    - To grant a privilege to all attendees, select its check box.
    - To grant all privileges to attendees, check **All attendee privileges**.
    - To remove a privilege from all attendees, clear its check box.

3. Click **Assign**.

Update panelist privileges during an event

1. In the Event window, select **Participant** > **Assign privileges to** > **Panelists.**
2. Do any of the following:
   - To grant a privilege to all panelists, select its check box.
   - To grant all privileges to panelists, check **All panelist privileges**.
   - To remove a privilege from all panelists, clear its check box.
3. Click **Assign**.

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Manage an Event

Host only

As host, your responsibilities include overall management of the meeting. The Event window provides a forum for you to manage all aspects of the meeting and enable participants to chat, send video, share information and interact with each other using documents, presentations, whiteboards, applications, and more.

- A host must be an authorized user—that is, the host must have a user account.
- After an event starts, the host is initially the presenter. The host can then designate a panelist as the presenter.

Quick reference tasks: manage an event

If you want to...	Do this...
Invite or remind attendees and panelists to an event in progress	From the Quick Start tab, select **Invite and Remind**, select your invite method, then enter the requested information.
Edit a welcome message	Select **Event** > **Welcome Message.**
Edit the sound that plays when a participant enters or joins the event	Right-click the Participants title and select **Sound Alerts**.

If you want to...	Do this...
Roles	
Make someone else the presenter	Drag the WebEx ball from the last presenter to the next presenter. ▪ If you are viewing participant thumbnails, mouse over a thumbnail and select **Make Presenter**. ▪ If you are sharing in full screen mode, mouse over the docked tray at the top of your screen, select **Assign > Make Presenter**, then select a participant.
Reclaim the presenter role	On the Participants panel**,** select your own name then click **Make presenter.** Note: If the presenter leaves the event, the host becomes the presenter.
Make someone else the host	On the Participants panel, select the name of the panelist then select **Participant > Change Role to > Host.** Tip: If you plan to reclaim the host role later, write down the host key that appears on the Event Info tab in the event window.
Reclaim the host role	Select your name in the Participant list, then select **Participant** > **Reclaim Host Role** and enter the requested information.
Manage and restrict access	
Remove an attendee from an event	On the Participants panel, click **View all attendees.** Select the name of the attendee then select **Expel.**
Remove a panelist from an event	On the Participants panel, select the name of the panelist. Select **Participant > Expel.**
Restrict access to an event	Select **Event > Restrict Access.** Tip: This option prevents anyone from joining the event, including participants who have been invited to the event but have not yet joined it.
Restore access to an event	Select **Event > Restore Access.**
Track attendance	
Check who is not paying attention in the event	Look for the icon ❗ that appears next to the name of the attendee who is not paying attention.

If you want to...	Do this...
Check overall attentiveness	Click the icon ! on the toolbar of your Participants panel.
Chat and Feedback	
Edit the sound that plays when a participant enters a chat message	Right-click the Chat title and select **Sound Alerts**.
Print chat messages	Select **File > Print > Chat**
Save chat messages	Select **File > Save > Chat**
Open a chat file	Select **File > Open > Chat**
Allow participants to provide instant feedback	On the Participants panel, click the **Feedback** icon, then check **Allow feedback.**
Erase feedback responses	On the Participants panel, click the **Feedback** icon, then click **Clear.**

Attendee list

Host only

The Attendee List shows not only the names of the attendees in the event but also the following:

- Lead scores—The Score column displays each attendee's total lead score based on the attendee's response to the questions on the registration form.
- Company names—The Company column displays each attendee's company name based on the attendee's response to the Company question on the registration form.

Lead scores and company names can help you identify which attendees should be given priority in the event. For example, these two features can help you and the panelists to set priorities for the questions attendees ask during the event.

Note that if you want to display lead scores and company names on the Attendee List, you must do these two things on the registration form:

- Use the lead scoring option in the Add Check Boxes, Add Option Buttons, or Add Drop-Down List windows.

- Specify that the Company and all questions with assigned scores are required.

Track participant attention

During your event, you can easily tell if attendees are no longer focused on your presentation. The attention indicator shows if an attendee has:

- Minimized the event window
- Brought another window, such as any kind of instant messaging (IM) window, in focus on top of the event window

After an event ends, you can generate reports to obtain data about individual attentiveness. A report contains this information for each attendee :

- Attention-to-attendance ratio: Attentiveness based on how long the attendee was in the event
- Attention-to-duration ratio: Attentiveness based on the duration of the event

The attention indicator is unavailable when the host and panelists are in a practice session.

Turn attention tracking on or off (Mac)

Host only

If the Attention tracking option is unavailable, contact your site administrator.

1. Select **Event Center** > **Preferences**.
2. Select **Tools**.
3. Select **Attention tracking.**
4. Select **OK.**

Turn attention tracking on or off (Windows)

Host only

1. Select **Event > Options**.
2. On the Communications tab, select **Attention tracking**.

Grant attention tracking privilege

Host only

By default, all panelists in an event have the privilege to view the attention indicator. You can modify this privilege at any time during the event.

1. On the Participant menu, choose **Assign Privileges To** > **Panelists**.
2. If you use the Mac, select the **Communications** tab.
3. Check or uncheck **Attention Tracking**, as appropriate.

Designate a panelist

During an event, you can designate any attendee as a panelist. You can also change panelists at any time.

1. On the Participants panel, click **View all attendees**.

   The Attendee List appears.
2. Select the name of the attendee whom you want to designate as a panelist, and then click **Make Panelist**.

   The attendee's name appears in the panelists list.

Panelist roles and privileges

The host can designate any attendee as a panelist during an event. A panelist is a participant who is primarily responsible for assisting the presenter and participating in presentation. Any number of attendees can be panelists.

A panelist can do the following during an event:

- participate in discussions to which other attendees listen
- serve as a subject matter expert in a Q & A session
- view and answer questions by attendees in a Q & A session
- respond to public and private chat messages

- participate in a practice session
- annotate shared documents
- annotate shared applications, web browsers, and desktops, if the presenter grants annotation control to the panelist
- become a polling coordinator to manage polls
- view feedback
- record an event
- save chat messages to a file
- download files that the presenter publishes

Leave an event as the host

If you want to leave an event but do not want to end the event for all participants, you can transfer the host role to a panelist before leaving.

If you are participating in a call-back teleconference or an Internet phone conference, Event Center disconnects you from the conference once you leave the event.

1. In the Event window, select **File** > **End Event**.
2. Select **Leave this event without ending it**.
3. In the New Host drop-down list, choose the panelist to whom you want to transfer the host role.
4. Click **OK**.

   If you have not yet saved annotated documents or presentations, poll questionnaire, poll results, or chat messages, Event Center asks you whether you want to save them before ending the event. Once you respond to the message, the Event window closes.

End an event

Once you end an event, the Event window closes for all participants. If the event includes an integrated teleconference or an Internet phone conference, the conference also ends.

1. In the Event window, select **File** > **End Event**.

2 Select **End this event for all participants**, and then click **OK**.

If you have not yet saved annotated documents or presentations, poll questionnaire, poll results, or chat messages, Event Center asks you whether you want to save them before ending the event. Once you respond to the message, the Event window closes.

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Question-and-Answer Sessions

Host only

During a question-and-answer (Q & A) session, you can respond to questions that attendees ask during the event. A Q & A session not only provides instant text messaging similar to that in Chat, but also does the following:

- Provides a more formal procedure for asking and answering questions in text format
- Automatically groups questions to help you manage the queue, such as quickly identifying questions that you have or have not answered
- Displays visual cues for the status of questions
- Lets you assign questions to the appropriate domain expert on your team
- Allows you to quickly send a standard response to questions for which you cannot or do not want to answer immediately

You can save the questions and answers in a Q & A session to either a text (.txt) file or a comma-separated/comma-delimited values (.csv) file for future reference.

If you use Q & A during an event, WebEx recommends that a panelist (the host or presenter) monitors the Q & A panel at all times during the event.

Turn Q & A on or off (Mac)

Host only

To use Q & A during an event, ensure that the Q & A option is turned on. You can also turn it off at any time, if necessary.

1. In the Event window, select **Event Center** > **Preferences**.
2. Select **Tools**.
3. Check or uncheck **Q & A**, and then select **OK.**

Turn Q & A on or off (Windows)

Host only

To use Q & A during an event, ensure that the Q & A option is turned on. You can also turn it off at any time, if necessary.

1. In the Event window, select **Event > Options**.
2. On the Communications tab, check or uncheck **Q & A**, as appropriate.
3. Select **OK.**

Set privacy views in Q & A sessions

Host only

To protect the privacy of panelists and attendees during an event, you can hide or show the following information when questions and answers are published on attendees' Q & A panels:

- Names of attendees who send questions
- Names of panelists who send answers
- Time stamps for questions and answers respectively

The names of attendees and panelists and time stamps are always visible on panelists' Q & A panels.

1. Open the Attendee Options dialog by following one of these steps:
    - Windows: Right-click the title bar of your Q & A panel, and then choose **Attendee Options**.
    - Mac: Select **ctrl**, click, and then choose **Attendee Options.**

2. In the dialog box that appears, select any of the options that you want attendees to see, and then click **OK**.

Open a tab on the Q & A panel

1. Depending on the operating system you are using, follow one of these steps:
   - Windows: Right-click the **All** tab.
   - Mac: Select **ctrl** and then click the **All** tab.
2. Choose **Open Tab** > the tab you want to open.
3. If you want to open one more tab, right-click (Windows) or select **ctrl** and click (Mac) any of the open tab, and then choose **Open Tab** > the tab you want to open.

Assign a Q & A question

Hosts and panelists only

You can assign questions to yourself or another panelist. The questions appear on the designated panelists' My Q & A tab, with the text assigned next to them.

1. Access the menu option for the question you want to assign as follows:
   - Windows: Right-click the question.
   - Mac: Select **ctrl** and then click the question.
2. Select **Assign to** > the person you want to assign it to.
   - To assign multiple questions at the same time, hold down the **Ctrl** key while selecting the questions.
   - If an assigned question is answered, the text *assigned* still displays.
   - The text *assigned* does not display on attendees' Q & A panels.

Set a priority for a question

You can set priorities—high, medium, or low—for any questions you have received on the Q & A panel. Your prioritized questions display on the Prioritized tab.

1. Access the menu option for the question you want to assign as follows:
    - Windows: Right-click the question.
    - Mac: Select **ctrl** and then click the question.
2. Select **Priority** > **High**, **Medium**, or **Low**.

    After you set a priority for a question for the first time, a column appears to the left of the Q & A panel. Click the icon for the question you want to set priorities for, and then choose **High**, **Medium**, or **Low**.
3. To remove a priority from a question, click the rectangular icon for the question, and then choose **Clear**.

Answer a question

Your answer to a question appears on all participants' Q & A panels, unless you choose to send your answer privately.

1. On your Q&A panel, select the question from any of the tabs on which you received the question.
    - To select a question, click it once.
    - To copy the question into the text box, right-click (Windows) or press ctrl and then click (Mac) your mouse, choose **Copy**, and then paste it in the text box.
    - To clear the selection, right-click (Windows) or press ctrl and then click (Mac) the question, and then choose **Deselect**.
2. Type your answer in the text box.

    To edit your answer before sending it, highlight the text you want to edit and then right-click (Windows) or press **ctrl** and then click (Mac) the highlighted text. The menu that appears provides editing commands.
3. When you finish typing your answer, click **Send**.

The answer appears on all panelists' and attendees' Q & A panels. The Q next to the question will change from orange to blue so that you can easily see which questions have been answered.

Tip: If a question has been answered verbally, you can send a standard response: *This question has been answered verbally*. Right-click (Windows) or select **ctrl** and then click (Mac) the question and then choose **Answered Verbally**.

Answer a question privately

The following participants can see your private answer.

