Information Services

City of Glendale Webex Meetings for Hosts Using Chrome

141 N. Glendale Avenue Suite 314
Glendale, CA 91206

help@glendaleca.gov
(818) 584-4085

Table of Contents

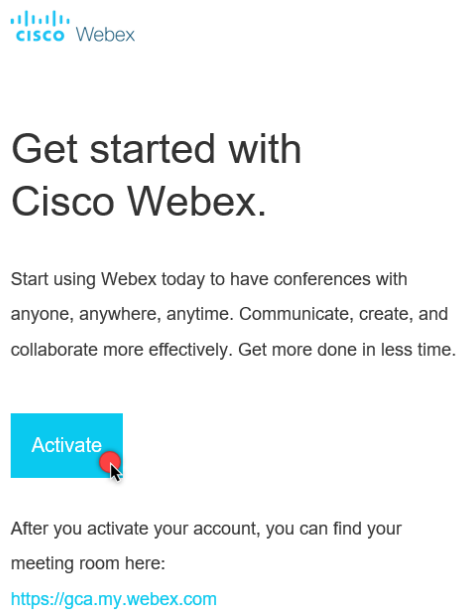
How to Activate Your Webex Account 2
Schedule a Meeting 4
Add Alternate Hosts on Your Webex Meeting 7
Edit a Scheduled Meeting 8
Start a Meeting 10
Connect Audio 11
  As Meeting Host 12
Start Your Video 12
Share Content 13
Locking a Meeting 16
Leaving a Meeting 18
Cancel a Meeting 18
Frequently Asked Questions (FAQ) 19
  Meeting Controls 20
  Tips and Tricks 21
  Remote Meeting Using Citrix 20

If you are a City of Glendale employee, do not use Citrix to join a Webex meeting invite.

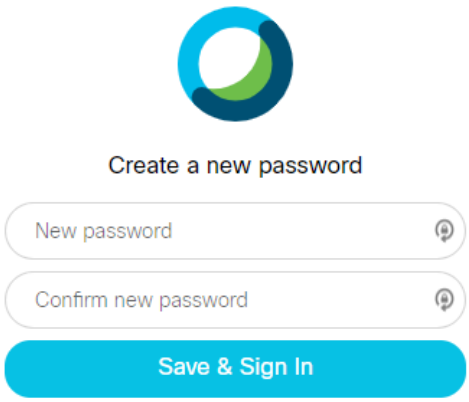
Cisco Webex Meetings makes hosting an online meeting easy. You can schedule a meeting in advance or start one right away. When it's time to meet, you can present and collaborate with your team as if you're in the same room.

How to Activate Your Webex Account

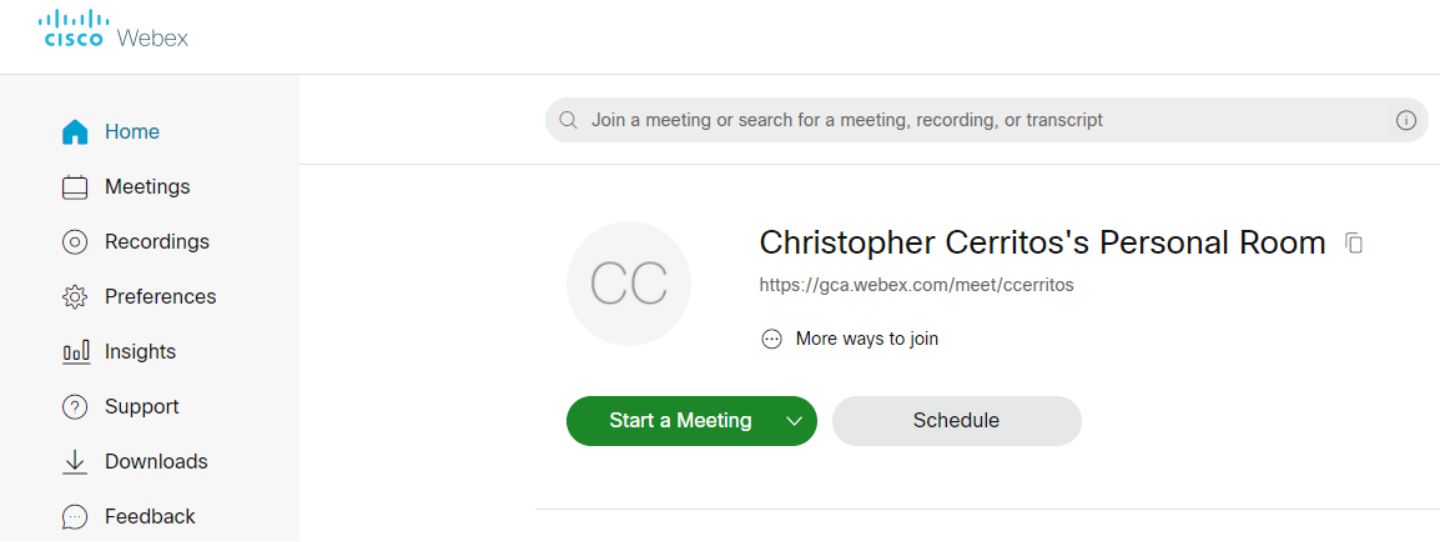
1. You should have received an email from Cisco <webex_comm@webex.com> with the subject line: '**City of Glendale has invited you to Cisco Webex**'. Click on the blue **Activate** button to activate your account.



