

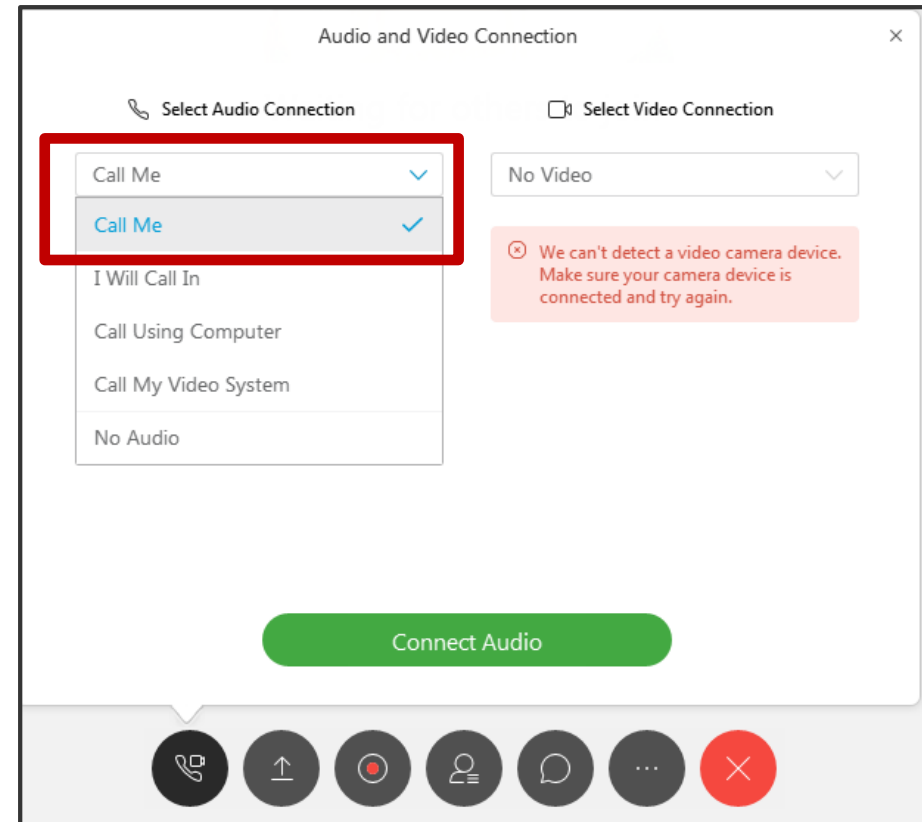
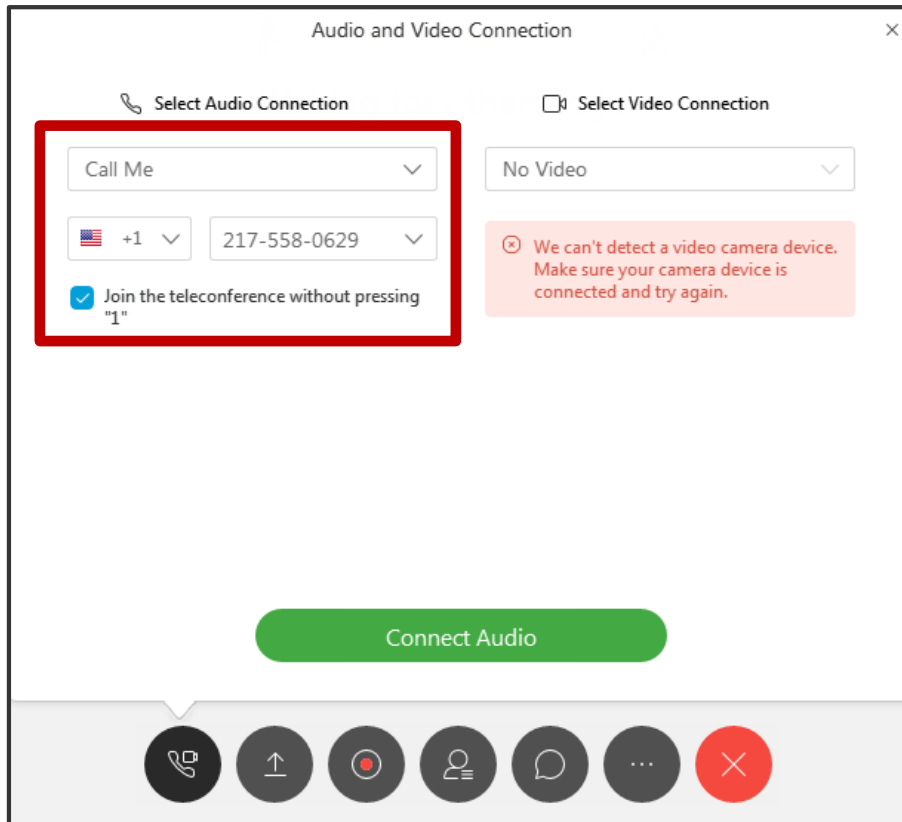
# Thanks for joining.

In order to hear the presenter, you will need to connect to the audio.

## **BEST PRACTICE** for joining the Webex Audio Conference

*For the lowest toll charge possible, connect to audio by using the “Call Me” option*

1. From the “**Select Audio Connection**” drop down menu, select “**Call Me**”
2. Input your telephone number
3. Click “**Connect Audio**” **GREEN BUTTON** OR connect via your computer “**Call Using Computer**”



# Join a Webex Meeting – Audio

The screenshot shows a Webex meeting interface. At the top, there is a menu bar with 'File', 'Edit', 'Share', 'View', 'Audio', 'Participant', 'Meeting', and 'Help'. The main area displays the host 'Valerie Bolinger (Host...)' and a list of participants: Patrick Beard (me...), Valerie Bolinger (Host, internal), Tracie Blaise, and Wallace Dandridge (internal). A 'Participants' sidebar is visible on the right. In the bottom left, a circular video feed shows Valerie Bolinger. A red-bordered dialog box titled 'Audio and Video Connection' is open, showing four options: 'Call Me' (+1-217-557-4369), 'I Will Call In', 'Call Using Computer' (with a 'Change settings' link), and 'Call My Video System' (doit.ccc.1west.video@illinois.go). A red box highlights the 'Call Me' option. At the bottom, there is a toolbar with icons for audio, video, screen sharing, and a red 'X' button. A participant bar at the very bottom shows Valerie Bolinger, Tracie Blaise, and Wallace Dandridge.

This is a close-up of the 'Audio and Video Connection' dialog box. It features a light blue header with the title and a close button. The main content area is white and contains four options, each with an icon and text: 1. 'Call Me' with a telephone handset icon, showing the number '+1-217-557-4369' and a blue link 'Call me at a different number'. 2. 'I Will Call In' with a handset icon and an arrow pointing up and right. 3. 'Call Using Computer' with a headset icon and a blue link 'Change settings'. 4. 'Call My Video System' with a person icon, showing the email 'doit.ccc.1west.video@illinois.go' and a blue link 'Call me at a different address'. A red border highlights the top portion of the dialog, and a yellow box highlights the 'Call me at a d' text at the bottom right.

# We will be taking questions today via the “Chat” window

The screenshot displays the Cisco WebEx Meeting Center interface. At the top, the title bar reads "Cisco WebEx Meeting Center" and includes standard window controls. Below the title bar is a menu bar with options: File, Edit, Share, View, Audio, Participant, Meeting, and Help. The main area shows a large video feed of a woman, Catherine Sinu, with her name displayed above her. A red arrow points to the "CHAT" icon in the bottom toolbar, which is highlighted with a red box. The bottom toolbar also contains icons for mute, video, screen share, participants, chat, and end meeting. Below the main video feed is a gallery of smaller video feeds for other participants: Adrian Delamico, Catherine Sinu, Sherry McKenna, David Liam, Elizabeth Wu, and a partially visible one for another participant. On the right side, there is a "Participants" list with names and status icons: Alison Cassidy (Me), Adrian Delamico (Host), Catherine Sinu, Sherry McKenna, David Liam, Elizabeth Wu, Herbert Hill, Ethel Gross, Eunice Cole, Gabriel Cole, Amy Alvarado, Augusta Park, James Weston, Patrick Cooper, Essie Adkins, and Dean Roberts. The Cisco logo is visible in the bottom left corner.



# Cisco Webex Training

## *Session 1 – Basic Overview*

[Illinois.webex.com](https://illinois.webex.com)

[Illinois<sup>2</sup>.webex.com](https://illinois2.webex.com)



# Key Elements

- Participant Controls:
  - ✓ Mute
  - ✓ Raise Hand
  - ✓ Web Cam
  - ✓ View Controls
- Eligibility
- Obtaining a Host Account
- Password Management
- Host Essentials
- Desktop Application (formerly Productivity Tools)
- My Webex Profile
- Adding a session to Outlook
- Managing Recurring Meetings
- Scheduling from the Portal
- Joining a Session
- Audio Connection Options
  - ✓ Key Best Practice
- Sharing Options
- Reports
- My Recordings
- Mobile
- Help

# Technology Memory Lane

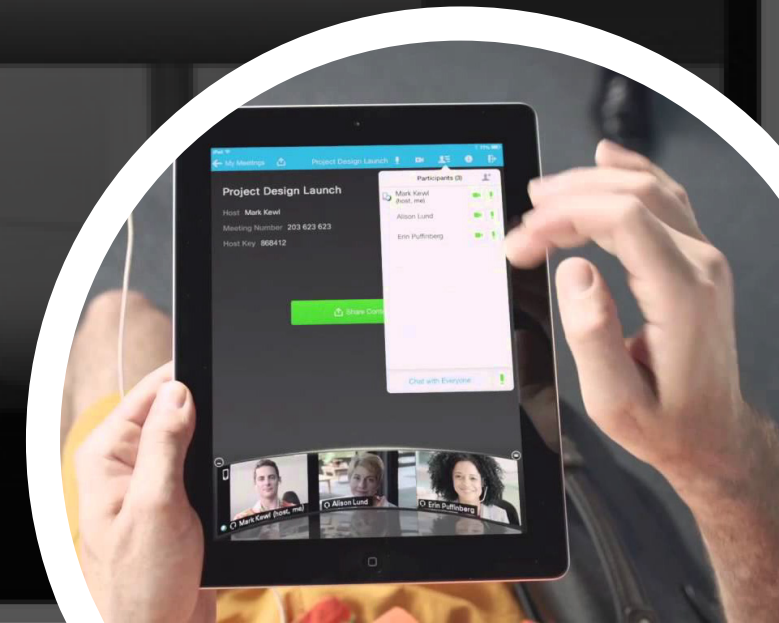
Would we really want to start using bag phones, polaroid cameras, cassette players, manual typewriters, snail mail and encyclopedias again?



# JOIN THE JOURNEY

- Built for mobility
- Efficient and effective way to communicate and collaborate with business partners
- A method to conduct real time meetings with anyone who has access to the Internet
- Decrease travel time and save \$\$\$

acassidy.company@mync.webex.com



# CONDUCT DAILY & WEEKLY STAFF MEETINGS

You have the ability to conduct daily or weekly virtual staff meetings with managers, agency leadership and staff to facilitate open communication among teams and provide quick resolution to issues and concerns. Your meetings can leverage video conferencing, web conferencing, audio conferencing, document sharing and chat to allow participants to join from anywhere.





# e-Hearings PUBLIC MEETINGS

Lawyers in various agencies are using Webex in place of in-person claimant hearings. Hearings are conducted via Webex along with live video and audio when claimants cannot attend the meeting in person. Meeting recordings are archived in a secure cloud-based storage environment for auditing and legal purposes.



## LARGE WEBINARS WITH WEBEX EVENT CENTER

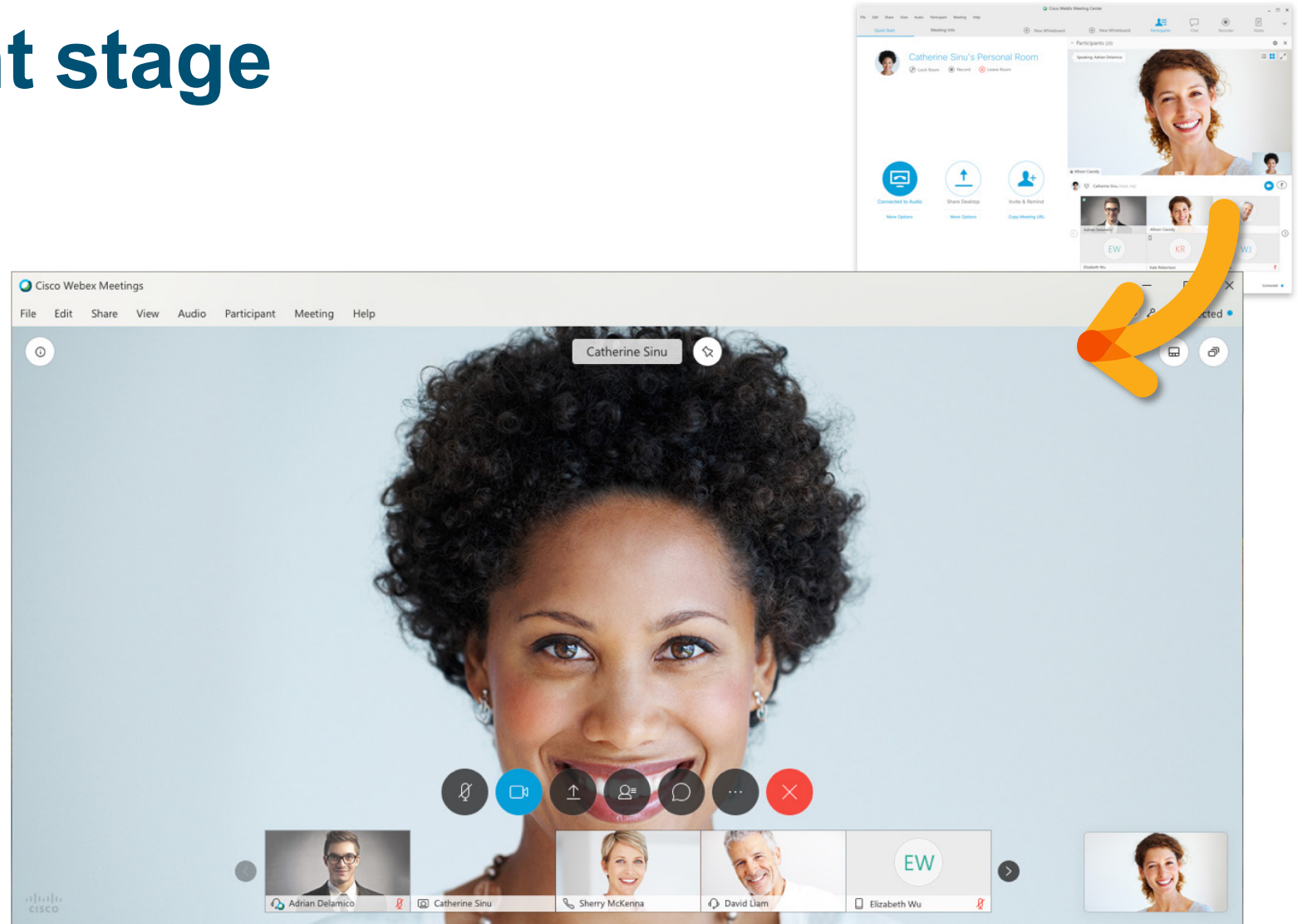
Webex Event Center provides a forum that allows hundreds of participants in a live, interactive session that includes polling and a formal Q&A to engage their participants. Event Center is great for listen only webinars and training sessions.



# Participant Controls & Viewing

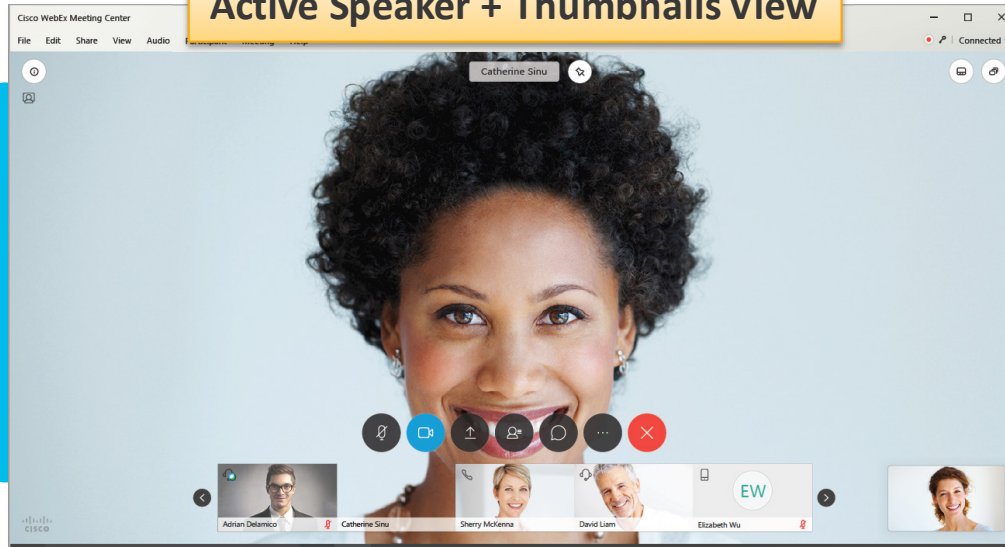
# Video takes front stage

- Makes meetings more alive and interactive
- Similar interface between other Webex applications and video devices



