



P.O. Box 4092
Andover, MA 01810

Fax: 978-470-4520
Toll-free: 877-825-2020

www.NationalGlaucomaSociety.org
info@NationalGlaucomaSociety.org

Updated May 2021

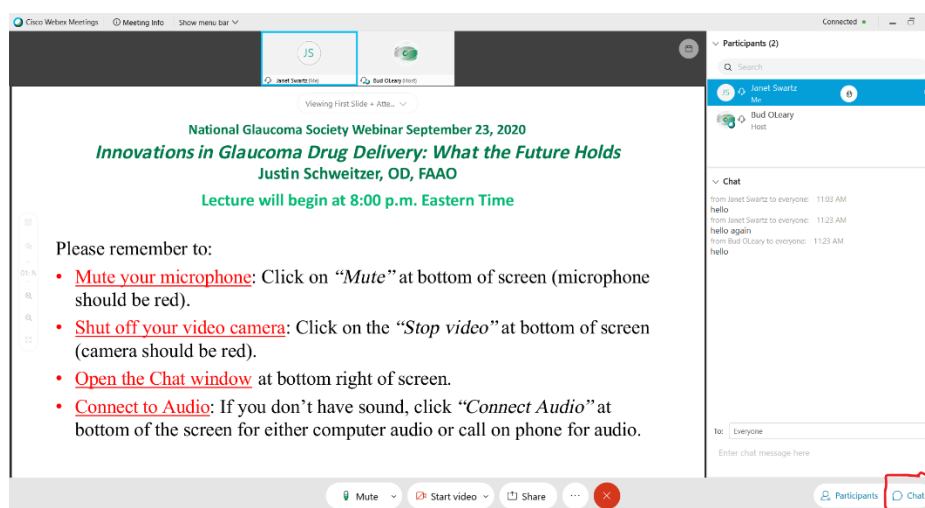
Using the Cisco WebEx Chat Feature During an NGS Webinar

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 a 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.**

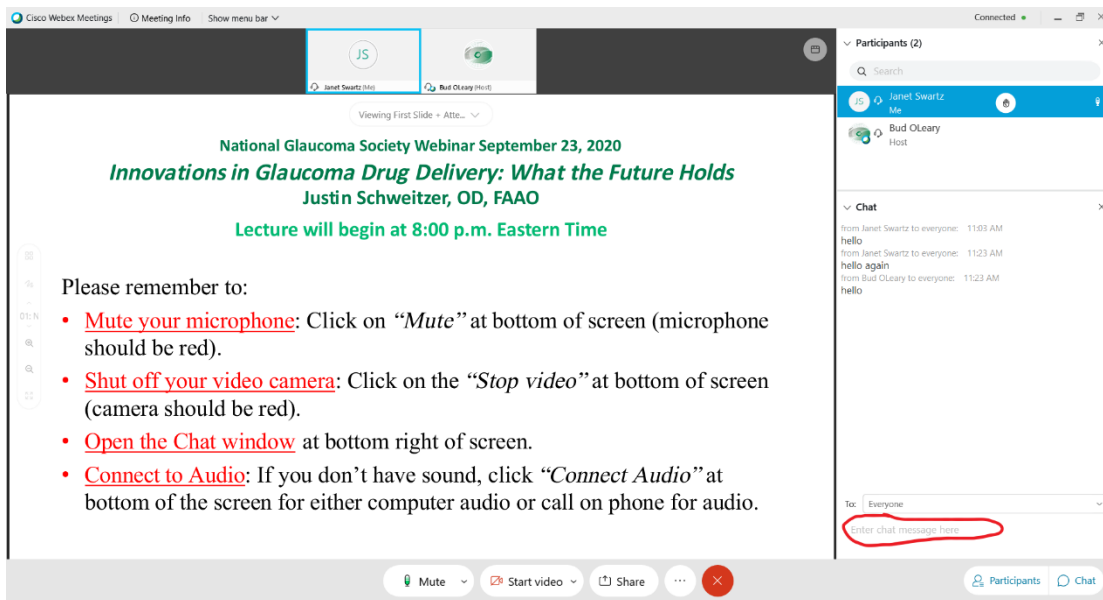
USING CHAT WITH A LAPTOP OR DESKTOP COMPUTER

If you are using a laptop or desktop computer, the Chat window should be open once you have joined the webinar. If the chat window is minimized, click on the greater-than sign to the left of the word Chat at the bottom of the screen to open the chat window. You can also open the Chat window by clicking on the *Chat* with the speech bubble in the lower right of the screen (circled in red below). 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:



If you would like to have the lecture slide fill more of your screen, you can close the Chat window and the Participant list by clicking on those two icons at the bottom of the screen. You can then open the Chat window if you have a question or to answer an attendance question. If another participant sends a chat, it will briefly appear on the screen and there will be a red dot above the Chat icon.

