**Updated September 21, 2020**

Joining an NGS Webinar

The National Glaucoma Society uses Cisco WebEx services for audio and video components of NGS webinars.

Joining the Live Webinar

1. 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.**

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.
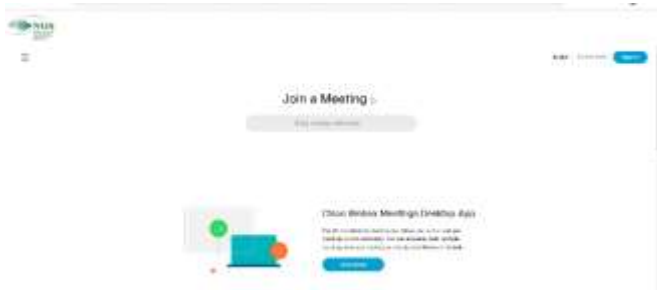
   Do **NOT** sign in. The log-in in the upper right is for the webinar host, Dr. Bud O'Leary. You can either join the webinar through this page or download the WebEx Meetings desktop app. We recommend that you download the WebEx desktop app, which has simpler steps than connecting through a browser.

4. **Downloading 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.
   - 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.
   - Cisco WebEx Meetings will be on your desktop (white circle, green/blue edge).

5. **Joining via Desktop App:** Click on the WebEx Meetings app to open it.

   The first screen 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.
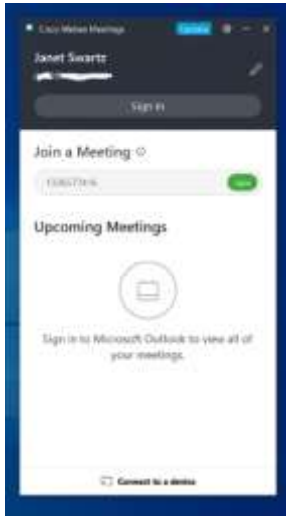
Once you click Join, a pop-up will appear (shown at left). Type in the meeting password. Once you enter the password, the *Next* button will turn blue. Click *Next*. The next screen will have the audio-video options, described in #7 below.

6. **Join the webinar through your browser.** If you do not want to download the desktop app, you can join the webinar using your browser. Go to the NGS WebEx site. Do not sign in. Enter the meeting number in the space labeled "Enter meeting information" (shown on # 3 above) and click *Join.* The next screen will have the webinar title, as shown below on the left ("Test"). Enter the meeting password in the space provided (circled in red below) and click the blue *OK* button that will pop up. This will bring you to the screen below on the right. Click *Join Meeting.*

On the next screen, enter your name and e-mail address. Please enter at least your first name and last initial. Click *Next*. The next screen will be the Audio/Video page, described in #7 below.

7. **Connecting to Audio and Video:** The screen with options for Audio and Video is shown below. The Audio information is in the middle of the screen (circled in blue). 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).

Under the Audio button, in the middle circled in purple, 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 turn it off since it can be distracting to the speaker and other attendees. You can do this by clicking on the camera until it is red. It will look like the red camera below.

Please 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 or phone, click on the word *Mute* shown above circled in green. When it is muted, it will be red, as shown below. 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.

8. **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 #10 below).

9. **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.*

10. **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.

11. **Problem connecting to Audio.** You should hear music or talking as soon as you have joined the webinar. 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 #10 with the information on how to call in for audio.

12. **Muting Audio After Joining the Webinar.** If you did not mute your microphone on the audio/video page 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.

13. **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.

14. **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:

15. **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 the lecture begins so that we can try to solve the problem in time for you to receive CE credit.