# Webex In-Meeting Experience

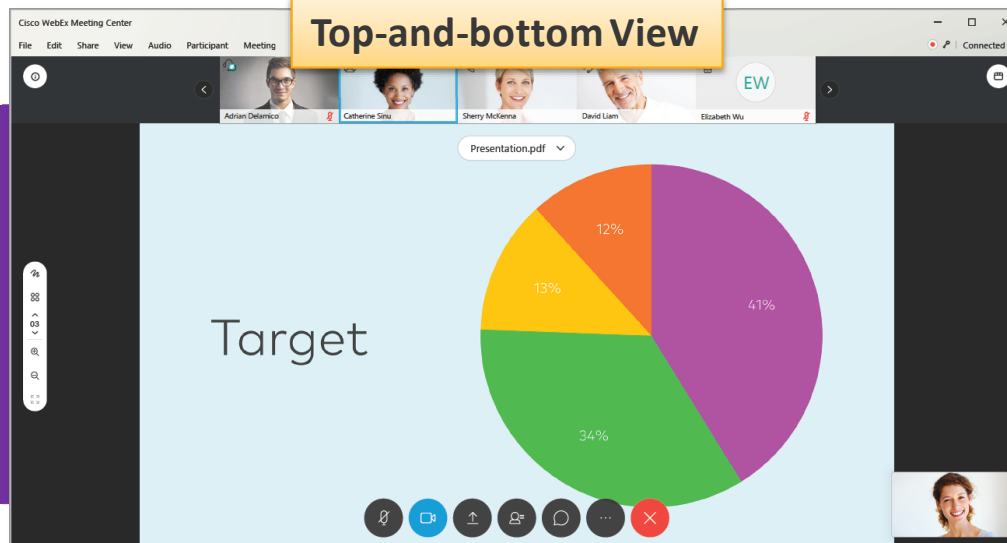
Active Speaker + Thumbnails View



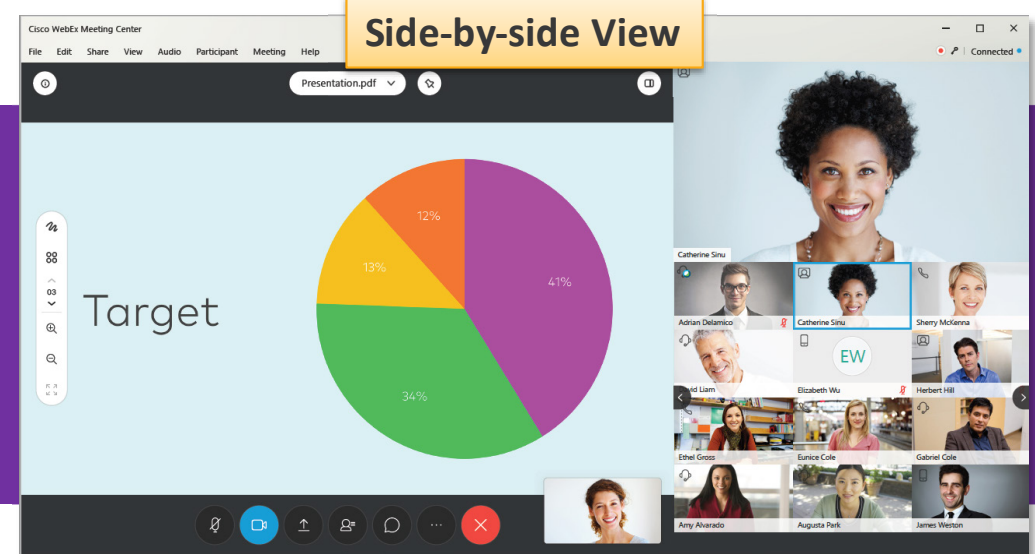
Grid View



Top-and-bottom View



Side-by-side View

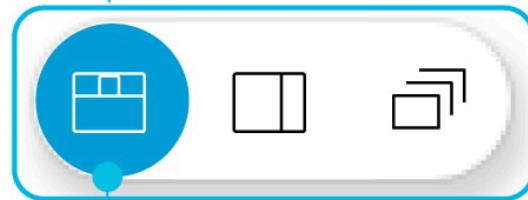
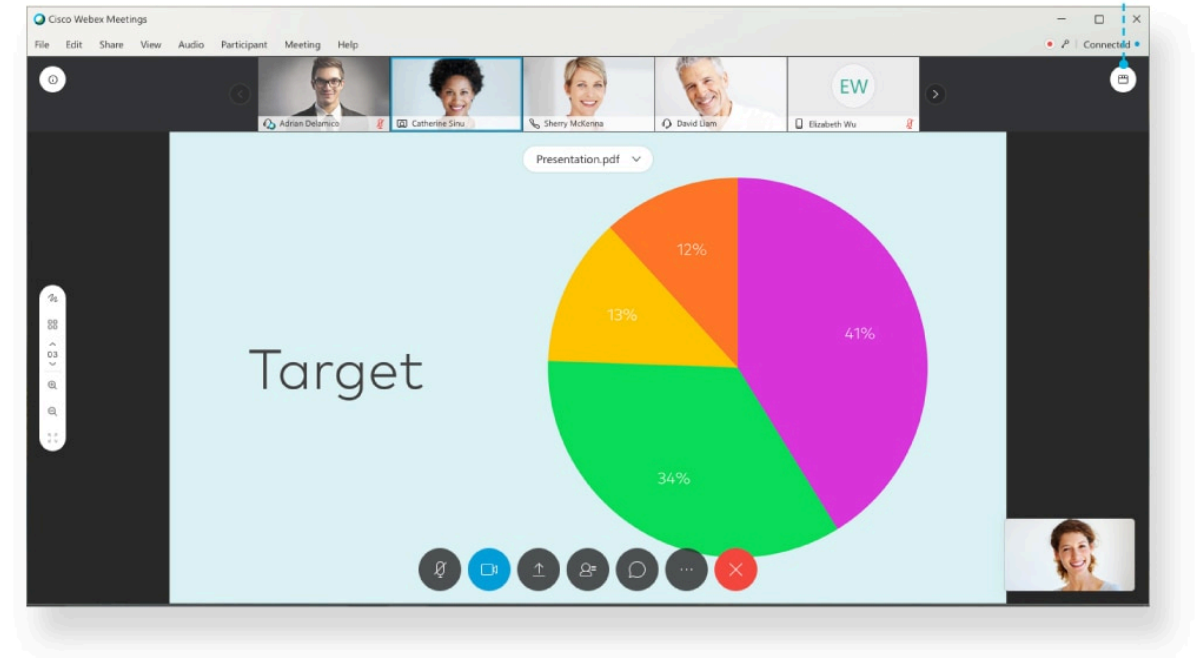


Video-only

Content share

# ACTIVE SPEAKER AND THUMBNAIL VIEW

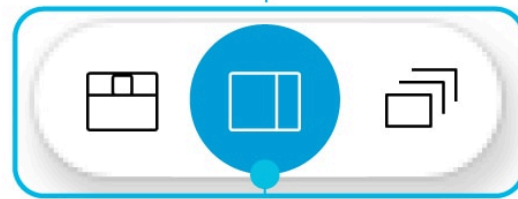
When content is being shared, you can control how you see the shared content and video views



Active Speaker and Thumbnail View

# SIDE-BY-SIDE VIEW

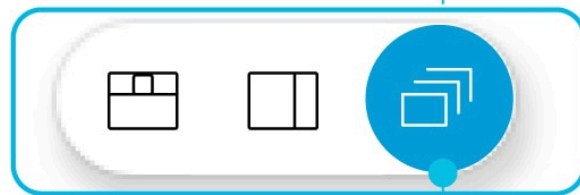
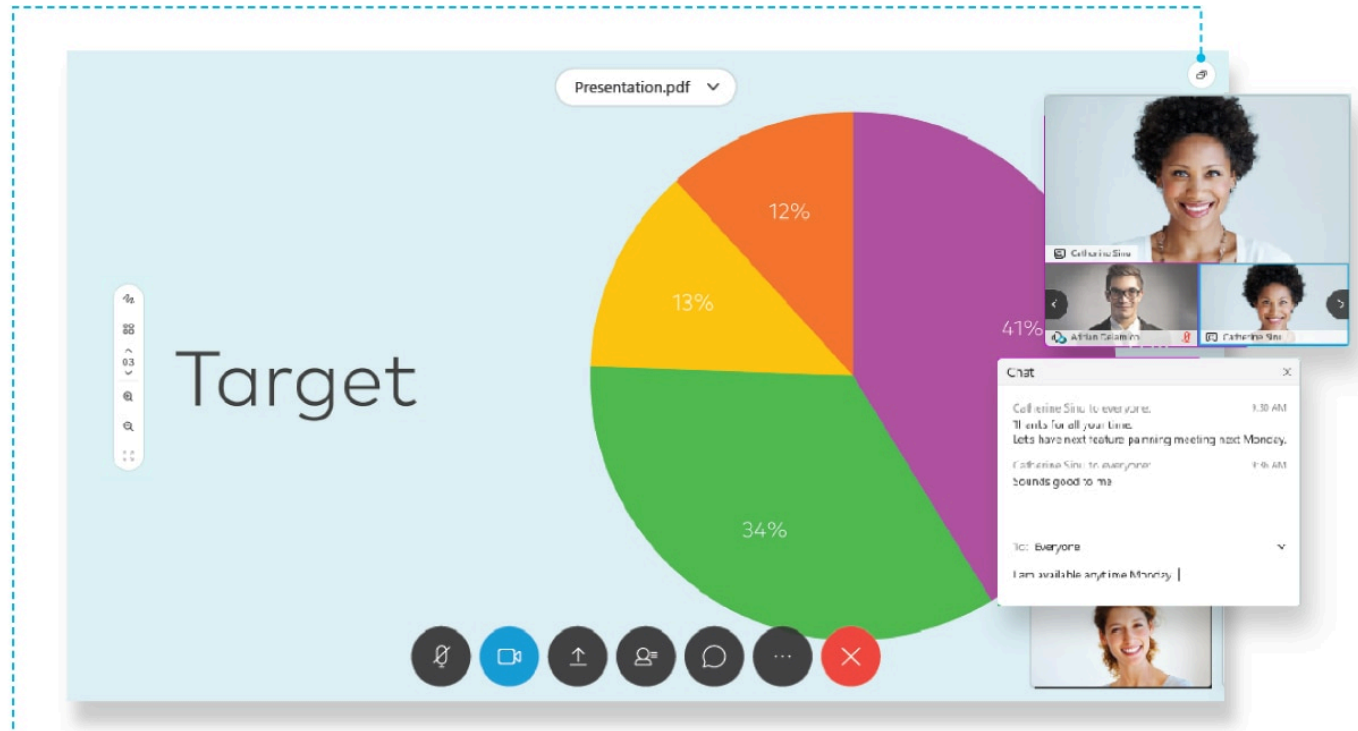
When content is being shared, you can control how you see the shared content and video views



Side-by-Side View

# FLOATING VIEW

When content is being shared, you can control how you see the shared content and video views



Floating View



- **ACTIVE SPEAKER VIDEO VIEW**
- **ACTIVE SPEAKER & THUMBNAIL VIEW**
- **GRID VIEW**

When Content is not being shared, you can switch between three different views



Active Speaker  
Video View

Active Speaker and  
Thumbnail View

Grid View

# Participant Views/Controls: Side to Side (Participant Panel view)

The screenshot displays the Cisco WebEx Meeting Center interface in a 'Participant Panel view'. The main window shows a large video of Catherine Sinu, with her name and a close button overlaid. Below the video is a control bar with icons for mute, video, screen share, participants, chat, and end meeting. At the bottom, a gallery of smaller video thumbnails shows other participants: Adrian Delamico, Catherine Sinu, Sherry McKenna, David Liam, Elizabeth Wu, and a partially visible one on the right. On the right side, a 'Participants' panel lists all attendees with their names, roles (e.g., Host), and status icons (video on/off, muted). The interface includes a top menu bar with 'File', 'Edit', 'Share', 'View', 'Audio', 'Participant', 'Meeting', and 'Help', and a window title bar with standard OS controls.

Cisco WebEx Meeting Center

File Edit Share View Audio Participant Meeting Help

Connected

Participants

- Alison Cassidy (Me)
- Adrian Delamico (Host)
- Catherine Sinu
- Sherry McKenna
- David Liam
- Elizabeth Wu
- Herbert Hill
- Ethel Gross
- Eunice Cole
- Gabriel Cole
- Amy Alvarado
- Augusta Park
- James Weston
- Patrick Cooper
- Essie Adkins
- Dean Roberts

Adrian Delamico Catherine Sinu Sherry McKenna David Liam Elizabeth Wu

# Participant View/Controls: ZOOM CONTROLS

Cisco Webex Meetings

File Edit Share View Audio Participant Meeting Help

Participants Connected

Participants

Valerie Bolinger (me, internal)

TC Tyler Clark (Host, internal)

LM Liz McComb

AF Adam Ford (internal)

AK Andy Klein

BB Brad Burnett

BL brad long

BM Brad Marshall (internal)

BS Brad Smith (internal)

BT Brian Turner (internal)

Call-in User\_10

Call-in User\_6

Call-in User\_7

Call-in User\_8

Call-in User\_9

CC Carie Cycholl (internal)

CC Carl Conner

CB Charlita Bronson

CB chris boston

CB Chris Britten

CO Chris Oliver

CB Christ Balich (internal)

C Cynthia

DK Daaron Kimmel (internal)

## Service Delivery Reporting

Week of January 6 through January 12

### Incident Aging > 90 Days

Support Team	#
Technical Safeguards	13
ERP Support	7
FPR Applications Support	3
PIM Tech	3
Endpoint Security	2
ERP HANA BI	2
EUC Chicago	2
EUC South	2
Midrange WINTEL Administration	2
DHS Admin Child Care	1
DHS Security	1
DNR Application Support	1
DOC Application Support	1

Support Team	#
DOT Application Support	1
DPH EMS Licensing	1
DPH Trauma HSVI App Support	1
DVA Application Support	1
EAA Content Management	1
EPA Application Support Tier 3	1
HFS Application Support	1
REV Application Support	1
Security Engineering	1
Systems Operation Center	1
WINTEL App Hosting	1
TOTAL	51

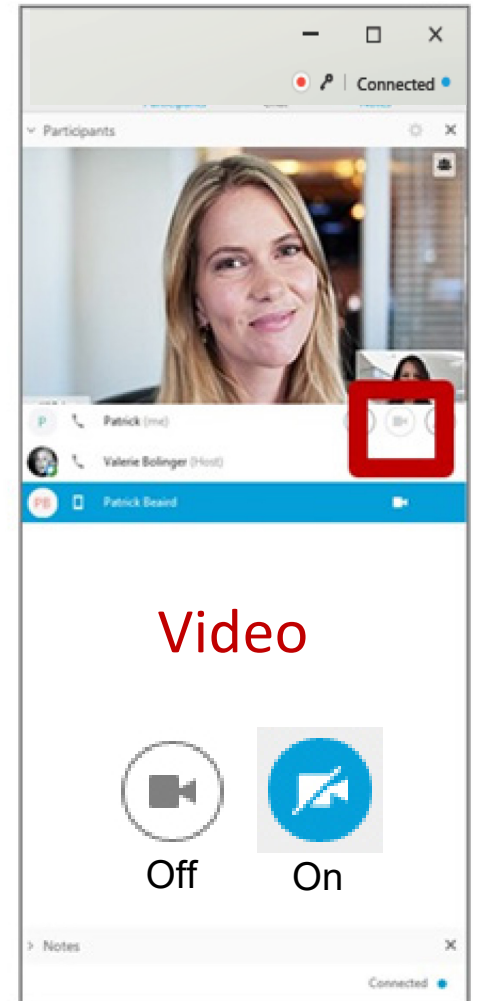
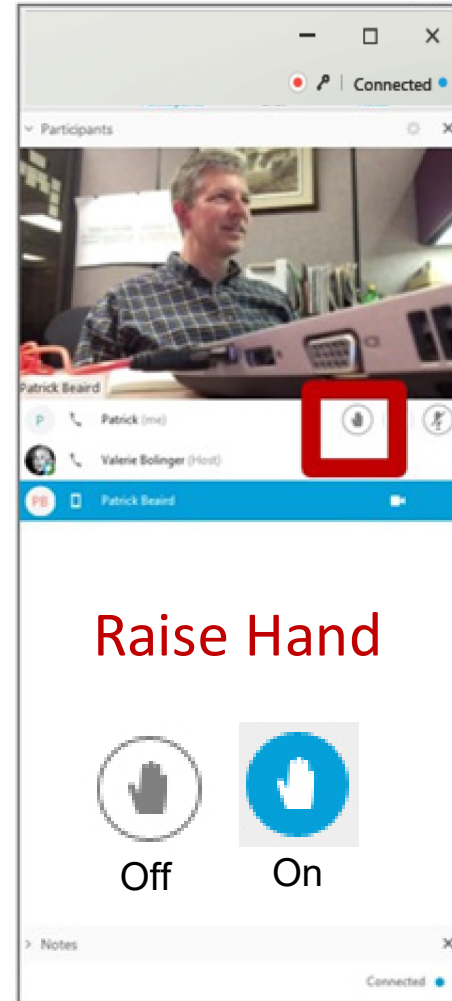
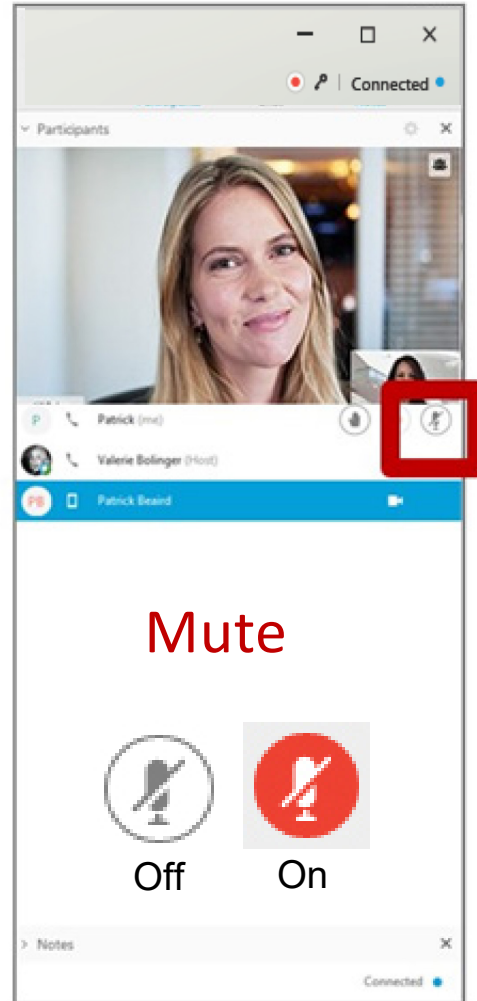
Zoom Out

