

TROY WebEx Guide

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Requesting a WebEx Account

To request a WebEx account, please submit a helpdesk ticket at <http://helpdesk.troy.edu>. After logging in, create a new ticket and select **WebEx Meeting Center** for the problem type.

Scheduling a WebEx Meeting

1. Navigate to the WebEx site <https://troyu.webex.com/>
2. Click the host login button on the right-hand side and login with your WebEx Credentials
3. Under the **Host a Meeting** header, select Schedule a Meeting

▼ Host a Meeting

My Personal Room

Schedule a Meeting

Meet Now

My Meetings



My Recorded Meetings

4. Enter the relevant details for your meeting. Be sure to select **Send a copy of the invitation email to me**.
If you need to invite additional attendees after your meeting has already been scheduled, you can forward them the invitation email.

Schedule a Meeting

To set advanced meeting options, go to [Advanced Scheduler](#)

* Meeting topic:

* Password:  

Date:

Time: am pm
[Chicago Time](#)

Duration:

Attendees:
[Use address book](#)

Send a copy of the invitation email to me

Audio conference: Use VoIP only
[Change audio conference](#)

[Save as template](#)

Audio Conference Settings

If you would like to use audio for the meeting, you must change the audio conference settings to match the settings below. (** **Your attendee's internet connection will affect their portion of the audio** **)

Select conference type:

To use VoIP, participants must have a working microphone and speaker on their computers.

Mute attendees upon entry

5. Click **Schedule Meeting** or **Start Now** (this option depends on the date/time your meeting is scheduled).

Adding a Scheduled WebEx Meeting to Your Calendar Program

1. Do *one* of following:
 - On the **Meeting Scheduled** page, click **Add to My Calendar**
 - On the **Meeting Updated** page, click **Update My Calendar**
 - On the **Meeting Information** page for the meeting, click **Add to My Calendar**
 - In the confirmation email message you receive once you schedule or edit a meeting, click the link to add the meeting to your calendar
2. A meeting item will open in your calendar program
3. Select the option to accept the meeting request. For example, in Outlook, click **Accept** to add the meeting item to your calendar

NOTE:

- **If you cancel a meeting, the Meeting Deleted confirmation page and the confirmation email message that you receive contains an option that lets you remove the meeting from your calendar program.**
- **If you invite attendees to a meeting, the invitation email message they receive contains an option to add the meeting to their calendar program.**

Editing a Scheduled WebEx Meeting

1. Navigate to the WebEx site <https://troyu.webex.com/>
2. Click the host login button on the right-hand side and login with your WebEx Credentials
3. Under the **Host a Meeting** header, select **My Meetings**
4. Select the meeting you would like to edit
5. Click **Edit**
6. Modify the meeting
7. Click **Save**
 - If you invited attendees, a message appears, asking you whether you want to send an updated email invitation to attendees
8. If a message box appears, click the appropriate update option, and then click **OK**
 - If you click **Cancel** in the message box, the meeting is not updated
9. The meeting updated page appears. You receive a confirmation email message that includes information about the changes you made to the meeting.
10. *Optional.* If you added the meeting to your calendar program, such as Microsoft Outlook, in the **Meeting Updated** page, click **Update My Calendar**
 - *Alternatively, this can be from the confirmation email by clicking the update to your calendar program link*


Canceling a Scheduled WebEx Meeting


1. Navigate to the WebEx site <https://troyu.webex.com/>
2. Click the host login button on the right-hand side and login with your WebEx Credentials
3. Under the **Host a Meeting** header, select **My Meetings**
4. Do one of the following:
 - Check the box next to the meeting you want to cancel, then click **Delete**
 - Click the meeting you would like to cancel. The meeting information window will open. Click **Delete**
5. If you invited attendees, a message appears, asking you whether you want to send a cancellation email message to all attendees whom you invited to the meeting.
6. In the message box, click **Yes** or **No**, as appropriate.
 - If you click **Cancel** in the message box, the meeting is not cancelled
7. You will receive a cancellation confirmation email message
8. *Optional.* If you added the meeting to your calendar program, such as Microsoft Outlook, in the **Meeting Deleted** page, click **Remove From My Calendar**
 - *Alternatively, this can be done from the confirmation email by clicking the remove the meeting from your calendar link*

Starting a WebEx Meeting

1. Navigate to the WebEx site <https://troyu.webex.com/>
2. Click the host login button on the right-hand side and login with your WebEx Credentials
3. Under the **Host a Meeting** header, select My Meetings and click the Start button next to the meeting