2. You will be redirected to a Webex page to create a password. Click on **Save & Sign In**



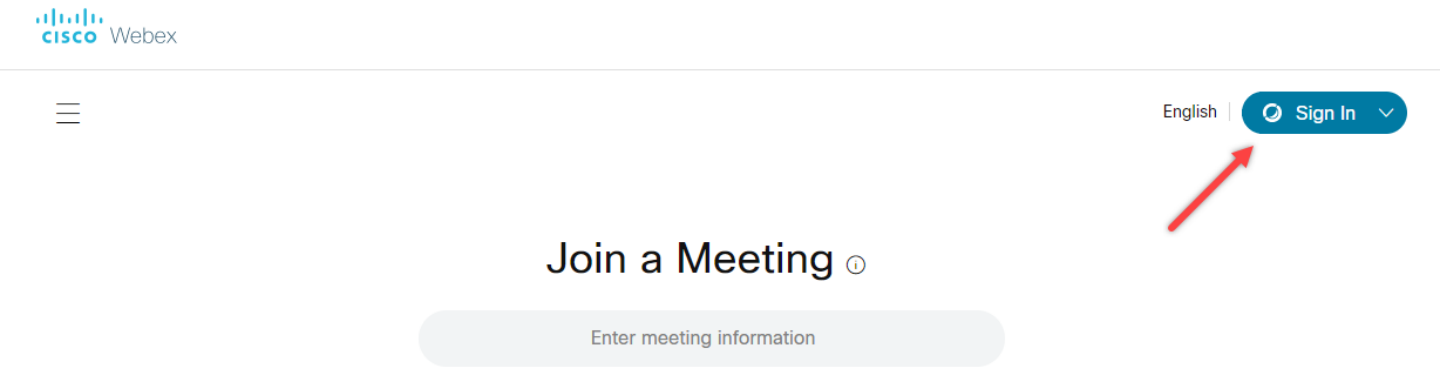
3. You are now in the Webex home page.



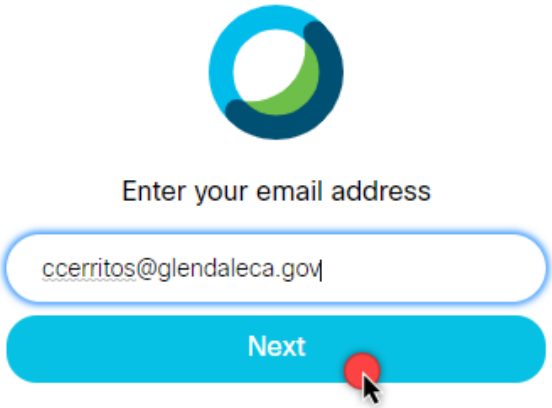
4. If you did not receive the activation email or need a **host** account, please contact the Helpdesk at (**818) 548-4085** or email us at help@glendaleca.gov

