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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, please read the instructions below.

### 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](http://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 and you will get a message on the screen indicating that you have to 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

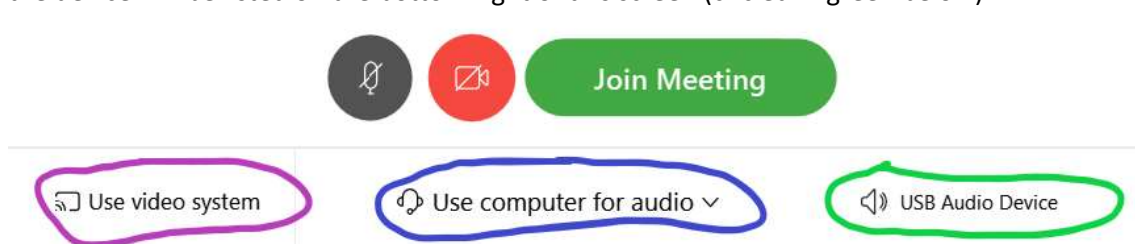
1. We open the webinar at 7:30 Eastern Time (6:30 Central Time); the webinar begins at 8:00 Eastern time. Please plan to join the webinar about 15 minutes before the lecture is set to start. **In order to qualify for CE credit, you must be logged into the webinar by 8:10 Eastern time on Wednesday.**
2. To participate in the webinar, go to: [nationalglaucomasociety.webex.com](http://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 on a computer:



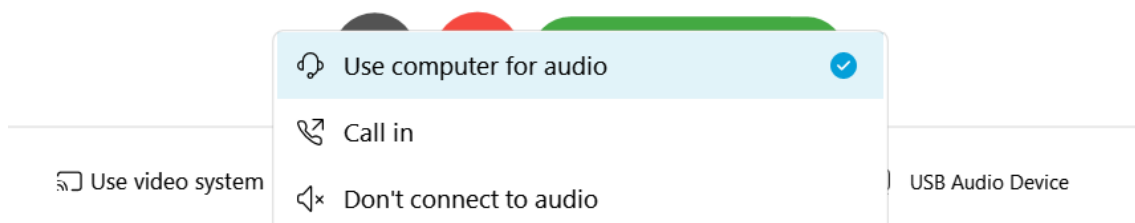
**Do NOT sign in.** The log-in in the upper right is for the webinar host, Dr. Bud O'Leary. For the meeting information, enter the meeting number sent in an email from the NGS before each webinar and click the green Join button (if there is not a Join button, hit Enter on your keyboard).

4. On the pop-up, type in the meeting password and click okay. Next, enter your name and email address. **Please enter at least your first name and last initial.** Click the green "Join Meeting."

5. The next screen will be the options for Audio and Video Connection (see below). The Audio information is in the middle of the screen (circled in blue). The default is to *Use computer for audio*, and you will automatically be connected to audio. This will allow you to listen to the webinar through your computer speakers (or a headset connected to your computer). If you have connected a headset, the device will be listed on the bottom right of this screen (circled in green below).



If you prefer to call in on a telephone to hear the webinar, open the drop-down menu next to *Use computer for audio* (shown below) and choose *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 #...).



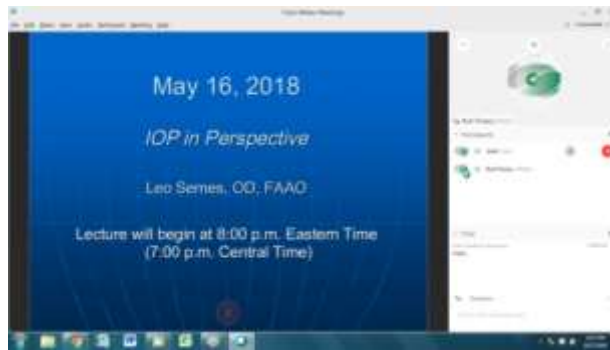
The left icon on the Audio Video Screen includes an option to enable video for the webinar (circled in purple above). This refers to the camera on your computer or smart phone that would show a live picture of each attendee. If you have a webcam, you should see a preview of your webcam view. If you have a webcam, we ask that you turn it off since it can be distracting to the speaker and other attendees. You can do this by clicking on the camera icon until it is red; it will look like the red camera icon above (to the left of Join Meeting).

Once you have set up your audio and video, click *Join Meeting*. We play music when we open the webinar, so you should hear music or someone talking as soon as you have joined the meeting.

You can also disable the video feature once you have joined the meeting by clicking on the camera icon on the control panel at the bottom of the screen (shown below). If you don't see it, move your cursor into the slide.



6. **Please mute your microphone**, so that other participants cannot hear you or any background noise 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 click on the microphone icon on the audio/video page before you join the meeting or, after you join the meeting, click the microphone 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, shown 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 (you may need to move your cursor over your name to see it) and at the bottom of the slide.



If you join the webinar 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 turn the microphone on.

7. 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).

8. 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.

9. 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.



10. 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 *Call in* and get the audio on a telephone.
11. 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 or the red x in the upper right 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.