- The attendee who sent you the question
- All panelists

1. On your Q&A panel, select the question from any of the tabs on which you received the question, and then click **Send Privately**.
    - To select a question, click it once.
    - To copy the question into the text box, right-click (Windows) or press ctrl and then click (Mac) your mouse, choose **Copy**, and then paste it in the text box.
    - To clear the selection, right-click (Windows) or press ctrl and then click (Mac) the question, and then choose **Deselect**.
2. In the dialog box that appears, type your answer in the text box.
3. If you want to save the answer you typed as the standard private answer for all panelists to use, click **Save** or **Save as Default**.
4. Click **Send**.

Dismiss a question

In a Q & A session, you can dismiss a question using a standard or customized answer. The standard answer reads: *Thank you for your question. The information that you requested cannot be provided by any of the panelists*.

The following participants can see when you dismiss a question:

- The attendee who sent the question
- All panelists

1. From any of the tabs where you received the question, right-click the question, and then choose **Dismiss**.

   Tip for Windows users: To dismiss multiple questions at one time, hold down the **Ctrl** key while selecting the questions, right-click your mouse, and then choose **Dismiss**.

   The Respond Privately dialog box appears, containing the standard *Dismiss* answer.

2. Optional. To customize the standard answer, click **Custom**, and then edit the text in the text box.
3. Optional. To save your customized answer as the standard *Dismiss* answer for all panelists to use, click **Save** (Windows) or **Save as Default** (Mac).
4. Click **Send**.
5. Click **Yes** in the confirmation message box.

Defer a question

In a Q & A session, you can defer a question using a standard or customized answer. The standard answer reads: *Thank you for your question. Your question was deferred but will remain in the queue. A panelist will answer your question at a later time*.

The following participants can see when you defer a question:

- The attendee who sent the question
- All panelists

1. From any of the tabs where you received the question, right-click the question, and then choose **Defer**.

   Tip for Windows users: To defer multiple questions at one time, hold down the **Ctrl** key while selecting the questions, right-click your mouse, and then choose **Defer**.

   The Respond Privately dialog box appears, containing the standard *Defer* answer.

2. Optional. To customize the standard answer, click **Custom**, and then edit the text in the text box.

3. Optional. To save your customized answer as the standard *Defer* answer for all panelists to use, click **Save** (Windows) or **Save as Default** (Mac).
4. Click **Send**.

Save a Q & A session

At any time during an event, you can save the questions and answers on the **All** tab on your Q & A panel to a .txt or .csv file.

Event Manager automatically saves Q & A sessions every two minutes to the WebEx folder in the My Documents folder on the host and presenter computers.

1. In the Event window, select **File** > **Save > Questions and Answers**.
2. Choose a location at which to save the file.
3. Type a name for the file.
4. In the Save as type box, select **Text Files** (*.txt) or **CSV** (comma-separated/comma-delimited values).
5. Click **Save**.

   Event Manager saves the file at the location and format that you chose.

To review the content of an archived Q & A session, open the .txt file in a text editor or the .csv file in a spreadsheet program, such as Microsoft Excel.

Ask a question in a Q & A session

During an event, you can send your questions to all or specific panelists in a Q & A session.

1. Open the Q & A panel.
2. On the Q & A panel, type your question in the text box.
3. Optional. To edit your question, highlight the text you want to edit, and then right-click (Windows) or select **ctrl** and then click (Mac) to use the editing commands in the menu.
4. In the Ask drop-down list, select the recipient, and then click **Send**.

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Use WebEx Audio

WebEx Audio lets you use either your telephone or your computer to hear others and to speak in your event:

- Telephone—you can use your telephone to receive a call to the audio portion of the event or to dial in. Note that this option typically provides good voice transmission, but may have a cost attached.
- Computer—you can use a headset connected to your computer to join the audio portion of the event if the computer has a supported sound card and a connection to the Internet. This option sometimes causes noisy transmission, or an irregular voice stream, but has no cost attached.

Note: If you are a host, you can invite up to 500 people to participate in the audio conference.

After joining the conference, participants can switch between audio modes with little or no listening interruption. In a mixed-mode conference, where some participants are using the telephone and others are using the computer, up to 125 people can speak.

Note: If you set up another type of audio conference—such as that of a third-party service—you must manage the conference using the options that service provides.

Use your telephone to connect to audio

After you join an event, open the Audio Conference dialog from the Quick Start, if it does not appear automatically. When you use your telephone to connect to the audio portion of the event, you can call in or receive a call back.

- Call back—receive a call at a valid number you provide, or at number that is already stored in your user profile. A valid number must contain the area code and the seven-digit local telephone number.
- Call in—call in from your phone to a number your host provides.

In the Audio Conference dialog box, select how you want to connect to the audio conference:

  - To receive a call back at the number displayed, click **Call Me**.
  - To receive a call back at a different number, select an option from the dropdown list, then click **Call Me**.

    The dropdown option (or another customized label defined by your site administrator) is only displayed if the internal call-back feature is available on your site.
  - To call in, select **I will call in** from the dropdown menu, then follow the instructions to join the audio conference.

    Optional. To view all international numbers, click **All global call-in numbers**.

A telephone icon appears next to your name in the participant list to indicate that you are using your phone in the audio conference, and a mute icon appears next to the video icon so that you can mute or unmute your microphone as desired.

You can switch from using your telephone as your audio device to using your computer at any time during the audio conference.

Use your computer to connect to audio

After you join an event, open the Audio Conference dialog from the Quick Start, if it does not appear automatically. When you use your computer to speak and listen in an event, your computer sends and receives sound across the Internet. To do this, your computer must have a supported sound card and be connected to the Internet.

Note: For purposes of audio quality and convenience, use a computer headset with a high-quality microphone rather than speakers and a microphone.

In the Audio Conference dialog box, select **Call Using Computer**.

A headset icon appears next to your name in the participant list to indicate that you are using your computer in the audio conference, and a mute icon appears next to the video icon so that you can mute or unmute your microphone as desired.

You can switch from using your computer as your audio device to using your telephone at any time during the audio conference.

Fine tune your microphone and speaker settings

If you are using your computer to connect to the meeting audio, you can fine-tune your microphone and speaker settings to optimize your audio experience.

The Speaker/Microphone Audio Test walks you through testing your devices, and setting your speaker volume and microphone level.

When you first start or join a meeting, you can manually test and adjust your sound device before you actually start using your computer for audio.

1. From the meeting window menu, select **Audio** > **Speaker/Microphone Audio Test**.
2. Follow the instructions.

   Tip: After you join the audio portion of the meeting you can retest your settings at any time simply by reopening the Audio Conference dialog from the Quick Start and clicking **Test computer audio.**

Leave an audio conference

1. Click **Audio** below the Participant list.

   The Audio Conference dialog box appears.
2. Click **Disconnect Audio**.

Your participation in the audio conference ends; however, your participation in the event continues until you leave it or the host concludes it.

Switch from your computer connection to a phone connection

1. Open the Audio Conference dialog box from
   - the Quick Start page
   - your participant list
   - the Audio menu
   - the Event Controls Panel (If you are sharing)
2. Select **Switch Audio**.
3. Select whether to call in or receive a call and follow the prompts.

   After you are connected by phone, your computer connection is dropped automatically.

Switch from your phone connection to a computer connection

1. Open the Audio Conference dialog box from
   - the Quick Start page
   - your participants list
   - the Audio menu.
   - the Event Controls Panel (If you are sharing)
2. Select **Switch Audio** > **Call Using Computer**.

   Your phone connection is dropped after your computer connection is established. Remember to switch to your computer headset.

Connect to audio during sharing

If you join an event that is already in progress and shared content is all you see, you can connect to the audio portion of the event from the Event Controls Panel.

1. On the Event Controls Panel at the top of your screen, select **Audio**.

   The Audio Conference dialog box opens
2. Connect to the audio portion of the event as usual.

Mute and unmute microphones

You can quickly mute and unmute microphones in your event depending on your user role.

1. Access the mute options by doing one of the following:
   - Windows: Right click in the participants list
   - Mac: Ctrl + click in the participants list
2. If you are a host, do the following:
   - Select **Mute on Entry** to mute all microphones automatically when participants join an event. This does not affect your own microphone.
   - Select **Mute** or **Unmute** to mute or unmute your own or a specific participant's microphone
   - Select **Mute All** to mute or unmute all participant microphones simultaneously at any time during an event**.** This does not affect your own microphone.
3. If you are a participant, select the **Mute** or **Unmute** icon to mute or unmute your own microphone.

   The microphone icon changes state for any users you mute or unmute.

   Tip: During sharing, participants can mute and unmute their microphones from the Event Controls Panel at the top of their screens.

Ask to speak in an audio conference

Participant

If you want to speak and the host has muted your microphone, you can ask the host to unmute your microphone so that you can speak. You can cancel a request to speak at any time.

To ask to speak	Result
Select **Raise Hand** on the Participants panel	The **Raised Hand** indicator appears on the participant list for the host and presenter.

To cancel a request to speak	Result
Select **Lower Hand o**n the Participants panel	The **Raised Hand** indicator is removed from the participant list for the host and presenter.

To ask to speak	Result
Select **Raise Hand** at the bottom of the Participants panel	The **Raised Hand** indicator appears on the participant list for the host and presenter.

To cancel a request to speak	Result
Select **Lower Hand** at the bottom of the Participants panel	The **Raised Hand** indicator is removed from the participant list for the host and presenter.

Schedule an audio conference with ANI/CLI authentication

Host accounts only

CLI (caller line identification), or ANI (automatic number identification), is a form of caller ID, a telephony intelligent service that transmits a caller's telephone number before the call is answered. Any dial-in caller with a host site account can be authenticated and placed into the correct audio conference without needing to enter a meeting number.

If you have a host account, and your site is enabled for ANI/CLI, you can

- schedule a meeting with dial-in ANI/CLI teleconferencing authentication.
- be authenticated whenever you dial into any ANI/CLI enabled audio conference to which you have been invited by email. Call-in authentication is established by mapping your email address to a phone number in your user profile.
- specify a call-in authentication PIN to prevent "spoofers" from using your number to dial into an audio conference

1. Log in to your Event Center website.
2. On the navigation bar, under **Host a Meeting**, click **Schedule a Meeting**.

   The Schedule a Meeting page appears.
3. Click **Change audio options**.

   The Audio Options dialog box appears.
4. Check **Enable audio conference CLI authentication when participants call in** if it is not already selected.

   Note: Caller authentication will **only** be available to participants if they are invited to a CLI/ANI enabled audio conference by email during the meeting scheduling process. Any participant invited to the audio conference once it has begun cannot use caller authentication.

Specify call-in authentication for your host account

If you have a host account, and your site is enabled for call-in authentication, you can set authentication for any phone number listed in your user profile. Your call will be authenticated by mapping your email address against specified phone numbers in your profile whenever you dial into a CLI (caller line identification), or ANI (automatic number identification) enabled audio conference to which you have been invited by email.

Caller authentication will **only** be available if you have been invited to a CLI/ANI (automatic number identification) enabled audio conference by email during the meeting scheduling process. Caller authentication will not be available if you are dialing in to a CLI/ANI enabled audio conference:

- from an invitation other than email.
- from an email invitation originated during the meeting.

1. Log in to your Event Center website.
2. On the navigation bar, click **My WebEx**.

3. Click **My Profile**.
4. Under Personal Information, select the **Call-in authentication** checkbox beside any phone number for which you want dial-in authentication.
5. Click **Update**.

Specify an authentication PIN

If you have a host account, and your site is enabled for CLI (caller line identification), or ANI (automatic number identification) audio conferences, you can use an authentication PIN to prevent "spoofers" from using your number to dial into an audio conference.

If your site administrator sets the authentication PIN as mandatory for all accounts using call-in authentication on your site, then you must specify a PIN number or caller authentication will be disabled for your account.

1. Log in to your Event Center website.
2. On the navigation bar, click **My WebEx**.
3. Click **My Profile**.

   The My WebEx Profile page appears.
4. Under **Personal Information**, in the **PIN:** text box, enter a 4-digit PIN number of your choosing.
5. Click **Update**.