# Participant Controls

**Mute:** Did you mute yourself via the Webex dashboard or your phone as a courtesy to others?

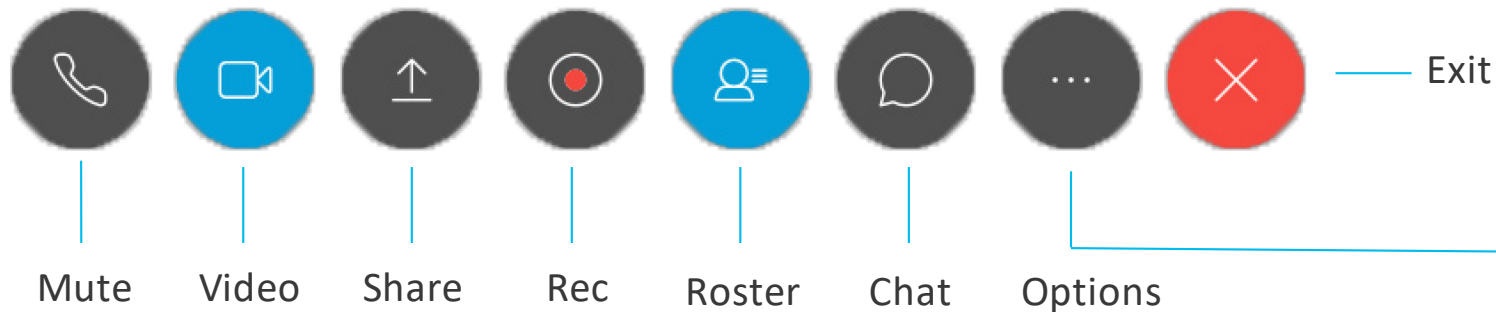
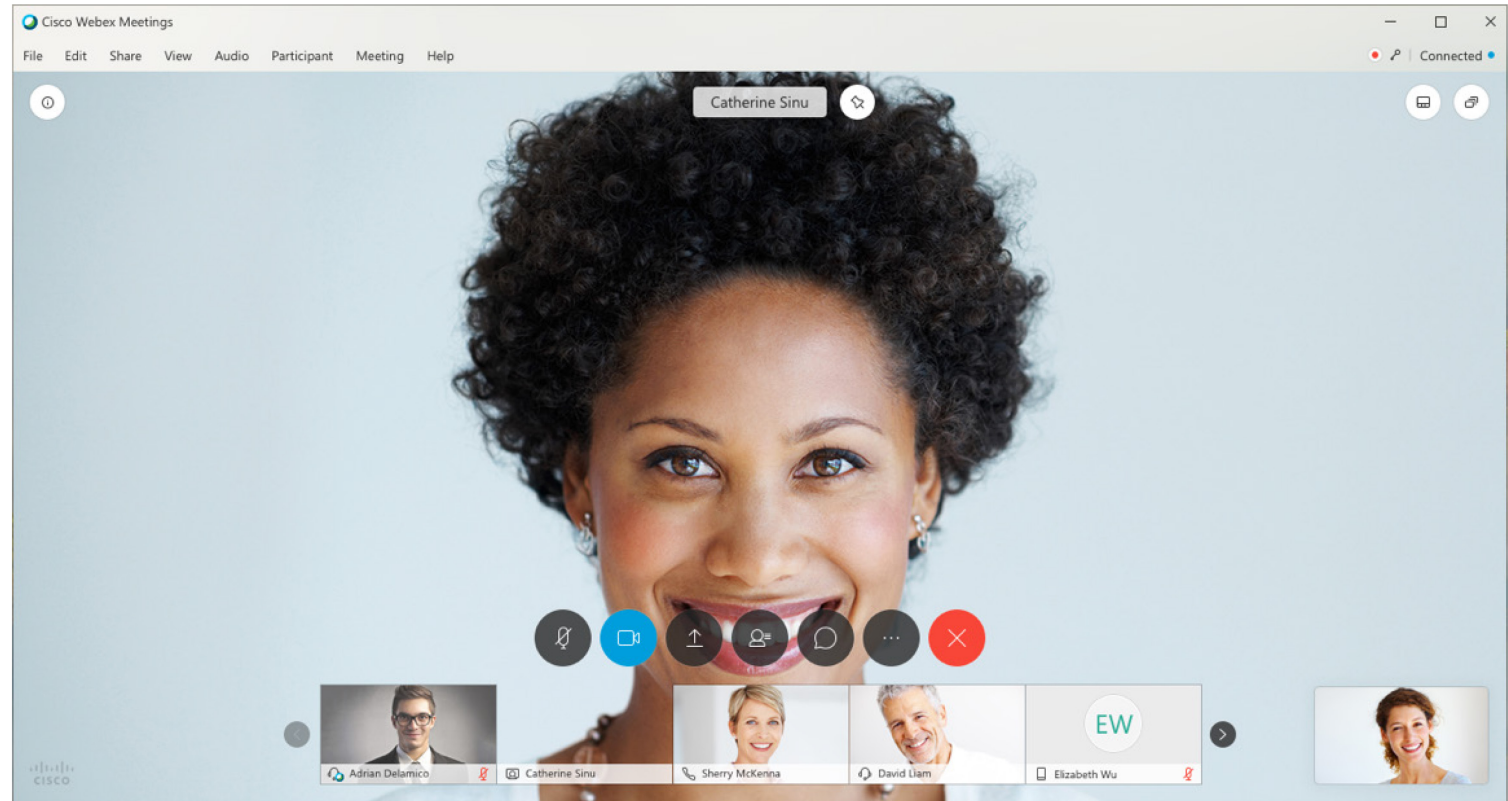
**Raise Hand:** Your session Host may instruct you to use this feature when you have a question.

**Video:** Click the camera icon to allow others to see you. View the presenter in full-screen HD by clicking the top right corner of the video. *(Camera Required)*



# In-Meeting Controls

- Optimized for touch panels
- Auto-hide buttons



# Webex Service Eligibility

[illinois.webex.com](https://illinois.webex.com)

[illinois2.webex.com](https://illinois2.webex.com)

## Illinois.webex.com - Illinois Domain Users

1. Abraham Lincoln Presidential Library & Museum
2. Capital Development Board
3. Central Management Services
4. Colbert-Aging
5. Civil Service Commission
6. Children and Family Services, Department of
7. Corrections, Department of
8. Criminal Justice Authority
9. Employment Security, Department of
10. Environmental Protection Agency
11. Executive Ethics Commission
12. Financial and Professional Regulation
13. Guardian Advocacy Commission
14. Governor's Office
15. Health and Family Services
16. Health and Information Exchange Authority
17. Historic Preservation Agency
18. Human Services, Department of
19. Human Rights, Department of
20. Illinois Principle Association
21. Illinois Racing Board
22. Illinois Tax Tribunal
23. Inspector General, Office of
24. Insurance, Department of
25. Innovation & Technology, Department of
26. Judicial Inquiry Board
27. Labor, Department of
28. Labor Relations Board
29. Latino Family Commission
30. Lottery
31. Lieutenant Governor, Office of
32. Military Affairs, Department of
33. Natural Resources, Department of
34. Public Health, Department of
35. Pollution Control Board
36. Prisoner Review Board
37. Procurement Policy Board
38. Property Tax Appeal Board
39. Revenue, Department of
40. State Fire Marshall
41. Veterans Affairs, Department of
42. Workers Compensation Commission

## Illinois<sup>2</sup>.webex.com Non-Consolidated Agencies

For agencies, boards and commissions that do not appear in the list to the left.

### Agency Portal Eligibility List

*(Note: SSO Eligibility is continually advancing as agencies consolidate)*

# Webex Service Portal Eligibility

The states' Webex service is provided via two portals in order to accommodate Illinois.gov domain as well as for other agencies directory services.

## Illinois.webex.com

Agencies in the Illinois.gov Active Directory domain take advantage of Single Sign-On (SSO)

## Illinois<sup>2</sup>.webex.com

Non-Illinois.gov domain agencies have access to a separate portal requiring its own username and password.

**Note:** As agencies consolidate, Host accounts will be issued from [Illinois.webex.com](https://illinois.webex.com) to replace [illinois<sup>2</sup>](https://illinois2.webex.com) accounts.



## Obtaining a Host Account – illinois2.webex.com

Unlike the [Illinois.webex.com](https://illinois.webex.com) portal, this portal and associated HOST accounts are **NOT** generated automatically.

Accounts must be obtained by request through your agency Telecom Coordinator.

**Submit a E-TSR for a Host Account and send to:**

[DoIT.prov@Illinois.gov](mailto:DoIT.prov@Illinois.gov)

- Full Name
- Email Address
- Telephone Number

**Note:** As agencies consolidate, Host accounts will be issued from [Illinois.webex.com](https://illinois.webex.com) to replace [illinois2](https://illinois2.webex.com) accounts.

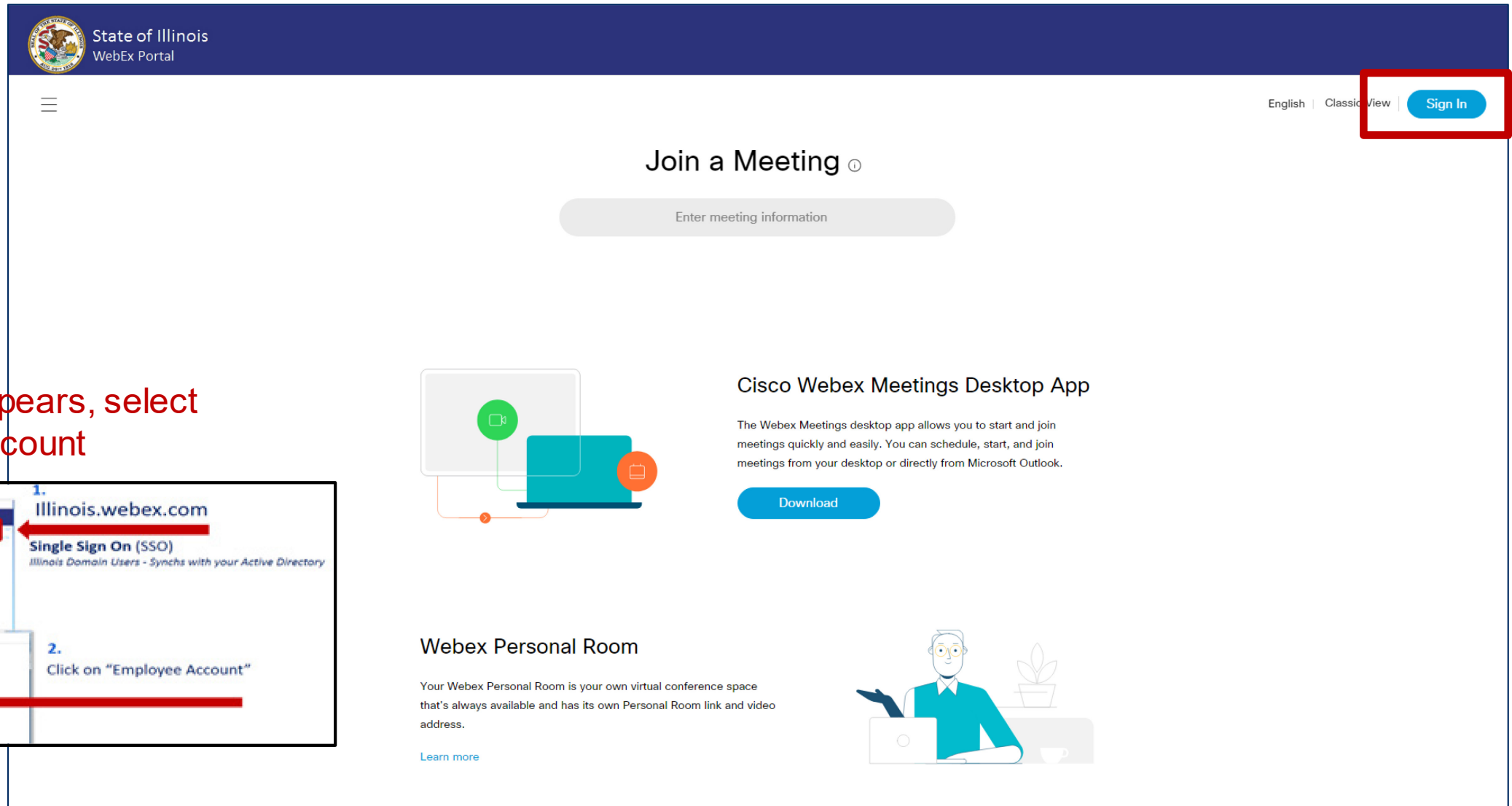
# Creating Your Host Account

[illinois.webex.com](https://illinois.webex.com)

[illinois2.webex.com](https://illinois2.webex.com)

# Creating your Host Account – illinois.webex.com Single Sign On (SSO)

Eligible employees can create a Host account on Illinois.webex.com by simply following the login process below.



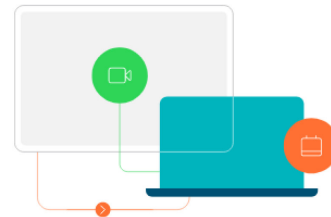
The screenshot shows the Illinois WebEx Portal interface. At the top left is the State of Illinois logo and the text "State of Illinois WebEx Portal". On the right side, there are links for "English", "Classic View", and a blue "Sign In" button which is highlighted with a red rectangular box. The main heading is "Join a Meeting" with a help icon, and below it is a grey button labeled "Enter meeting information".

If this box appears, select employee account



This block contains two numbered steps with red arrows pointing to specific elements in a screenshot of the login process:

- 1. Illinois.webex.com Single Sign On (SSO)**  
Illinois Domain Users - Syncs with your Active Directory
- 2. Click on "Employee Account"**



## Cisco Webex Meetings Desktop App

The Webex Meetings desktop app allows you to start and join meetings quickly and easily. You can schedule, start, and join meetings from your desktop or directly from Microsoft Outlook.

[Download](#)

## Webex Personal Room

Your Webex Personal Room is your own virtual conference space that's always available and has its own Personal Room link and video address.

[Learn more](#)



# Creating your Host Account – illinois2.webex.com

State of Illinois  
WebEx Portal

English | Classic View | **Sign In**

## Join a Meeting <sup>ⓘ</sup>

Enter meeting information

### Cisco Webex Meetings Desktop App

The Webex Meetings desktop app allows you to start and join meetings quickly and easily. You can schedule, start, and join meetings from your desktop or directly from Microsoft Outlook.

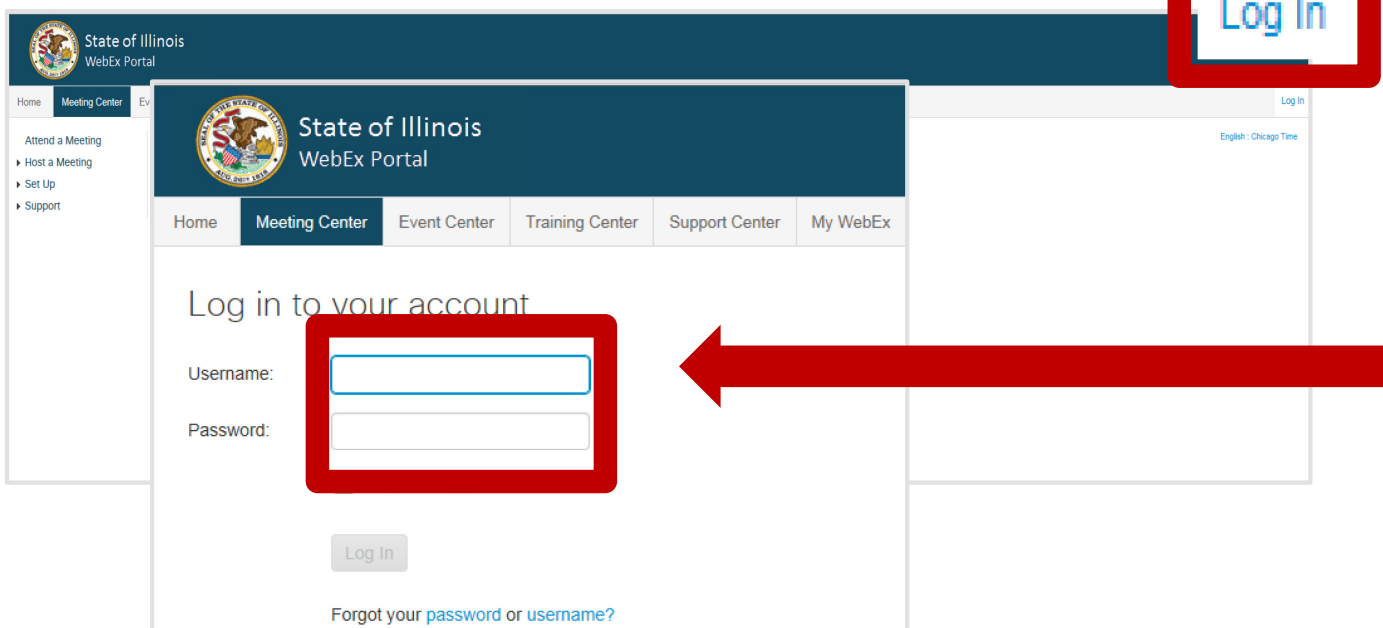
**Download**

### Webex Personal Room

Your Webex Personal Room is your own virtual conference space that's always available and has its own Personal Room link and video address.

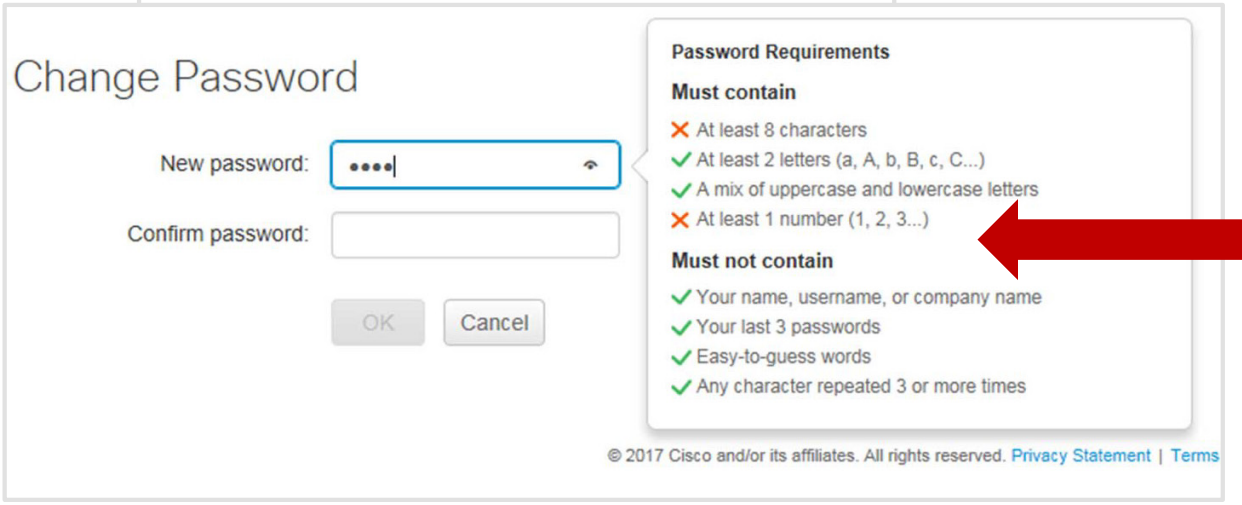
[Learn more](#)

