![NGS National Glaucoma Society logo]

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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.

Step 1: Test your Internet Browser before Wednesday:
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. If you want to view the webinar on a tablet or smart phone, you need to download the Webex app.

To test your Internet browser and computer, click on the following link: 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 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.*

Step 2: Join the webinar on Wednesday

1. We open the webinar at 7:30 Eastern Time (6:30 Central Time); the webinar begins at 8:00 Eastern time. Please plan to join the webinar 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.**

2. To participate in the webinar, go to: nationalglaucomasociety.webex.com (there is no "www"). Do not Google or search for it. Type the address directly into your browser or click the link in the NGS email.

3. Here is what the NGS WebEx home page looks like:
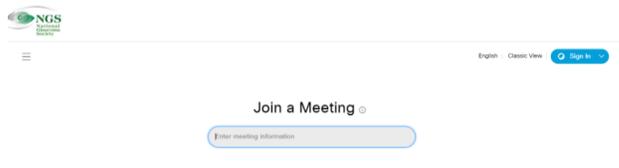
     Do NOT sign in. The log-in in the upper left corner is for the webinar host, Dr. Bud O'Leary. The home page asks for the meeting information. Enter the meeting number that is sent to you in an email from the National Glaucoma Society before each webinar and hit Enter.

4. On the next WebEx screen, the title of the webinar will be listed. Type in the meeting password and click okay. Next, enter your name and email address. <u>Please be sure to enter at least your first name and last initial (not just your first name).</u> Click the green "Join Meeting."

5. The next screen will be the PowerPoint intro slide and then the menu for Audio and Video Connection. The Audio connection is on the left side of the screen (see below). The default for the audio is to *Call Using Computer.* This will allow you 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. If you want this option, click on the box *Connect to Audio*. We play music when we open the webinar; you should hear music or someone talking as soon as you connect.
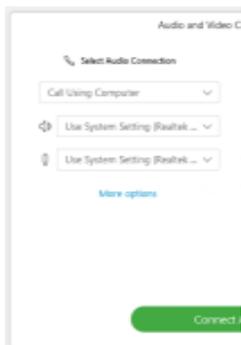

   If you prefer to call in on a telephone to hear the webinar, open the drop-down menu next to *Call Using Computer* and choose *I will call in.* The phone number will be listed (408-792-6300), which may be a toll call, depending on your phone service. The access code (meeting number) and your attendant ID number also will be shown, which you need to join the telephone conference. (If you do not enter your attendant ID, you will show up on the webinar as Caller #...).

6. The right side of the Audio Video Connection Screen includes an option to enable video for the webinar. This refers to the camera on your computer or smart phone that would show a live picture of each attendee. If you have a webcam, we ask that you select "No Video." You can also disable the video feature on the control panel at the bottom of the screen (if you don't see it, move your cursor into the slide).

Start / Stop
Video
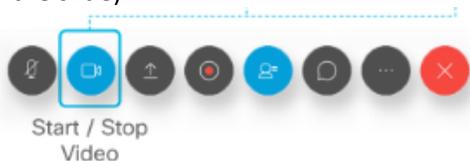
   The picture below shows what the computer screen looks like when there is no webcam available, in which case you do not need to do anything.
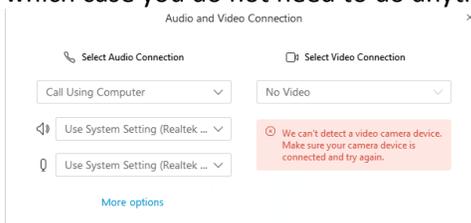
7. **Please mute your microphone as soon as you have logged on,** so that other participants cannot hear you or any background noises in your home or office**.** To mute your computer or phone, click on the grey microphone. **It will be red when it is muted**. You can either click on the microphone icon next to your name or use the controls at the bottom of the WebEx screen to mute your microphone (the first icon on the left in the picture above). The picture below shows the participant list and what the red (muted) microphone looks like on a computer. Notice the red microphone is next to your name and at the bottom of the slide.
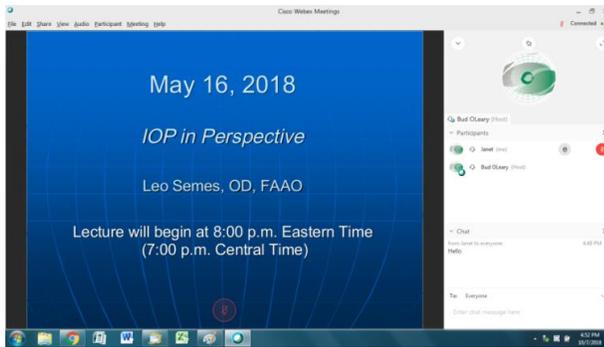
8. If you log in after the speaker has started, you will be automatically muted and the microphone will already be red; in this case, do not click on the microphone or you will unmute your microphone.

9. The hand shown next to your name is to "raise your hand" to ask a question verbally; because of the number of participants, please use the Chat window to ask a question (more information on Chat is in a separate document on the NGS website).

10. 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-- mute the microphone once you are in WebEx. **If your phone is muted, you will not be able to hear the webinar**. You also will not hear the webinar if you make or receive a phone call during the webinar.

11. If you are on a smart phone or tablet and have not successfully connected to the webinar's audio, you will not see the microphone. Instead there will be an icon of a telephone (see below). Click on the phone icon to connect to audio.

12. If you are on a computer and do not hear the sound once you have connected to the meeting, click on the *Audio* tab across the top of the screen and choose Audio Connection. You also can get to the Audio menu by clicking on the circle with the three horizontal dots along the bottom of the computer screen, which says *More Options*. If you do not have sound, choose *Connect to Audio.* If that does not get you sound, choose *I will call in* and get the audio on a phone.

13. If you have trouble connecting to the webinar or getting sound, you can exit the meeting (the red x at the bottom of the screen), close your web browser, and start over. You also can call the NGS toll-free during the webinar at 877-825-2020 to ask for assistance. If you are having trouble, please call before 8:10 Eastern time so that we can try to solve the problem in time for you to receive CE credit.