Edit or update your stored phone numbers

You can edit or update the phone numbers listed in your profile if you have not yet joined the audio conference or if you joined the audio conference from your computer. In addition, you can view any phone number cookies stored on your computer.

Any updates you make do not take effect until the next time you join an event.

1. From the Quick Start, select the **Audio Conference** dialog.
2. Select the **More** icon and then **Call Me.**
3. Select the dropdown box and click **Manage phone numbers**.

   The Manage phone numbers dialog box appears.

4 Click **Edit** to update the phone numbers in your My WebEx profile, or **Clear** to delete phone numbers that are stored in cookies on your computer.

Note: You cannot be participating in an audio conference by phone if you want to edit or update your phone numbers.

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Share Content

Event Center supports several different types of content sharing.

File sharing

File sharing is ideal for presenting information that you do not need to edit during the event, such as a video or slide presentation. Participants can

- view shared files in their content viewers without the need for the application with which it was created.
- view a media file, such as a video, without the need for special software or hardware.
- view any animation and transition effects on shared Microsoft PowerPoint slides.

Note: Animations and transitions are not supported for Office 2013 users sharing PowerPoint slides. Instead, use Application or Desktop share.

After an event starts, you can open presentations or documents to share. You do not need to select or “load” them before the event.

Web content sharing

Web content refers to content that resides on the public Internet or Web, your company's intranet, or your computer or another computer on your private network. Web content includes:

- Web pages, including pages that contain embedded media files, such as Flash, audio, or video files
- Standalone media files, such as Flash, audio, or video files

Application sharing

When you share software, such as an application, during the event, it can be viewed from the participants' content viewers or from a sharing window that opens on all participant screens. In this window, you can show:

- an application (for example, you want to edit a document as a group or show your team how a tool works)
- your computer desktop (for easily sharing several applications at once and for sharing file directories open on your computer)
- a web browser (useful for sharing particular Web pages with participants or showing a private intranet)
- any application or the desktop on a remote computer with Access Anywhere installed on it (for example, you are on the road, and the computer in your office has the information you need)

At any time during a meeting, you can grant participants privileges that allow them to annotate, save, print, and display different views of shared content.

Quick reference tasks: share content

Host or Presenter only

If you want to...	Do this...
Start a new whiteboard	Select **New Whiteboard** from the top of the content viewer
Share a whiteboard	Select **Share > Whiteboard** **Note:** ▪ You can add multiple pages to a shared whiteboard. ▪ You can share multiple whiteboards.
Share your web browser	Select **Share** > **Web Browser** then go to a web page in your browser.
Start annotating	On the Event Controls panel, select **Annotate**. Select a tool for making annotations.

If you want to...	Do this...
Save annotations	On the Tools panel, select **Save Annotations.** **Note:** Participants cannot use this option unless the Host or Presenter grants the **Screen Capture** privilege to them. As Host, if you are sharing proprietary software, you may want to ensure that this privilege is turned off.
Clear annotations you have made	Click the downward-pointing arrow to the right of the **Eraser Tool** icon, then choose **Clear My Annotations**. **Note:** Only annotations on the page or slide that currently appears in your content viewer are cleared. Annotations on other pages or slides are not cleared.
Clear your pointer	Click the downward-pointing arrow to the right of the **Eraser Tool** icon, then choose **Clear My Pointer**.
Display shared software in a full-screen view	On the Event Controls Panel, select the down arrow then choose **View > Full screen for Participants**.
Synchronize your view with participants	On the Event Controls Panel, select the down arrow then choose **View > Synchronize for All**. **Note:** Synchronizing views has no effect on the size in which the shared software appears on participant screens. Participants can control the size of their views independently.
Let participants annotate on shared software	On the Event Controls Panel, select **Annotate** then select **Allow to Annotate.**
Automatically let participants control shared software	On the Event Controls Panel select the down-arrow button on the **Assign** button then select **Pass Keyboard and Mouse Control > Auto Accept All Requests**.
Take back control of shared software	On your computer's desktop, select your mouse to regain control of the shared software. The participant who was controlling the shared software can take back control at any time by clicking his or her mouse.

Participant only

If you want to...	Do this...
Control your view of shared software	On the Event Controls Panel, select the down arrow then choose **View.** Then choose an option from the menu. **Tip:** To switch quickly from the standard window to a full-screen view of shared software, double-click the shared software.

If you want to...	Do this...
Close your sharing window	On the Event Controls Panel, select the down arrow then choose **Stop <option>,** for example, **Stop Application Sharing**.
Request annotation control of shared software	On the Event Controls Panel select **Ask to Annotate** (pencil icon)**.**
Save annotations	On the Tools panel, select **Save Annotations.** **Note:** Participants cannot use this option unless the Host or Presenter grants the **Screen Capture** privilege to them.
Request remote control of shared software	On the Event Controls Panel select **Ask to Control.**

Share a file

You can share a file, such as a document, presentation, or video, that resides on your computer. Participants view the shared file in their content viewers.

1. Select **Share > File (Including video)**.
2. Select one or multiple files that you want to share then select **Open**.

   Files will load one at a time, and a status indicator will appear in the content area and on the document tabs. The shared file appears in the content viewer.

Choose an import mode for presentation sharing

For Windows users only

Changing the import mode does not affect any presentations that you are currently sharing. To apply a new import mode to a shared presentation, you most close it first, and then share it again.

1. In the Event window, select **Event** > **Options**.

   The Event Options dialog box appears, with the Options tab selected by default.

2. Select **Import Mode**.
3. Select either **Universal Communications Format** or **Printer driver**.

- Universal Communications Format (UCF) - The default mode. Lets you display animations and slide transitions in Microsoft PowerPoint presentations. In the UCF mode, Event Manager imports presentations more quickly than it does in the printer driver mode. However, pages or slides may not appear consistently in Event Manager across platforms.

Note: UCF mode is not supported for Office 2013 users sharing PowerPoint slides.

- Printer driver - Displays shared presentations as they appear when you print them, providing a consistent appearance of pages and slides in Event Manager across platforms. However, this mode does not support animations or slide transitions. In this mode, the first page or slide may appear quickly, but the total import time for all pages or slides is usually longer than it is in the UCF mode.

4. Select **OK**.

Navigate slides, pages, or whiteboards using the toolbar

You can navigate to different pages, slides, or whiteboard “pages” in the content viewer. Each document, presentation, or whiteboard being shared appears on a tab at the top of the content viewer.

1. In the Event window, select the tab for the document, presentation, or whiteboard that you want to display.

   If there are more tabs than can appear at one time, select the down arrow button to see a list of remaining tabs.

2. Click the arrow options on the toolbar to change the page or slide you are viewing.

Note:

- Alternatively, you can navigate to different pages or slides in a shared document, presentation, or whiteboard by opening the thumbnail viewer.
- You can advance pages or slides automatically at a time interval that you specify.
- If your presentation includes animations or slide transitions, you can use the toolbar or keyboard shortcuts to perform them.

Advance pages or slides automatically

When sharing a document or presentation in the content viewer, you can automatically advance pages or slides at a specified interval. Once you start automatic page or slide advancement, you can stop it at any time.

1. In the Event window, select the tab for the document or presentation for which you want to advance pages or slides automatically.
2. Select **View** > **Automatically Advance Pages**.
3. To change the time interval for advancing pages, do one of these:
    - Click the up or down buttons to increase or decrease the interval
    - Type a specific time interval

   To restart page or slide advancement once all pages or slides are displayed, check **Return to beginning and continue advancing pages**.
4. Click **Start**.
5. Optional. Close the Automatically Advance Pages dialog box by clicking the **Close** button in the upper-right corner of the dialog box.

   The pages or slides continue to advance at the specified interval.
6. To stop automatic page or slide advancement, reopen the Automatically Advance Pages dialog box and click **Stop**.

Show slide animations and transitions in a shared presentation

When sharing a Microsoft PowerPoint slide presentation in the content viewer, you can animate text and slide transitions, just as you can when using the Slide Show option in PowerPoint.

- Animations and transitions are not supported for Office 2013 users sharing PowerPoint slides. Instead, use Application or Desktop share.
- To show slide animations and transitions, you must share the presentation as a Universal Communications Format (UCF) file. The UCF import mode automatically converts a PowerPoint file to a UCF file when you share it.
- If at least one event participant is using the Java Event Manager, animations and slide transitions will not display during the event. The

event host can prevent participants from joining an event using the Java Event Manager when scheduling the event.

1. Ensure that the content viewer has input focus by clicking in the viewer.

   The content viewer has input focus if a blue border appears around the outside of the slide in the viewer.

2. On the toolbar, select the appropriate arrows to move through your presentation.

Add new pages to shared files or whiteboards

When sharing a file or whiteboard in the content viewer, you can add a new, blank page for annotation.

1. In the content viewer, select the tab for the document, presentation, or whiteboard to which you want to add a page or slide.
2. Select **Edit > Add Page**.

   A new page appears in the content viewer at the end of the currently selected document, presentation, or whiteboard.

Tip: If you have added multiple pages to a shared file or whiteboard tab, you can view thumbnails to make it easy to view and navigate around your added pages.

Paste images in slides, pages, or whiteboards

If you copy any bitmap image to your computer's clipboard, you can paste the image into a new page, slide, or whiteboard in the content viewer.

For example, you can copy an image on a web page or in an application, then quickly share that image by pasting it in the content viewer.

1. In the content viewer, select the tab for the document, presentation, or whiteboard in which you want to paste an image.
2. Select **Edit** > **Paste As New Page**.

   The image appears on a new page in the content viewer, at the end of the currently selected document, presentation, or whiteboard.

   Note: You can paste any type of bitmap image, such as a GIF, JPEG, BMP, or TIF image in the content viewer. However, you cannot paste other types of images-such as EPS or Photoshop (PSD) images-in the content viewer.

Save a presentation, document, or whiteboard

You can save any shared document, presentation, or whiteboard that appears in the content viewer. A saved file contains all the pages or slides in the document, presentation, or whiteboard that is currently displayed in the content viewer, including any annotations and pointers that you or other attendees added to them.

Files that you save are in the Universal Communications Format (UCF). You can open a .ucf file either in another event or at any time outside of an event.

Once you save a new document, presentation, or whiteboard to a file, you can save it again to overwrite the file or save a copy to another file.

1. To save a new document, select **File** > **Save > Document**.
2. Choose a location at which to save the file.
3. Type a name for the file in the File name box.

   Note: To save a copy, choose **Save As > Document** then either type a new name for the file or choose a new location at which to save the file.

Open a saved document, presentation, or whiteboard

If you saved a document, presentation, or whiteboard that appeared in the content viewer during an event, you can do either of the following:

- Open the file in the content viewer during another event. Only a presenter or participants who have the Share documents privilege can open a saved file during an event.
- Open the file at any time on your computer's desktop.

A saved document, presentation, or whiteboard is in the saved Universal Communications Format (UCF) and has a .ucf extension.

- UCF is not supported for Office 2013 users sharing PowerPoint slides.
- If the file that you want to open is on your computer desktop, simply double-click it to have it open in the WebEx Document Viewer.

1. Select **File** > **Open and Share**.

2 Select the document, presentation, or whiteboard file that you want to open.

3 Click **Open**.

Print presentations, documents, or whiteboards

You can print any shared presentations, documents, or whiteboards that appear in your content viewer. A printed copy of shared content includes all added annotations and pointers.

1 In the content viewer, select the tab for the document, presentation, or whiteboard that you want to print.

2 Select **File** > **Print > Document**.

3 Select the printing options that you want to use, and then print the document.

When printing shared content in the content viewer, Event Manager resizes it to fit on the printed page. However, for whiteboards, the Event Manager prints only the content that lies within the dashed lines on the whiteboard.