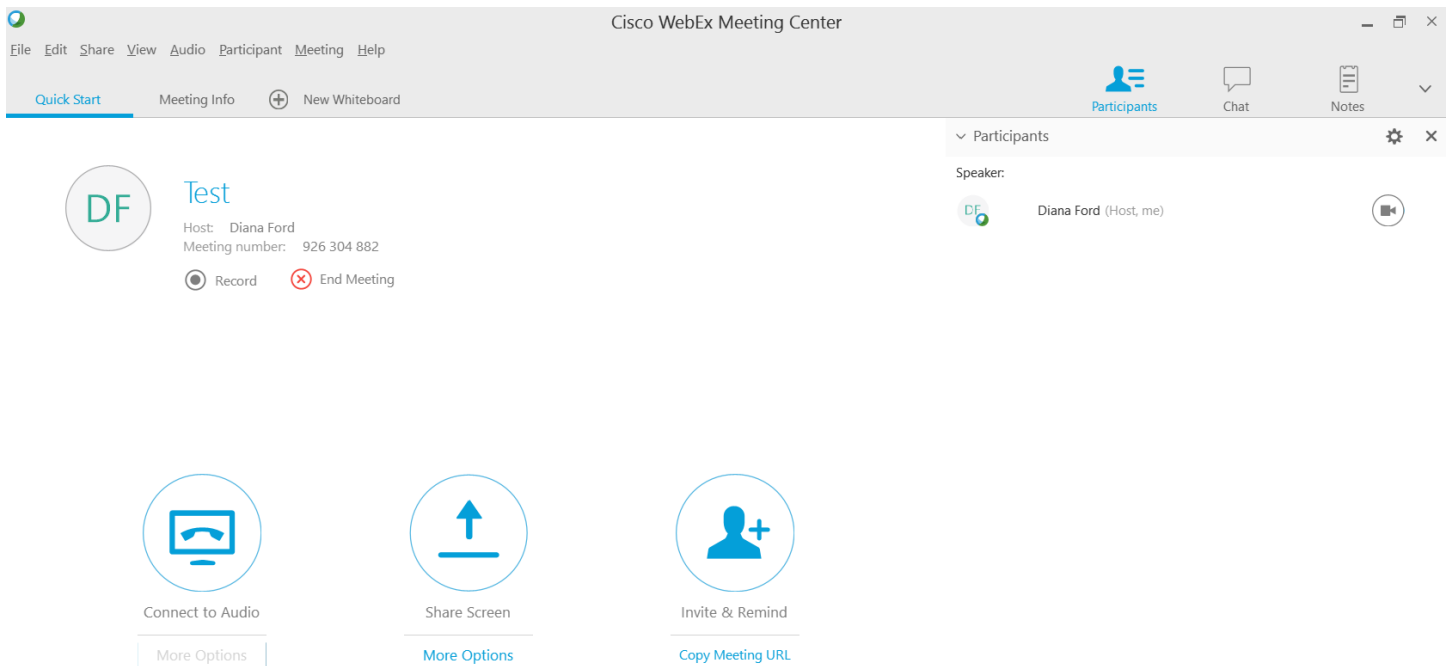
Daily Weekly Monthly All Meetings

< July 26, 2017 > 

The meetings you host  Show past meetings

<input type="checkbox"/> Time	Topic	Type	Requests Status	
<input type="checkbox"/> 9:00 am	Test	Meeting	N/A	<input type="button" value="Start"/>

This will launch the WebEx Meeting Center and start the meeting.



File Edit Share View Audio Participant Meeting Help

Quick Start Meeting Info + New Whiteboard

Participants Chat Notes

Participants

Speaker:

DF Diana Ford (Host, me)

DF Test

Host: Diana Ford

Meeting number: 926 304 882

Record End Meeting

Connect to Audio More Options

Share Screen More Options

Invite & Remind Copy Meeting URL

NOTE: After you schedule a meeting, you will receive an email with the meeting details. You can also start or join the meeting from the link provided in the email.

Hi Diana Ford,

You are the host for this WebEx meeting.

Test

Wednesday, July 26, 2017

9:00 am | Central Daylight Time (Chicago, GMT-05:00) | 1 hr

Meeting number: 926 304 882

Host key: 947364

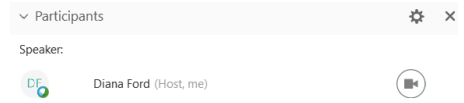
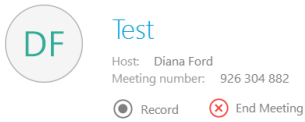
Meeting password: rq9DP9p2

[Add to Calendar](#)

When it's time, [start your meeting](#).

Reminding Invitees to Join Your Meeting

1. Click the **Invite & Remind** icon



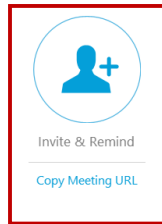
Connect to Audio

More Options



Share Screen

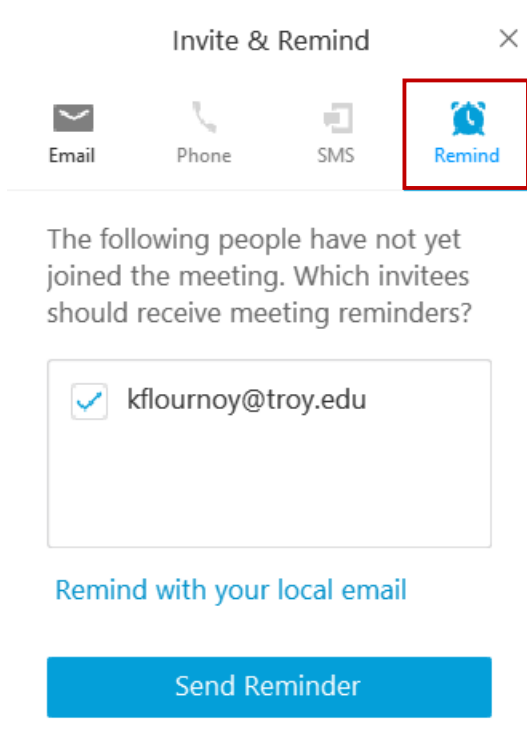
More Options



Invite & Remind

Copy Meeting URL

2. Select the **Remind** button.



NOTE: All invitees who are not in the meeting are automatically chosen to receive the reminder. Uncheck the box beside any person you don't want to remind.

3. Click **Send**

Enabling Audio

1. Click the **Connect to Audio** icon

DF Test
Host: Diana Ford
Meeting number: 926 304 882
 Record End Meeting

Participants [Settings] [Close]
Speaker:
DF Diana Ford (Host, me) [Microphone Icon]

Connect to Audio [More Options]
Share Screen [More Options]
Invite & Remind [Copy Meeting URL]

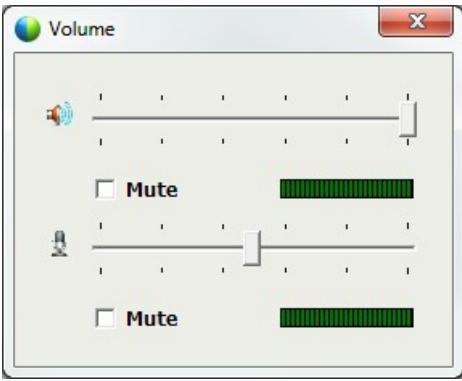
This will open the Speaker/Microphone Audio Test window. You can test the microphone from this window. After you are done, click OK.

Computer Audio Settings [Close]

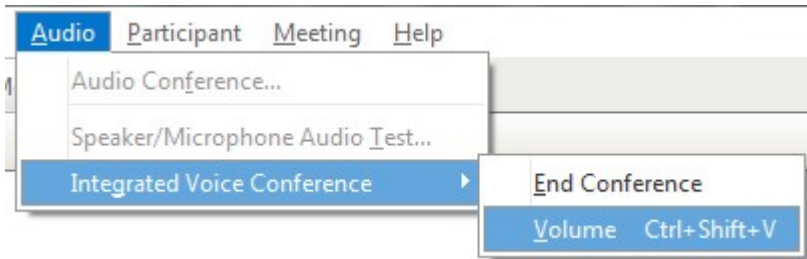
Speaker:
Speaker/HP (Realtek [Test]
[Volume Slider]

Microphone:
Microphone Array (Realtek Hi [Test]
[Volume Slider]
 Automatically adjust volume
[OK]

The volume window will now appear. The microphone should be unmuted by default, if not, be sure to do so. This window can be closed without affecting the meeting.



NOTE: This window can be reopened from the Audio menu.



When the Voice Conference is active, the icon will indicate so.



