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**Using the Cisco WebEx Chat Feature During an NGS Webinar**

The National Glaucoma Society uses Cisco WebEx services for the audio and video components of NGS webinars. This system has a Chat window that enables communication between the webinar participants and the web host during the lecture. Participants can enter questions for the speaker or the webinar host.

The NGS also uses Chat to verify that you are at your computer during the lecture. **Sometime during the webinar, there will be a question on one of the lecture slides that you need to answer via the Chat window.** Whether the answer is right or wrong is not important – we just want to know that you are still participating in the webinar. **In order to receive CE credits for your participation in live NGS webinars, we need to confirm your presence during the lecture via the Chat feature.**

Below we describe the procedures for Chat if you are using a laptop or desktop computer as well as if you are using a smart phone or tablet. We also explain how to test the Chat feature prior to your first webinar.

<u>**USING CHAT WITH A LAPTOP OR DESKTOP COMPUTER**</u>

If you are using a laptop or desktop computer, the Chat window should be open once you have joined the webinar. You will see a blue speech bubble in the controls at the bottom of the screen (if you do not see the controls, move your cursor into the slide). See the blue chat bubble below.
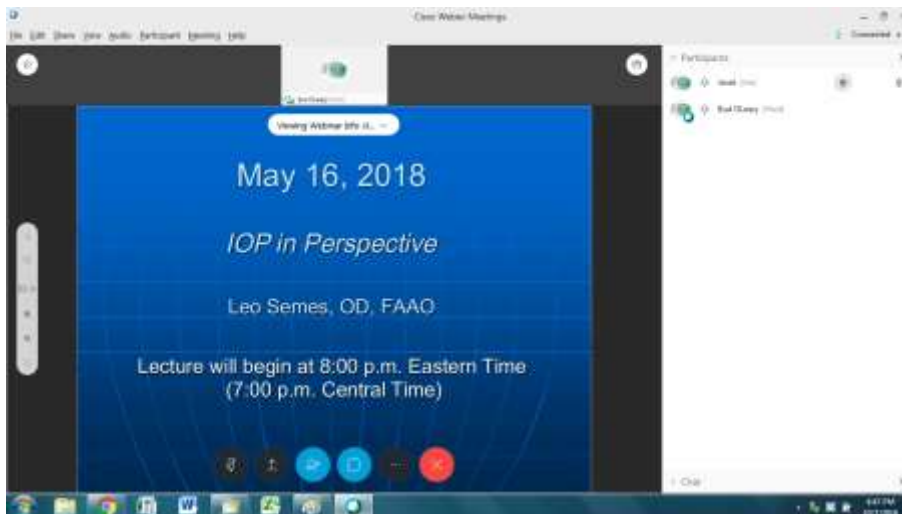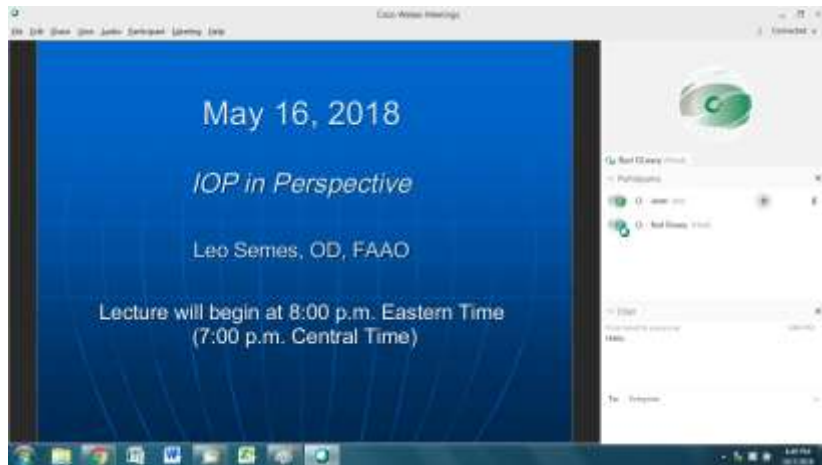

Although the chat speech bubble is blue, the chat window may be minimized (as seen in the lower right in the picture above). Click on the greater-than sign to the left of the word Chat at the bottom of the screen to open the chat window.