Share web content

You can share a web page that contains multimedia effects. The page opens in the content viewer on each participant's screen. If the content requires a media player, participants must have the appropriate player installed on their computers.

1 Select **Share** > **Web Content**.

2 For **Address**, enter the address, or URL, at which the content resides.

Or, if you have previously shared the content, select it in the drop-down list.

Tip: You can copy a URL from any source, such as another browser window, and then paste it in the Address box.

3 For **Type**, select the type of web content that you want to share.

4 Click **OK**.

Differences between sharing web content and sharing a web browser

Event Center provides two options for sharing web-based information. You can share web content or share a web browser with event participants. Choose the feature that better suits your needs.

Sharing option	Advantages	Disadvantages
Web browser sharing	▪ Lets you guide participants to various web pages and sites on the web. ▪ Lets you grant attendees control of your web browser. ▪ Lets you and other participants annotate web pages.	▪ Does not display media effects or transmit sounds on web pages. ▪ Does not let participants interact with web pages independently.
Web content sharing	▪ Displays web pages, and lets participants experience media effects on web pages, including video and sound. ▪ Lets participants interact with web pages independently in their content viewers.	Does not let you guide participants to other web pages.

Share an application

Host or Presenter only

You can share any application on your computer with event participants.

1 Select **Share** > **Application**.

The list of all applications currently running on your computer is displayed.

2 Do one of the following:

   - If the application you want to share is currently running, select it in the list to begin sharing it.
   - If the application you want to share is not currently running, select **Other Application**. The Other Application dialog box appears, showing a list of all applications on your computer. Select the application, and then select **Share**.

   Your application appears in a sharing window on participant screens.

3. To share an additional application, select the application that you want to share:
   - If that application is currently running, select **Share.**
   - If the application is not currently running, select **Share Application** in the Event Controls Panel.

   Tip: When you open any application that you have minimized, it opens with the sharing buttons in the upper-right corner.

4. To switch between applications, select the drop-down arrow next to the Share button.
5. To stop application sharing, select Stop Sharing on the title bar of the application that you no longer want to share or the Event Controls Panel.

Share applications with detailed color (Windows)

For Windows users only

By default, Event Manager sends images of shared software using 16-bit color mode, which is the equivalent of your computer's “High Color” (16-bit) setting. This mode provides an accurate representation of color for most shared applications. However, if your shared application contains detailed color images-such as color gradients-the color may not appear accurately on participants' screens. For example, color gradients may appear and color “bands.”

If the accuracy and resolution of color in a shared application is important, you can turn on True Color mode in Event Manager. Using this mode, however, may affect the performance of application sharing.

When using True Color mode, you can select one of the following options:

- Better imaging (no image compression)
- Better performance (some image compression)

“Performance” refers to the “speed” at which images appear on participant screens, and “imaging” refers to the quality of the color in shared images.

Before turning on True Color mode, ensure that your monitor display is set to True Color (either 24- or 32-bit color). For more information about setting options for your monitor, refer to Windows Help.

1. If you are currently sharing an application, stop your sharing session.
2. Select **Event** > **Event Options**.
3. Select the **True Color Mode** tab.
4. Select **Enable True Color mode**.
5. Select one of the following options:
   - **Better imaging**
   - **Better performance**
6. Select **OK** or **Apply**.

Share applications with detailed color (Mac)

For Mac users only

Before sharing an application or your desktop, you can choose one of the following display modes:

- Better performance: The default mode. Lets you display your content faster than you do using the better image quality mode.
- Better image quality: Lets you display your content with better image quality. In this mode, your shared content may take longer time to display than in the better performance mode.

Changing the display mode does not affect presentation or document sharing.

1. In the Event window, select **Event Center** > **Preferences**.
2. Select **Display**.
3. Select **Better performance** or **Better image quality**, as appropriate.
4. Select **OK**.

Tips for sharing software

The following tips can help you to share software more effectively:

- *Application sharing only:* To save time during an event, ensure that any applications you intend to share are open on your computer. At the appropriate time during the event, you can then quickly begin sharing an application, without waiting for the application to start.
- If participants cannot see all of the shared software without scrolling their sharing windows, they can adjust their views of the shared software. They can reduce the size of the shared software in decrements, or scale it to fit inside their sharing windows.
- To improve the performance of software sharing, close all applications that you do not need to use or share on your computer. Doing so conserves processor usage and memory on your computer, thus helping to ensure that Event Manager can send images of shared software quickly during an event. Also, to ensure that a maximum amount of bandwidth is available for software sharing, close any applications that use bandwidth, such as instant messaging or chat programs, and programs that receive streaming audio or video from the web.
- If you are sharing an application for which the rendering of color on participants' screen is important, you can improve color quality by turning on True Color mode.
- *Application and web browser sharing only:* Avoid covering a shared application or web browser with another window on your computer's desktop. A crosshatched pattern appears in participant sharing windows where the other window is covering the shared application or browser.
- *Application and web browser sharing only:* If you want to switch your display between shared software and the Event window, you can pause software sharing before you return to the Event window, and then resume sharing once you return to the shared application. Pausing software sharing conserves processor usage and memory on your computer while you view the Event window.
- *Application and web browser sharing only:* If you have more than one monitor, when you share an application or web browser, the participants can see it on whichever monitor you are displaying it. If you move the application or web browser to another monitor, it is still visible to the participants. If you are sharing more than one application, the participants will see the best view if you make sure the applications are displaying on the same monitor.

- Because software sharing requires additional bandwidth during an event, it is recommended that you use a dedicated, high-speed Internet connection when sharing software. However, if participants are using dial-up Internet connections, they may notice a delay in viewing or controlling shared software. If you want to share a document, such as a Microsoft Word or Excel document, you can improve the event experience for these participants by using document sharing instead of application sharing.

About sharing a remote computer

A presenter uses remote computer sharing to show all event participants a remote computer. Depending on how the remote computer is set up, the presenter can show the entire desktop or just specific applications. Remote computer sharing is useful to show participants an application or file that is available only on a remote computer.

Participants can view the remote computer, including all the presenter's mouse movements, in a sharing window on their screens.

As presenter, you can share a remote computer during an event if:

- You have installed the Access Anywhere Agent on the remote computer
- You logged in to your Event Center Web site before joining the event, if you are not the original event host

For information about setting up a computer for remote access, refer to the *Access Anywhere User's Guide*.

Start remote computer sharing

Host or Presenter only

If you have already set up a computer for Access Anywhere, you can share the computer during an event.

1. Select **Share** > **Remote Computer**.

   The Access Anywhere dialog box appears.
2. Under **Remote Computers**, select the computer you want to share.
3. Under **Applications**, select an application that want to share.

If you set up the remote computer so you can access its entire desktop, the option **Desktop** appears under Applications.

4. Select **Connect**.

   Depending on the authentication method you chose when you set up the computer for Access Anywhere, you perform one of these tasks:

   - If you chose access code authentication: You enter the access code you typed when you set up the remote computer.
   - If you chose phone authentication: You receive a phone call at the number that you entered when you set up the remote computer.

5. Complete your authentication.

   - If you chose access code authentication: Type your access code in the box, and then select **OK**.
   - If you chose phone authentication: Follow the voice instructions.

Note:

- If you are not the original event host, you must log in to your Event Center Web site before joining an event in which you want to share a remote computer. If you are already in an event, but did not log in to your site, you must leave the event, log in to your site, and then rejoin the event.
- If a password-protected screen saver is running on the remote computer, your event service automatically closes it once you provide your access code or pass code.
- If the remote computer is running Windows 2000, and you must log in to the computer, send a **Ctrl**+**Alt**+**Del** command to the computer.
- If you set up the remote computer so you can access multiple applications, you can share additional applications simultaneously.

Share additional applications on a shared remote computer

Host or Presenter only

While sharing a remote computer on which you have specified that you can access only specific applications rather than its entire desktop, you can share additional applications on the remote computer. Event participants can view all shared applications simultaneously.

1. On the Event Controls Panel, select the down arrow button (it is the last button on the Event Controls Panel). Then choose **Share Remote Application**.

2. In the Select Application box, select the application you want to share.

   After you choose another application to share, all previously selected applications remain open.

3. Select **OK**.

Stop remote computer sharing

Host or Presenter only

You can stop sharing a remote computer during an event at any time. Once you stop sharing a remote computer, the Access Anywhere Server disconnects your local computer from the remote computer. The remote computer remains logged into the Access Anywhere Server, so you can access it again at any time.

1. To ensure your privacy and the security of your remote computer, do *one* of the following:
   - Close any applications that you started during the sharing session.
   - If the remote computer is running Windows 2000, and you have administrator rights on the computer, log off from or lock the computer. To access these options on the computer, send a **Ctrl**+**Alt**+**Del** key combination to the remote computer.
   - Specify a screen saver password, and set the screen saver to appear after short period of inactivity-for example, 1 minute.
   - Shut down the computer, if you do not plan to access it again remotely.
2. On the Event Controls Panel, select **Stop Sharing**.

   Sharing stops and you return to Event Manager.

Manage a shared remote computer

Host or Presenter only

While sharing a remote computer during an event, you can manage the remote computer by setting options and sending commands.

Note: Any changes that you make to options affect the remote computer only during the current sharing session. The changes do not affect the default options that you set for the remote computer in the Access Anywhere Agent preferences.

To	Do this
Reduce the screen resolution on a remote computer	On the Event Controls Panel, select the down arrow button then choose **Reduce Screen Resolution to Match This Computer**.
Disable or enable a remote computer's keyboard and mouse	On the Event Controls Panel, select the down arrow then choose **Disable Keyboard and Mouse**.
Adjust the size of the view of a shared remote computer	On the Event Controls Panel, select the down arrow then choose **View.** Choose a display option from the menu.
Hide or display the contents on a remote computer's screen	On the Event Controls Panel, select the down arrow then choose **Make Screen Blank**.
Send a Ctrl+Alt+Del command to log in or out or lock or unlock the remote computer	On the Event Controls Panel, select the down arrow then choose **Send Ctrl+Alt+Del**.
Choose a different application to share on a remote computer	On the Event Controls panel, select the down arrow then choose **Share Remote Application**. Select the application you want to share from the list of available applications.

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Share Multimedia Content

You can share multimedia content that resides at a web address, or URL, on the Media Viewer panel.

This option ensures that the multimedia content you are sharing remains visible or playing to event participants, regardless of the types of content you are presenting in the content viewer.

The content viewer displays one or more documents, presentations, applications, and whiteboards that you share during an event. Document tabs at the top of the viewer allow you to switch among multiple shared documents, presentations, and whiteboards.

The multimedia content you can share include audio, video, Flash movies, graphics, and WebEx Recording Format files.

Share multimedia content in the media viewer

You can share multimedia content that resides at a web address, or URL, in the dedicated media viewer on the Media Viewer panel. You can also stop sharing multimedia content at any time during an event.

1. To start sharing multimedia content, select **Share** > **Multimedia**.

   The Share Multimedia dialog box appears.

2. In the Address box, type the URL that contains the multimedia content you want to share.

   The content appears in the media viewer on the Media Viewer panel.

3 To replace the currently displayed content with new content, do the following:

   a) Right-click (Windows) or select **ctrl** and then click (Mac) the **Media Viewer** title bar then select **Share Multimedia**.

   b) In the Address box, type the URL that contains the multimedia content you want to share.

   The content replaces the old content in the media viewer.

4 To stop sharing multimedia content, right-click (Windows) or select **ctrl** and then click (Mac) the **Media Viewer** title bar then select **Stop Multimedia Sharing**.

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Take a Poll

During an event, you can poll attendees by presenting them with a questionnaire. Conducting a poll can be useful for gathering feedback from attendees, allowing attendees to vote on a proposal, testing attendees' knowledge of a topic, and so on.

The host assigns the role of poll coordinator to a panelist in an event.