Connected to Audio

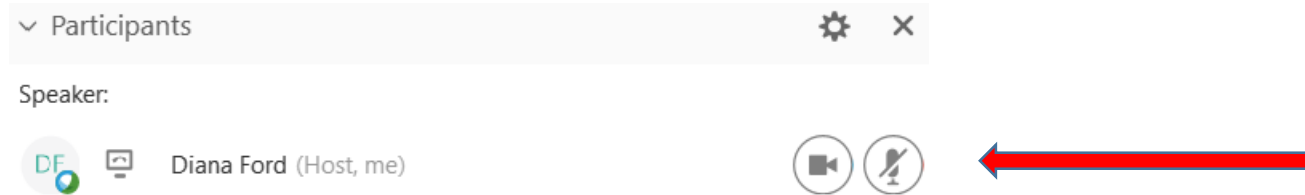
More Options

****NOTE: Depending on the internet connection of your attendees, their audio quality could be affected. ****

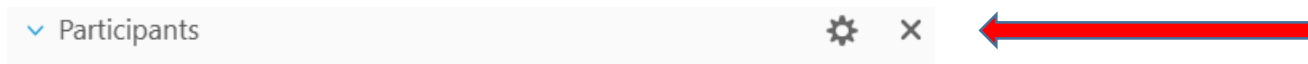
Enabling Video

If your meeting requires the use of video, you can enable this functionality by following the steps outlined below:

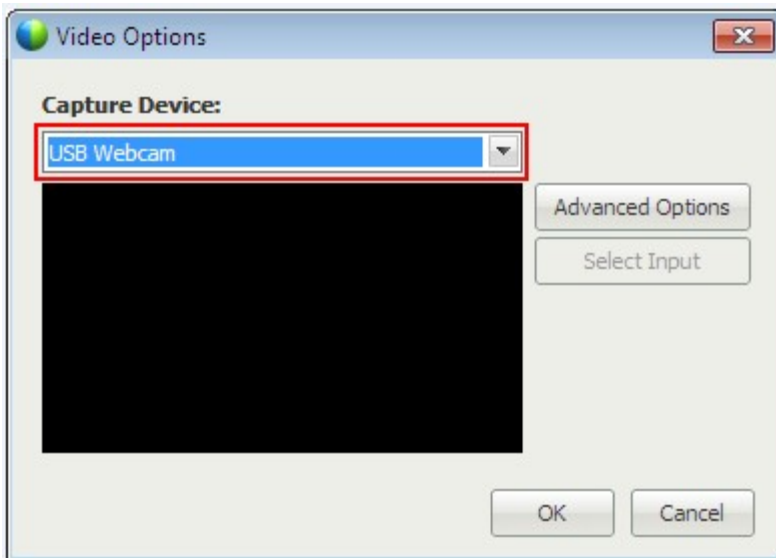
On the participant's window, click the camera icon next to the host. This will open the video window and distribute the feed to all participants.



If you have more than one video camera connected to your computer, you can select the secondary camera manually. On the participants bar, select the video options icon.



This will open the Video Options window. If the secondary camera is properly connected, the video feed will begin automatically, or you will need to select the correct camera from the drop down.



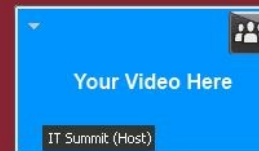
NOTE: If you are sharing content and video, your meeting will now be similar to the image below. You can minimize the video window by clicking on the icon in the top left.

You are sharing your desktop

IT Best Practices

Troy University IT Summit

Aug 6th – 7th



Muting and Unmuting Microphones

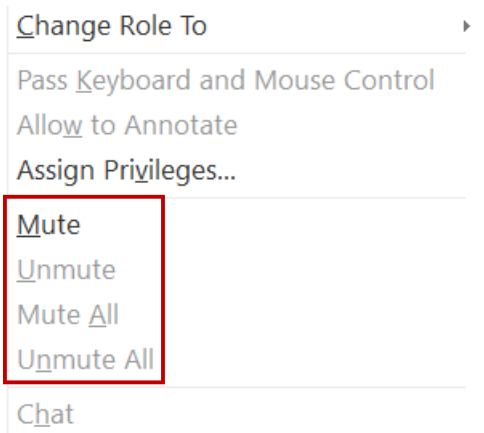
As the host or presenter, you can mute or unmute individual participant microphones and mute or unmute all participant microphones simultaneously. This latter option does not affect the host's and presenter's microphones.

Muting and Unmuting an Individual Microphone

1. Select the participant you would like to mute
2. Click the **Microphone** icon to the right of the participant's name

Muting and Unmuting All Microphones Simultaneously

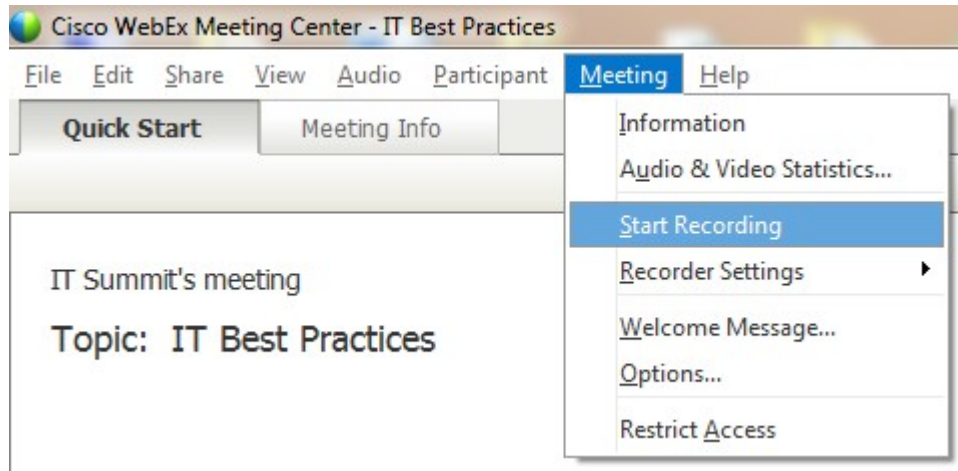
1. Right click on the participant list
2. Select **Mute All** or **Unmute All**



NOTE: During sharing, participants can mute and unmute their microphones from the Meeting Controls Panel at the top of their screen or through the Participants Panel.

