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## Joining an NGS Webinar

The National Glaucoma Society uses Cisco WebEx services for audio and video components of NGS webinars. For your first webinar with the NGS, allow time to install WebEx on your device before the webinar. 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 three ways to join an NGS webinar:

- WebEx App: Download the WebEx app for your computer or smart phone.
- 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.

All three options bring you to the Audio/Visual page where you can mute your microphone, turn off your webcam, and join the meeting.

When prompted for your name and e-mail address, please enter at least your first name and last initial.

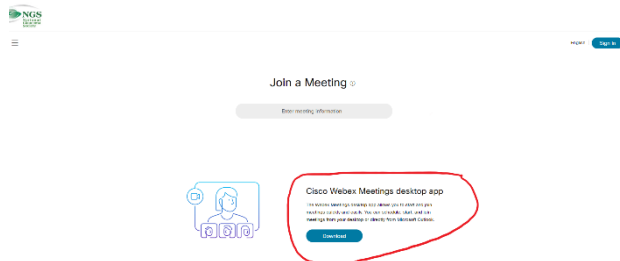
We open webinars 30 minutes before the start of the lecture, to give attendees time to join. **In order to qualify for CE credit, you must join the webinar within 10 minutes of the start of the lecture.**

### I. Options for Joining an NGS webinar

#### A. WebEx Desktop App

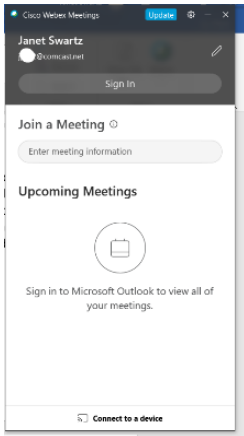
If you plan on attending more than one NGS webinar, downloading the desktop app on your computer will make it faster to join each webinar. Directions are below for the downloading the app for your computer. (If you prefer to use a smart phone to attend the webinars, go to the app store and download the WebEx app.)

1. 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.
2. Here is what the NGS WebEx home page looks like on a computer.

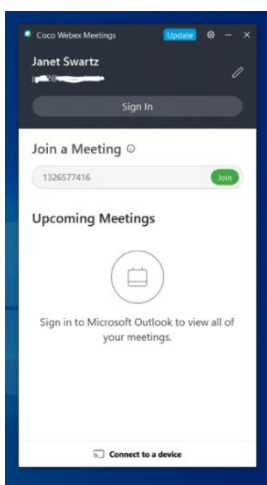


**Do NOT sign in.** You do not need a WebEx account to join an NGS webinar. Your user name and password for the NGS website does not work on the WebEx website.

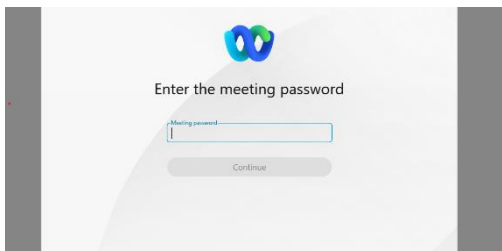
3. Download the Cisco WebEx Meetings Desktop App: In the middle of the NGS WebEx home page, there is the option to download the Cisco WebEx Meetings Desktop App (circled in red above).
  - Click on Download. Click on the file (webexapp.msi) that should be at the bottom of your screen; on the pop-up menu, click Run. Follow the prompts to install the app on your computer, which may take a few minutes.
4. Open the Desktop App: Click on the Cisco WebEx Meetings app on your desktop to open it.



The first screen of the desktop app is shown to the left. Do not sign in (If you click “Sign in” by mistake, choose “Use as Guest”). Enter the meeting number where it says “Enter meeting information.” The first time you do this, you will be asked for your name and e-mail address. Please enter at least your first name and last initial. After entering your name and e-mail, you can enter the meeting number. Once you enter the meeting number, the green *Join* button will show up, as below.



Click the green *Join* button, as shown at left.



Once you click *Join*, a pop-up will appear (shown at left). Type in the meeting password. Once you enter the password, the *Continue* button will turn blue. Click *Continue*. The next screen will have the audio-video options and the Join Meeting button, described in Section II below.