During the event, the poll coordinator is responsible for:

- Preparing a poll questionnaire
- Conducting a poll during the event

After closing a poll, the poll coordinator can:

- View poll results
- Share poll results with participants
- Save poll results for viewing outside an event

Designate the role of polling coordinator

Host only

As the host, you are the polling coordinator by default at the beginning of an event. You can however assign the role of polling coordinator to a panelist.

1. On the Participants panel, select the name of the panelist whom you want to designate as the polling coordinator.
2. On the Participant menu, choose **Change Role To > Polling Coordinator**.

The polling functions become available on the designated panelist's Polling panel.

Create a questionnaire (for Windows)

Polling coordinator only

To conduct a poll, you must first create a poll questionnaire. You can create poll questionnaires by using one of these methods:

- WebEx Poll Questionnaire Editor—This standalone version of the WebEx Poll Questionnaire Editor allows you to create poll questionnaires outside an event, save them, and open them during an event.

  To download the Editor, go to the Downloads page by clicking **Support** > **Downloads** on the left navigation bar of your Event Center website.

- Polling panel inside an event—To save time in an event, you can start the event earlier than the scheduled time, create questionnaires on the Polling panel, save them, and then open them during the actual event.

1. Open the WebEx Poll Questionnaire Editor or the Polling panel in an event.

   You can start the WebEx Poll Questionnaire Editor by going to **Start** > **Programs** > **WebEx** on your desktop.

2. In the **Question** section, select one of these question types:
   - 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. Click **New**.
4. Type a question in the box that appears.
5. In the **Answer** section, click **Add**.
6. Type an answer in the box that appears.
7. To type another answer, click **Add** once you finish typing an answer.

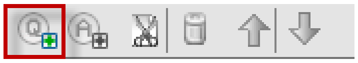
   The question and answers appear in the Poll Questions area.

8. To add questions, repeat steps 2 to 7.

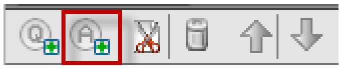
9. To create additional polls during an event, select the New icon on the Polling panel.

Create a questionnaire (for the Mac)

1. Open the Polling panel in the event.
2. Add a question by clicking this button and then typing the question.



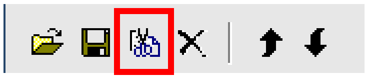
3. Add an answer by clicking this button and then typing the answer.



4. To add more answers, repeat step 3.
5. To add more questions, repeat step 2.
6. To change the question type, click the text "Click here to change question type" that appears under the specific question and then do one of the following:
    - To create a multiple-answer question, select **Multiple Answers**.
    - To create a single-answer question, select **Single Answer**.
    - To create a question that requires a text answer, select **Short Answer**.

Edit a questionnaire

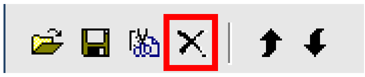
1. To change the type of question:
    - Select the question by clicking it, and then select the new type of question in the Question section.
    - Click **Change Type**.
2. To edit any question or answer that you entered:
    - Select the question or answer by clicking it, and then click the **Edit** icon.



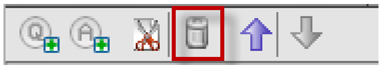
- Make your changes.

3 To delete a question or an answer:

- Select the question or answer by clicking it, and then click the **Delete** icon.



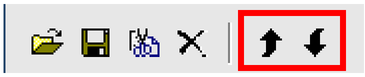
Windows



Mac

4 To rearrange questions or answers:

- Select the question or answer by clicking it, and then click the **Move Up** or **Move Down** icon, as appropriate.



5 To delete an entire questionnaire, click **Clear All**.

If you have not saved the questionnaire, a message box appears, asking whether you want to save it or not.

Display a timer during polling

You can specify that a timer displays for participants and yourself when a poll is in progress.

1 Open the Polling Options dialog box.

- If you use Windows, click **Options** at the bottom of your Polling panel.
- If you use the Mac, click the Options icon on the lower-right portion of the Polling panel.

2 In the dialog box that appears, select **Display**, and then type the length of time in the Alarm: box.

3 Click **OK**.

Specify options for poll results

Poll results may contain the number of responses for each answer and the percentage of participants who choose each answer. When preparing a poll questionnaire, you can choose to base the percentage for each answer on either of the following:

- the total number of attendees in the event, including those who do not respond to the poll
- the number of attendees who submit at least one answer to the poll

1. Open the Polling Options dialog box.
   - If you use Windows, click **Options** at the bottom of your Polling panel.
   - If you use the Mac, click the Options icon on the lower-right portion of the Polling panel.
2. Select one or both of these options:
   - **Include no answer**—Specifies that the poll results will include “non-respondents,” that is—attendees who do not respond to any of the answers in the poll.
   - **Show number of responses**—Specifies that the poll results for each answer will show the number of respondents out of the total number of attendees in the poll.

   Note: The total number of attendees in the poll can be all attendees in the event or only those who respond to the poll, depending on whether you select **Include no answer** in the Polling Options dialog box. If you do not select **Include no answer**, the percentage for each answer in your poll results will be based on only those who respond to the poll.
3. Click **OK**.

Open a poll

After you finish preparing a poll questionnaire, you can open the poll.

If you prepared your questionnaire in advance and saved it, you must first display it on the Polling panel.

1. Display your poll questionnaire on the Polling panel, if you have not done so.
2. Click **Open Poll**.

   The questionnaire appears on participants' Polling panels. Participants can now answer the poll.

   As participants answer the questions, you can watch the polling status on your Polling panel.
3. Click **Close Poll** when the time is up.

   If you specify a timer and the poll times out, the poll automatically closes.

   Participants can no longer answer questions.

Once you close a poll, you can view the poll results and optionally share them with participants.

Share poll results with participants

After you close a poll, you can share the poll results with participants.

The poll results you can share during an event are anonymous. However, Event Center records responses from each participant, in addition to group results, and allows you to save those individual and group results.

1. In the Share with attendees section on your Polling panel, check **Poll results.**
2. Click **Apply**.

   The results of the poll appear in the participants' Polling panels, just as they do on your Polling panel.

   Note: The Results column indicates the percentage of attendees who chose each answer. The Bar Graph column provides a graphic representation of each percentage in the Results column.

Save a poll questionnaire in an event

After you create a poll questionnaire in an event, you can save it as a .atp file. You can open the file for use in any event.

1. Select **File** > **Save > Poll Questions**.
2. Choose a location at which to save the file.
3. Type a name for the file.
4. Click **Save**.

   Event Manager saves the poll questionnaire to a file at the location you specified. Poll questionnaire file names have a .atp extension.

Save the results of a poll

After closing a poll, you can save the responses in one of these ways:

- **Text File group result**—Saves the percentage of attendees who chose each answer in a .txt file
- **Text File individual attendees result**—Saves the responses from each attendee, in addition to the group results, in a .txt file
- **CSV group result**—Saves the percentage of attendees who chose each answer in a .csv file
- **CSV individual attendees result**—Saves the responses from each attendee, in addition to the group results, in a .csv file

1. Close the poll if you have not done so.
2. Select **File** > **Save > Poll Results**.

   Tip: To save the results of multiple polls into a single file, select **Save > All Poll Results**.
3. Select a location at which to save the file.
4. In the "File name" drop-down list, enter a name for the file.
5. In the "Save as type" drop-down list, select the format in which you want to save the results.
6. Click **Save**.

You can now view poll results by opening the file.

Tip: Event Center automatically saves poll questionnaires and group and individual results every two minutes to the default folder C:\Documents and Settings\<$USER

ROOT$>\My Documents\WebEx on your computer. If the folder does not exist and cannot be created when the event starts, the alternative folder is C:\My WebEx Documents. If you ever lose your poll questions or results, recover them in the designated folder or contact the WebEx Technical Support for more information.

Open a poll questionnaire file

If you saved a poll questionnaire to a file, you can display the questionnaire on your Polling panel by opening the file.

You can open a poll questionnaire file only during an event.

1. Select **File** > **Open Poll Questions**.
2. Select the poll questionnaire file that you want to open.

   A poll questionnaire file has a .atp extension.
3. Click **Open**.

   The poll questionnaire appears on your Polling panel. You can now open the poll to the participants.

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Publish a Recorded Event

If you record an event using WebEx Recorder, you can publish and make available the recording on your event service website's Event Recordings page in one of the following ways:

- If the recording is made from the integrated or standalone WebEx Recorder, upload the recording file, with a .wrf extension, from your local computer to the My Event Recordings page and publish it from that page.
- If the event was recorded on the server, the WebEx server automatically uploads the recording file to the My Event Recordings page. You can maintain and publish the recording from that page.
- Specify the web address, or URL, at which the recording resides on a publicly accessible web server, such as your organization's website. To use this option, you can ask your organization's Webmaster to store the recording on the server and provide you with the URL for the recording.
- Send an email to share the event recording.
- Send an email to vendors to share an event recording.

Before publishing a recorded event, you can:

- Specify that users provide registration information before viewing the recording and customize the registration form.
- Provide information about the recording, such as a description of the recording and the presenter, the duration, and so on.
- Set an access password for viewing the recording.

Once you publish a recording, you can edit information about it at any time.

For more information about using the different types of WebEx Recorder and WebEx Player, see the guide *WebEx Recorder and Player User's Guide* on the Support page of your Event Center website.

Upload a recording file

If you recorded an event using the integrated or standalone WebEx Recorder, you can upload the recording file, with a .wrf extension, from your local computer to the My Event Recordings page and then publish it from that page.

If you recorded an event on the server, the WebEx server automatically uploads the recording file, with an .arf extension, to the My Event Recordings page once you stop the Recorder. You do not need to upload it yourself.

1. Log in to your Event Center website.
2. From the left navigation bar, click **My Event Recordings**.
3. Click **Add Recording**.
4. On the Add Event Recording page, enter information and specify options.
5. Click **Save**.

Publish a recorded event

All event recordings are unlisted by default—that is, they appear only on the My Event Recordings page. You must log in to your Event Center website to view and maintain the recordings.

To publish a recording and make it available for all visitors to your site, you must specify to list the recording—that is, the recording appears on the Event Recordings page, which is accessible to each site visitor.

After a recording is added to the My Event Recordings page, your event service generates URLs for streaming and downloading the recording on the Recording Information page. You can copy and paste the URLs in an email message that you send to event participants.

If you require a password for playing or downloading a recording, ensure that you communicate it to the intended viewers, such as in an email message.

1. Log in to your Event Center website.
2. On the left navigation bar, click **My Event Recordings.**
3. Upload your recording, if you have not yet done so.
4. Click the More icon for the recording that you want to edit:

5. Click **Modify** from the menu.

   The Edit Event Recording page appears.
6. In the Type drop-down list, select **Listed**.
7. Click **Save**.

   The recording appears on the Event Recordings page. You can verify it by clicking **Attend an Event** (left navigation bar) > **List of Events** > **View Event Recordings**.
8. Optional. Send an email share an event recording.
9. Optional. Send an email to vendors to share an event recording and track viewing.

Delete a published recording

You can remove a published recording at any time.

1. Log in to your Event Center website.
2. From the left navigation bar, click **My Event Recordings**.
3. Click the More button next to the event recording to display additional options.

4. Click **Delete** from the menu.

5 Click **OK** to confirm.

Once you remove a recording from the My Event Recordings page, you also remove it from the Event Recordings page.

Edit information about a recorded event

You can edit information about a recorded event at any time. If you already published a recording, the changes you make to the recording information will appear on the Event Recordings page, which is accessible to all visitors to your Event Center website.

1. Log in to your Event Center website.
2. From the left navigation bar, click **My Event Recordings**.
3. Click the More icon for the recording that you want to edit:

   ··· ▾

4. Click **Modify** from the menu.

   The Edit Event Recording page appears.

5. Make your changes, then click **Save**.

About the My Event Recordings page

The following table describes items on this page that may require further explanation.