Recording a Meeting

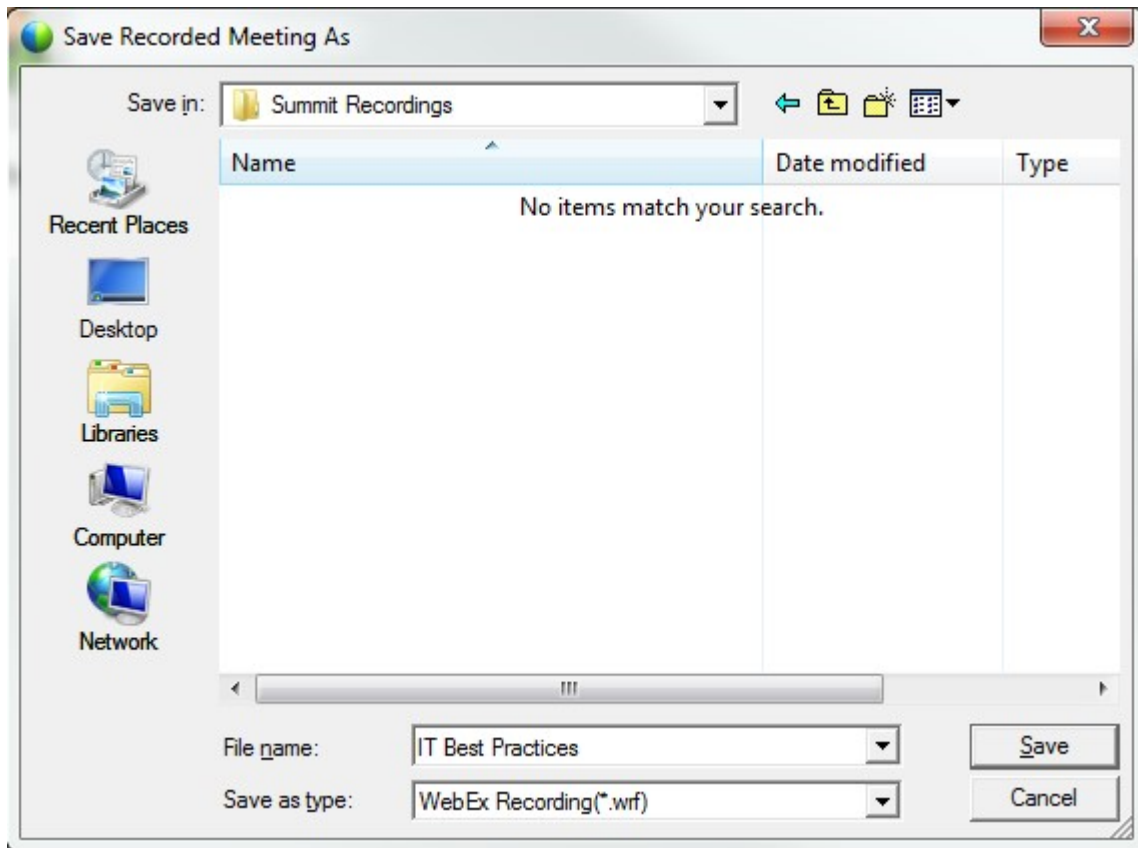
1. On the menu bar, select **Session > Recording Settings**. Click on **Record on this Computer** (do not record on Server)



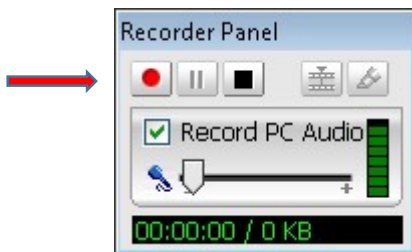
2. Check **Record on my computer**, then click **Start Recording**



3. You will now be prompted to save the file. It is common to use the meeting name as the file name.



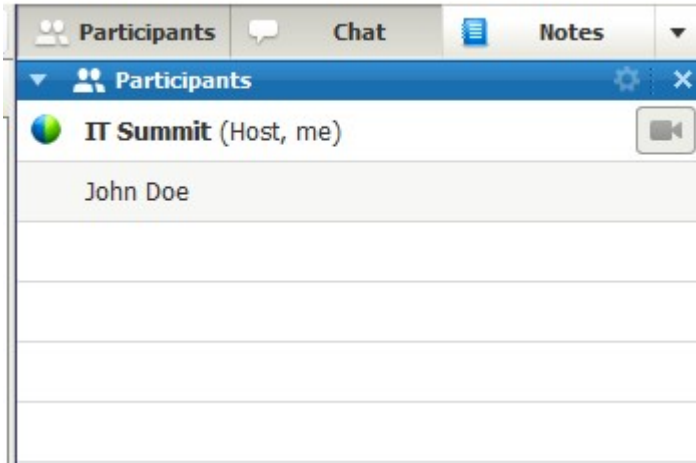
4. The Recorder Panel will appear, click the recorder icon to initiate the recording.



Multiple Presenters

The host can allow other users to present/share content. In order to do so, the users must first be attendees in the meeting. The host can then update the user's role to allow content sharing/presentation. These steps are outlined below:

1. Navigate to the participants list,



Then right-click on the user, select **Change Role To > Presenter**. The window below will appear briefly during this transition.



After the transition is complete, the participants list will reflect the changes. The user can now share content/present.



NOTE: The host can regain control at any point by performing the same steps outlined above, but on the original host.

Granting Sharing Privileges

1. In the Meeting window, on the **Participant** menu, choose **Assign Privileges**
2. Grant or remove a privilege, as follows:
 - To grant a specific privilege, select its check box
 - To grant all privileges, select the **Assign all privileges** check box
 - To remove a privilege, clear its check box
 - To revert to the preset privileges, click **Reset to Meeting Defaults**
3. Click **Assign**

Taking Notes

Taking personal notes:

1. In the Meeting Window, open the **Notes** panel
2. Type your notes in the box

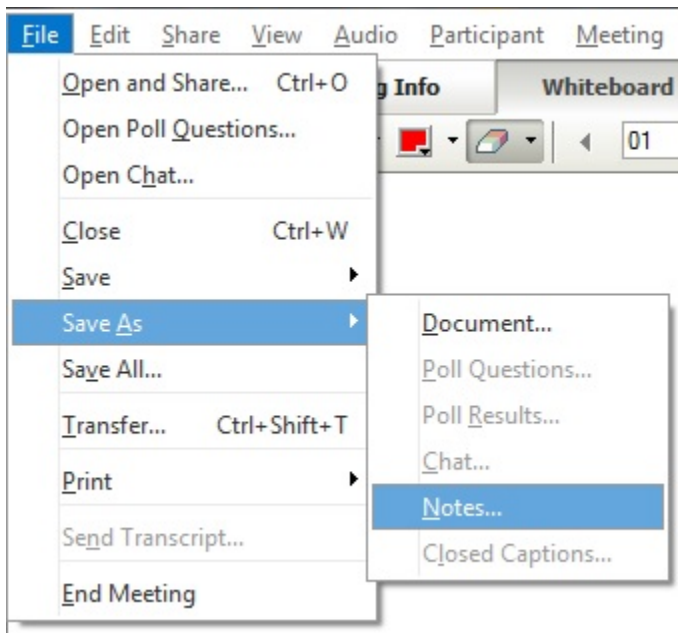
Taking public notes:

1. In the Meeting Window, open the **Notes** panel
2. Type your notes in the box
3. To publish your notes, so they appear in each participant's **Notes** panel, click **Publish**

Saving Notes:

1. On the **File** menu, choose **Save** or **Save As > Notes**
2. Select a location at which to save the file
3. In the "File name" drop-down list, enter a name for the file
4. In the "Save as type" drop-down list, select the format in which you to save the results
5. Click **Save**

You can now view the notes by opening the file.



