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Joining an NGS Webinar

The National Glaucoma Society uses Cisco WebEx services for audio and video components of NGS webinars. You can access the NGS WebEx site and go through the first few steps to join a webinar several days before a webinar, as soon as you receive the webinar instructions from the NGS.

There are two ways to join an NGS webinar:
- Direct Link: Click on the direct link to the webinar in instructions sent ahead of the webinar.
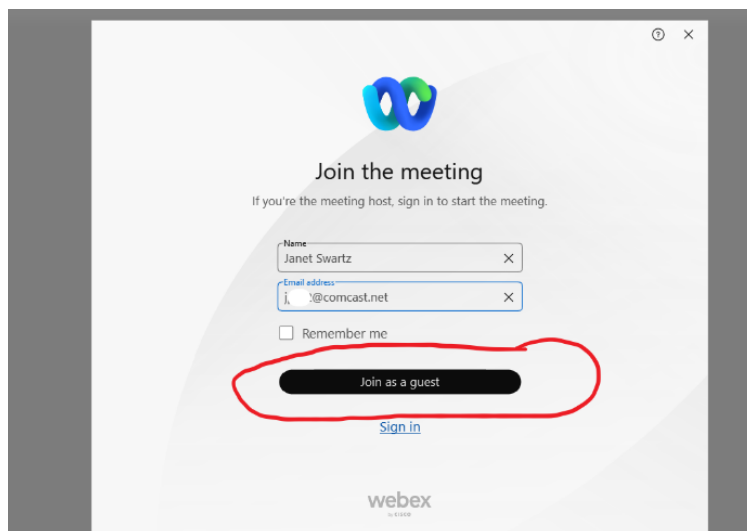- Browser: Go to the NGS WebEx website and join through your Internet browser.

We open webinars 30 minutes before the start of the lecture, to give attendees time to join. **In order to qualify for CE credit, you must join the webinar within 10 minutes of the start of the lecture.**

I. **Options for Joining an NGS webinar**

A. **Direct Link from NGS Instructions**
In the instructions emailed by the NGS before every webinar, there will be a direct link to the webinar. This is the easiest way to join a webinar. The webinar is opened 30 minutes before the start of the lecture. If we have not yet opened the webinar, there will be a notification to that effect -- there is no need to notify the host that you are waiting.

Click on the link and accept any permissions to access WebEx. On the first screen, enter your name and email address and click "**Join as a Guest"** (see below).


This will bring you to the Audio/Video page to join the webinar, described in Section II below.

**Join the Webinar through your Internet Browser**

1. Go to the NGS WebEx website: nationalglaucomasociety.webex.com (there is no "www"). Type the address directly into your browser or click the link in the NGS email. Do not sign in. You do not need a WebEx account to participate in a webinar.
2. Enter the meeting number in the space labeled "Enter meeting information" (circled in red below).

Join a Meeting ⊙

Enter meeting information

Cisco Webex Meetings desktop app

Download
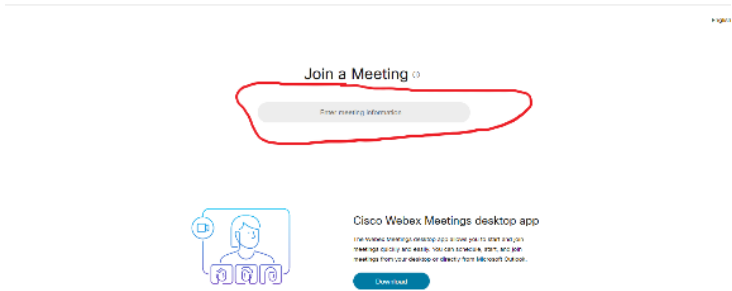
Once you enter the meeting number, click green *Join* button (circled in red below).

Join a meeting ⊙

26300263192   Join
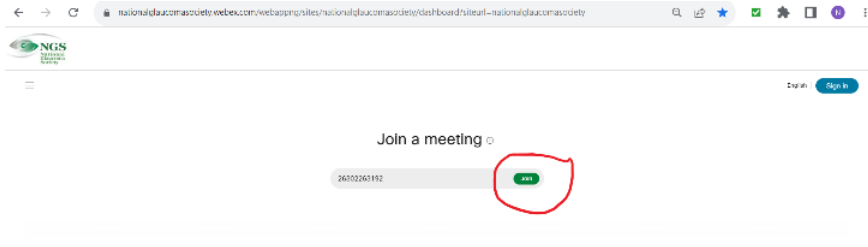
The next screen will show the meeting number and ask for the meeting password. Once you enter the meeting password, the *OK* button will turn blue (see below). Click *OK*.

To view more information about the meeting, enter the meeting password.

