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Using the Cisco WebEx Chat Feature during an NGS Webinar

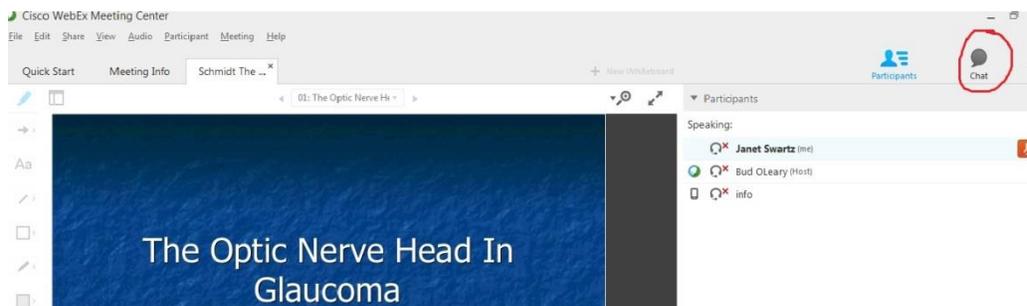
The National Glaucoma Society uses Cisco WebEx services for the audio and video components of NGS webinars. This system has a Chat window that enables communication between the webinar participants and the web host during the lecture. Participants can enter questions for the speaker or the webinar host.

The NGS also uses Chat to verify that you are at your computer during the lecture. **Sometime during the webinar, Dr. Bud O’Leary, the webinar host, will ask a question 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.**

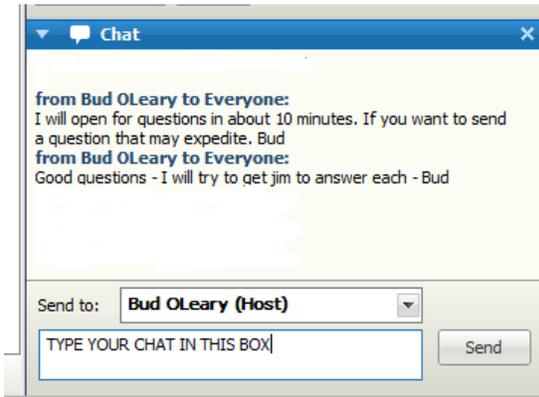
Recently, the layout of the WebEx website has changed and the Chat window does not automatically load at the start of a webinar. How to open the Chat window depends on the electronic device you are using. Below we describe the procedures for Chat if you are using a laptop or desktop computer as well as if you are using a smart phone or tablet. We also explain how to test the Chat feature prior to your first webinar.

USING CHAT WITH A LAPTOP OR DESKTOP COMPUTER

To open the Chat window if you are using a laptop or desktop computer, you will need to click on the gray speech bubble with the word *Chat* in the upper right corner of the WebEx window. Here is what the gray Chat speech bubble looks like on a computer (circled in red):



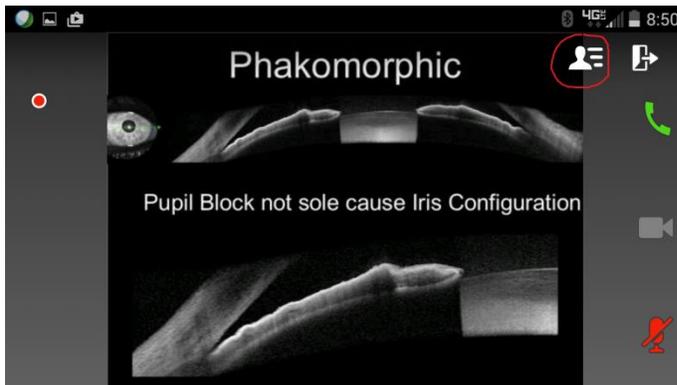
When Chat is on, the speech bubble will be blue and you will see the Chat box on the bottom right portion of the screen, which is how you can communicate with the webinar host or other participants. Here is what the Chat window looks like on a desktop or laptop computer:



You type your questions or responses in the open box at the bottom of the Chat window (we have entered “Type your chat in this box”). Choose “Send to Everyone” (the only option) on the drop-down menu next to “Send to” and then hit Send to transmit it. Due to the number of participants in our webinars, Chat is set up to go out to all participants.

