WEBEX
Quick Reference Guide

Webex Account
Webex is a cloud-based video conferencing, online meeting, screen share and webinar tool. To use Webex you must first request a personal or departmental account. Requests are sent by email to support@rowan.edu or submitted at support.rowan.edu. A Webex account has a cost associated and can be designated for a single user or shared within a specific department. Information about the fund and organization must be included for billing purposes. If the call-in feature is used, data charges may apply. Once an account is created, an email will be sent confirming the account name. The user name is often kept the same as a personal log in for the Rowan network, or if the account is shared, the same as the departmental email. The passwords may differ and can be reset.

Webinar Best Practices
There are many details to consider when planning a webinar to ensure a more successful session:

- **Staff:** One or two people should be presenting the content and a third person should be available to answer questions from participants. It is optimal to have a person responding to comments and acting as technical support for participants and presenters.
- **Materials:** Any materials such as guides or manuals that need to be distributed to participants as supplemental learning material should be established prior to the Webex event and either emailed or distributed within the Webex software.
- **A troubleshooting plan should be developed to tackle technical issues with participants accessing the content. This includes someone helping with issues with sound, a plan to mute participants upon entering the event if they do not need to speak, and sending an email prior to the event with directions on how to log in, mute, and participate in the event. Create a start time 20 minutes prior to beginning the presentation to allow participants to log in, discover any difficulties, and learn some Webex features. An ice breaker is suggested during this time.
- **A plan should be established for taking attendance and recording your class using the record feature in Webex, and the layout of the Webex windows should be established prior to beginning the event.

Setting up a Meeting in Webex

- Log in to Webex at rowan.webex.com
- Choose Meetings from the menu on the left side of the screen
- Choose the blue Schedule a Meeting button
- Fill in the Meeting Topic
- The Meeting Password will be automatically generated, but can be changed if desired
- Click on the Date and Time listed and choose the proper date and time for your meeting from the pop-up screen that follows
- If the meeting will occur multiple times, check off the Recurrence box. Choose when the meeting will reoccur and an ending date
- In the Attendees section, invite any participants using their email addresses; separating each person with a comma. A link could also be generated and shared at a later date
- Use the Agenda section to describe the event and to offer any information necessary
- Choose the blue Schedule button
- Once your meeting is scheduled, you will be given a link and call in information for participants using a phone

Setting up a Training in Webex

- Log in to Webex at rowan.webex.com
- Choose Webex Training from the menu on the left side of the screen
- On the left side menu, choose Schedule Training under the Host a Session section
- Click on the Date and Time listed and choose the proper date and time for your meeting
- The Meeting Password will be automatically generated, but can be changed if desired
- Fill out the registration information needed. In the Attendees section invite any participants using their email addresses; separating each person with a comma. A link could also be generated and shared at a later date
- Invite any presenters using their email address
- Use the Agenda section to describe the event and to offer any information necessary
- Add any supplemental learning material using the Add Course Material button
- If the training will occur again in the future, use Save As Template to make it easier to schedule again
- Select the Schedule button to schedule the training for a future date
Marketing Your Event

How will you advertise your event to your intended audience? Consider the following ways:

- Emailing the prospective participants with details of your webinar.
- Consider submitting a Rowan Announcer with the information.
- Send email invitations with instructions on how to access the event and information about the webinar.
- Record your event using the record feature in Webex. You can use the recording of the event in promotional material in the future, or make it available to participants who were not able to attend.

Tools for Presentation & Tips

- A selection of tools are available at the bottom of your Webex meeting, these include Mute, Video options, Share Content, the Recorder, show Participants, Chat, and More Options.
- Presenting a PowerPoint: If you would like to show your participants a file (such as a PowerPoint file), it is best practice to have that file up on your computer prior to starting your meeting. Choose the Share menu, then My Screen. Or use the Share Content option in the tool bar at the bottom.
- The Share menu allows you to share your screen, files, videos, an application, the Whiteboard, or a mobile device screen with your participants.
- Messaging: You can message individual participants or Chat with the whole group. The Chat tool opens a chat window on the right hand side of the screen. When sending a chat message, the drop down menu is used to send a message to the entire group or to a certain participant. If the chat window is turned off and a private message is sent, a red badge will show on the participant’s name to show there is a message that cannot be seen.
- Presenter: It is a best practice to have a Presenter and a Host. The Presenter will run the meeting, presentation or training, and the Host acts as backup, tech support and should manage questions from the participants. There may be more than one Presenter. The Host has the ability to change the Presenter during the meeting. To change the Presenter role, the Host clicks on the small Webex icon next to the new presenter’s name, found under the Participants window, and clicks Yes when asked if they would like to change the Presenter. This can always be changed to the original Presenter again using the same process.
- Whiteboard: The Whiteboard feature in Webex allows the Presenter to interact with their participants, and to create a more engaging learning experience. It is often used with icebreakers at the beginning of a meeting and to draw concepts out that need to be presented visually, or to type text answers to questions. The Host can right click on a participant’s name and choose Allow to Annotate to grant them the ability to use the Whiteboard. A toolbar will appear for the participant offering them the ability to use arrows, text, lines, shapes, and colors.
- Raise Hand: Participants have the opportunity to use the Raise Hand feature to digitally raise their hand and get the attention of the Presenter or Host, much as they would in-person. When a participant raises their hand, a small hand symbol will appear by the participant’s name. The Presenter can then mention the participant verbally, especially if it was in response to a question asked, or the Host can message the participant and address their concerns.
- Views: To change the view when in a meeting or training, use the button on the upper right-hand corner of the screen. Floating Panel View can be changed to Film Strip View or to Side-by-Side View.
- Video: The audio/video icon on the toolbar at the bottom of the screen will begin showing video to your participants if you have a camera on your computer. Click the icon and Start My Video to begin video. Click on the video icon again to stop the video.
- Participants menu: Under the Participants menu there are options to allow all participants to share their screen, options for muting, and for assigning privileges to participants.
- Tips: Decide what windows in Webex you would like showing and set the windows up before the meeting begins. Test your tools, especially audio and video on multiple internet browsers. Decide who will be muted and when and share this information with your team and your participants.

For Webex help visit: https://collaborationhelp.cisco.com/?language=en-us or https://support.rowan.edu/kb_view.do?sysparm_article=KB0010591