Sharing Content

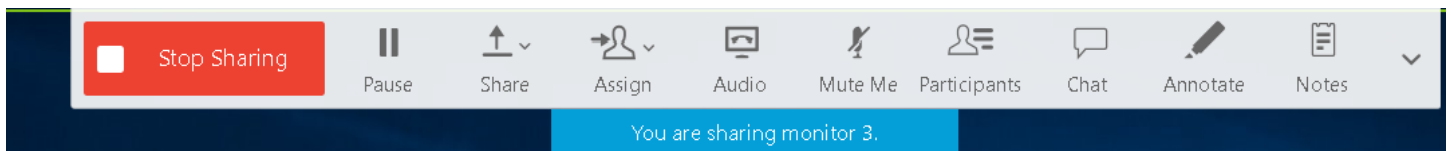
Click on the **Share My Desktop** button



Share Screen

[More Options](#)

The following toolbar will appear at the top of the screen momentarily and then minimize. Any content on the desktop is now being shared to all participants. The power point slide or other presentation material should now be brought to the foreground.



Sharing a Whiteboard

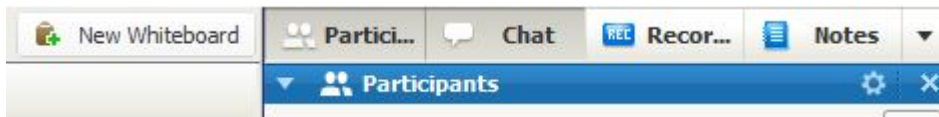
Sharing a whiteboard allows you to draw objects and type text that all Participants can see in their content viewers.

To share a whiteboard:

1. On the **Share** menu, choose **Whiteboard**



NOTE: You can also share a whiteboard by click the New Whiteboard icon next to the Panels window.



To save a whiteboard:

1. Select the appropriate **Whiteboard** tab
2. On the **File** menu, choose **Save** or **Save As > Document**
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 to save the results
6. Click **Save**

You can now view the whiteboard by opening the file.

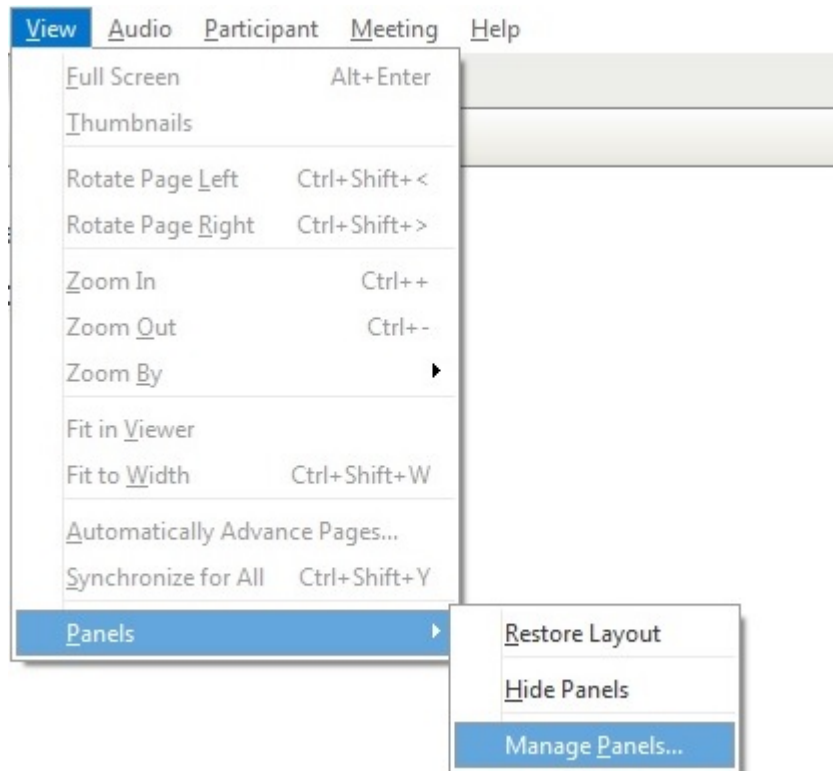
Polling Attendees

During a meeting, you can poll participants by presenting them with a questionnaire. Conducting a poll can be useful for gathering feedback from participants, allowing participants to vote on a proposal, a potential candidate, testing participant knowledge of a topic, and so on.

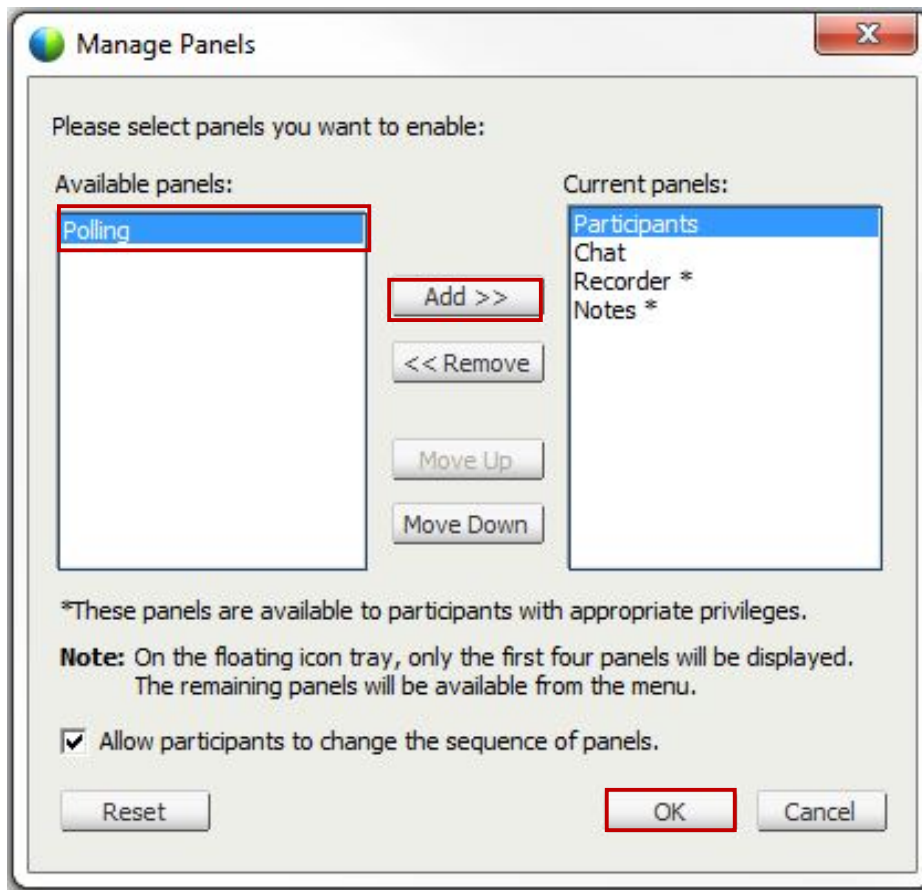
Creating a Poll Questionnaire

To conduct a poll, you must first create a poll questionnaire. You create a questionnaire in a meeting. To save time during a meeting, you can start the meeting earlier than the scheduled time, create a questionnaire on the Polling panel, save it, and then open it during the actual meeting.