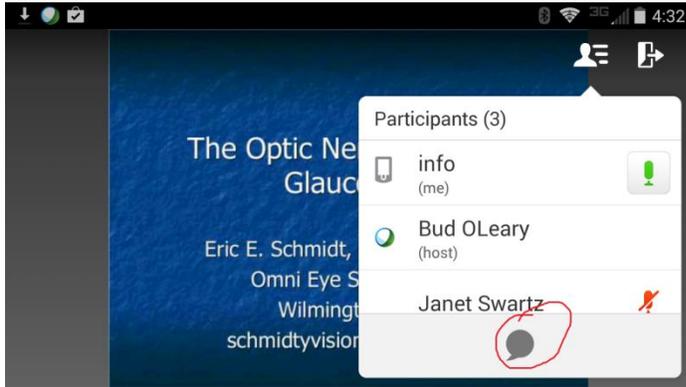
CHAT ON A SMART PHONE OR TABLET

If you are using a smart phone or tablet, the Chat speech bubble is not shown on the screen. Tap on the participant icon to open the list of participants with the Chat speech bubble at the bottom. Here is what the participant icon (circled in red) looks like in the upper right corner of a smart phone or tablet:

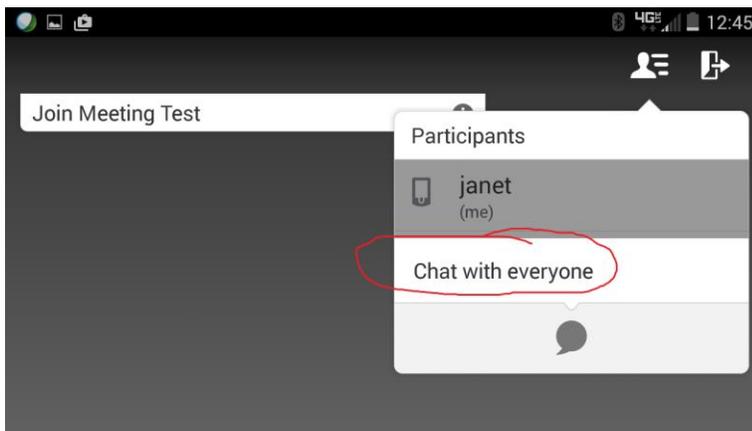


If you do not see the participant icon, tap the upper right corner of the screen and it will re-appear.

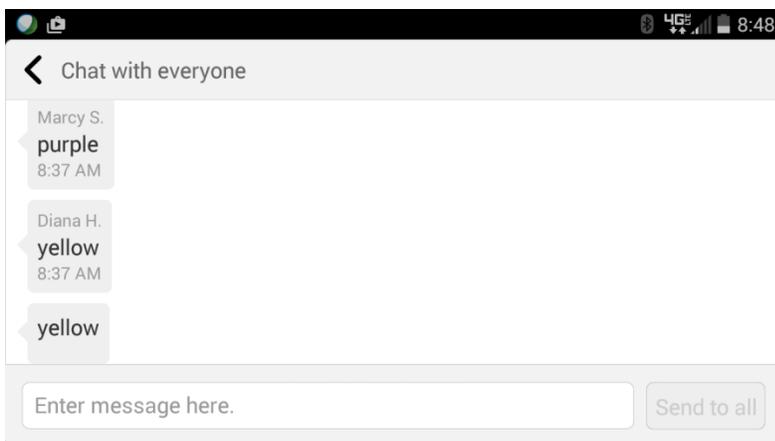
When you tap the participant icon, the list of participants will be shown, with a gray speech bubble at the bottom for the Chat window. Here is what the screen looks like once you tap the participant icon on a smart phone or tablet, with the speech bubble circled in red at the bottom:



Tap the speech bubble and the screen will say “Chat with everyone” as is shown below (circled in red) during this Meeting Test. Tap “Chat with everyone” to open the Chat window.



Below is an example of the open Chat window on a smart phone:



You can see what others have chatted. Type your Chat response in the box where it says “Enter message here.” and then tap “Send to all.” Because of the number of participants on our webinars, we only enable Chat to be sent out to all participants rather than individual participants or the host.

If your Chat window is not open and there is an entry in Chat, such as a question from one of the participants or from Dr. Bud O’Leary, you will see a red number next to the participant icon to indicate the number of new Chat entries. If there is a brief Chat entry, you may also see the Chat flash on the screen.

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 a way to verify that you have the appropriate applications on your Internet browser to be able to view a webinar. Once you get to the site and enter your name and e-mail, there will be a series of steps to allow permission to access the WebEx site (and add applications to your Internet browser, if necessary). 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.