

## Tips for Attending WebEx Events

e.g. virtual info sessions, panels, workshops and boutique fairs

Hello and welcome to UMBC's Virtual WebEx Events. We are so glad you could join us! Here is a short guide and some of the best practices that we have found helpful when attending WebEx Events.

### PRE-EVENT SET-UP TESTING

When it's your first time using a computer or device to join a WebEx Event it is important to check your audio ahead of time.

We recommend you set up the WebEx Events browser add-on (on a computer) 15-30 minutes prior, instructions can be found [HERE](#).

**Note:** You can also use your smartphone to participate in the event using the Webex Meetings App.

### ENTERING THE EVENT

Joining instructions can be found in the [myUMBC](#) and [Handshake](#) announcements for each event.

Upon entering the event, you will be prompted to check your audio and video settings. If you are using your computer as recommended, be sure to click the button for "Use Computer for Audio".

**Note:** When checking settings on a Mac you may need to first give permission. In order to do so, follow this click path: Apple menu / System Preferences / Security & Privacy / Privacy

### FACILITATOR'S INTRODUCTION

- **Your facilitator will often share their contact information first.** *Be prepared to take notes.* Oftentimes, the facilitator's contact information and any other "important" notes are given first.
- **Your microphone will be muted upon entering** to keep things simple and ensure that everyone has a chance to participate.

**Note:** The facilitator will have the ability to manually unmute you. *Be sure to mute yourself when you are not speaking to help prevent any feedback from occurring.*

- **It is best that you ask all questions via Q&A** instead of "Chat". Q&A feature allows the response to be tied directly to your specific question, instead of it being buried/lost in an active chat.

## Your Controls

Some helpful controls that can be found at the bottom of your screen are listed below.

**Mic** - Mute & Unmute your microphone by pressing this button. When it's **red**, it's muted.

As a reminder, you will come into the session muted and will not have the ability to unmute yourself unless the Host allows it.

**Participants** - This button toggles the Participants list on the right-hand side of your screen.

- **Handraising** - Attendees have the ability to “raise hand” in Webex. To use this feature, click on the small hand symbol at the bottom right hand corner of the Participants tab. Once clicked, you should see the icon of a hand appear next to your name in the Participants list

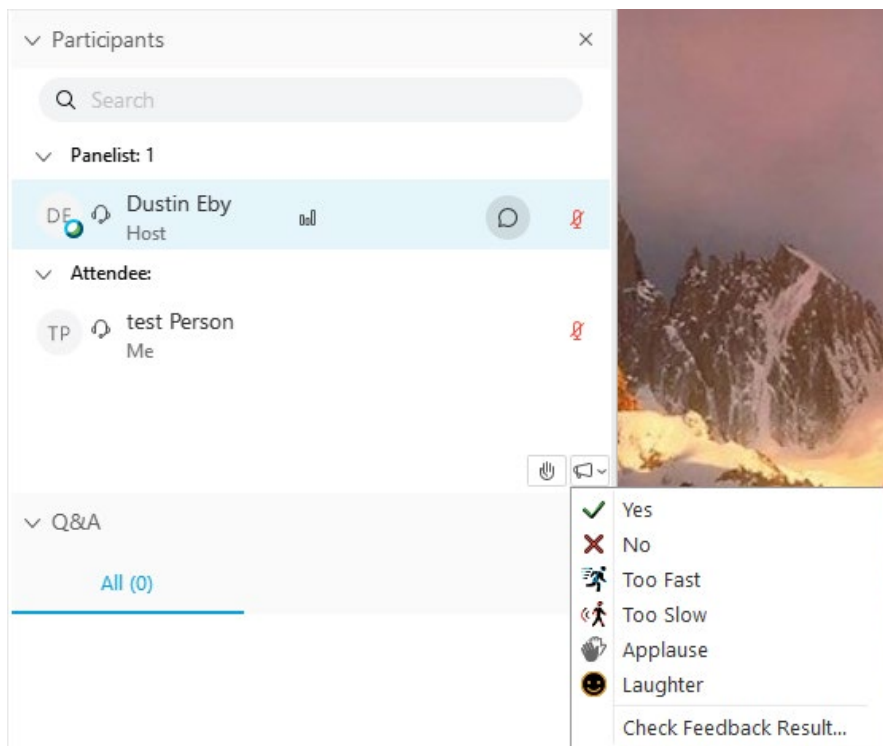
You can “lower hand” by clicking the same icon again.