Option	Description
Capacity: in MB	The percentage of available personal storage space on your WebEx Service website that is being used by your recordings.
Used: in MB	The percentage of total available storage space on your WebEx Service website that is being used by all recordings on your site.
Panelist	Information about the panelists in the event where the recording was made.
Type	The publication status of the event recording:

Option	Description
	- **Listed:** The recording is published—that is, the recording appears on the Event Recordings page, which is accessible to all visitors to your Event Center website. - **Unlisted:** The recording is not published—that is, the recording appears only on the My Event Recordings page. You must log in to your Event Center website to view and maintain the recordings.
Format	The format of the recording file. A recording file can be in WebEx Advanced Recording Format (ARF) or WebEx Recording Format (WRF). You can also store recording files that are in Windows Media Audio/Video (WMV) format. For Event Center and Training Center, you can also store Shockwave Flash Object (SWF) format files.
··· ▾	Displays a menu with more options for your recording: **Download:** Lets you download the recording to your local computer. If downloading the file requires a password, you must provide the password. **Modify:** Lets you edit information of the recording. **Send to vendor:** Lets you send an email to share this recording with a vendor. **Delete:** Lets you delete the recording from this page.
🔒	Indicates that a recording is password-protected.
📝	Indicates that registration is required to view the recording.

About the Add/Edit Event Recording page

The following table describes items on this page that may require further explanation.

Use this option....	To....
Type	Specify the publication status of the event recording: - **Listed:** The recording is published—that is, the recording appears on the Event Recordings page, which is accessible to all visitors to your Event Center website. - **Unlisted:** The recording is not published—that is, the recording appears only on the My Event Recordings page. You must log in to your Event Center website to view and maintain the recordings.
Program	Assign the recording for a program. Select a program in the drop-down list. **Note:** A program is a group of live events or recorded events for a specific project, product, or audience.
Recording file	**I will provide URL**—Specify the Web address, or URL, at which the recording resides on a publicly accessible web server, such as your organization's website. Enter a URL in the box. **Use the file on my local machine**—Select a recording file that resides on your local computer. Click **Browse** to select the file. **Use a file that is already on the WebEx network**—Specify a recording file that resides on the My Recordings page (in My WebEx), which lists the following types of recordings: - all the network-based recordings (ARF format) that you made during an event - other recordings (WRF format) that you upload to the page Click **Look Up** to browse and select a recording from the My Recordings page. If you cannot find a certain recording, it may have been removed or used on the My Training Recordings page, if your site includes the training service.
Time zone	Specify the time zone in which you recorded this event.
Panel Display Options	Determines which panels are displayed in the recording when it is played back. You can select any of the following panels to be included the recording playback: - Chat - Q & A - Video - Polling - Notes

Use this option....	To....
	- File Transfer - Participants - Table of Contents Panel display options do not modify the panel display in the actual recording that is stored on the WebEx network.
Recording Playback Range	Determines how much of the recording is actually played back. You can select either of the following: **Full playback:** Plays back the full length of the recording. This option is selected by default. **Partial playback:** Plays back only part of the recording based on your settings for the following options: **Start:** X min X sec of the recording: Specifies the time to start playback; for example, you can use this option if you would like to omit the "dead time" at the beginning of the recording, or if you would like to show only a portion of the recording. **End:** X min X sec of the recording: Specifies the time to end playback; for example, you can use this option if you would like to omit the "dead time" at the end of the recording. You can not specify an end time greater than the length of the actual recording. The partial playback range you specify does not modify the actual recording that is stored on the server.
Include NBR player controls	Includes full Network Recording Player controls, such as stop, pause, resume, fast forward, and rewind. This option is selected by default. If you would like to prevent viewers from skipping portions of the recording, you can turn off this option to omit Network Recording Player controls from the playback.
Registration required	Require that users fill out a registration form before they can view the recording. To require registration, select **Yes**.
Playable	Specify that users can play the recording on their local computers.

Use this option....	To....
Post-recording survey	Allows you to create a survey for users to complete after playing the recording. You can select one of the following options: ▪ **Do not display survey to attendees** ▪ **Display survey in pop-up window** ▪ **Display survey in main browser window (instead of destination URL)** You can click **Create Post-Recording Survey** to open the Create Survey page, which allows you to specify survey information and questions.
Allow direct access	If your site administrator has enabled hosts to expose a direct recording access URL, this option generates a direct recording access link. If the recording is not password-protected, clicking the direct recording access link plays the recording immediately, without requiring registration.
Display this URL at end of playback	Specify a web page to display once a user stops the playback and closes WebEx Player.

About the Recording Information page

The following table describes items on this page that may require further explanation.

Option	Description
Type	The publication status of the event recording: ▪ **Listed:** The recording is published—that is, the recording appears on the Event Recordings page, which is accessible to all visitors to your Event Center website. ▪ **Unlisted:** The recording is not published—that is, the recording appears only on the My Event Recordings page. You must log in to your Event Center website to view and maintain the recordings.
Use password?	Indicates whether a user must provide a password to view the recording
Post-recording survey	Indicates whether a survey displays after the recording has finished playing.

Send an email to share a recording

1. Log in to your Event Center website.
2. From the left navigation bar, click **My Event Recordings**.
3. Open the Share My Recording window:
    - Click the following icon for the recording that you want to share with others.

      ✉

    - Click the linked name of the recording you want to share. On the Recording Information page, click **Send Email**.
4. Select recipients for your email:
    - Click **Select Recipients** to select contacts from your Contacts list
    - Type email addresses in the Send to list, separated by commas.
5. (Optional) Type a message in the Your message box.
6. Click **Send**.

Your email message will be sent to the selected recipients, and will include information about the recording and a link to play it.

Send an email to vendors and track viewing of recording

You can send an email to up to three vendors and use source IDs to track from which sources attendees view the recording.

1. Log in to your Event Center website.
2. From the left navigation bar, click **My Event Recordings**.
3. Open the Send Recording to Vendor window:
    - On the My Event Recordings page, click the More button next to the recording you want to share to display additional options.

      ··· ▾

From the More menu, click **Send to Vendor**.

- Click the name of the recording you want to share. On the Recording Information page, click **Send to Vendor**.

4. Specify up to three vendors for your email then click **Send**.

Your email message will be sent to the specified vendors, and will include information about the recording and a link to play it.

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Send and Receive Video

If a video camera is installed on your computer, you can send video. Other participants can see you, or whatever you focus your webcam on. To see video, participants do not need to have a webcam installed on their computers.

WebEx Meeting Center and Training Center support high-definition (HD) video with up to 720p resolution. Other WebEx services, such as Event Center and Support Center, support high-quality video with up to 360p resolution. The technology automatically adjusts video to the highest quality for each participant according to the computer capabilities and network bandwidth.

Your administrator can set video options at the site level. A meeting host can set video options on the scheduler as well as in the meeting. If your site or meeting is not set up to use HD or high-quality video, standard video is used.

If you are managing a Meeting Center meeting that includes TelePresence systems, the following features are unavailable:

- Recording
- Polling
- File Transfer
- Chat with TelePresence room participants

Minimum system requirements for video conferencing

To send or receive video with a resolution of 360p, ensure that your system meets the following minimum requirements:

Action	What you need
Send	▪ A webcam capable of producing high-quality video. WebEx supports most webcams of this type ▪ A computer with at least 1 GB of RAM and a dual-core processor ▪ A fast network connection
Receive	▪ A computer with at least 1 GB of RAM and a dual-core processor ▪ A fast network connection

To send or receive video with a resolution of 720p, ensure that your system meets the following minimum requirements:

Action	What you need
Send	▪ A webcam capable of producing HD video. WebEx supports most webcams of this type ▪ A computer with at least 2 GB of RAM and a quad-core processor ▪ A fast network connection
Receive	▪ A computer with at least 2 GB of RAM and a dual-core processor ▪ A fast network connection

Quick reference tasks: video conferencing

If you want to...	Do this...
Start or stop sending video	Select the video icon beside your name. The icon turns green when you are sending video.
View all participants who are	Select the Participants icon in the upper-right corner of the video

If you want to...	Do this...
sending video	display
Return to the Event window	Select **Exit Full-Screen Mode** in the upper-right corner of the screen
See the active speaker (or the specific participant the host chose to lock on) in full-screen view	Select the Expand icon in the upper-right corner of the active speaker's display. With the full-screen display, you can continue sending or receiving HD video (Meeting Center and Training Center only).
Return to the view where you see everyone who is sending video	Select the Minimize icon in the upper-right corner of your screen.
Set webcam options such as contrast, sharpness, and brightness Note that options can vary depending on your webcam.	Windows: At the top right of the Participants panel, select the options icon. Mac: At the bottom right of the Participants panel, select the options icon.

Lock focus on one participant

If you are the host, you can select whose video you want everyone to see.

1. Select the name of the participant that displays on the video display.

   The Lock Focus on a Participant dialog box appears.

2. Select who you want participants to see.

   - If you want the display to focus on the person currently speaking, select **The active speaker**.

     The video will constantly switch to display the loudest speaker.

   - If you want the display to focus on a specific participant, select **A specific participant** then select the name of the participant.

All participants will see that person, regardless of who is speaking.

3 Click **OK**.

Manage video display during sharing

When you are sharing information or someone else is sharing information with you, a floating panel containing participant video and your self-view appears on the right-hand side of your screen.

To	Do this
Minimize your self-view during sharing	Select the icon in the upper-right portion of the self-view display.
Restore your self-view during sharing	Select the icon in the lower-right portion of the floating pane.
Stop or show self-view	Select the video icon at the center of the self-view display.
Minimize the video display during sharing	Select the downward arrow in the upper-left corner of the self-view display.
Resize the video display	Select the bottom right corner and drag the edge.
Move the video display	Select and drag the display to another location on your screen.
Switch to everyone view	Select the Participants icon in the upper right corner of the display.

Obtain video and audio data during an event

Meeting Center and Training Center only

Having video or audio problems in an event? If you contact technical support, the video and audio data you can obtain within the event comes in handy.

- To obtain audio and video data while in the Event window, select **Event** > **Audio & Video Statistics...**

- To obtain audio and video data while viewing everyone sending video, right-click the active speaker's display and then select **Audio & Video Statistics...**

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Manage Information in My WebEx

Register for a user account

Once you obtain a user account, you can use My WebEx features on the Web.

If your site administrator has made the self-registration feature available, you can sign up for an account on your WebEx service Web site at any time.

1. Go to your WebEx site.
2. On the navigation bar, select **Set Up > New Account**.

   The Sign Up page appears.
3. Provide the required information.
4. Click Sign Up Now.

   You receive an email message, confirming that you have signed up for a user account.

   Once your site administrator approves your new user account, you receive another email message containing your username and password.

Note:

- If self-registration is not available for your WebEx site, contact your administrator for an account.
- Once you obtain a user account, you can edit your user profile to change your password and provide additional personal information. You can also specify site preferences, such as your default home page and time zone.

Log in to the WebEx site

1. Go to your WebEx site.
2. In the upper-right corner of the page, select **Log In**.
3. Enter your username and password.

   Passwords are case-sensitive, so you must type your password exactly as you specified it in your user profile.
4. Select **Log In**.

Tip: If you have forgotten your username or password, click **Forgot your password**. Provide your email address, type verification characters, and then click **Submit**. You will receive an email message containing your username and password.

View your meetings list

You can open your personal list meetings you host so you can start modify, or cancel a meeting.

You can also view the list of meetings you are invited to so you can join those meetings.

1. Log in to your WebEx site, and then select **My WebEx**.

   The My Meetings page appears, showing your list of scheduled meetings.
2. Select *one* of the tabs to navigate to different views of the My Meetings page:

   You can choose **Daily, Weekly, Monthly, or All Meetings**.
3. (Optional) Select options to control the view:

  - To view the list of meetings to which you are invited, select **The meetings you are invited to** from the list. If your meeting requires registration, and you have not registered yet, select the **Registration** link to join.
  - To include meetings in the view that have already occurred, turn on **Show past meetings**.