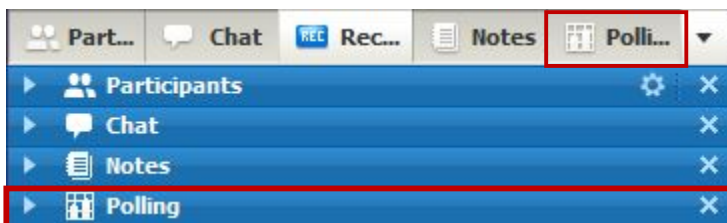
1. First enable the polling panel by selecting the **View** menu, **Panels**, click **Manage Panels**



2. Select **Polling** under Available Panels, click **Add**, then **OK**



3. Open and expand the **Poling Panel**



4. 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**

5. Click **New**

6. Type a question in the box that appears

7. In the **Answer** section, click **Add**

8. Type an answer in the box that appears; to type another answer click **Add** once you finish typing an answer

The screenshot shows a window titled "Polling" with a toolbar at the top containing icons for file operations and navigation. The main area is titled "Poll Questions:" and contains three questions:

- 1. What is your favorite color?
 - a. Blue
 - b. Green
 - c. Cardinal
- 2. What are your hobbies?
 - a. Reading
 - b. Sports
 - c. Traveling
 - d. Watching movies
- 3. Please give your feedback about the candidate.
 -

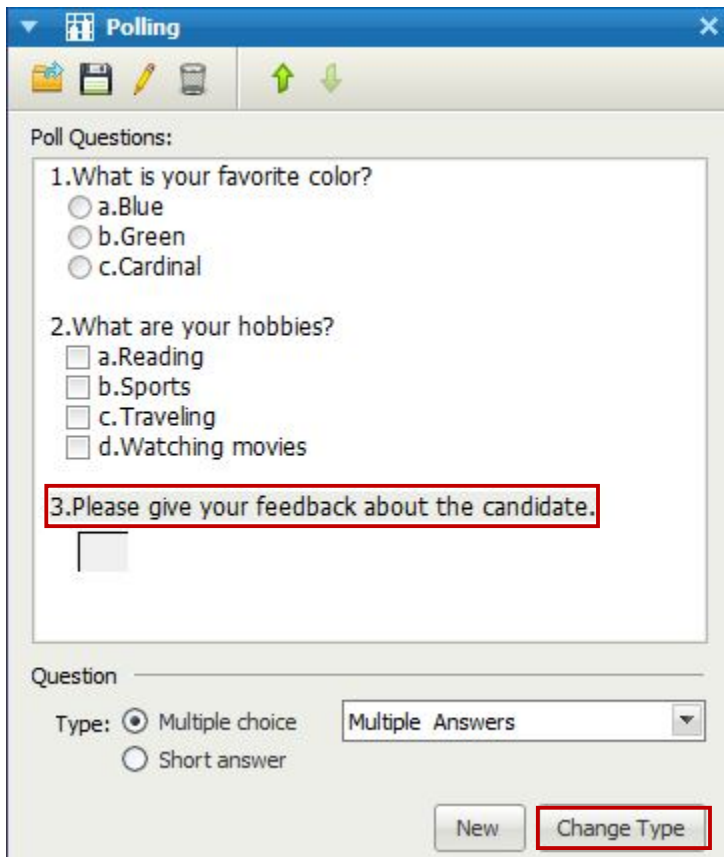
Below the questions is a "Question" section with a "Type:" label. It has two radio buttons: "Multiple choice" (unselected) and "Short answer" (selected). To the right is a dropdown menu currently showing "Multiple Answers". Below this are "New" and "Change Type" buttons. An "Answer" section has an "Add" button. At the bottom left is a checked checkbox for "Record individual responses". At the very bottom are "Clear All", "Options...", and "Open Poll" buttons.

Editing a Poll Questionnaire

You can change the type of a question and edit, rearrange, or delete the questions and answers.

To change the type of question:

1. Select the question by clicking it, and then select the new type of question in the **Question section**
2. Click **Change Type**



To edit any question or answer that you entered:

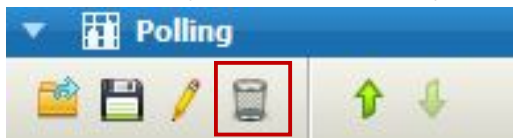
1. Select the question or answer by clicking it, and then click the **Edit** icon



2. You can now make your changes

To delete a question or answer:

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



To rearrange questions or answers:

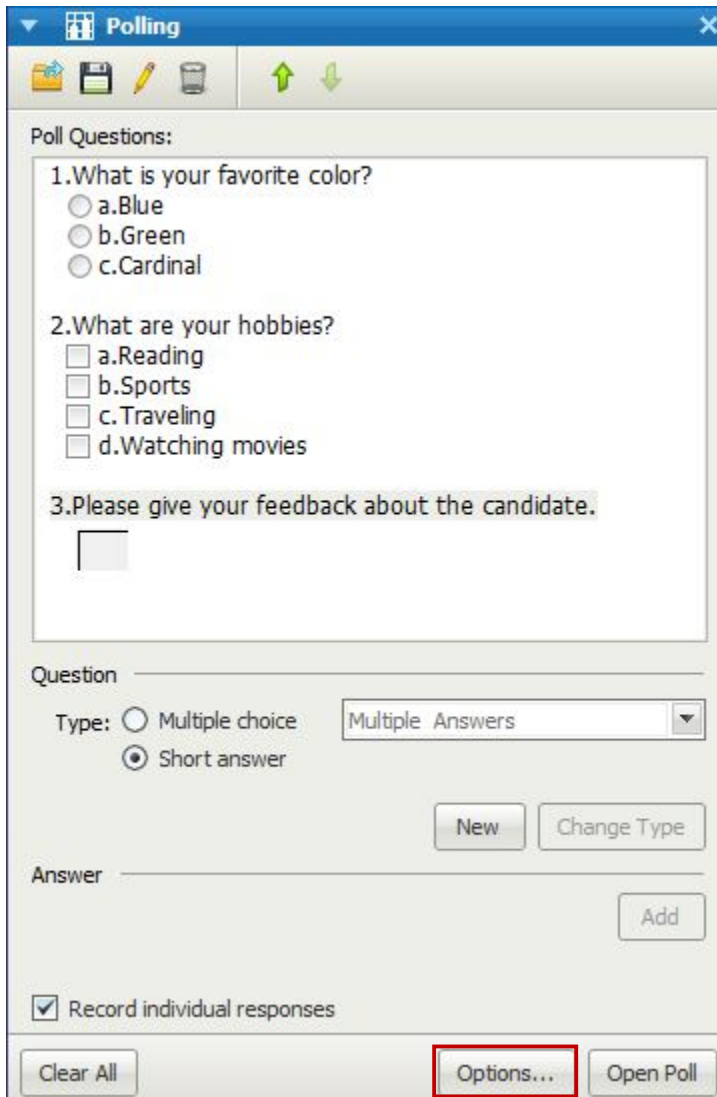
1. Select the question or answer by clicking it, and then click the **Move Up** or **Move Down** icon