# Account Login – Illinois2.webex.com



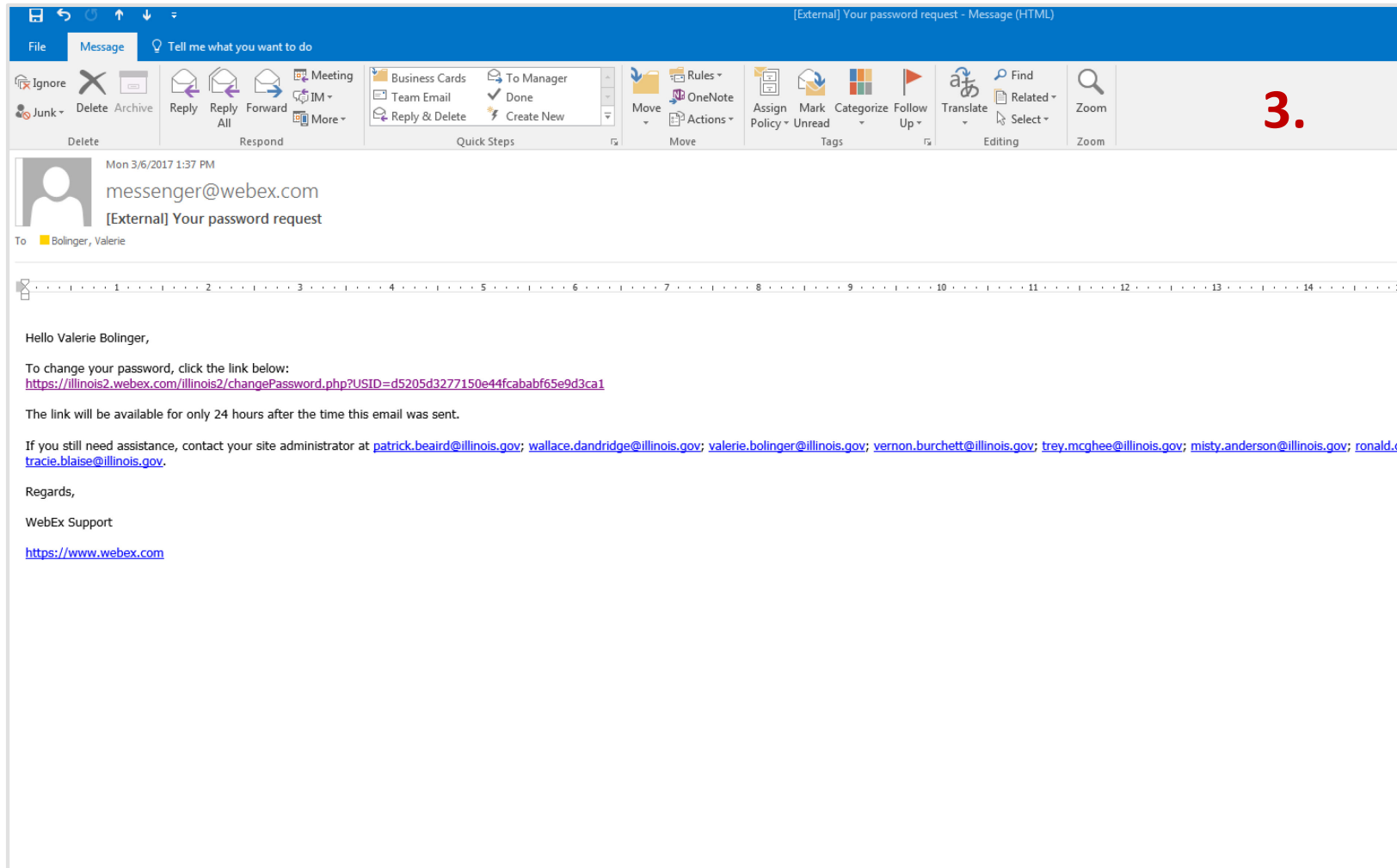
1. Illinois2.webex.com

2. Enter "Username"  
Username = Firstname.Lastname  
Password = *Initial Password will be provided and the user will be prompted to change the password upon login.*



3. Your new password must meet the requirements listed in the image to the left.

# Forgot Your Password?



[External] Your password request - Message (HTML)

File Message Tell me what you want to do

Ignore Delete Archive Reply Reply All Forward More Meeting IM Team Email To Manager Done Reply & Delete Create New Business Cards Rules OneNote Assign Mark Categorize Follow Translate Find Related Select Zoom

Mon 3/6/2017 1:37 PM

messenger@webex.com

[External] Your password request

To Bolinger, Valerie

Hello Valerie Bolinger,

To change your password, click the link below:  
<https://illinois2.webex.com/illinois2/changePassword.php?USID=d5205d3277150e44fcabaf65e9d3ca1>

The link will be available for only 24 hours after the time this email was sent.

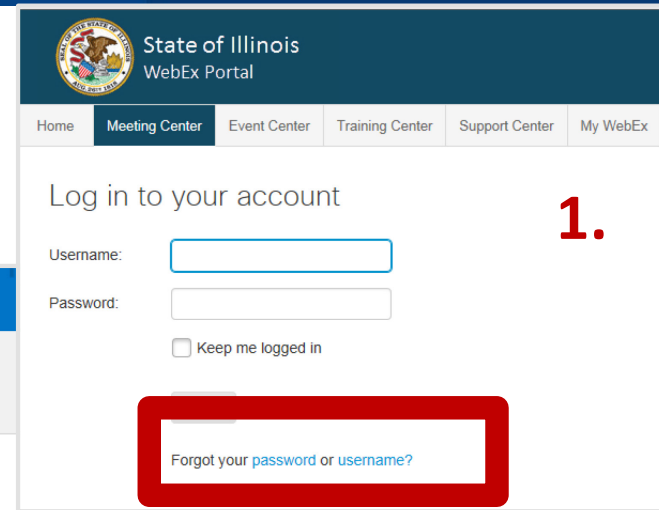
If you still need assistance, contact your site administrator at [patrick.beaird@illinois.gov](mailto:patrick.beaird@illinois.gov); [wallace.dandridge@illinois.gov](mailto:wallace.dandridge@illinois.gov); [valerie.bolinger@illinois.gov](mailto:valerie.bolinger@illinois.gov); [vernon.burchett@illinois.gov](mailto:vernon.burchett@illinois.gov); [trey.mcgee@illinois.gov](mailto:trey.mcgee@illinois.gov); [misty.anderson@illinois.gov](mailto:misty.anderson@illinois.gov); [ronald.cltracie.blaise@illinois.gov](mailto:ronald.cltracie.blaise@illinois.gov).

Regards,

WebEx Support

<https://www.webex.com>

3.



State of Illinois  
WebEx Portal

Home Meeting Center Event Center Training Center Support Center My WebEx

Log in to your account

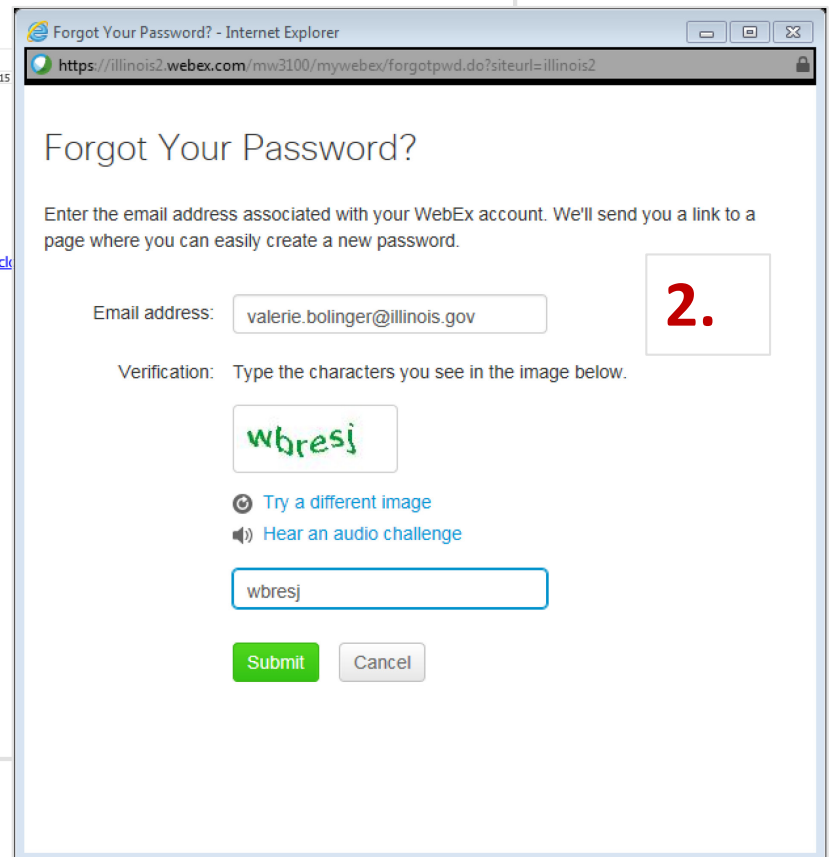
1.

Username:

Password:

Keep me logged in

Forgot your password or username?



Forgot Your Password? - Internet Explorer

<https://illinois2.webex.com/mw3100/mywebex/forgotpwd.do?siteurl=illinois2>


## Forgot Your Password?

Enter the email address associated with your WebEx account. We'll send you a link to a page where you can easily create a new password.

Email address:

2.

Verification: Type the characters you see in the image below.



Try a different image

Hear an audio challenge

Welcome to Webex!  
“Webex Profile”

# Success!



- Home
- Meetings
- Recordings
- Preferences
- Insights
- Support
- Downloads
- Feedback

Search for meetings and recordings

English | Classic View | Valerie



## Valerie Bolinger's Personal Room

<https://illinois.webex.com/meet/valerie.bolinger>

More ways to join

Start a Meeting

Schedule

Get ready for your upcoming meeting by installing the Cisco Webex Meetings app now.

Download

### Recent Personal Rooms

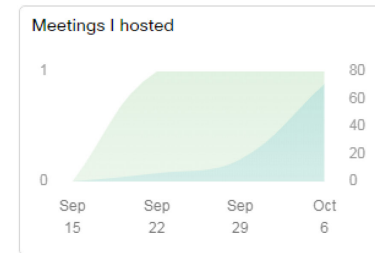
- RW
- JR
- AJ
- LS
- WD

### Upcoming Meetings

- 9:00 AM - 9:30 AM DoIT Daily  
Thu, Oct 17 Jennifer Ricker [Join](#)
- 9:30 AM - 10:30 ... Weekly Webex Support Mee...  
Thu, Oct 17 Wallace Dandridge
- 2:00 PM - 3:30 PM Webex Basic Training  
Thu, Oct 17 Valerie Bolinger [Start](#)
- 3:00 PM - 4:00 PM Webex/Collab - Production ...  
Thu, Oct 17 Wallace Dandridge

[View all meetings](#)

### Insights



- Webex Training
- Webex Events
- Webex Support



# Webex Profile

## Your Virtual Profile is Important

Choose an appropriate photo and Label to be used in multiple applications including Webex. This consistent reflection is important as remote interaction and collaboration increases.

To personalize your Webex portal, Productivity Tools and Session image with a profile photo, click on the circle at the center of the main Webex portal page.

**Valerie Bolinger's Personal Room**

<https://illinois.webex.com/meet/valerie.bolinger>

More ways to join

[Start a Meeting](#)

[Schedule](#)

### Upcoming Meetings

	9:00 AM - 9:30 AM Thu, Oct 17	DoIT Daily Jennifer Ricker	<a href="#">Join</a>
	9:30 AM - 10:30 ... Thu, Oct 17	Weekly Webex Support Mee... Wallace Dandridge	
	2:00 PM - 3:30 PM Thu, Oct 17	Webex Basic Training Valerie Bolinger	<a href="#">Start</a>
	3:00 PM - 4:00 PM Thu, Oct 17	Webex/Collab - Production ... Wallace Dandridge	

[View all meetings](#)

#### Change profile picture

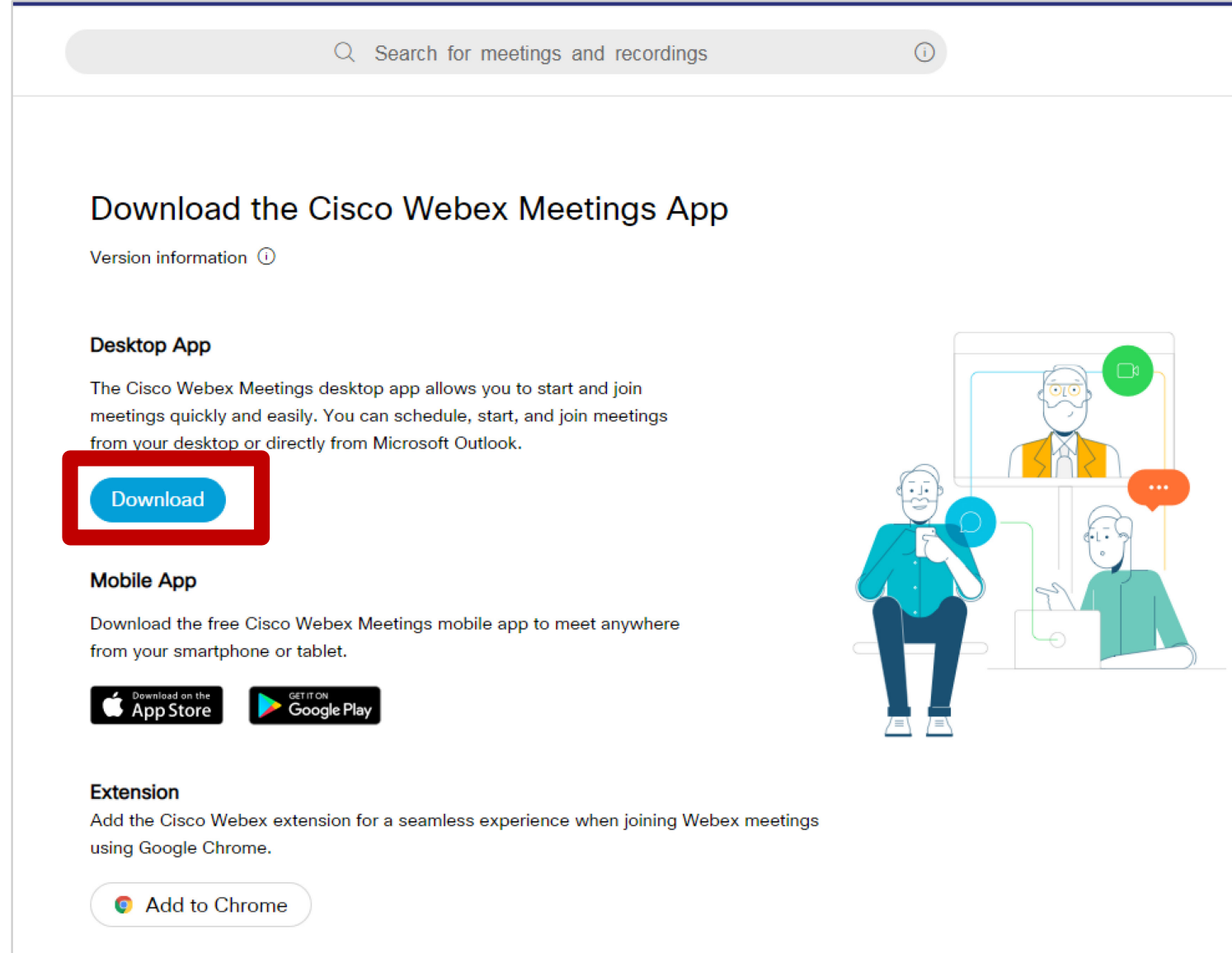
For best results, use an image that is greater than or equal to 720 x 720 pixels and less than 5 MB.

[Upload Picture](#)

# Webex Meeting Desktop App

# Download Webex Meeting Desktop App

## 1. Click “Download”



Search for meetings and recordings ⓘ

## Download the Cisco Webex Meetings App

Version information ⓘ

### Desktop App

The Cisco Webex Meetings desktop app allows you to start and join meetings quickly and easily. You can schedule, start, and join meetings from your desktop or directly from Microsoft Outlook.

[Download](#)

### Mobile App

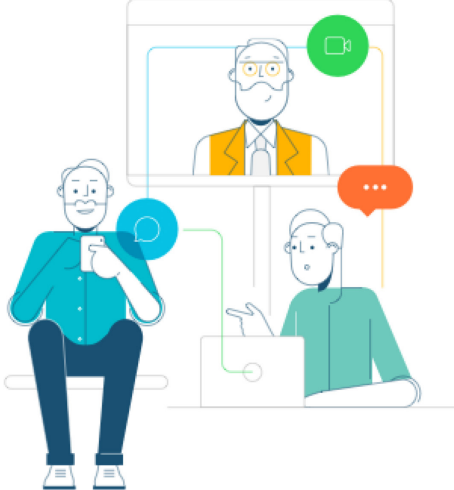
Download the free Cisco Webex Meetings mobile app to meet anywhere from your smartphone or tablet.

[Download on the App Store](#) [GET IT ON Google Play](#)

### Extension

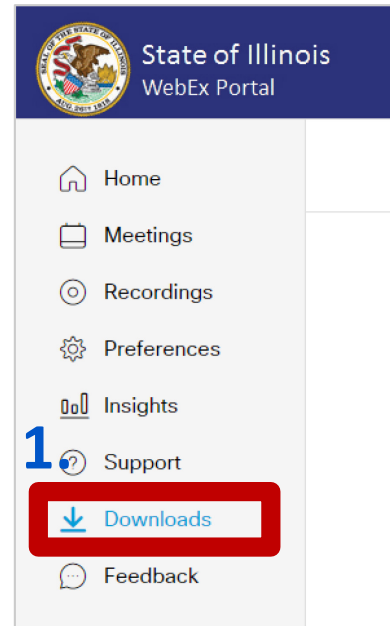
Add the Cisco Webex extension for a seamless experience when joining Webex meetings using Google Chrome.