Schedule a Meeting

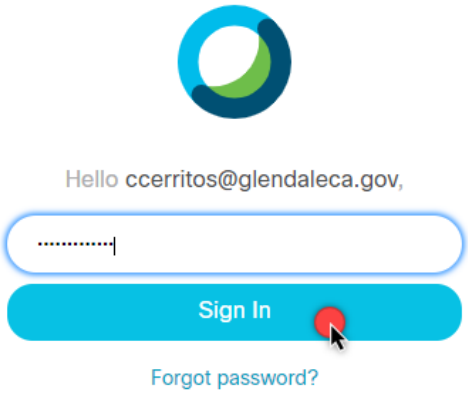
1. Sign in to your Webex site by visiting https://gca.webex.com or from the client application. Click on the blue **Sign In** button on the upper right side of the screen.



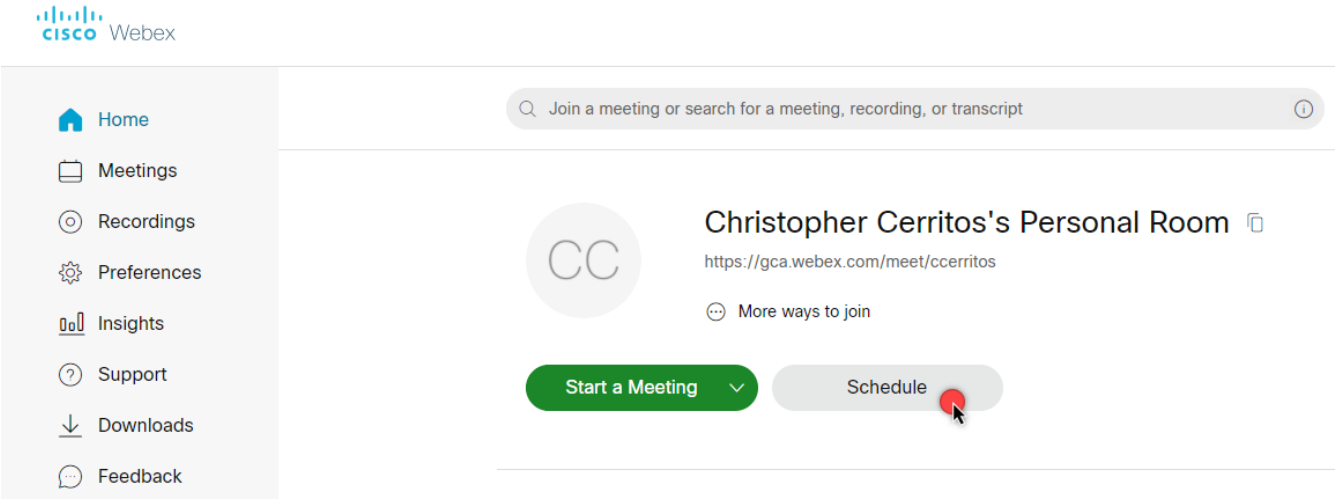
2. Sign in using your City email address and click **Next**