**Note:** The facilitator may decide to turn this feature off.

- **Feedback** - You have the ability to engage with your facilitator by sharing “feedback”.

For example, the facilitator may engage with you by asking a yes or no question. You can respond using your feedback symbols for “yes” and “no”.

Below you can see an image explaining what each of the feedback symbols mean. To use this feature, click on the small megaphone symbol in the bottom right hand corner of the Participants tab. Once clicked, the symbol will appear next to your name until you choose a different one or the facilitator clears feedback responses from all participants.



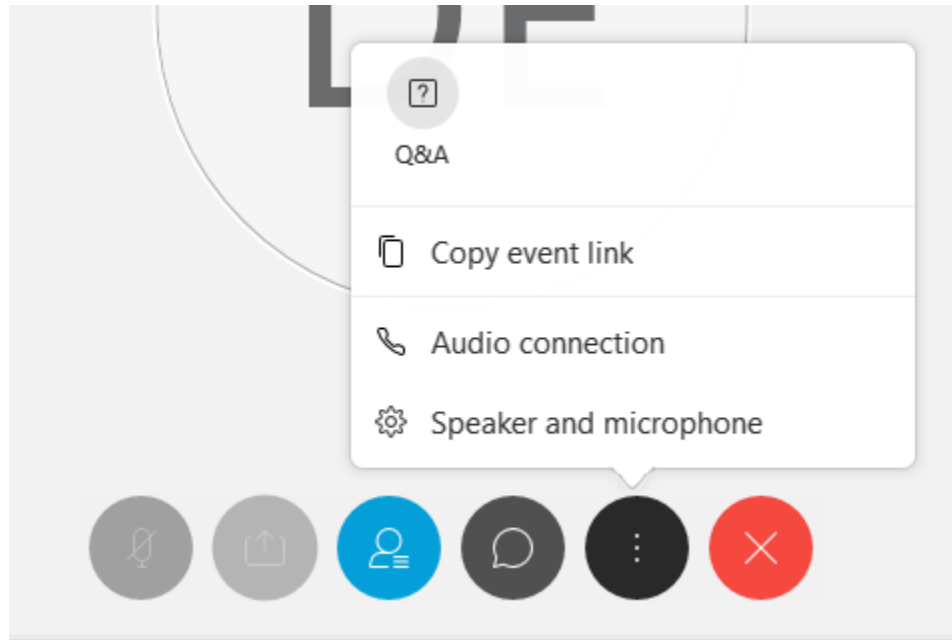
**Note:** The facilitator may decide to turn this feature off.

**Chat** - Toggle the Chat to appear on the right hand side of your screen. If you need to send a private message to the facilitator or to a panelist, you can use this feature.

**Note:** We **do not recommend** that you use “Chat” for your questions to facilitators, rather we recommend using the Q&A feature.

**Q&A** - Toggle the Q&A thread to appear on the right hand side of your screen.

This is found under the “More Options” button at the bottom of your screen.



We recommend using this feature to ask your questions as it allows the response to be tied directly to your specific question, instead of it being buried/lost in an active chat.

- Be sure to select who you would like to send your question to in the drop down menu.
- The answer will stay linked to your question in the Q&A thread.

**Audio Connection** - This is found under the “More Options” button at the bottom of your screen. If you have any trouble during the event, you can easily check your connection settings here. It is sometimes helpful to disconnect and reconnect.

**Speaker and Microphone** - This is found under the “More Options” button at the bottom of your screen. You can easily check your microphone and speaker connection settings here.

## RESOURCES

[Webex Events Support Page](#)