



P.O. Box 4092
Andover, MA 01810

Fax: 978-470-4520
Toll-free: 877-825-2020

www.NationalGlaucomaSociety.org
info@NationalGlaucomaSociety.org

Joining an NGS Webinar

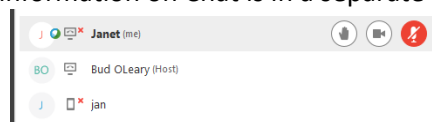
The National Glaucoma Society uses Cisco WebEx services for the audio and video components of NGS webinars. If this is your first webinar with us, we recommend that you access the WebEx website and test your browser before Wednesday. The second step is to join the webinar on Wednesday about 15 minutes before the lecture is set to start. **In order to qualify for CE credit, you must be logged into the webinar by 8:10 Eastern time on Wednesday.**

Step 1: Access our WebEx website and test your Internet Browser before Wednesday:

1. We recommend going to the website before Wednesday to make sure you can access the website. You can also test that your computer and Internet browser are set up for WebEx.
2. Enter the webinar website: **nationalglaucomasociety.webex.com**. Do not type the usual www. Type in the address directly into your web browser. Do not Google it or search for it. You can also click on this link: <https://nationalglaucomasociety.webex.com>
3. **Do NOT log in (upper right corner).** The log-in is only for the host, who is running the webinar.
4. The home page shows the date in the middle of the page. Select the weekly or monthly view so you see the date of the webinar on the center of the page, where you will see the webinar hosted by Bud O'Leary. Click on the topic to view meeting details.
5. On the next screen, there will be *More Information* listed in blue. Click on that, which will open a window asking for the Meeting Password that is e-mailed to you on the Monday before the webinar. **The password is case specific and has no spaces.**
6. Once you enter the password, the next screen will show the details of the meeting, such as the meeting number and telephone call-in number. This is all the information you need from our WebEx site before Wednesday. You can also add the meeting to your calendar so that you get a reminder.
7. The first time you join a WebEx webinar, you may need to download a program, a plug-in, or an extension to enable the video component of the webinar. The specific program required is related to your Internet Browser (Internet Explorer, Google Chrome, Firefox, etc.) and the operating system of your computer. **To test your Internet browser and computer, click on the following link: <http://www.webex.com/test-meeting.html>. If you need to download a program, you will have the option to do so, which will speed up the process of entering the webinar on Wednesday.** If you are using Chrome or Firefox as your web browser or have a high security setting, the plug-in may have been blocked. You will see a message in the middle of the screen indicating that you have to allow the plug-in. There will be a small icon at the top of your screen in the address bar. In Chrome, it is a puzzle piece; in Firefox, it is a rectangle with two lines above it. Click on the icon and allow the plug-in. Newer versions of Chrome require an extension, and a screen will appear that says "Step 1. Add WebEx to Chrome." If you already have the necessary application or you download it successfully as part of this test, you will get the following message: *Congratulations! Your system is now set up properly.*
8. If you will be listening to the webinar on Wednesday on your computer speakers or a headset and want to test out the sound, you can go to a sample webinar on the National Glaucoma Society website by clicking on the following link: <https://www.nationalglaucomasociety.org/articles/view/68>. If you cannot hear the sample webinar, make sure the sound on your computer is turned on and not muted. Changes to the sound level can usually be done on the computer task bar or within the control panel.

Step 2: To join the webinar on Wednesday:

1. We open the webinar at 7:30 Eastern Time (6:30 Central Time); the webinar will begin at 8:00 Eastern.
2. To participate in the webinar, go to: nationalglaucomasociety.webex.com (there is no "www")
3. The home page will list the time, topic and host. Once we have opened the meeting, the word Join will also be shown in green. Click on either Join or the topic.
4. On the next WebEx screen, enter your name, e-mail address and the meeting password and click Join. Please be sure to enter at least your first name and last initial (not just your first name).
5. When WebEx starts up, there is a screen that flashed very briefly that has the option to join audio or share a file. You can ignore this screen. After it disappears, the next screen will be the PowerPoint intro slide and then the options for joining the audio portion of the webinar appear. If you are on a smart phone, and do not see the option to join the audio, tap the three vertical dots in the upper right of the screen when phone is vertical.
6. If you choose the telephone (*I will call in*), the phone number will be listed (408-792-6300), which may be a toll call, depending on your phone service. The access code and your attendant id number also will be shown, which you will need to join the telephone conference. (If you do not enter your attendant id, you will show up on the webinar as Caller #...)
7. If you want to listen to the webinar through your computer speakers (or a headset connected to your computer) or through your smart phone using WiFi or data, click on the option that says *Call Using Computer*. You have to click on the grey box, not the option to change settings, and a new box will open with Audio Conference at the top and a moving circle with the word *Connecting* and then a green check mark to indicate that you are connected to the audio portion of the webinar. If you do not get this message, you will not be able to hear the webinar through your computer. We play music as soon as we open the webinar, so you should be able to hear music or someone talking as soon as you connect.
8. If you are on a computer, the list of participants will be on the right of your screen. The microphone icon next to your name is to mute your phone or computer so that other participants cannot hear you or any background noises in your home or office. **Please mute the microphone next to your name as soon as you have logged on.** To mute your computer or phone, click on the grey microphone. **It will be red when it is muted.** If you log in after the speaker has started, you will be automatically muted and the microphone will already be red; in this case, do not click on the microphone or you will unmute your microphone. The picture below shows the participant list and what the red (muted) microphone looks like on a computer. The video icon will not be visible on the webinars; the hand is to "raise your hand" to ask a question verbally; because of the number of participants, please use the Chat window instead (more information on Chat is in a separate document on the NGS website).



On a smart phone or tablet, the microphone is at the bottom of the screen, as shown below:



Do not mute your phone using the volume button; **if your phone is muted, you will not be able to hear the webinars.** You just want to mute the microphone once you are in WebEx.

9. If you are on a computer and want to change between the computer and phone during the webinar, change the sound volume, or do not hear the sound once you have connected to the meeting, click on *Quick Start* in the upper left corner of the screen and choose the audio connection box and click on *Connect to Audio* to get the option to switch audio. To get back to the presentation, click on the lecture title on the tab at the top of the screen.