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Revised February 2020

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. 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

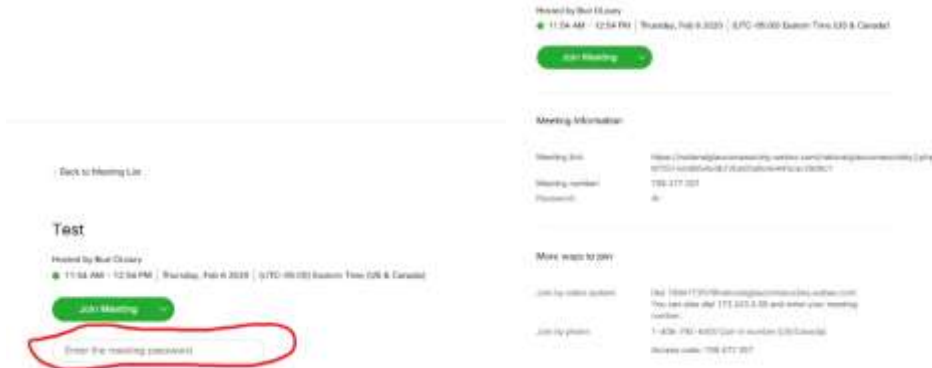
1. We open the webinar at 7:30 Eastern Time (6:30 Central Time); the lecture begins at 8:00 Eastern time. Please plan to join the webinar about 15 minutes before the lecture is set to start. **In order to qualify for CE credit, you must be logged into the webinar by 8:10 Eastern time on Wednesday.**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



Do **NOT** sign in. The log-in in the upper right is for the webinar host, Dr. Bud O'Leary.

You can either join the webinar through this page or you can download the WebEx desktop app that is shown at the bottom of the screen. If you plan on attending more than one NGS webinar, we recommend downloading the desktop app, which will speed up the process of joining a webinar.

4. **Join the webinar through your browser.** If you want to join the webinar on the computer without downloading the desktop app, enter the meeting number in the space labeled “Enter meeting information” and hit Enter on your keyboard. The next screen will have the webinar title, as shown below on the left. Enter the meeting password in the space provided (circled in red below) and click *Okay*. This will bring you to the screen below on the right. Click *Join Meeting*.



On the next screen, enter your name and email address. Please enter at least your first name and last initial. Click *Next*. On the next screen, enter the meeting password again and click *Next*.

5. **Joining via Desktop App:** If you are on the desktop app, the first screen is shown below. Enter the meeting number and click the green *Join* button. On the pop-up, type in the meeting password and click the green *Join Meeting*.



6. **Connecting to Audio and Video:** Whether on the desktop app or your browser, 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*. If this is your choice, 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). We play music when we open the webinar, so you should hear music or someone talking as soon as you have joined.

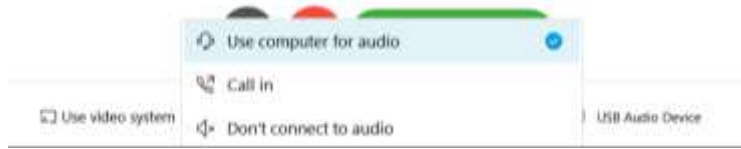


The left icon on the Audio Video Screen includes an option to enable video for the webinar (circled in purple above). This refers to the camera on your computer or smart phone that would show a live picture of each attendee. If you have a webcam, we ask that you turn it off since it can be distracting 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).

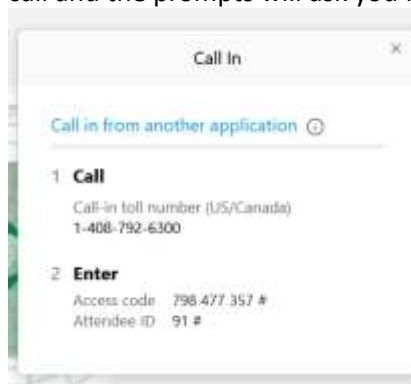
Please mute your microphone, so that other participants cannot hear you or any background noise in your home or office. To mute your computer or phone, click on the grey microphone. **It will be red when it is muted.** If you join the webinar after the speaker has joined, you will automatically be

muted; in this case, do not click on the microphone or you will be unmuted. Make sure the microphone stays red.

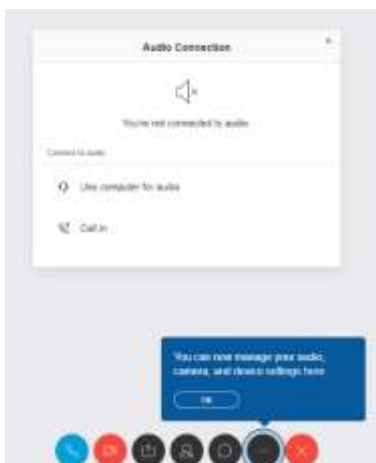
7. **Audio by Calling on Telephone.** If you prefer to call in on a telephone to hear the webinar, open the drop-down menu next to *Use computer for audio* (shown below) and choose *Call in*. The details on how to call in will show on the screen after you join the meeting.



8. **Join the Meeting.** Once you have selected the options for audio and video, click the green *Join Meeting*.
9. **Calling on Telephone:** If you want to call on the telephone for audio, the screen below should pop up once you have joined the meeting. The call-in number is provided (408-792-6300). Make the phone call and the prompts will ask you for the access code (meeting number) and your attendant id.

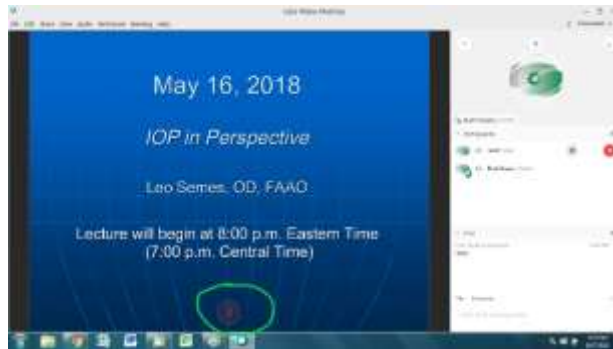


10. **Problem connecting to Audio.** If you have not connected to audio, you will see a telephone on the bottom left of the screen (move your cursor into the slide set if you do not see it), as below. Click on the black circle with the three dots and select *Audio Connection* to see the popup shown below and select the way you want to connect to the audio.



11. **Muting Audio After Joining the Webinar.** You can click on the microphone icon on the audio/video page before you join the meeting. If you have not done this, 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 (shown circled in green). 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. Make sure the microphone stays red.



12. **Mute on Smart Phone.** 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.

13. **Disable Your Webcam After Joining the Webinar.** If you did not disable your webcam before you joined the webinar, you can 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.



14. **Call the NGS for help.** 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.