4. To view information about a meeting, so you can start, modify, cancel, or join it, select the meeting name.

Tip: You can specify that your My WebEx Meetings page is the home page that appears once you log in to your WebEx service Web site. For details, see *Maintaining your user profile* (on page 152).

About the My WebEx Meetings page - Daily tab

The WebEx Meetings page - Daily tab shows the daily view for your WebEx meetings. You can do the following things on this page:

- View the list of meetings you have scheduled for the current date or for another date, and start the meeting if it is close to the start time.
- View the list of meetings you are invited to for the current date or for another date, and join the meeting, if it is close to the meeting time.
- Select and delete or cancel meetings that you host.
- Select **Preferences** to change the language and time zone you want to use for your WebEx site.
- If your site is enabled for Collaboration Meeting Rooms (CMR Cloud), select **Go to Personal Room** to manage your Personal Room. For more information about Personal Rooms, see the WebEx Meeting Center with Collaboration Meeting Rooms (CMR Cloud) User Guide (Available only for Meeting Center).
- If your site does not support CMR Cloud, select Go to **Personal Meeting Room** to manage your personal meeting room.

If you want to start an instant meeting, select **Start a One-Click Meeting** (not available for Event Center).

About the My WebEx Meetings page - Weekly tab

The WebEx Meetings page - Weekly tab shows the weekly view for your WebEx meetings. You can do the following things on this page:

- View the list of meetings you have scheduled for the current week or for another week, and start the meeting if it is close to the start time.
- View the list of meetings you are invited to for the current week or for another week, and join the meeting, if it is close to the meeting time.
- Select and delete or cancel meetings that you host.
- Select **Preferences** to change the language and time zone you want to use for your WebEx site.
- If your site is enabled for Collaboration Meeting Rooms (CMR Cloud), select **Go to Personal Room** to manage your Personal Room. For more information about Personal Rooms, see the WebEx Meeting Center with Collaboration Meeting Rooms (CMR Cloud) User Guide (Available only for Meeting Center).
- If your site does not support CMR Cloud, select Go to **Personal Meeting Room** to manage your personal meeting room.
- If you want to start an instant meeting, select **Start a One-Click Meeting** (not available for Event Center).

About the My WebEx Meetings page - Monthly tab

The WebEx Meetings page - Monthly tab shows the monthly calendar view for your WebEx meetings. You can do the following things on this page:

- View the calendar of meetings you have scheduled for the current month or for another week, and start the meeting if it is close to the start time.
- View the calendar of meetings you are invited to for the current week or for another week, and join the meeting, if it is close to the meeting time.
- Select **Preferences** to change the language and time zone you want to use for your WebEx site.
- If your site is enabled for Collaboration Meeting Rooms (CMR Cloud), select **Go to Personal Room** to manage your Personal Room. For more

information about Personal Rooms, see the WebEx Meeting Center with Collaboration Meeting Rooms (CMR Cloud) User Guide (Available only for Meeting Center).

- If your site does not support CMR Cloud, select Go to **Personal Meeting Room** to manage your personal meeting room.
- If you want to start an instant meeting, select **Start a One-Click Meeting** (not available for Event Center).

About the My WebEx Meetings page - All Meetings tab

The WebEx Meetings page - All meetings tab shows the view of all of your WebEx meetings. You can do the following things on this page:

- View the list of all of the meetings you have scheduled, and start the meeting if it is close to the start time.
- View the list of all of the meetings you are invited to for the current date or for another date, and join the meeting, if it is close to the meeting time.
- Select and delete or cancel meetings that you host.
- Select **Preferences** to change the language and time zone you want to use for your WebEx site.
- If your site is enabled for Collaboration Meeting Rooms (CMR Cloud), select **Go to Personal Room** to manage your Personal Room. For more information about Personal Rooms, see the WebEx Meeting Center with Collaboration Meeting Rooms (CMR Cloud) User Guide (Available only for Meeting Center).
- If your site does not support CMR Cloud, select Go to **Personal Meeting Room** to manage your personal meeting room.
- If you want to start an instant meeting, select **Start a One-Click Meeting** (not available for Event Center).

Use Access Anywhere (My Computers)

For information about and instructions for using Access Anywhere to set up and access a remote computer, please refer to the guide *Getting Started with WebEx Access Anywhere*. This guide is available on the Support page on your WebEx service Web site.

On the My WebEx > My Computers page, you can do the following:

- Select **Set Up Computer** to set up the current computer for remote access.
- Select **Download manual installer** to download the manual installer for the Access Anywhere software.
- View your list of remote comptuers to see whether they are available or offline, and to see which applications you have allowed to access for that computer..
- Select **Connect** to connect to an available remote computer.
- Select computers you want to remove from the list and then select **Remove**.

Manage files in your personal folders

Your user account includes personal storage space for files on your WebEx site. These files are stored in My WebEx > My Files > My Documents page. The amount of space available for storing files is determined by your site administrator. If you require more disk space, contact your site administrator.

1. Go to My WebEx > My Files > My **Documents**.
2. Under **Action**, selecthe **Create Folder** button to create a new folder.

   You can enter a name and a description for the folder.
3. Under **Action,**, select the **Upload** button to upload one or more files to a selected folder.

You can upload up to three files at a time.

4. Under **Action**, selectthe **Download** button to download a selected file.

   Follow any instructions that your Web browser or operating system provides to download the file.

5. To edit a folder or file, select it and then select the **Edit Folder** or **Edit File** button.

   For folders, you can specify the following properties:

   - Name and decription
   - Sharing options
     - **Do not share this folder:** This folder does not appear on your Personal Meeting Room page. Thus, visitors to your page cannot view the folder or access any files in it.
     - **Share this folder:** This folder appears on your Personal Meeting Room. You can select **With all**, **With users with host or attendee accounts**, or **With users with host accounts only**.
   - Read and write access
   - Password protection

6. If you want to search for a specific file or folder, in the **Search For** box, type all or part of the file's name or description, and then select **Search**.

7. Use the **Move** and **Copy** commands to move or copy a selected file or folder to a different folder.

8. Share a folder so it appears on your Personal Meeting Room page.

Tip:

- You can use this storage space to access important information when you are away from the office. For example, if you are on a business trip and want to share a file during an online session, you can download the file in your personal folders to a computer, and then share the file with attendees.
- If you share a folder, visitors to your Personal Meeting Room page can upload files to or download them from the folder. For example, you can use your personal folders to exchange documents that you share in your sessions, archive recorded events,

and so on.

Manage event recordings

When you host meetings and record them on the server, the meeting recordings are listed on your My WebEx > My Files > My Recordings page. The settings for your WebEx site determine the storage space for your recordings.

1. Locate your recordings by going to **My WebEx > My Files > My Recordings > Events**.Select the **Playback** button to play a recording.

   ▶

2. Select the **Email** button to send an email message with a link to a recording.

   ✉

3. Select the **More** button to see more options for the recording:

   ··· ▼

   - **Download**
   - **Modify**
   - **Disable**
   - **Reassign**
   - **Delete**

4. Select the recording name link to see the Recording Information page:
   - Select **Play Now** to play the recording
   - Select **Send Email** to share your recording with others or to send to a vendor by sending an email message with a link to the recording.
   - Select or copy the streaming recording link that allows you to play the recording.
   - Select or copy the download recording link that allows you to download the file.

  - Select **Modify** to edit the recording. When you modify the recording, you can set it to **Listed** to list it on the Event Recordings page.
  - Select **Delete** to delete the recording.
  - Select **Disable** to make the recording temporarily unavailable.
  - Select **Re-assign** to assign the recording to another host.
  - Select **Back to List** to return to your recording list.

5. Select **Add recording** to add another recording, such as a local recording recorded with the WebEx Recorder or another recording application, to your recording list.

Tip: If you download a recording to your local computer and open it with the WebEx Network Recording Player, you can convert it to another format such as Windows Media format, Flash format, or MPEG-4 format.

Manage miscellaneous recordings

When you upload other types of recordings were not recorded directly from Meeting Center , Event Center, or Training Center, they are listed on the My WebEx > My Files >My Recordings > Miscellaneous page.

1. Locate your recordings by going to **My WebEx > My Files > My Recordings > Miscellaneous**.
2. Select the **Playback** button to play a recording.

   ▶

3. Select the **Email** button to send an email message with a link to a recording.

   ✉

4. Select the **More** button to see more options for the recording:

   ··· ▼

   - **Download**

- **Modify**
- **Disable**
- **Reassign**
- **Delete**

5 Select the recording name link to see the Recording Information page:

- Select **Play Now** to play the recording
- Select **Send Email** to share your recording with others by sending an email message with a link to the recording.
- Select or copy the streaming recording link that allows you to play the recording.
- Select or copy the download recording link that allows you to download the file.
- Select **Modify** to edit the recording.
- Select **Delete** to delete the recording.
- Select **Disable** to make the recording temporarily unavailable.
- Select **Re-assign** to assign the recording to another host.
- Select **Back to List** to return to your recording list.

6 Select **Add recording** to add another recording, such as a local recording recorded with the WebEx Recorder or another recording application, to your recording list.

Tip: If you download a recording to your local computer and open it with the WebEx Network Recording Player, you can convert it to another format such as Windows Media format, Flash format, or MPEG-4 format.

Maintain contact information

You can maintain a personal online address book, in which you can add information about contacts and create distribution lists. When scheduling a meeting or starting an instant meeting, you can quickly invite any contacts or distribution lists in your personal address book. You can also invite contacts in the Company Address Book for your WebEx service Web site, if one is available.

1. Select **My WebEx > My Contacts**.
2. In the **View** list, select **Personal Contacts** or **Company Address Book**.
3. Add contacts to your personal address book in the following ways:
    - Select **Add Contact** to specify information about contacts one at a time.
    - Select **Import** to import contact information *from your Microsoft Outlook contacts* (on page 150) or f*rom a comma-separated/comma-delimited values file (.csv)* (on page 147).
4. Edit or delete the information about any contact or distribution list in your personal address book.
5. Enter text in the **Search for** field and select **Search** to search for contacts in your presonal address book.
6. *Create a distribution list* (on page 151) in your address book.
7. To delete contacts, select one or more contacts and then select **Delete**.

Import contact information in a file to your address book

You can add information about multiple contacts simultaneously to your personal address book, by importing a comma-separated values (CSV) file. A CSV file has the **.csv** file extension; you can export information from many spreadsheet and email programs in CSV format.

1. Generate a **.csv** file from the application you want to import from, or *export a* **.csv** *file* (on page 148) from your WebEx Contacts page and then edit it to add more contacts in that format.
2. Select **My WebEx > My Contacts**.
3. In the **View** list, select **Personal Contacts.**
4. In the **Import From** drop-down list, select **Comma Delimited Files**.
5. Select **Import**.
6. Select the **.csv** file in which you added new contact information.
7. Select **Open**.
8. Select **Upload File**.

    The View Personal Contacts page appears, allowing you to review the contact information you are importing.

9. Select **Submit**.

   A confirmation message appears.

10. Select **Yes**.

> **Note:** If an error exists in any new or updated contact information, a message appears, informing you that no contact information was imported.

Export contact information to a .csv file

You can save your contact information as a CSV file to import it into another application, or to generate a CSV file template that you can then use to add contact information and then *import it later* (on page 147).

1. Select **My WebEx > My Contacts**.
2. In the **View** list, select **Personal Contacts.**
3. Select **Export**.
4. Save the **.csv** file to your computer.
5. Open the **.csv** file that you saved in a spreadsheet program, such as Microsoft Excel.
6. Optional. If contact information exists in the file, you can delete it.
7. Specify information about the new contacts in the **.csv** file.
8. Save the **.csv** file.

> **Important:** If you add a new contact, ensure that the UID field is blank. For information about the fields in the **.csv** file, see *About the Contact Information CSV template* (on page 148).

About the Contact Information CSV template

On your WebEx service Web site, click **My WebEx > My Contacts > View > Personal Address Book > Export**.