[Add to Chrome](#)

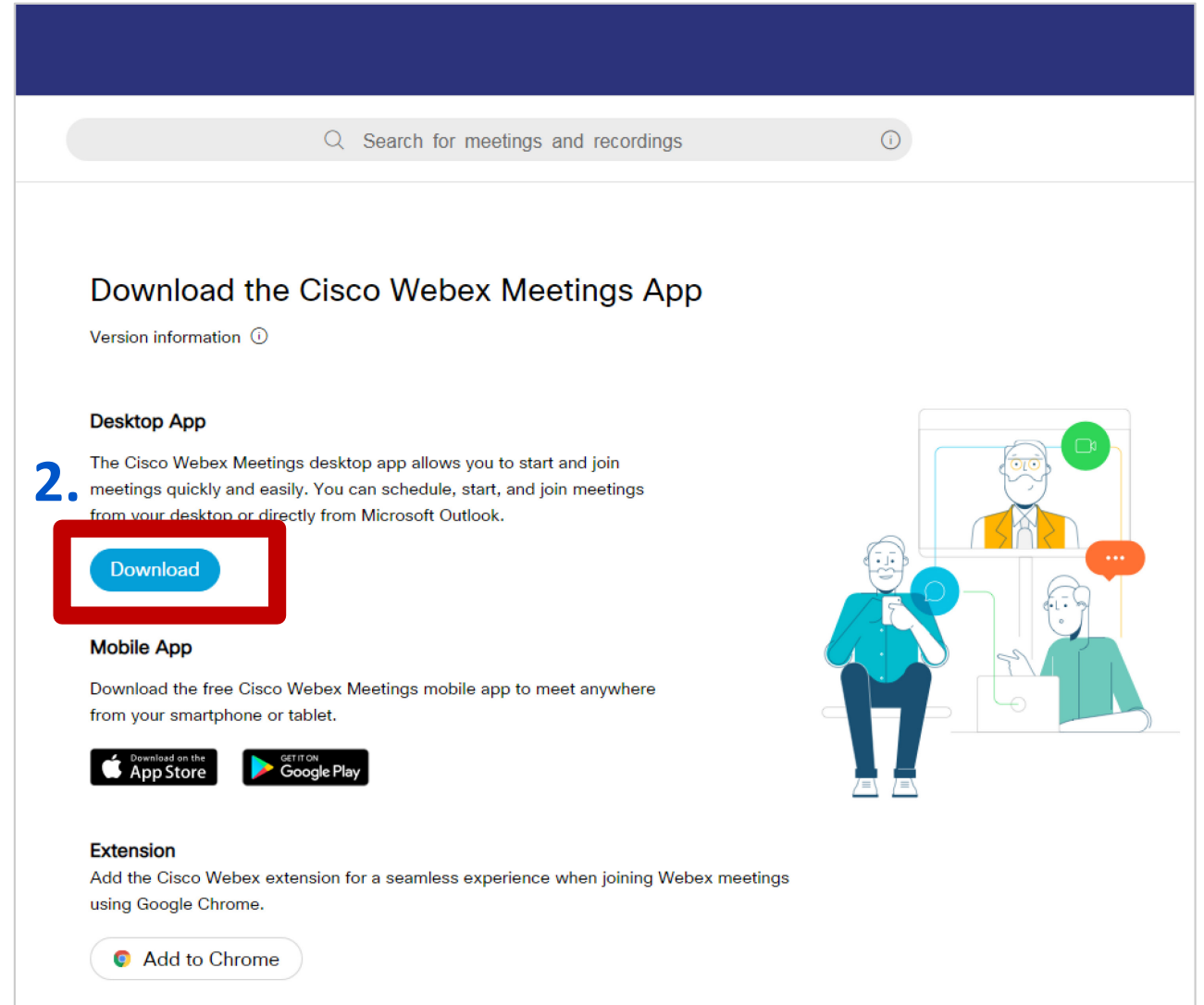


# Download Webex Meeting Desktop App

1. From the left navigation menu, Click “Downloads”



2. Click “Download”



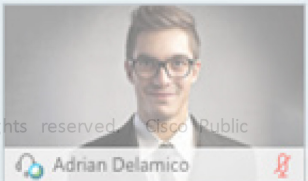


Catherine Sinu



# Cisco Webex Meetings Experience!

New Desktop App  
New User Interface for  
Webex Meetings and  
Events

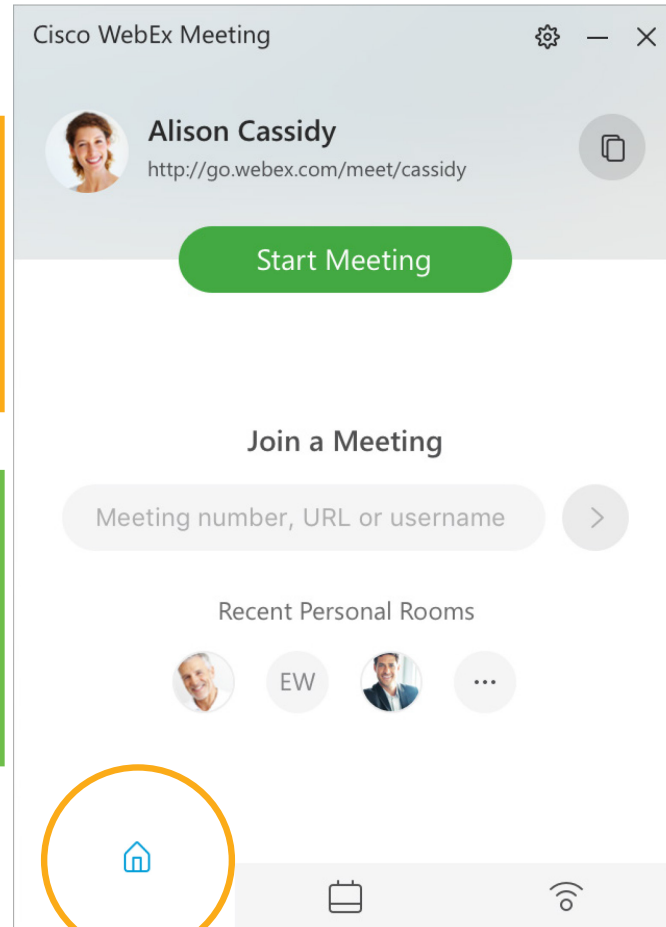


# Webex Meetings Desktop App

Ultra fast, ultra simple

Our fastest join experience yet

Connect to devices



Calendar integration available for Exchange/O365

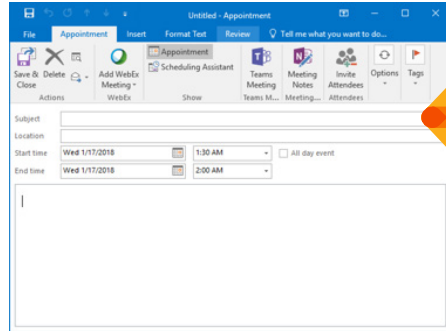
- Start, join meetings
- One button to push

*Click to start meeting enabled by calendar service*

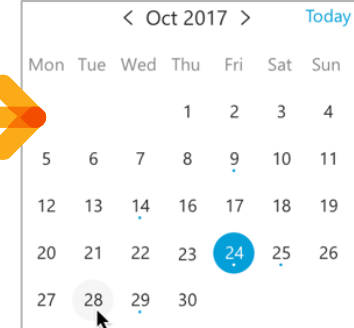
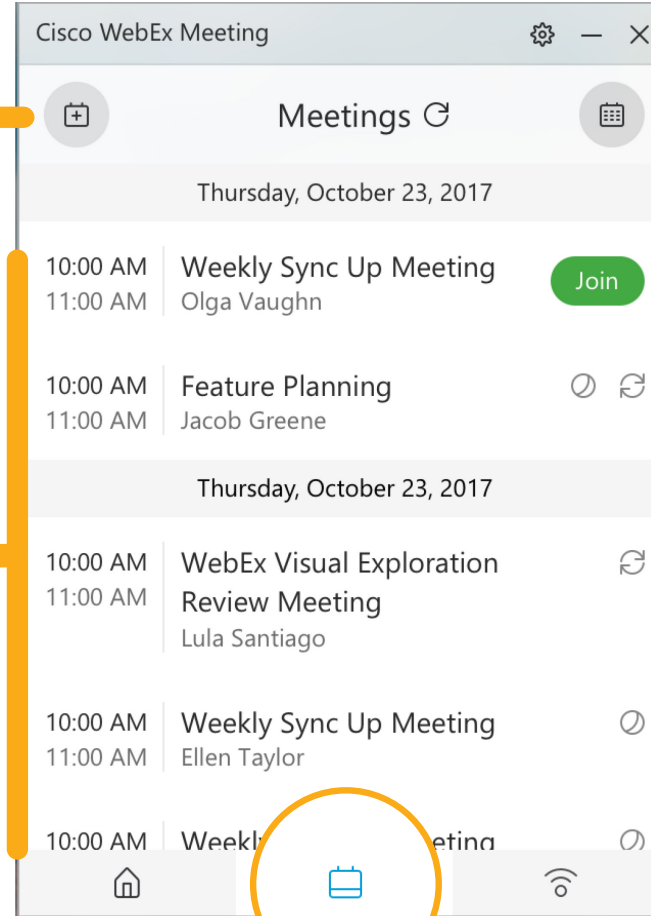
# Webex Meetings Desktop App

Calendar integration—see all your Cisco Webex meetings

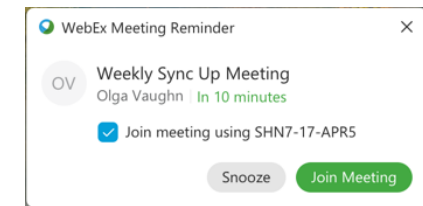
Cross launch outlook client to schedule Cisco Webex® meeting



Meeting list fully syncs with calendar



Meeting toast to easily join meeting



Calendar integration enabled by Calendar Service (available for Exchange/O365)

# It's time for Poll!

How comfortable do you feel creating your Webex **Host Account** and installing **Webex Meeting Desktop App** ?

Poll will be open for 2 minutes





# Scheduling a Webex Meeting

# How to schedule a Webex Meeting in Microsoft Outlook

The screenshot shows the Microsoft Outlook calendar interface. The 'Schedule Meeting' button in the ribbon is highlighted with a red box. A dropdown menu is open, showing the following options:

- Schedule Webex Meeting
- Schedule Personal Room Meeting
- Schedule Personal Conference Meeting
- Preferences
- About...
- More

The calendar view shows a weekly layout for January 13-19, 2019. The 'My Calendars' list on the left includes 'Calendar - Valerie.Bolinger...' which is checked. The calendar shows various meetings, including 'WebEx Training' and 'DoIT Daily'.

Setup a Webex meeting in Microsoft Outlook, just like you do other meetings.

# How to schedule a Webex meeting using Webex Meeting Center

The screenshot shows the 'Schedule a Meeting' form in the Webex Meeting Center. The interface includes a sidebar with navigation options like Home, Meetings, Recordings, Preferences, Insights, Support, Downloads, and Feedback. The main form has the following fields:

- Meeting type:** Webex Meetings Pro Meeting
- Meeting topic:** (empty text box)
- Meeting password:** 3G3zyUgS
- Date and time:** Thursday, Oct 17, 2019 1:30 pm Duration: 1 hour (UTC-06:00) Central Time (US & Canada)
- Recurrence:** (unchecked checkbox)
- Attendees:** Separate email addresses with a comma or semicolon

At the bottom of the form are buttons for 'Cancel', 'Start', and 'Save as template'.

The screenshot shows an email interface with a message from Valerie Bolinger. The message content is as follows:

Hi, Valerie Bolinger,  
You are the host for this WebEx meeting.

**Project Planning 3**  
Thursday, December 8, 2016  
4:00 pm | Central Standard Time (Chicago, GMT-06:00) | 1 hr  
Meeting number (access code): 804 064 524  
Host key: 949056  
Meeting password: icn2016

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

**Join from a video system or application**  
Dial [804064524@illinois.webex.com](tel:804064524@illinois.webex.com)

**Join by phone**  
**+1-415-655-0002** US Toll  
[Global call-in numbers](#)

Need help? Go to <http://help.webex.com>.

IMPORTANT NOTICE: Please note that this WebEx service allows audio and other information sent during the session to be recorded, which may be discoverable in a legal matter. You should inform all meeting attendees prior to recording if you intend to record the meeting.

# Schedule your Webex Meeting – Recurring Webex Meeting

## Changing a Recurring Webex Meeting

You can change an occurrence of a recurring meeting from your Outlook calendar to:

- Change the date and time
- Invite or remove attendees
- Remove Webex from a meeting series that includes Webex

### To change an occurrence of a recurring meeting:

1. Locate the meeting you want to change on your Outlook calendar.
2. Double-click the meeting occurrence. *The Open Recurring Item dialog is displayed.*
3. Select **Open this occurrence**, then click **OK**.
4. Make your changes, then click **Send Update**. *The meeting occurrence is updated on your Outlook calendar and on your Webex site. Attendees are notified of the change.*

**PARTICIPANT BEST PRACTICE:** *Ensure when joining a meeting to select the current date occurrence within the series.*

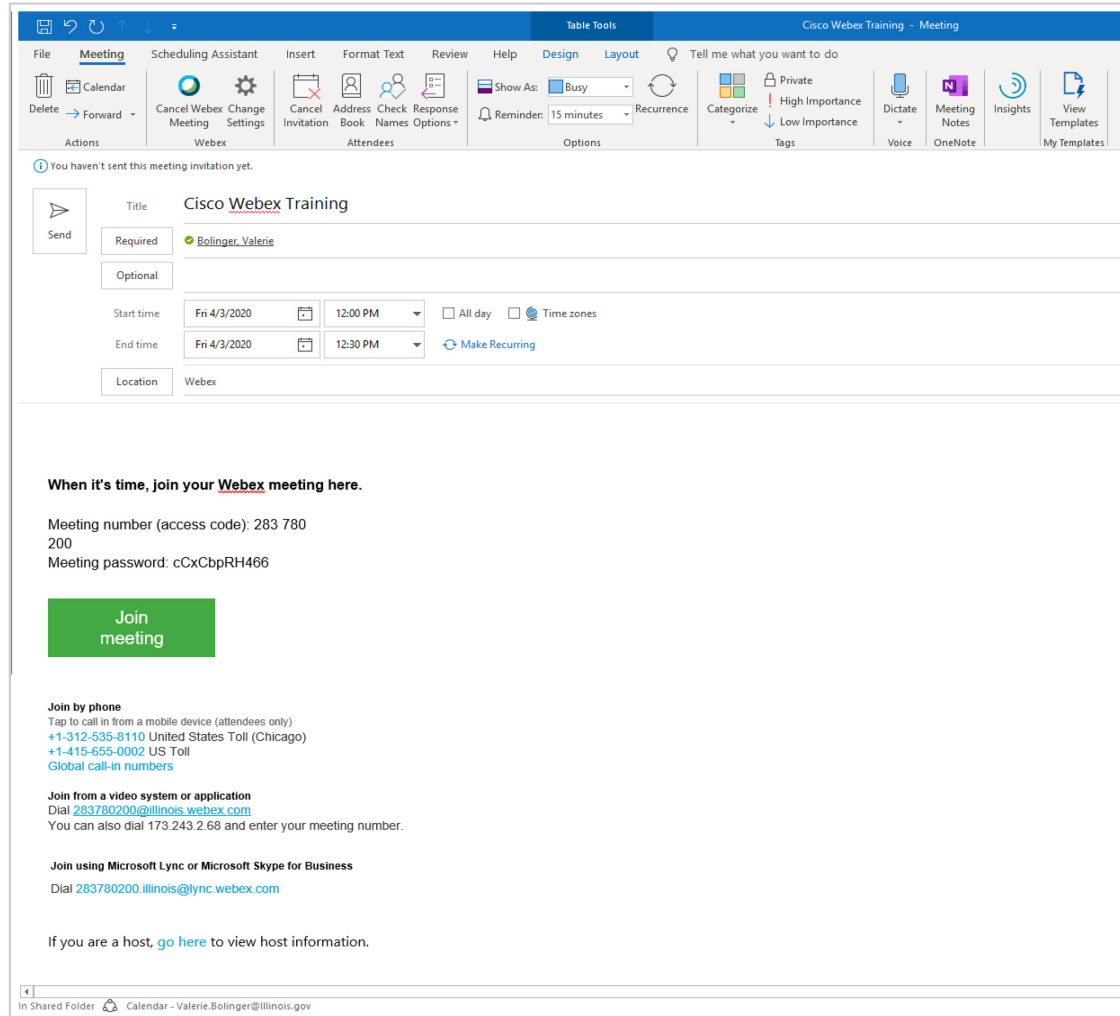
**HOST BEST PRACTICE:** *Do not add a Webex to a meeting in a series that that does not already include Webex.*

# Joining a Webex and Audio Options

# Join a Webex Meeting

## Microsoft Outlook Invitation

Click on “Join Webex Meeting”



The screenshot shows the Microsoft Outlook interface with a meeting invitation for "Cisco Webex Training". The invitation is set for Friday, 4/3/2020, from 12:00 PM to 12:30 PM. The location is "Webex". The invitation includes a "Join meeting" button and contact information for Valerie Bolinger.

**When it's time, join your Webex meeting here.**

Meeting number (access code): 283 780 200  
Meeting password: cCxCbRH466

[Join meeting](#)

**Join by phone**  
Tap to call in from a mobile device (attendees only)  
+1-312-535-8110 United States Toll (Chicago)  
+1-415-655-0002 US Toll  
[Global call-in numbers](#)

**Join from a video system or application**  
Dial [283780200@illinois.webex.com](tel:283780200)  
You can also dial 173.243.2.68 and enter your meeting number.

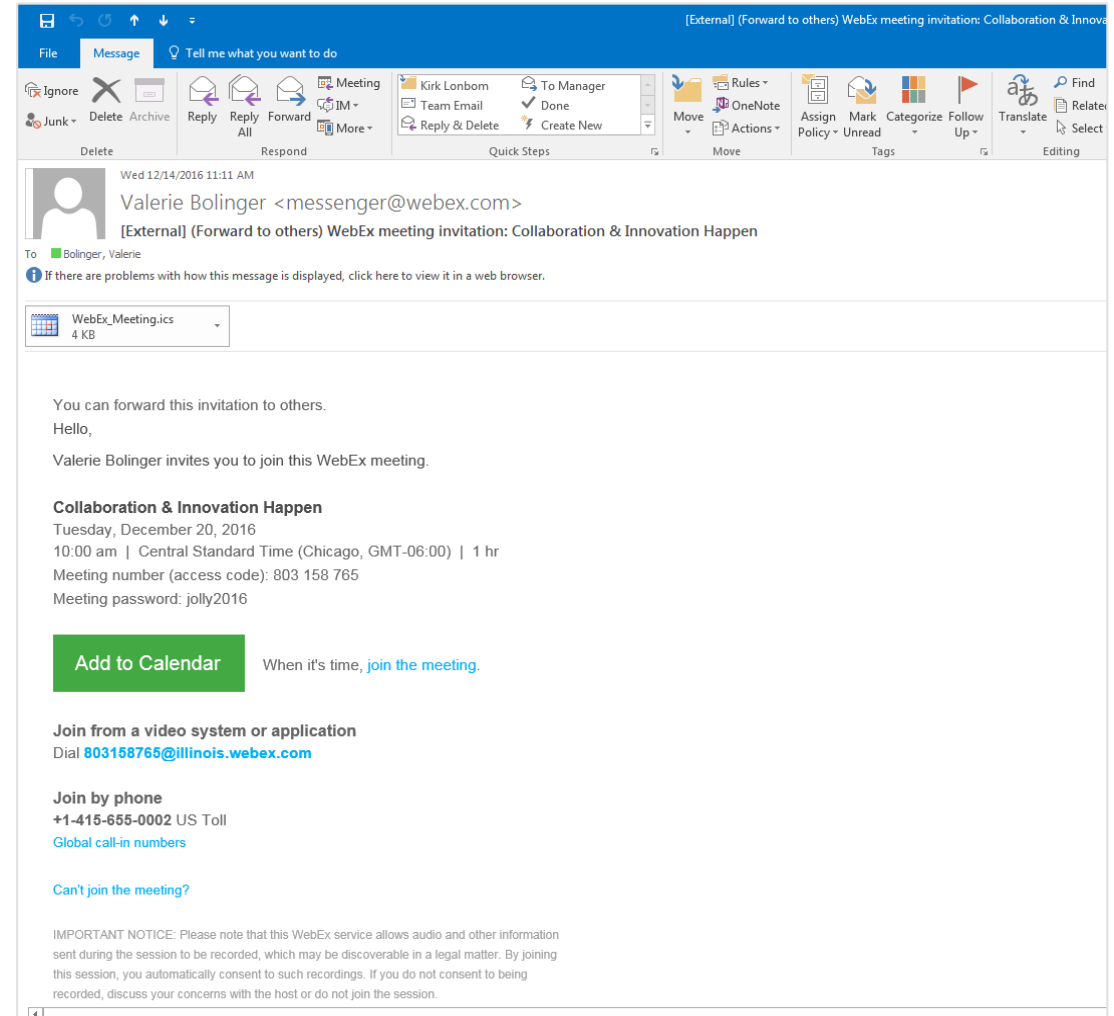
**Join using Microsoft Lync or Microsoft Skype for Business**  
Dial [283780200.illinois@lync.webex.com](tel:283780200)

If you are a host, [go here](#) to view host information.