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**

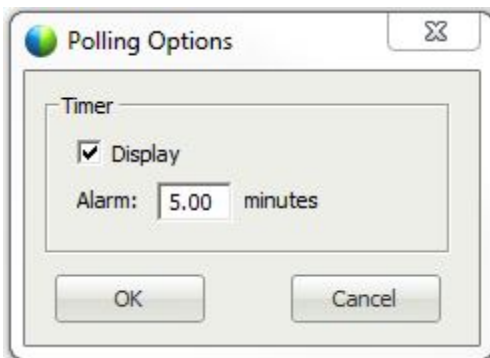


The screenshot shows a window titled "Polling" with a toolbar containing icons for file operations and navigation. The main area is labeled "Poll Questions:" and contains three questions:

- 1. What is your favorite color?
 - a. Blue
 - b. Green
 - c. Cardinal
- 2. What are your hobbies?
 - a. Reading
 - b. Sports
 - c. Traveling
 - d. Watching movies
- 3. Please give your feedback about the candidate.

Below the questions, there is a "Question" section with a "Type:" label. It has two radio buttons: "Multiple choice" (unselected) and "Short answer" (selected). A dropdown menu is set to "Multiple Answers". There are "New" and "Change Type" buttons. Below that is an "Answer" section with an "Add" button. At the bottom left, there is a checked checkbox for "Record individual responses". At the bottom right, there are three buttons: "Clear All", "Options..." (highlighted with a red box), and "Open Poll".

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

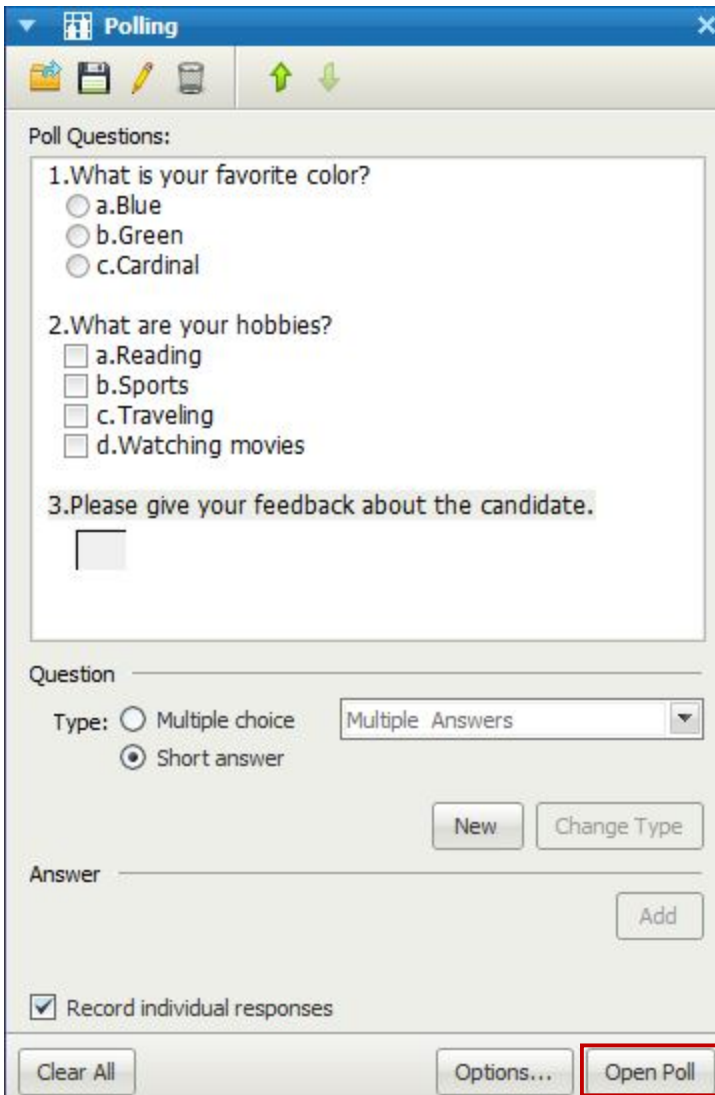


The screenshot shows a dialog box titled "Polling Options" with a close button in the top right corner. It has a "Timer" section with a checked checkbox for "Display". Below it, there is an "Alarm:" label followed by a text box containing "5.00" and the word "minutes". At the bottom, there are "OK" and "Cancel" buttons.

Opening a Poll

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

1. Click **Open Poll**



The screenshot shows a 'Polling' window with a toolbar at the top containing icons for home, save, edit, and delete, along with up and down arrows. The main area is titled 'Poll Questions:' and contains three questions:

- 1. What is your favorite color?
 - a. Blue
 - b. Green
 - c. Cardinal
- 2. What are your hobbies?
 - a. Reading
 - b. Sports
 - c. Traveling
 - d. Watching movies
- 3. Please give your feedback about the candidate.

Below the questions, there is a 'Question' section with a 'Type:' dropdown menu. The 'Type:' dropdown is set to 'Multiple Answers'. There are radio buttons for 'Multiple choice' and 'Short answer', with 'Short answer' selected. There are 'New' and 'Change Type' buttons. Below that is an 'Answer' section with an 'Add' button. At the bottom, there is a checkbox for 'Record individual responses' which is checked. At the very bottom, there are three buttons: 'Clear All', 'Options...', and 'Open Poll'. The 'Open Poll' button is highlighted with a red border.

NOTE: 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.