When chat is open, you will see the chat box on the bottom right portion of the screen. Here is what the Chat window looks like when it is open and not minimized on a desktop or laptop computer:
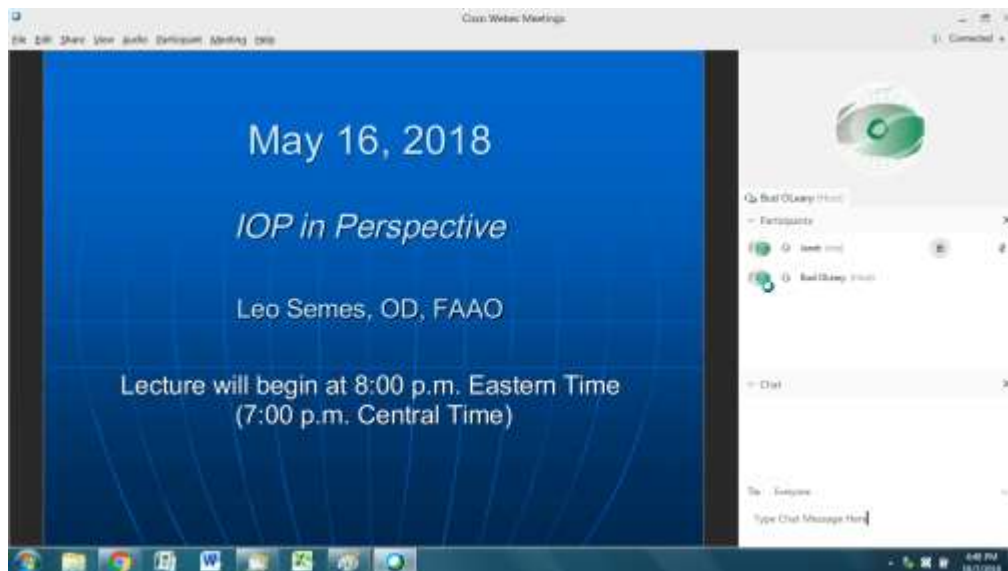
You type your questions or responses in the open box at the bottom of the Chat window (we have entered "Type Chat Message Here"). Open the dropdown menu next to "To:" and select "Everyone" (the only option) and hit Enter on your keyboard to send the Chat. Once your chat is sent, you should see it in the chat window. If a lot of other chats are being sent at the same time, your response or question may move up quickly, but you can use the slide at the right of the chat window to scroll back to your response. Here is what the chat window looks like with a message (you are always welcome to send a test chat at the start of a webinar).
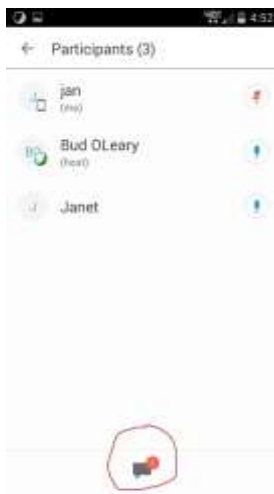

CHAT ON A SMART PHONE OR TABLET

If you are using a smart phone or tablet, the Chat speech bubble is not shown on the same screen as the presentation. Tap the participant icon (the silhouette) to open a drop-down menu of the participants with the speech bubble at the bottom. If you do not see the participant icon, tap on the right top corner of your screen and it will appear, or turn your phone to the vertical position. The participant icon is circled in red on the screen shot below.

Here is what the list of participants with the speech bubble at the bottom looks like on a smart phone or tablet:
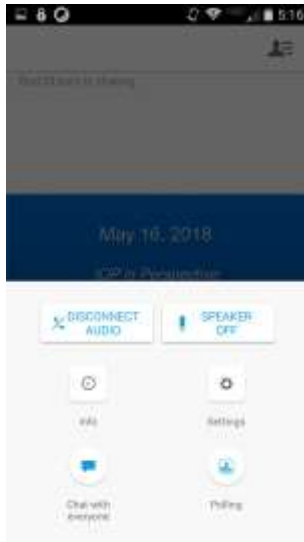

If there is an entry in chat, you will see a red number next to the participant icon and Chat entries will flash on the top of your screen

You can also open the chat window on a smart phone or tablet by tapping the three dots in a black circle at the bottom of your phone screen, shown below:

Once you tap on the three dots, here is what the next screen looks like:

Either way you open the chat, tap *Chat with Everyone* to see all the Chat entries and at the bottom a space that says *Enter Message Here.* Here is what the chat window on a smart phone looks like when it is open:
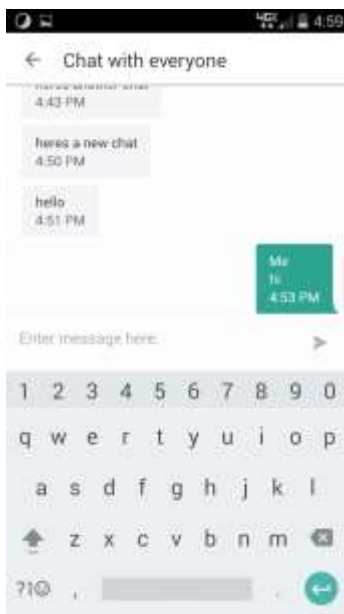
Write your question or comment in the space "Enter message here." To send the chat, tap the arrow at the right of your message. To get back to the presentation screen, tap the left arrow at the top of the screen (to the left of "Chat with Everyone").

TESTING OUT CHAT FEATURE BEFORE A WEBINAR
You can try the Chat feature before a webinar at: http://www.webex.com/test-meeting.html. This is also the way to verify that you have the appropriate applications on your Internet browser to be able to view a webinar. When you are connected to the test site, you will see a simulated webinar screen. You can use the Chat instructions listed above for a computer or a smart phone/tablet. There will not be any other entries in the Chat window, but you can type in a Chat and send it so that it appears on the screen.