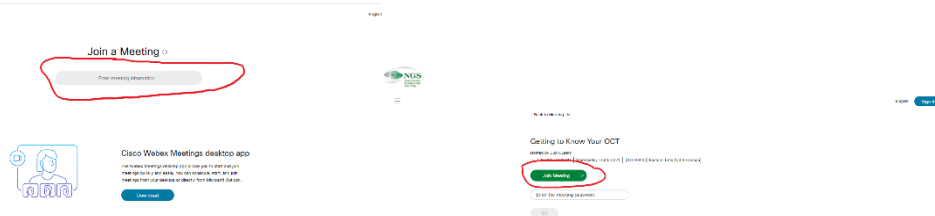
### **B. Direct Link from NGS Instructions**

In the instructions sent by the NGS before every webinar, there will be a direct link to the webinar. Click on the link and accept any permissions to access WebEx. The webinar is opened 30 minutes before the start of the lecture. If we have not yet opened the webinar, you will be brought to a page indicating that. There is no need to notify the host that you are waiting. Once the webinar is opened, you will be brought to the Audio/Video page to join the webinar, described in Section II below.

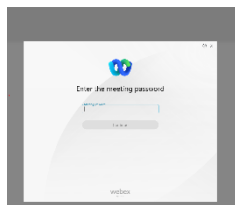
### **C. Join the Webinar through your Internet Browser**

If you do not want to download the desktop app, you can join the webinar using your Internet browser.

1. Go to the NGS WebEx website: [nationalglaucomasociety.webex.com](http://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 on the left) and click *Join*. The next screen will have the lecture title and a green *Join Meeting* button. Click on *Join Meeting* (circled in red below on the right).



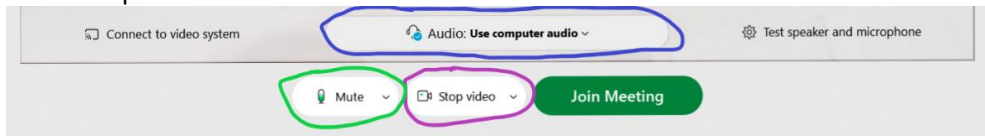
The next screen will ask for the meeting password (shown below).



Type in the meeting password. Once you enter the password, the *Continue* button will turn blue. Click *Continue*. The next screen will have the audio-video options and the Join Meeting button, described below.

## II. Connecting to Audio and Video and Joining the Webinar

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

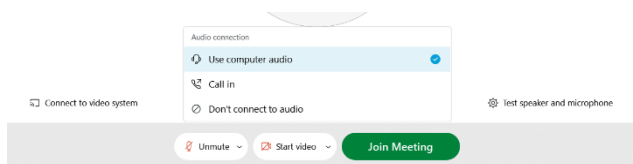


### A. Audio

The Audio information is in the middle of the screen (circled in blue above). The default is to *Use computer audio*. 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).

**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. It also refers to the sound that your computer speakers will pick up.* 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; in this case, do not click on the microphone or you will be unmuted. 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).

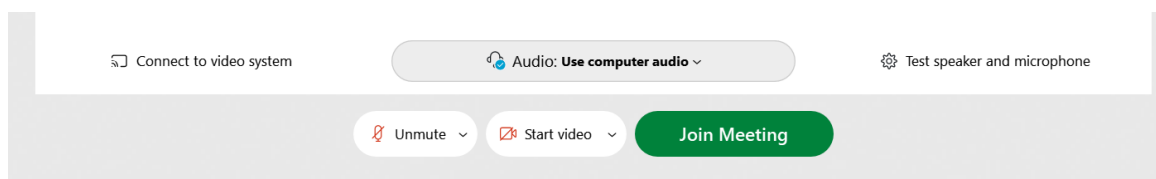


### B. Video

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, there will be a gray

camera and the words *Stop video*, as above. 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 will be red.

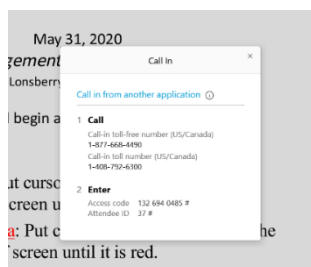
The picture below shows the microphone is muted and the video camera is off.



### C. Join the Meeting

Once you have selected the options for audio and video, click the green *Join Meeting*. If you are not on the desktop app, 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 are 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 determine 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, 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 call in 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 (or you lose the Internet connection and have to rejoin a webinar once the lecture has started), 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.](#)



### 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 not 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.