Specify information about multiple contacts, which you can then import to your personal address book. This list shows the fields in this template:

- **UUID**—A number that your WebEx service site creates to identify the contact. If you add a new contact to the CSV file, you must leave this field blank.
- **Name**—Required. The contact's first and last name.
- **Email**—Required. The contact's email address. The email address must be in the following format: name@company.com
- **Company**—The company or organization for which the contact works.
- **JobTitle**—The contact's position in a company or organization.
- **URL**—The URL, or Web address, for the contact's company or organization.
- **OffCntry**—The country code for the contact's office phone—that is, the number that you must dial if the contact resides in another country.
- **OffArea**—The area or city code for the contact's office phone number.
- **OffLoc**—The contact's office phone number.
- **OffExt**—The extension for the contact's office phone number, if any.
- **CellCntry**—The country code for the contact's cellular or mobile phone—that is, the number that you must dial if the contact resides in another country.
- **CellArea**—The area or city code for the contact's cellular or mobile phone number.
- **CellLoc**—The contact's cellular or mobile phone number.
- **CellExt**—The extension for the contact's cellular or mobile phone number, if any.
- **FaxCntry**—The country code for the contact's fax number—that is, the number that you must dial if the contact resides in another country.
- **FaxArea**—The area or city code for the contact's fax number.
- **FaxLoc**—The contact's fax number.
- **FaxExt**—The extension for the contact's fax machine, if any.
- **Address 1**—The contact's street address.
- **Address 2**—The additional address information, if necessary.
- **State/Province**—The contact's state or province.
- **ZIP/Postal**—The contact's ZIP or postal code.

- **Country**—The country in which the contact resides.
- **Username**—The user name with which the user logs in to your WebEx service Web site, if the contact has a user account.
- **Notes**—Any additional information about the contact.

Import contact information from Outlook to your address book

If you use Microsoft Outlook, you can import the contacts that you maintain in your Microsoft Outlook address book or folder to your personal address book on your WebEx service Web site.

1. Select **My WebEx > My Contacts**.
2. In the **View** list, select **Personal Contacts.**
3. In the Import from drop-down list, select **Microsoft Outlook**.
4. Select **Import**.

   The Choose Profile dialog box appears.
5. In the **Profile Name** drop-down list, select the Outlook user profile that includes the contact information that you want to import.
6. Select **OK**.

Note:

- When you import contacts in Outlook, your WebEx service Web site retrieves contact information from the Outlook address book or folder in which you have chosen to keep personal addresses. For information about keeping personal addresses in Outlook, refer to Microsoft Outlook Help.
- If your personal address book already includes a contact who is also in your Outlook contacts list, the contact is *not* imported. However, if you change the contact's email address in your personal address book, importing the contact from Outlook creates a *new contact* in your personal address book.

Create a distribution list in your address book

You can create distribution lists for your personal address book. A distribution list includes two or more contacts for which you provide a common name and appears in your Personal Contacts list. For example, you can create a distribution list named **Sales Department**, which includes contacts who are members of your Sales Department. If you want to invite members of the department to an event, you can select the group rather than each member individually.

1. Select **My WebEx > My Contacts**.
2. Select **Add Distribution List**.

   The Add Distribution List page appears.
3. In the **Name** box, type the name of the group.
4. Optional. In the **Description** box, type descriptive information about the group.
5. Under **Members**, locate the contacts that you want to add to the distribution list, by doing any of the following:
   - Search for a contact, by typing all or part of the contact's first or last name in the **Search** box.
   - Select the letter that corresponds to the first letter of the contact's first name.
   - Select **All** to list all contacts in your Personal Contacts list.
6. Optional. To add a new contact to your Personal Contacts list, under **Members**, select**Add Contact**.
7. In the box on the left, select the contacts that you want to add to the distribution list.
8. Select **Add** to move contacts you selected to the box on the right.
9. After you finish adding contacts to the distribution list, select **Add** to create the list.

   In your Personal Contacts list, the **Distribution List** indicator appears to the left of the new distribution list. You can select the list name to edit it.

Edit your user profile

1. Go to **My WebEx > My Profile**.
2. Under "Personal Information," enter your username, name, email address, and mailing address.
3. Under "My Phone Numbers," enter your phone numbers, and then select additional options:
    - **Call-in authentication—**If enabled by your site administrator, this option allows you to be authenticated when you connect to audio without entering a meeting number whenever you dial into any CLI (caller line identification) or ANI (automatic number identification) enabled audio. Selecting this option for a phone number in your user profile maps your email address to that phone number. Caller authentication is available only if you have been invited to a meeting with CLI/ANI enabled audio by email during the meeting scheduling process.
    - **Call Back—**IIf your WebEx site has the Call Me service enabled, select this option next to a number if your site allows you to use the Call Me service so you can receive a call to that number from the meeting to connect you to audio.
    - **PIN—**If enabled by your site administrator, allows you specify a call-in authentication PIN to prevent “spoofers” from using your number to dial into a teleconference. If your site administrator sets the authentication PIN as mandatory for all accounts using call-in authentication on your site, you must specify a PIN number or caller authentication will be disabled for your account. This option is available only if you have selected the **Call-in authentication option** for at least one of the phone numbers in your profile. The PIN can also be used to provide a secondary level of authentication for calls where the host is using the phone and may need to invite additional attendees.
4. If enabled by your administrator, select **Display partner links in My WebEx** to show partner site links in the My WebEx navigation bar
5. Specify your work hours for meeting scheduling purposes.
6. Manage scheduling templates that are available for you to schedule meetings quickly.
7. Manage your Personal Meeting Room or copy the URL to share with others.

8. Select default session options.
9. Select your default preferences for your WebEx site, including time zone, language, and locale.
10. Set the order of tabs that appear on the Support dashboard.
11. Select **Update** to save your changes.

Resetting the profile PIN for your Cisco Unified MeetingPlace audio conferencing account number

If your site includes support for Cisco Unified MeetingPlace audio conferencing, you should already have a Cisco Unified MeetingPlace audio conferencing account assigned to you. You can change the personal identification number (PIN) for your Cisco Unified MeetingPlace audio conferencing account.

To add or edit a Personal Conference number account:

1. Log in to your WebEx site,
2. Select **My WebEx** > **Personal Conferencing**.
3. Under **Change Profile PIN**, in the **New profile PIN** and **Confirm profile PIN** boxes, type new a new personal password that contains only numbers and is between 5 and 24 digits in length.
4. To synchronize your account settings for your WebEx and Cisco Unified MeetingPlace accounts, select **Sync**.

Generate Reports

You can generate usage reports that provide information about each online event that you have hosted on your site.

You can export or download the data to a comma-separated values (CSV) file which you can then open in a spreadsheet program such as Microsoft Excel. You can also print reports in a printer-friendly format.

To generate a report:

1. Go to **My WebEx** > **My Reports**.
2. Select the type of report you want to generate.
3. Specify your search criteria, such as a date range for which you want to view report data.
4. Select **Display Report**.
5. To change the order in which report data is sorted, select the column headings.

   The report data is sorted by the column that has an arrow next to the column heading. To reverse the sort order, click the column heading. To sort using another column, click that column's heading.
6. Do *one* of the following, as appropriate:
   - If you are viewing a general event usage report and want to display the report in a format that is suitable for printing, select **Printer-Friendly Format**.

If you are viewing the usage report for an event and want to view the content in the report, select the link for the event name.

- If you are viewing an WebEx Service Registration Report, you can click the number in the Registered column to send an email reminder to the registered attendees for that event. An email editor opens and allows you to edit the default email template.
- If you are viewing an WebEx Service Registration Report or an Event Center Attendance Report, you can click the event name in the Event Name column to view a detailed report of the registered users for that event, which provides additional options for sending email reminders to registered attendees.
- If you are viewing an WebEx Service Attendance Report, you can click the number in the Attended column to send an email message to the attendees for that event, or you can also click the number in the Absent column to send an email message to the absentees for that event. An email editor opens and allows you to edit the default email template; for example, you could add a link to the edited event recording.
- If you are viewing an Event Center Attendance Report, you can click the event name in the Event Name column to view a detailed report of the attendees for that event, which provides additional options for sending email messages to attendees for the event.

About reports

If your user account includes the reports option, you can view the following reports:

Note:

- For some reports, if you click on the report link within 15 minutes after the event ends, you will see a preliminary version of that report. The preliminary report provides quick access to data before the final, more accurate data is available. The preliminary report contains only a subset of the information that is available in the final report.
- When the final, more accurate data is available, which is usually 24 hours after the event ends, the preliminary report is replaced by the final report.
- You can download both preliminary reports and final reports as comma-separated values (CSV) files.

General Event Usage reports

These reports contains information about each online session that you host. You can view the following reports:

- **Summary Usage report:** Contains summary information about each event including topic, date, start and end time, duration, number of attendees you invited, number of invited attendees who attended, and type of voice conference you used.

  Note: Initially, this report appears as a Preliminary Usage Summary Report, but after the final, more accurate usage data is available, it is replaced by the Final Usage Summary Report.

- **Summary Usage report CSV (comma-separated values) file:** Contains additional details about each event, including the minutes that all participants were connected to the event and tracking codes.
- **Session Detail report:** Contains detailed information about each participant in an event, including the time the participant joined and left the event, the attentiveness during the event, and any information that the attendee provided.

  Note: Initially, this report appears as a Preliminary Session Detail Report, but after the final, more accurate session detail data is available, it is replaced by the Final

Session Detail Report.

Access Anywhere usage report

This report shows information about the computers that you access remotely, including the date and start and end times for each session.

Event Center reports

These reports contain detailed information about the events that you host. You can view the following types of Event Center reports:

- **Registration Report:** Contains registration information for an event that you hosted, including the name, date, and time of the event, and the numbers of participants who were invited, who registered, who attended, or who were absent. It also allows you to send reminder emails before the event.
- **Attendance Report:** Contains detailed information about attendees and absentees for an event that you hosted. The report includes the event ID, key, name, start and end time, duration, number of attendees, the host name, and the minutes that all attendees spent in the event. The report also includes each attendee's username, email address, IP address, the time the attendee joined, and the time the attendee left the event, and the attendee attentiveness during the event, . You can also use the attendance report to send follow-up emails after the event.

Note: Initially, this report appears as a Preliminary Attendance Report, but after the final, more accurate attendance data is available, it is replaced by the Final Attendance Report.

- **In-Event Activity Report:** Contains the event name, date, and time, information about the number of attendees, the number of questions asked and the response rate for the questions, and the number of polls and the response rate for the polls.

Note: This report is available only for events recorded on the server.

- **Attendee History Report:** Contains a list of all events that an attendee has joined on your Event Center Web site.

- **Event Recording Report:** Contains access and registration information about people who have downloaded a recording for a specific event from your Event Center Web site.

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View Recorded Events

If an event host publishes a recorded event on your Event Center website, you can view the recording. A host may require that you do one or both of the following to view a recorded event:

- Register to view a recorded event. In this case, you must provide your name, email address, and any other information that the host requires.
- Provide a password. In this case, you must obtain the password from the host.

To view a recorded event, you must use WebEx Player. Your Event Center website automatically downloads WebEx Player to your computer the first time you view a recorded event.

If you have a user account, you can also download WebEx Player from the Support page on your Event Center website.

Play or download a recorded event

You can stream or download a recording file, depending on which option the host specifies.

When you play a recording for the first time, your WebEx site automatically downloads WebEx Player to your computer.

1. If the host requires that you have a user account to view a recording, sign in to your WebEx site.
2. On the left navigation bar, select **Attend an Event > Event Recordings**.
3. Do one of the following, as appropriate:
   - Click ▶ for the recording you want to play.

- Click 📥 for the recording you want to download.

4. If playing or downloading the recording requires a password, enter the password that the host gave to you.
5. Select **Playback** or **Download**, as appropriate.
6. If viewing the recording requires registration, provide the required information on the form that appears, and then select **Submit**.

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