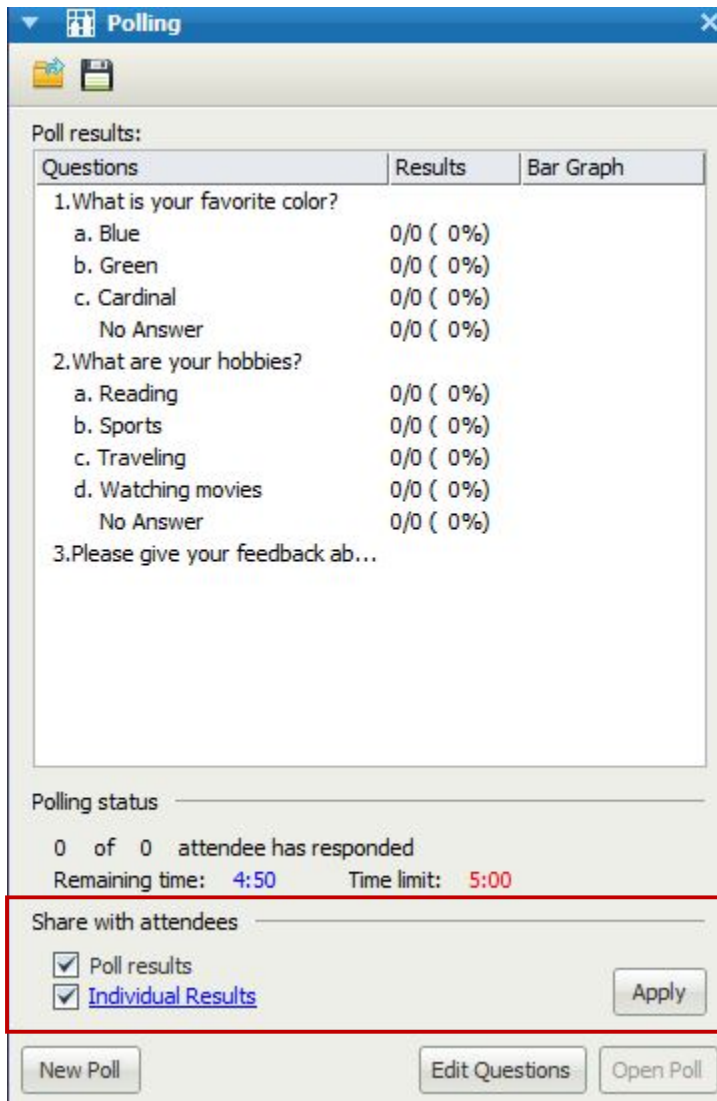
2. Click **Close Poll** when the time is up. If you specified a timer and the poll times out, the poll automatically closes. Participants can no longer answer questions.

Viewing and Sharing Poll Results

After closing a poll, you can view the complete results of the poll and share group results with participants. The results will appear in your polling panel.

To share the results:

1. In the **Share with attendees** section on your Polling panel, select **Poll results**, and then click **Apply**. You can also choose to share individual results by selecting **Individual results**.



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

Saving and Opening Poll Questionnaires and Results

To save a poll questionnaire:

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

NOTE: Meeting Manager saves the poll questionnaire to a file at the location you specified. Poll questionnaire file names have an .atp extension.

To save results of a poll:

1. Close the poll if you have not done so.
2. On the **File** menu, choose **Save** or **Save As > 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 to save the results
 6. Click **Save**
- You can now view poll results by opening the file.

Opening a Poll Questionnaire File

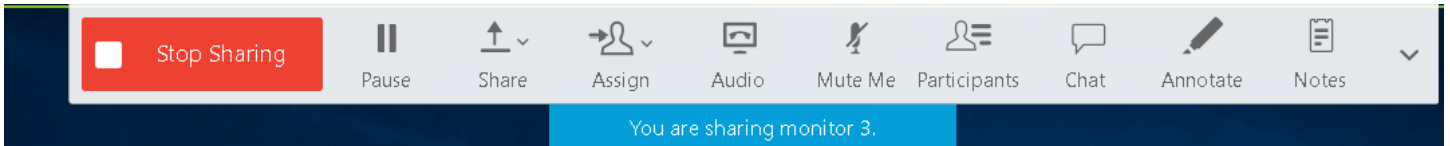
1. Use one of these methods to browse to the file:
 - On the **File** menu, choose **Open Poll Questions**
 - Click the **Open** icon on your Polling panel



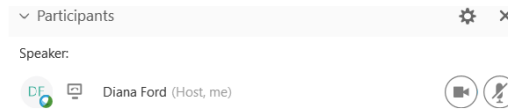
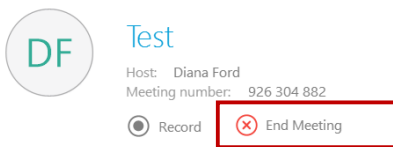
2. Select the poll questionnaire file that you want to open
A poll questionnaire file has an .atp extension
3. Click **Open**
The poll questionnaire appears on your Polling panel. You can now open the poll to the participants.

Ending a Meeting

If applicable, click the **Stop Sharing** button to return to the Meeting Center



Click **End Meeting**



More Options

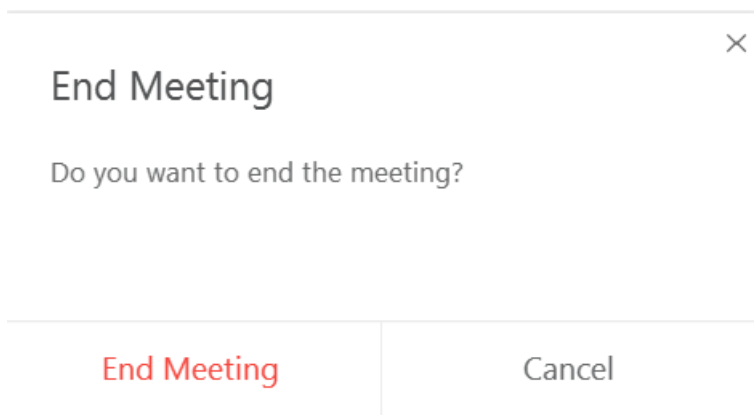


More Options



Copy Meeting URL

Click **End Meeting** on the next window.



Allowing Another User to Schedule Meetings For You

You can grant permission to one or more Meeting Center users to schedule meetings on your behalf. A user to whom you grant permission to schedule meetings must have an account on your Meeting Center Web site. Once a user schedules a meeting for you, the meeting appears in your list of meetings on your My Meetings page. You can then start the meeting and host it as you normally do when you schedule meetings yourself.

1. Navigate to the WebEx site <https://troyu.webex.com/>
2. Click the **Host Login** button on the right-hand side and login with your WebEx Credentials
3. On the navigation bar, click **My WebEx**
4. Click **My Profile**
5. Under **Session Options**, *do either or both of the following*:
 - In the **Scheduling permission** box, type the email addresses of the users to whom you want to grant scheduling permission. Separate multiple addresses with either a comma or semicolon
 - Click **Select From Host List** to select users from a list of all user who have WebEx accounts
6. Click **Update**