Meeting Number: 2630 226 3192

OK
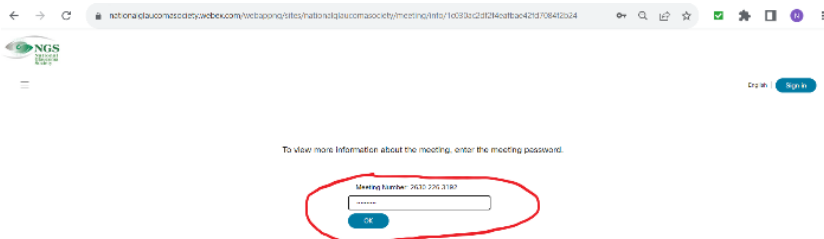
The next screen will have meeting details and a green *Join Meeting* button (see below). Click *Join Meeting.*

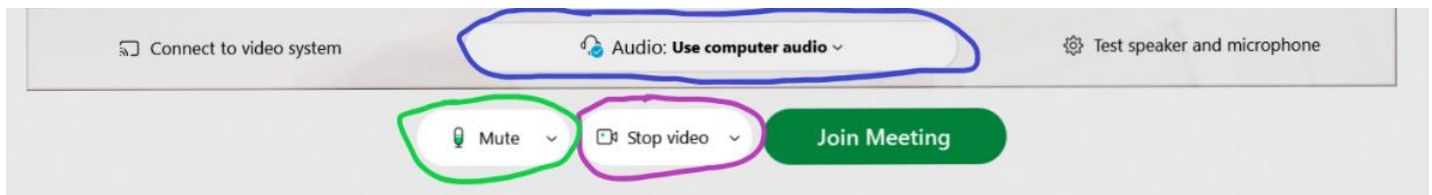Meeting

Join Meeting

Join Information
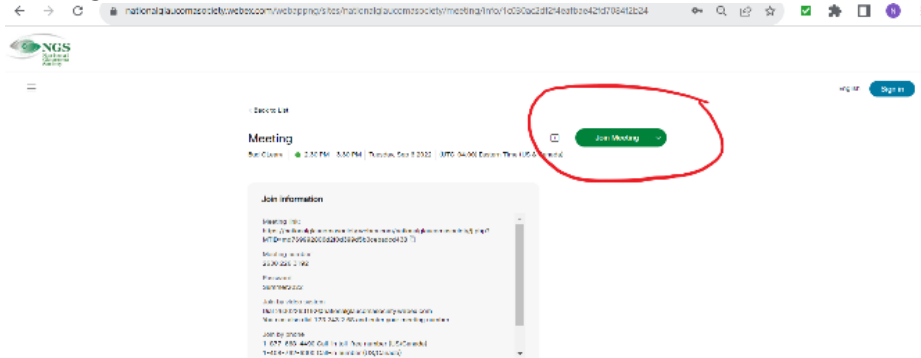
On the next screen, enter your name and email address and click "**Join as a Guest"** (see below).
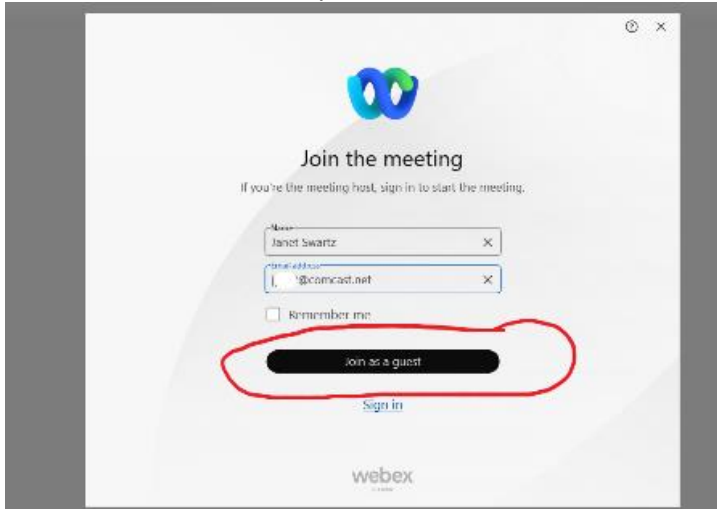
The next screen will have the audio-video options described below.

II.   Connecting to Audio and Video and Joining the Webinar

The bottom of the screen with options for Audio and Video is shown below.
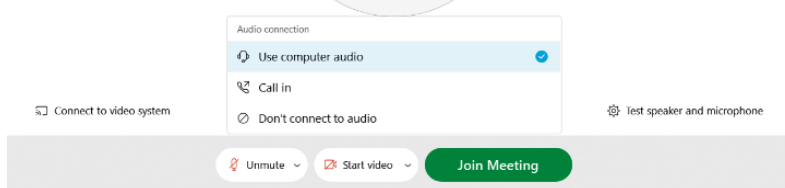

A.   Audio
The Audio information is in the middle of the screen (circled in blue above). The default is to *Use computer audio.* This will allow you to listen to the webinar through your computer speakers (or a headset connected to your computer).