## Webex Portal Invitation

Click on “Join the Meeting”

You also have the option of adding the meeting to your calendar by clicking on “Add to Calendar”



The screenshot shows an email invitation from Valerie Bolinger for a Webex meeting. The email includes a "Join meeting" button and contact information for Valerie Bolinger.

**Collaboration & Innovation Happen**  
Tuesday, December 20, 2016  
10:00 am | Central Standard Time (Chicago, GMT-06:00) | 1 hr  
Meeting number (access code): 803 158 765  
Meeting password: jolly2016

[Add to Calendar](#) When it's time, [join the meeting](#).

**Join from a video system or application**  
Dial [803158765@illinois.webex.com](tel:803158765)

**Join by phone**  
+1-415-655-0002 US Toll  
[Global call-in numbers](#)

[Can't join the meeting?](#)

**IMPORTANT NOTICE:** Please note that this WebEx service allows audio and other information sent during the session to be recorded, which may be discoverable in a legal matter. By joining this session, you automatically consent to such recordings. If you do not consent to being recorded, discuss your concerns with the host or do not join the session.

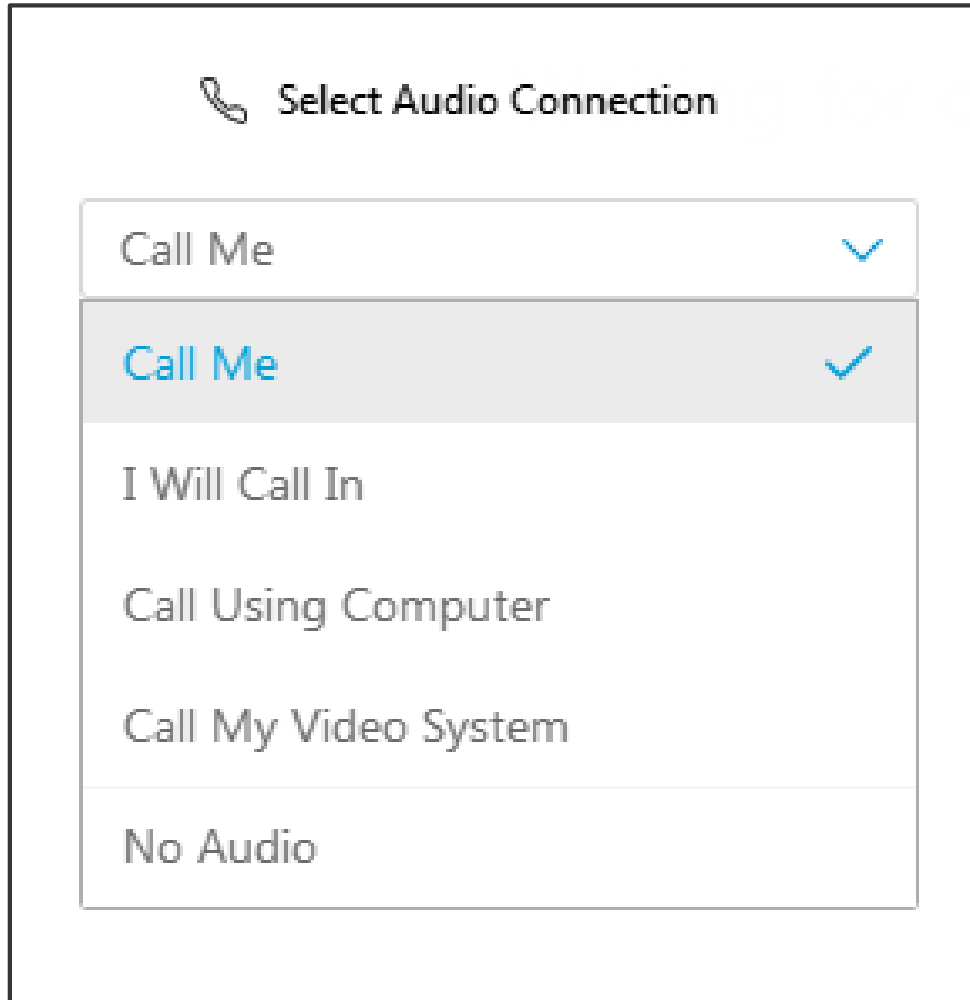
# Joining a Session via the Webex Portal

**GREEN**  
Ready to Join  
the meeting

The screenshot displays the State of Illinois WebEx Portal interface. At the top, the header includes the State of Illinois logo and the text 'State of Illinois WebEx Portal'. A search bar is located in the top right, and navigation links for 'English' and 'Classic View' are present. A left sidebar contains menu items: Home, Meetings, Recordings, Preferences, Insights, Support, Downloads, and Feedback. The main content area shows a meeting titled 'DoIT Daily' hosted by Jennifer Ricker, scheduled for 9:00 AM - 9:30 AM on Thursday, Oct 17 2019. A green 'Join Meeting' button is prominent. Below this, the 'Meeting Information' section provides details: Meeting link (https://illinois.webex.com/illinois/j.php?MTID=m7b601f25bbf341d564fd7c5a7e0332d4), Meeting number (807 889 753), Password (EcmYSTGE), and Alternate Host (Marc Sullivan; Troy Horton; Kevin Parker; Brad Long; Sunil Thomas; Lori Sorenson; Gloria Lasley). A 'More ways to join' section lists options for video system (Dial 807889753@illinois.webex.com) and phone (Dial +1-312-535-8110). On the right, a 'Who is invited?' list shows participants: aaron.doty@illinois.gov, Adam Ford, Alex Jones, Allison Addicks, Amy Gentry, Amy Park, Andre Bouravnev, Andrew Klein, Anthony Jenkins, Barbara Piwowarski, and Barry Vaughn.

This inset screenshot shows a meeting page for 'Webex/Collab - Production Mtg' hosted by Valerie Bolinger, scheduled for 3:00 PM - 4:00 PM on Thursday, Oct 17 2019. It includes a 'Join Meeting' button and recurrence information: 'Occurs every Thursday effective 8/23/2018 from 3:00 PM to 4:00 PM, (UTC-06:00) Central Time (US & Canada)'. A calendar icon is visible in the top right corner of the inset.

# Audio Connection Options



There are 5 options to choose from as indicated here.

The various options are provided to accommodate a wide variety of use cases. Call using a computer or video system require specific hardware to be used.

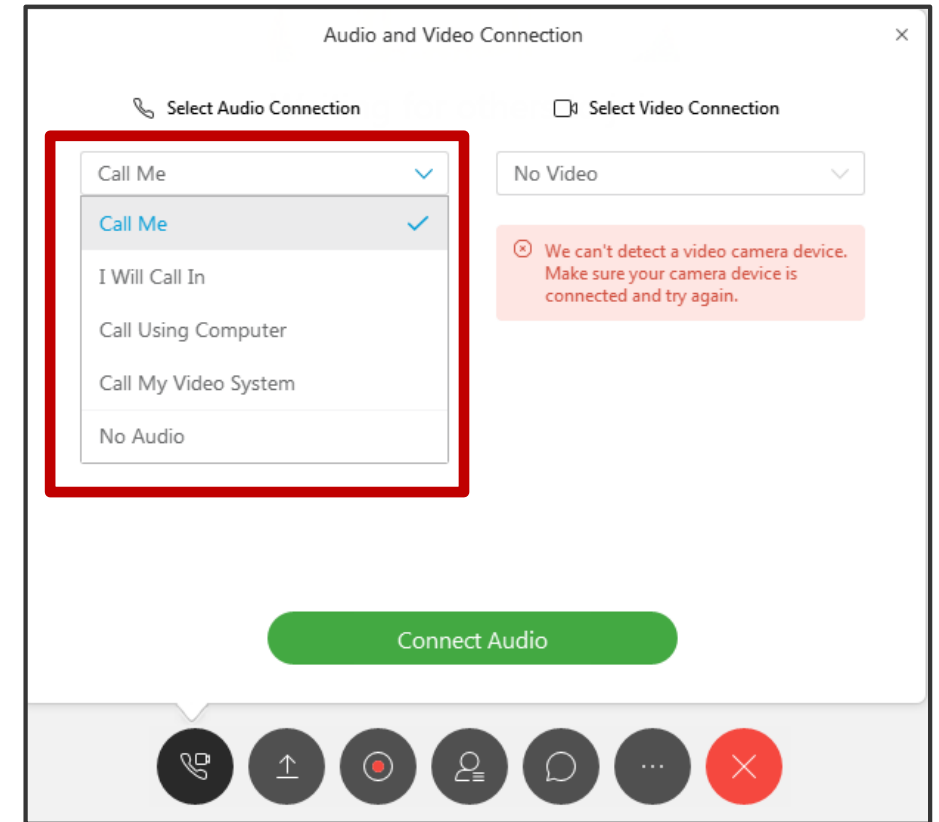
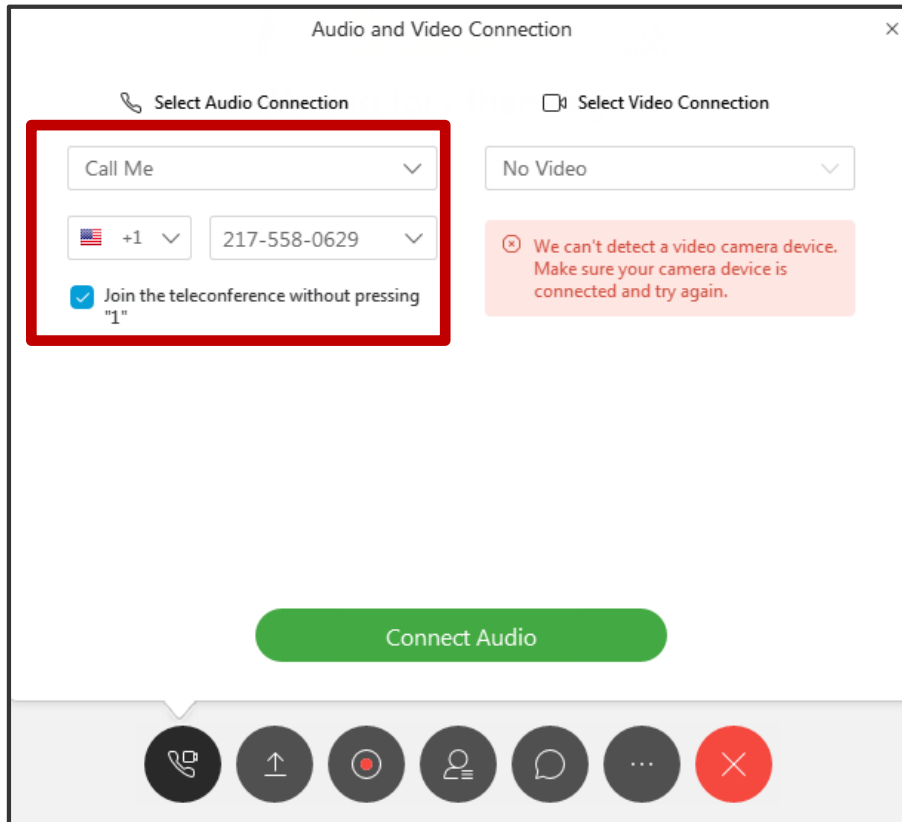


# Join a Webex Meeting – Audio

## **BEST PRACTICE** for joining the Webex Audio Conference

*For the lowest toll charge possible, connect to audio by using the “Call Me” option*

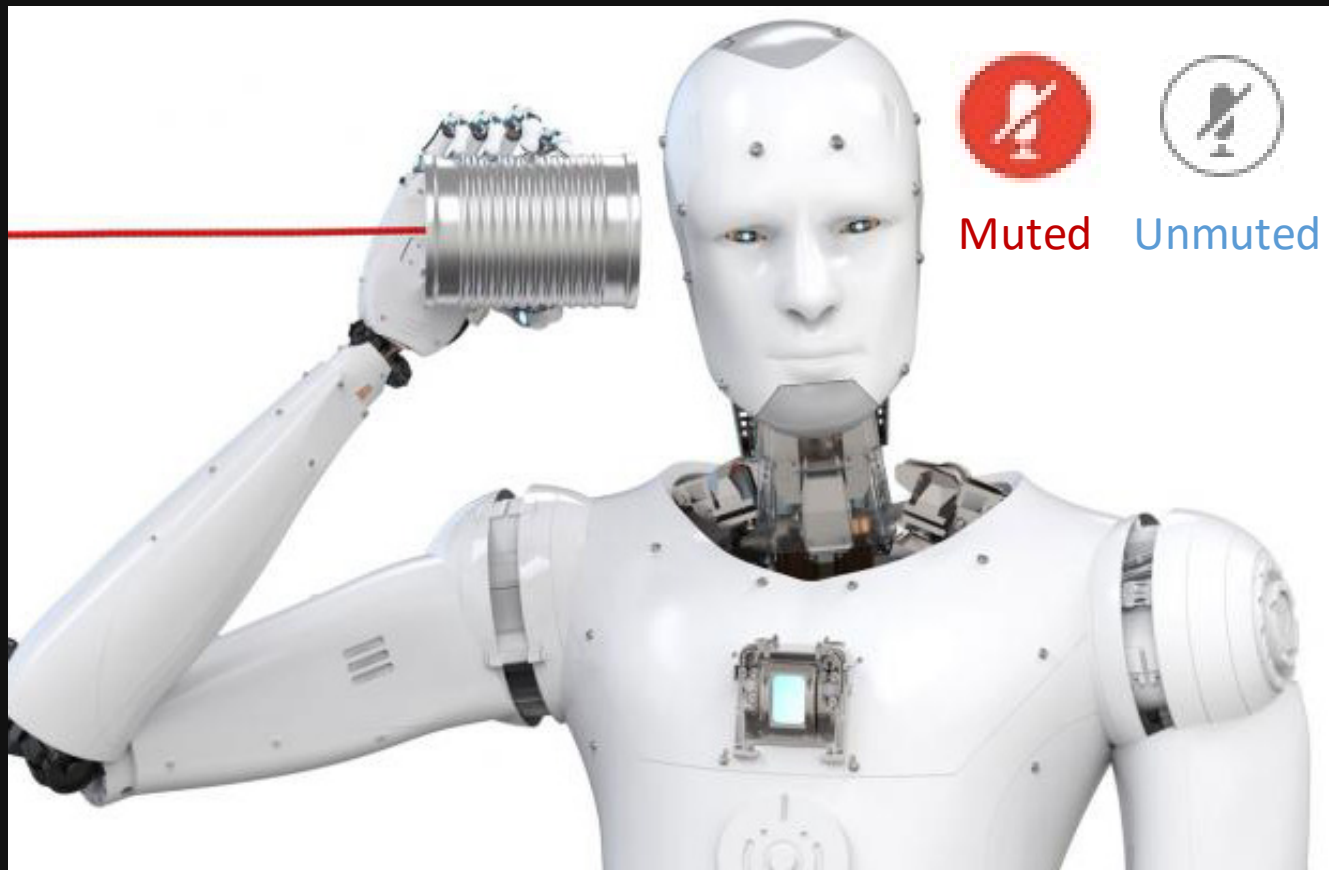
1. From the “**Select Audio Connection**” drop down menu, select “**Call Me**”
2. Input your telephone number
3. Click “**Connect Audio**” **GREEN BUTTON** OR connect via your computer “**Call Using Computer**”



# Join a Webex Meeting – Audio

The screenshot shows a Webex meeting window with a menu bar (File, Edit, Share, View, Audio, Participant, Meeting, Help) and a title bar (Cisco Webex Meetings). The main area displays the host's name, Valerie Bolinger (Host...), and a list of participants: Patrick Beard (me...), Valerie Bolinger (Host, internal), Tracie Blaise, and Wallace Dandridge (internal). A circular video feed of the host is visible. A red-bordered dialog box titled "Audio and Video Connection" is open, showing four options: "Call Me" (+1-217-557-4369, Call me at a different number), "I Will Call In", "Call Using Computer" (Change settings), and "Call My Video System" (doit.ccc.1west.video@illinois.go, Call me at a different address). The bottom toolbar contains icons for audio, video, screen sharing, chat, and a red 'X' button.

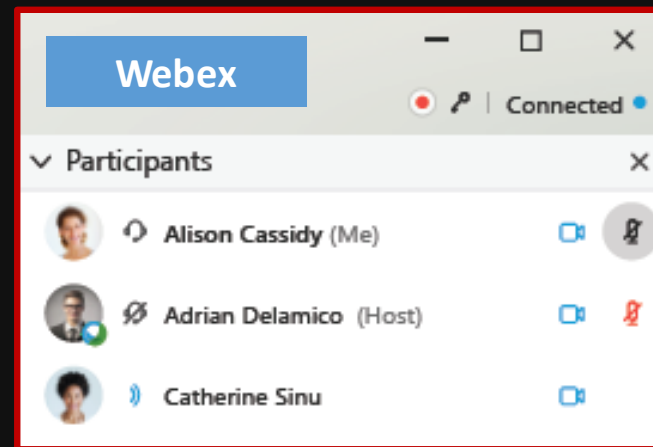
This close-up view of the "Audio and Video Connection" dialog box highlights the "Call Me" option. The dialog box has a title bar with "Audio and Video Connection" and a close button. The "Call Me" option is highlighted with a red border and includes a telephone handset icon, the text "Call Me", the phone number "+1-217-557-4369", and a blue link "Call me at a different number". Below it, the "I Will Call In" option is visible with a handset icon and the text "I Will Call In". The "Call Using Computer" option features a headset icon and the text "Call Using Computer" with a blue link "Change settings". The "Call My Video System" option has a person icon and the text "Call My Video System" with an email address "doit.ccc.1west.video@illinois.go" and a blue link "Call me at a different address".



Participants can mute or unmute themselves regardless of mute on entry being enabled or being muted by the host.