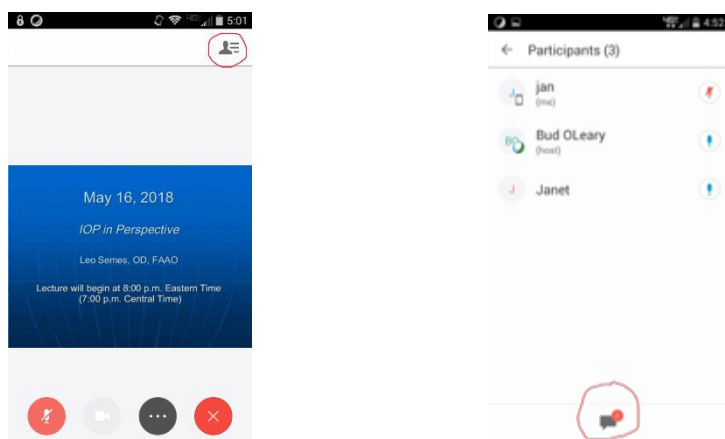
You type your questions or responses in the open box at the bottom of the Chat window in the space that faintly says "Enter chat message here" which is circled in red in the picture below. The "To" option should be "Everyone" (the only option). Type your Chat entry and hit Enter on your keyboard to send 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. You can always send a test chat at the start of the webinar, as shown below.



CHAT ON A SMART PHONE OR TABLET

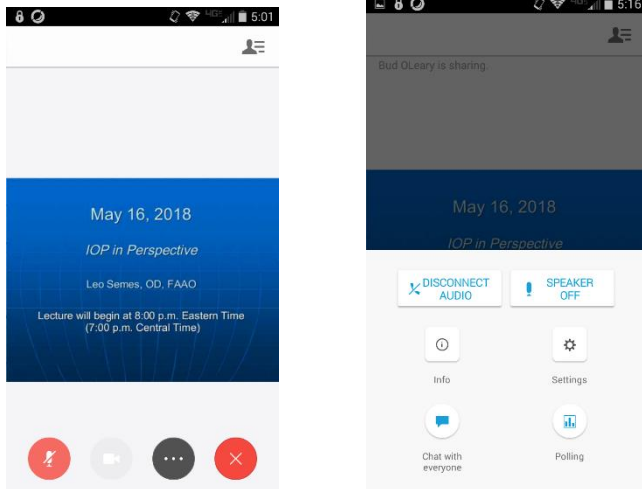
If you are using a smart phone or tablet, the Chat speech bubble is not shown on the same screen as the presentation. Tap the participant icon (the silhouette) to open a drop-down menu of the participants with the speech bubble at the bottom. If you do not see the participant icon, tap on the right top 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 picture to the left. The picture on the right shows the list of participants with the speech bubble at the bottom.

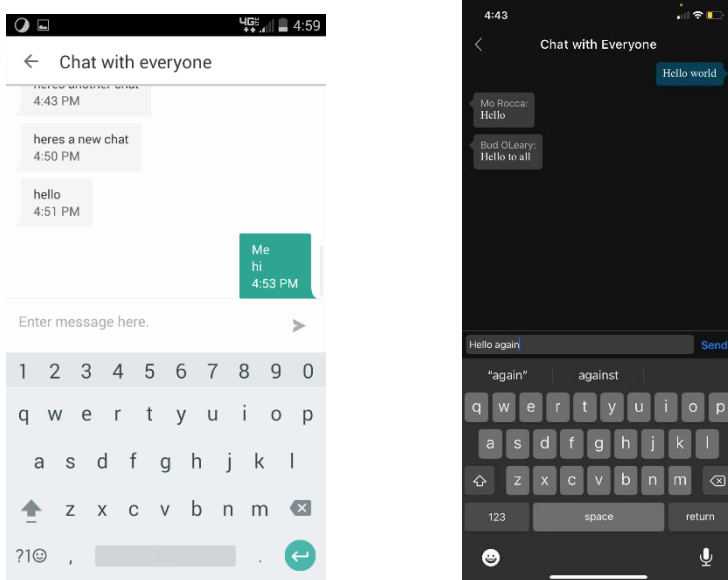


If there is an entry in chat, you will see a red number next to the participant icon and Chat entries will flash on the top of your screen

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 on the left. The picture on the right shows what next screen will look like after you tap the three dots on a smart phone or tablet.



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*. Below on the left is what the chat window on an Android smart phone looks like when it is open. Below on the right is the chat window on an iPhone.



On an Android phone, type your question or comment in the space "Enter message here" and tap the arrow at the right of your message to send the message. On an iPhone, type your comment in the gray space to the left of the word "Send" and then tap Send.

To get back to the presentation, tap the left arrow at the top of the screen (to the left of "Chat with Everyone").