Mute your microphone so that other participants cannot hear you or any background noise in your home or office**.** *This applies even if you do not have a stand-alone microphone or headset.* To mute your computer, click on the word *Mute* shown above circled in green. When it is muted, it will be red. If you join the webinar after the speaker has joined, you will automatically be muted. Make sure the microphone stays red.

Audio by Calling on Telephone. If you prefer to call in on a telephone to hear the webinar, open the drop-


down menu next to *Use computer audio* (shown to the left) and choose *Call in.* The details on how to call in will show on the screen after you join the meeting (described in section D below).

B.   Video
Below the Audio button, in the middle circled in purple above, is the video option. This refers to the webcam on your computer that would show a live picture of each attendee. If your webcam is on, please click *Stop Video* to turn it off since it is distracting to the speaker and other attendees. When it is off, the camera is red.

The picture below shows the microphone is muted and the video camera is off.
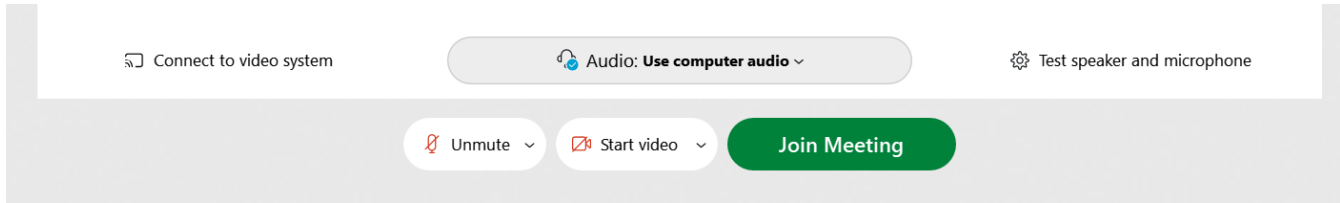
C. Join the Meeting
Once you have selected the options for audio and video, click the green *Join Meeting.* You may get a message asking if you want to change your audio choice so that others can hear you during the meeting. You want to keep your microphone muted, so select the option *Join anyway.*

D. Calling on Telephone
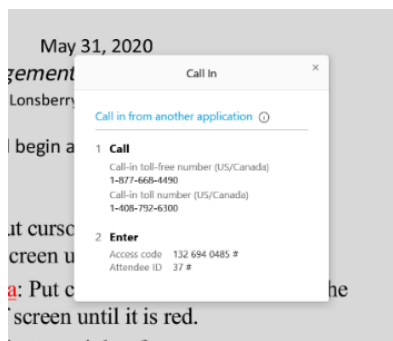
If you chose to call on the telephone for audio, a screen will pop up once you have joined the meeting. The pop-up screen, shown at left, has a toll-free number (877-668-4490) and a toll number (408-792-6300). Make the phone call and the prompts will ask you for the access code (meeting number) and your Attendant ID, which is listed on the pop-up screen. Please be sure to enter your Attendant ID, which will match your audio to your name on the participant list, so we can see that you have sound.

III.   Troubleshooting

A.   Problem connecting to Audio
If you do not have sound, you will see the button on the left below that says *Connect audio.*

Click on *Connect audio* and the screen below will pop up indicating that you are not connected to audio. If you want to listen to the lecture through your computer speakers, put your cursor on the "Use computer for audio" and click on the blue *Connect*, as shown below. If you want to use a telephone to call in for the audio or if you get a message that there is a problem with audio on your computer, put your cursor over "Call in" and click *View*, which will bring you to the screen shown above under section II D with the information on how to use the telephone for audio. If there are problems connecting to your computer's audio, you should use a telephone to call in for sound.

B. Muting Audio After Joining the Webinar
If you did not mute your microphone before you joined the meeting, use the controls at the bottom of the WebEx screen to mute your microphone. The picture below shows what the red (muted) microphone looks like on a computer. If you join the webinar after the speaker has joined, you will automatically be muted; in this case, do not click on the microphone or you will be unmuted.

C. Mute on Smart Phone

On a smart phone or tablet, the microphone is at the bottom of the screen, as shown in the picture to the left. Do <u>not</u> mute your phone using the volume button-- mute the microphone once you are in WebEx. **If your phone's volume 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.

D. Disable Your Webcam After Joining the Webinar

If you did not disable your webcam before you joined the webinar, you can disable the video once you have joined the meeting by clicking on the camera icon on the control panel at the bottom of the screen (shown below with the words *Stop video*). To shut off your webcam, click on the camera so the icon turns red.

When you have muted your microphone and shut off your webcam, the screen will look like this:

E. Leave the Webinar and Start Over

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.

F. Call the NGS for help

You can call the NGS toll-free during the webinar at 877-825-2020 to ask for assistance. Someone is available for assistance 30 minutes before the lecture through the end of the webinar. If you are having trouble, please call before the lecture begins so that we can try to solve the problem in time for you to receive CE credit.