**As a participant:**

In the Participants Panel (right zone), select Mute or Unmute



Unmuted

Muted

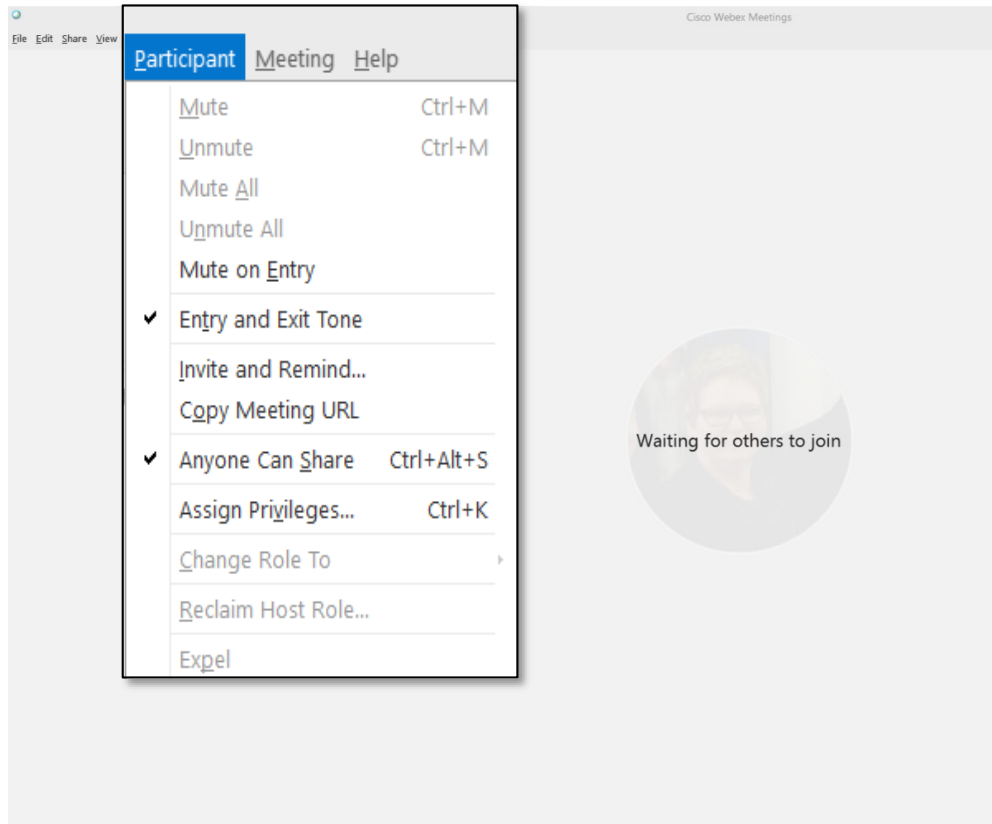
## CAN YOU HEAR ME NOW?

Muting & Unmuting Options  
The Dreaded “Double Mute”



# Hosting a Meeting

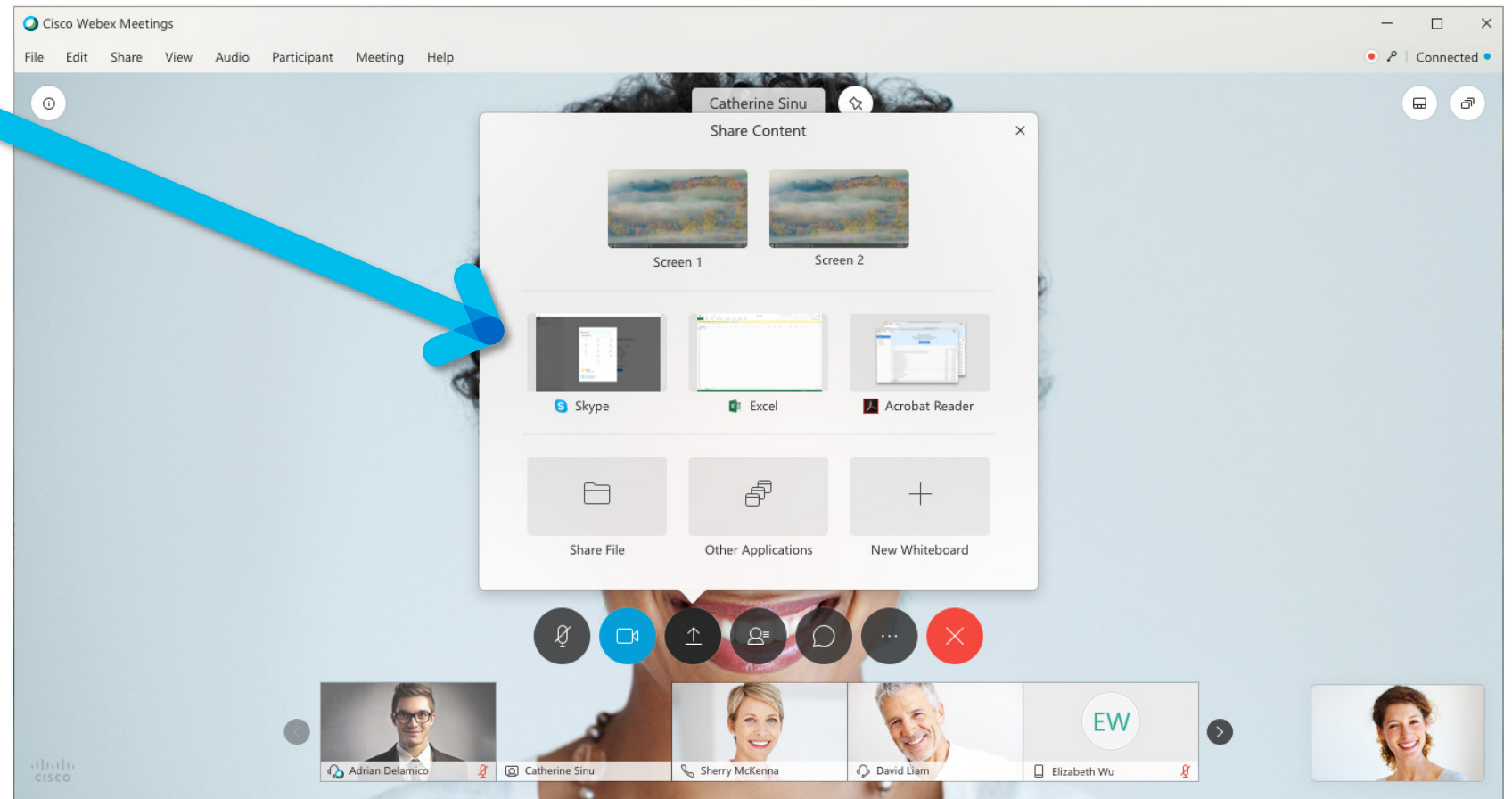
# Anyone Can Share



- The Ball represents sharing capability within a session.
- The ball is next to the Host's name by default. Also, by default, the "Anyone Can Share" feature is enabled.
- The Host has the ability to uncheck "Anyone Can Share" in order to lock down control of the ball within the current session.

# A New Way of Sharing

- Thumbnail previews of running apps and desktops
- Eliminates the "guess work"
- Faster selection during presentation



# Webex Meeting Essentials for Hosts

1. **BEST PRACTICE Audio Conference:** Have the meeting call you or connect using your computers audio system
2. **Record:** Record the meeting, including audio, video and presentation , for sharing later.
3. **Share my desktop or files:** Share files, applications, or videos. Present anything on your computers desktop.
4. **Share video:** Click the camera icon to allow others to see you. View the presenter in full-screen HD by clicking the top right corner of the video.
5. **Adjust you view:** Grab the vertical bar in the middle of your meeting window to resize the panel they you would like.
6. **Chat:** Start a side conversation with anyone in the meeting.

# Recording a Meeting & Reporting Options



# My Recorded Meetings

“My Recorded Meetings” provides a list of your previously recorded meetings.

Users have the ability to:

- 1. Play recording
- 2. Email your recording
- 3. Download
- 4. Edit
- 5. Delete

State of Illinois WebEx Portal

Search for meetings and recordings

English | Classic View | Valerie

**My Recorded Meetings**

All

Name	Security	Date	Duration	Size	Format	
<input type="checkbox"/> Illinois K-12 Broadband Network (Suppliers)-20191008 1855-1	Event	10/08/2019 04:28 PM	0:59:14	41.3 MB	MP4	↓ ↻ 🗑️
<input type="checkbox"/> Illinois K-12 Broadband Network Webinar #4-20190906 1454-1	Event	09/06/2019 11:59 AM	1:17:48	132.4 MB	MP4	↓ ↻ 🗑️
<input type="checkbox"/> Illinois K-12 Broadband Network Webinar #3-20190905 1859-1	Event	09/05/2019 06:39 PM	1:09:36	128.0 MB	MP4	↓ ↻ 🗑️
<input type="checkbox"/> Illinois K-12 Broadband Network Webinar #2-20190830 1450-1	Event	08/30/2019 11:36 AM	1:20:46	121.5 MB	MP4	↓ ↻ 🗑️
<input type="checkbox"/> Illinois K-12 Broadband Network Webinar #1-20190829 1901-1	Event	08/29/2019 06:05 PM	1:28:11	140.8 MB	MP4	↓ ↻ 🗑️
<input type="checkbox"/> DoIT Webex Basic Training-20190717 1857-1		07/17/2019 05:33 PM	1:10:35	254.6 MB	MP4	↓ ↻ 🗑️
<input type="checkbox"/> DoIT Webex Basic Training-20190717 2021-2		07/17/2019 04:03 PM	0:18:11	30.3 MB	MP4	↓ ↻ 🗑️
<input type="checkbox"/> Electronic TSR Training 07/10/2019-20190710 1906-1		07/10/2019 03:58 PM	1:03:12	114.9 MB	MP4	↓ ↻ 🗑️
<input type="checkbox"/> Electronic TSR Training 07/09/2019-20190709 1850-1		07/09/2019	0:55:53	51.8 MB	MP4	↓ ↻ 🗑️

Webex Training  
Webex Events  
Webex Support

# Meeting Center Reporting



- Home
- Meetings
- Recordings
- Preferences
- Insights
- Support
- Downloads
- Feedback

- My Meetings
- My Personal Room
- My Files
- My Contacts
- My Profile
- Preferences
- My Reports
- Training
- Support

Search for meetings and recordings

English | Classic View | Valerie

[View more](#) New

## My Webex Reports

### All Services

- [Usage Report](#)  
View usage information for your meetings.

### Webex Meetings:

- [Meeting Recording Report](#)  
View a list of attendees who have downloaded or viewed a meeting recording.

### Webex Events:

- [Registration Report](#)  
View registration information, and send reminder emails before the event. After the event, you can also view whether a registrant attended or was absent.
- [Attendance Report](#)  
View attendance information for any event. You can send follow-up emails after the event.
- [In-Event Activity Report](#)  
View attendee activity information for an event.  
Note that the in-event activity report is only available for events recorded on the server.
- [Attendee History Report](#)  
View a list of events for an attendee.
- [Event Recording Report](#)  
View a list of attendees who have downloaded or viewed an event recording.
- [Unlisted Program Links Report](#)  
View old and updated program links for your unlisted programs.

### Webex Support:

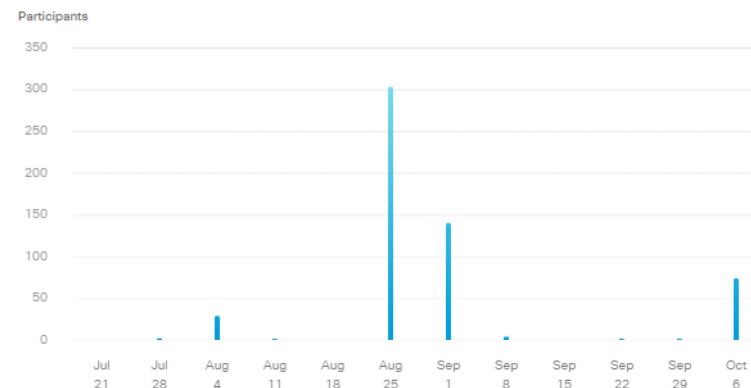
- [Session Query Tool](#)  
Report on session information for selected Queue(s) or CSR(s).

meeting minutes

minutes per meeting

## Participants in meetings I hosted

For last 12 Weeks



Average number of attendees per meeting

26

participants per meeting

Largest meeting

129

participants

Smallest meeting

1

participant

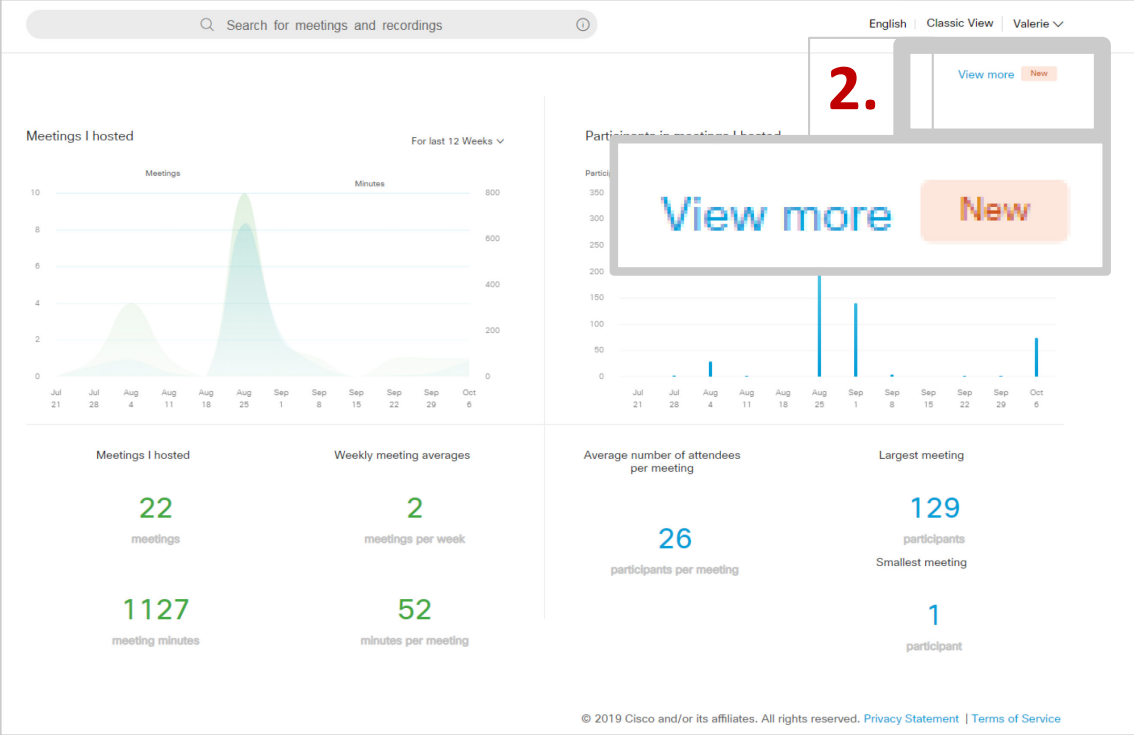
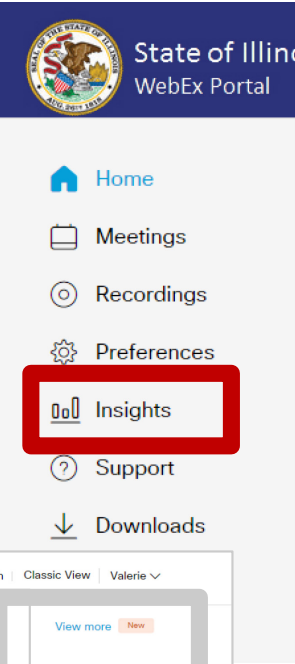
- Webex Training
- Webex Events
- Webex Support

# Meeting Center Reporting

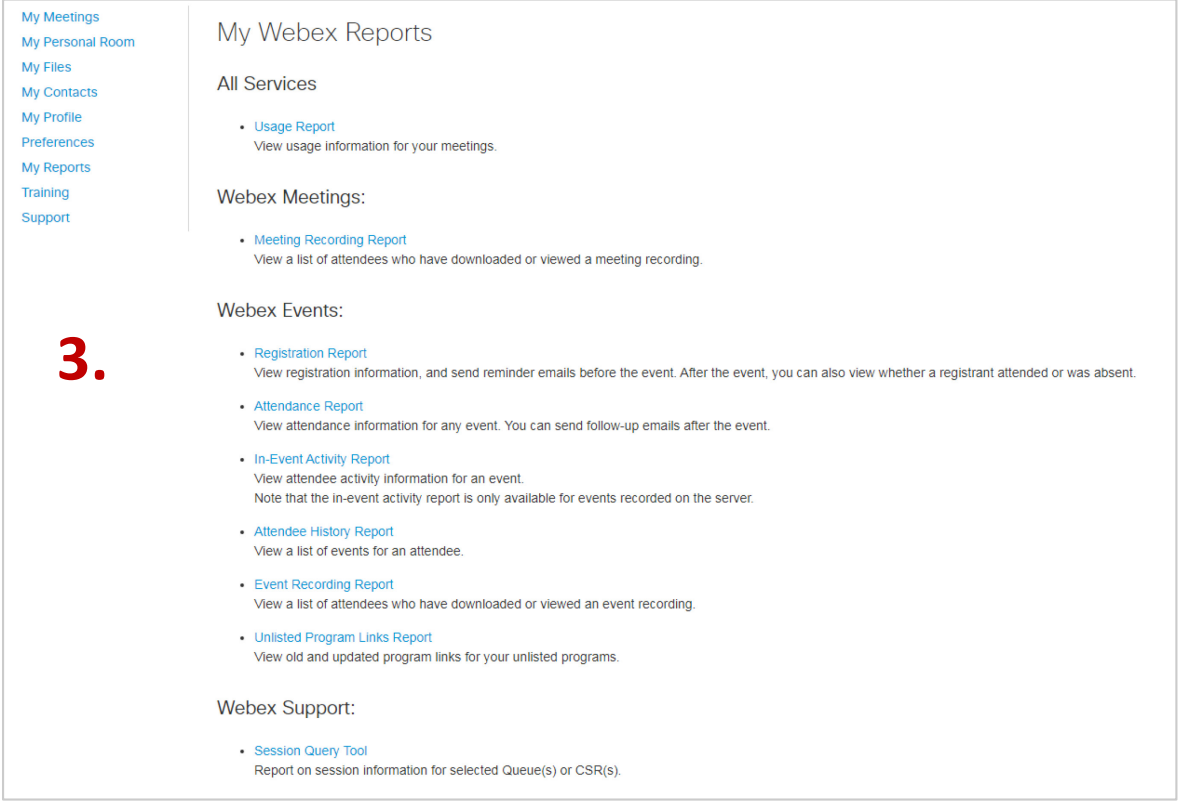
1. From the left navigation menu, select “Insights”

2. Click on “View More”

1. 



3. My Webex Reports page will appear

3. 

**My Webex Reports**

**All Services**

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View usage information for your meetings.

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View old and updated program links for your unlisted programs.

**Webex Support:**

- Session Query Tool  
Report on session information for selected Queue(s) or CSR(s).

# Usage Report



State of Illinois  
WebEx Portal

- Home
- Meeting Center
- Training Center
- Event Center
- Support Center
- My WebEx**

valerie.bolinger@illin... Site Administration Log Out

- My Meetings
- My Personal Room
- My Files
- My Contacts
- My Profile
- Preferences
- My Reports
- Training
- Support

## Usage Summary Report

Search Results from 4/10/17 to 6/16/17, Central Daylight Time (Chicago, GMT-05:00)

[Search again](#)

Final Usage Summary Report

Sort results by clicking on the column headers.

Printer-friendly Format Export Report

Page: 1 2

Topic ↓	Meeting Type	Date	Start time	Duration	Invited	Registered	Attended	Tele
<a href="#">AET Agenda Review</a>	PRO	5/19/17	8:34 am	24 mins	2	N/A	2	<a href="#">Detail</a>
<a href="#">DoIT Wannacry Ransomware Webinar</a>	ONS	5/17/17	1:37 pm	99 mins	4	0	175	<a href="#">Detail</a>
<a href="#">Education &amp; Training Page</a>	PRO	5/24/17	3:57 pm	5 mins	1	N/A	1	<a href="#">Detail</a>
<a href="#">Education &amp; Training Page</a>	PRO	5/24/17	3:44 pm	9 mins	1	N/A	1	<a href="#">Detail</a>
<a href="#">Education Page</a>	PRO	5/23/17	10:40 am	41 mins	1	N/A	2	No
<a href="#">ICN AET Meeting</a>	PRO	5/19/17	9:36 am	133 mins	1	N/A	28	<a href="#">Detail</a>
<a href="#">ICN Policy Committee Meeting</a>	PRO	4/11/17	12:39 pm	63 mins	0	N/A	1	<a href="#">Detail</a>
<a href="#">ICN Policy Committee Meeting</a>	PRO	4/11/17	12:29 pm	6 mins	0	N/A	1	No
<a href="#">ICN Policy Committee Meeting</a>	PRO	4/11/17	12:27 pm	3 mins	0	N/A	1	No
<a href="#">Let's Take a Look at Remedy OnDemand</a>	ONS	5/24/17	8:43 am	90 mins	2	0	71	<a href="#">Detail</a>
<a href="#">Remedy ITSM Project Update</a>	ONS	4/12/17	8:57 am	90 mins	3	0	133	<a href="#">Detail</a>
<a href="#">Remedy ITSM Project Update</a>	ONS	4/12/17	8:21 am	1 min	0	0	1	No
<a href="#">Review AET Meeting Agenda</a>	PRO	5/18/17	4:41 pm	1 min	1	N/A	1	No
<a href="#">Review AET Meeting Agenda</a>	PRO	5/18/17	4:24 pm	17 mins	1	N/A	1	<a href="#">Detail</a>
<a href="#">Review Citrix Issue with Essam &amp; Spark</a>	PRO	4/19/17	1:28 pm	44 mins	3	N/A	5	<a href="#">Detail</a>
<a href="#">TEST Remedy ITSM Project Update</a>	ONS	4/11/17	4:09 pm	58 mins	1	0	4	<a href="#">Detail</a>
<a href="#">TEST Wannacry Webinar</a>	ONS	5/17/17	10:37 am	65 mins	1	0	6	<a href="#">Detail</a>
<a href="#">Test - Ransomware Webinar</a>	ONS	5/16/17	8:28 am	31 mins	1	0	4	<a href="#">Detail</a>
<a href="#">Test - Ransomware Webinar</a>	ONS	5/15/17	4:38 pm	6 mins	1	0	1	No
<a href="#">Training page</a>	PRO	5/25/17	9:47 am	3 mins	1	N/A	2	No

Page: 1 2

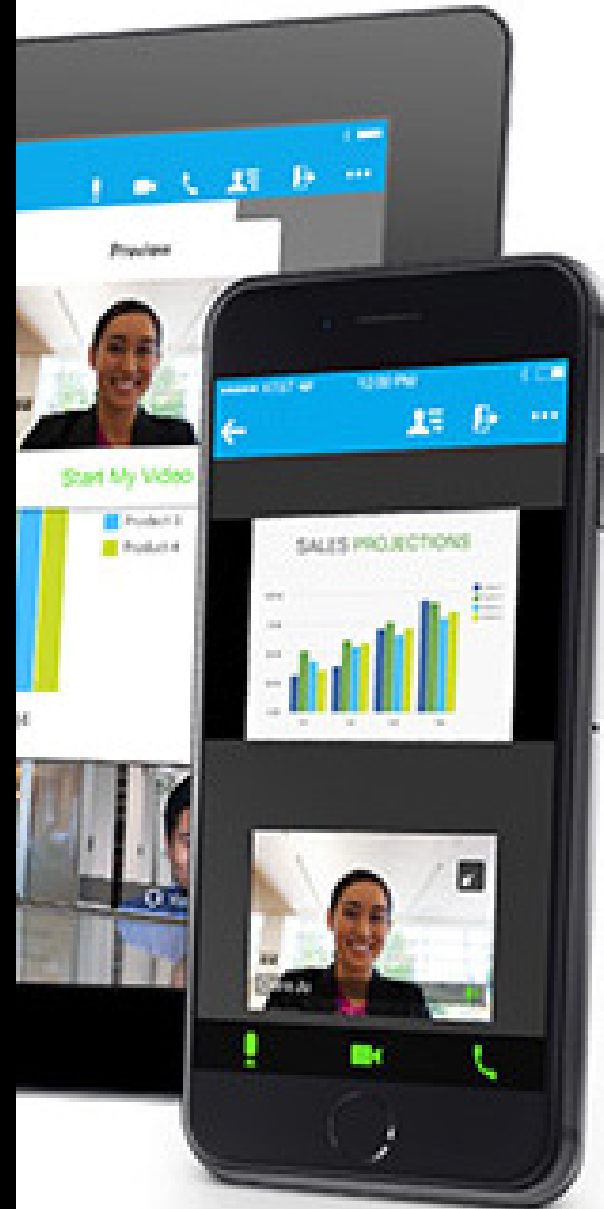


# Webex Mobile App

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Google Play

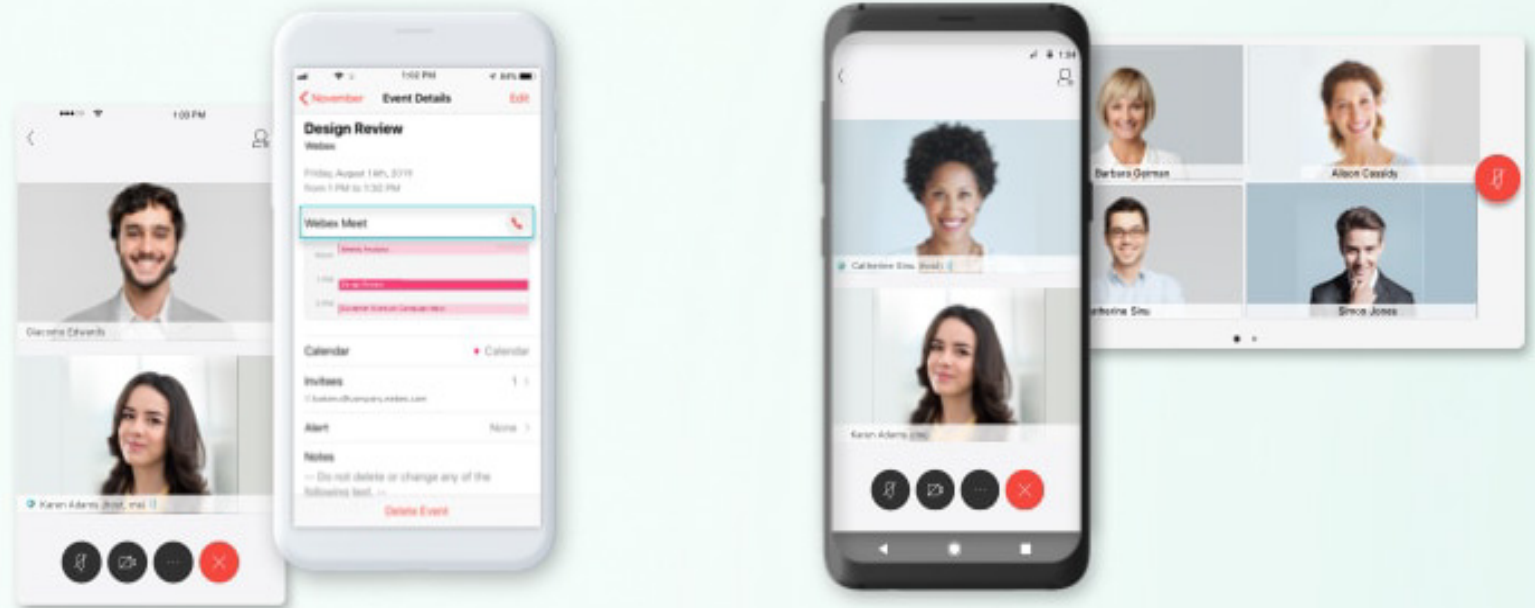
App Store iTunes





# Webex Meetings for iOS and Android

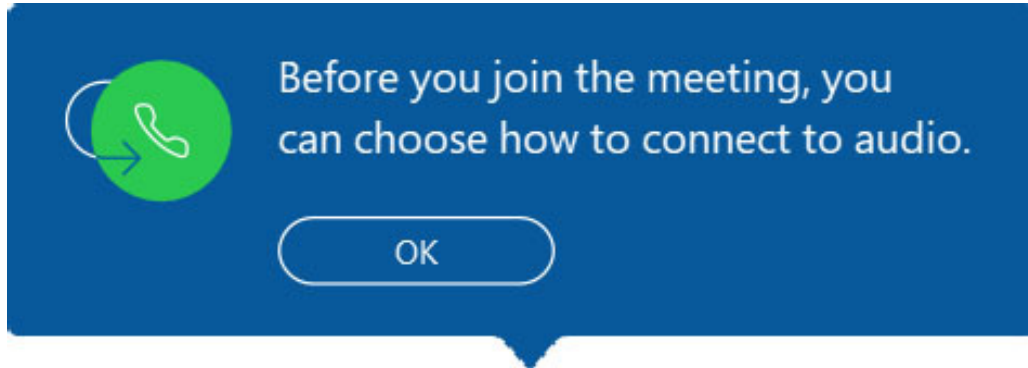
To join or host a Webex meeting from your mobile device, download and install the Webex Meetings app.



Coming Soon!  
A new join experience!

# Cisco Webex - New Join Experience

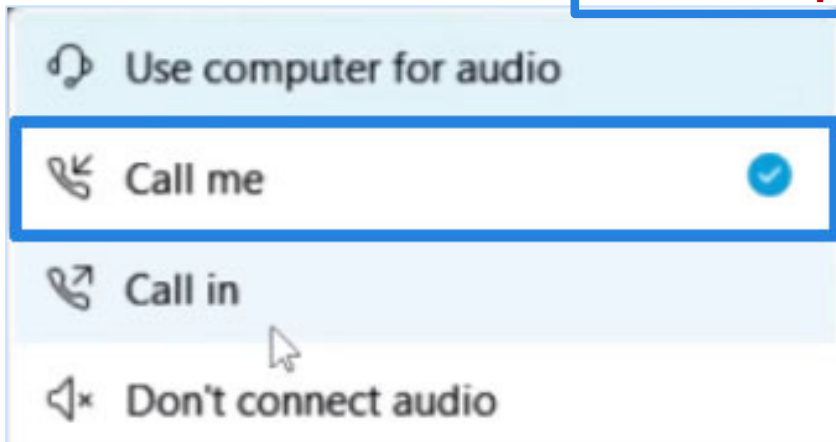
1



Before you join the meeting, you can choose how to connect to audio.

OK

2



Use computer for audio

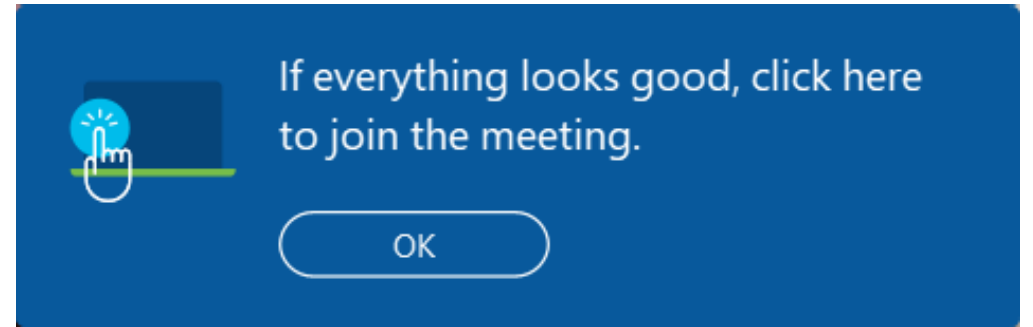
Call me

Call in

Don't connect audio

**BEST PRACTICE**  
"Call me" OR  
"Use Computer for audio"

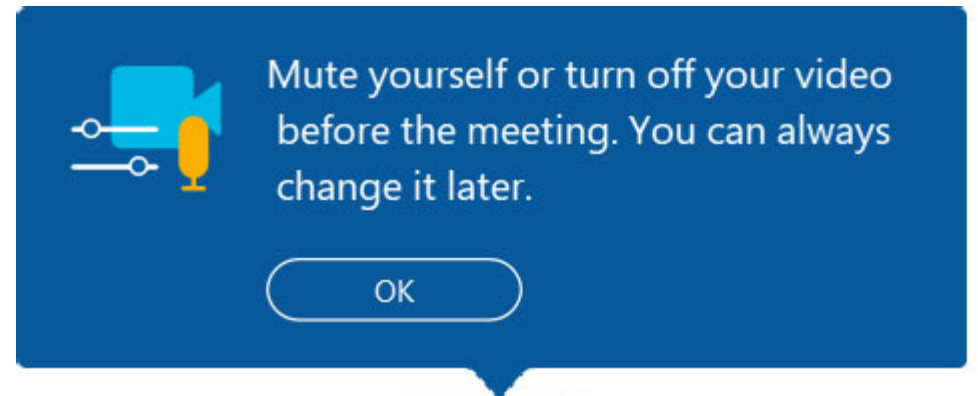
4



If everything looks good, click here to join the meeting.

OK

3



Mute yourself or turn off your video before the meeting. You can always change it later.

OK



Mute icon, Video icon, Start Meeting



Need Webex Assistance?

# Poll coming your way!

How comfortable do you feel joining, scheduling and/or hosting a Webex meeting?

Poll will be open for 15 minutes



# Self Service Tech Support

## Meeting Center “Support”

- Popular Topics
- My Resources
- Downloads

The screenshot shows the 'Meeting Center' page of the State of Illinois WebEx Portal. The left sidebar contains a menu with 'Support' highlighted in a red box. The main content area displays 'My WebEx Meetings' with a calendar view for June 16, 2017, and a table with columns for Time, Topic, Type, and Requests Status. The table is currently empty, showing 'No meetings are either scheduled or in progress.'

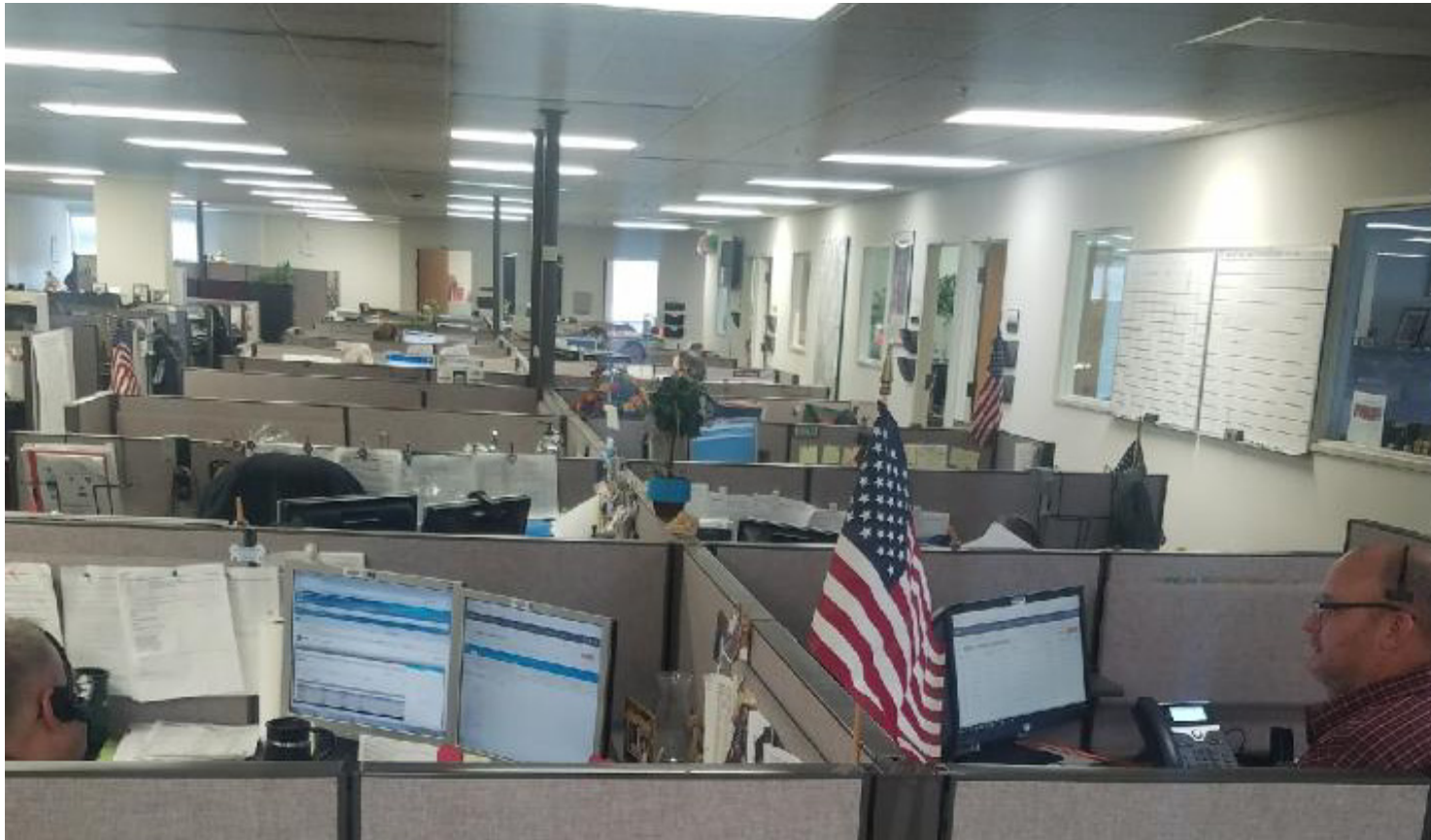
## My Webex Support & Training

- Resources
- Downloads
- Contact Information
- Training
- Self-service technical support

The screenshot shows the 'My WebEx' page of the State of Illinois WebEx Portal. The left sidebar contains a menu with 'Support' highlighted in a red box. The main content area features a large graphic of a tree with various icons, the text 'Good afternoon, Valerie.', a green 'Start Meeting' button, and a link for 'More ways to join'. The footer includes the copyright notice '© 2017 Cisco and/or its affiliates. All rights reserved. Privacy Statement | Terms of Service'.

<https://help.webex.com/landing/onlineclasses>





DoIT Customer Service Center

DoIT Tech Support  
staff are ready to help  
you with all your  
Webex issues.

217-524-DoIT (3648)  
or  
312-814-DoIT (3648)

Option 4