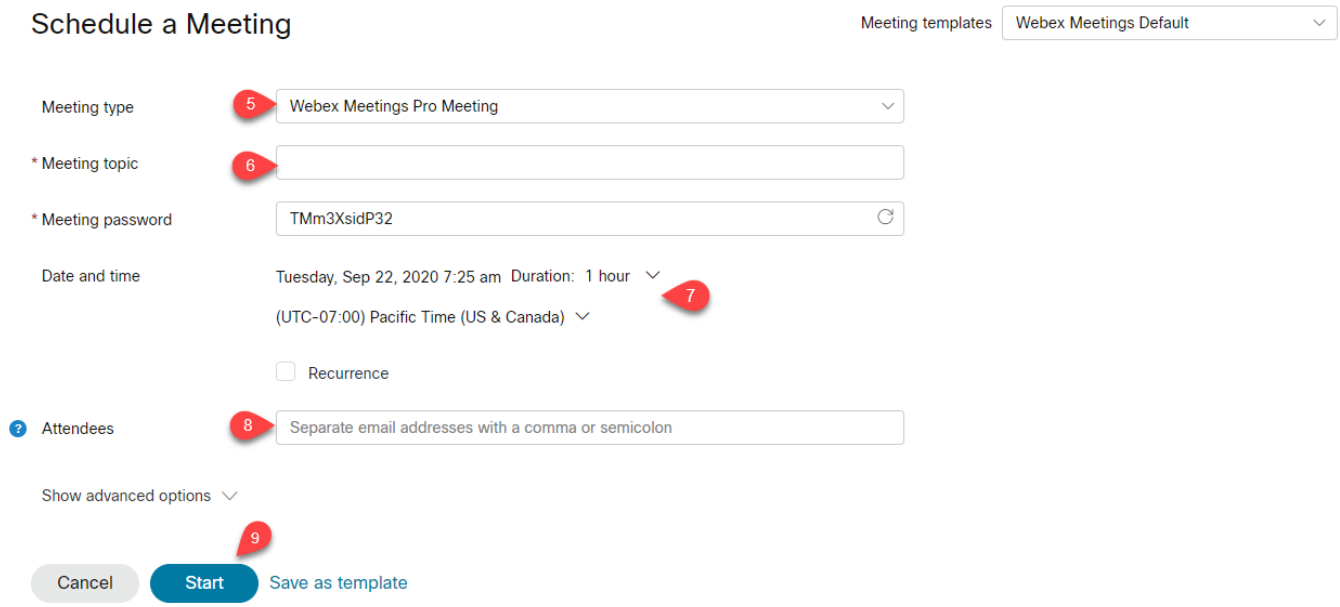


3. Enter your password and click **Sign In**



4. From the Webex **Home** or **Meetings** tab, click on the gray **Schedule** button on the upper right hand side

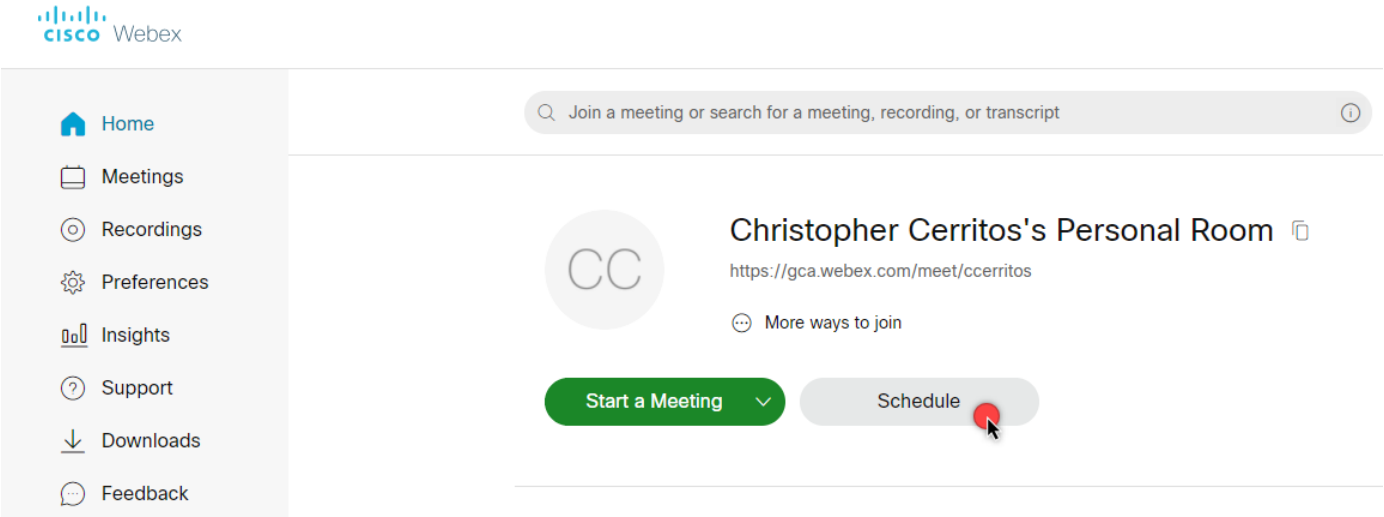




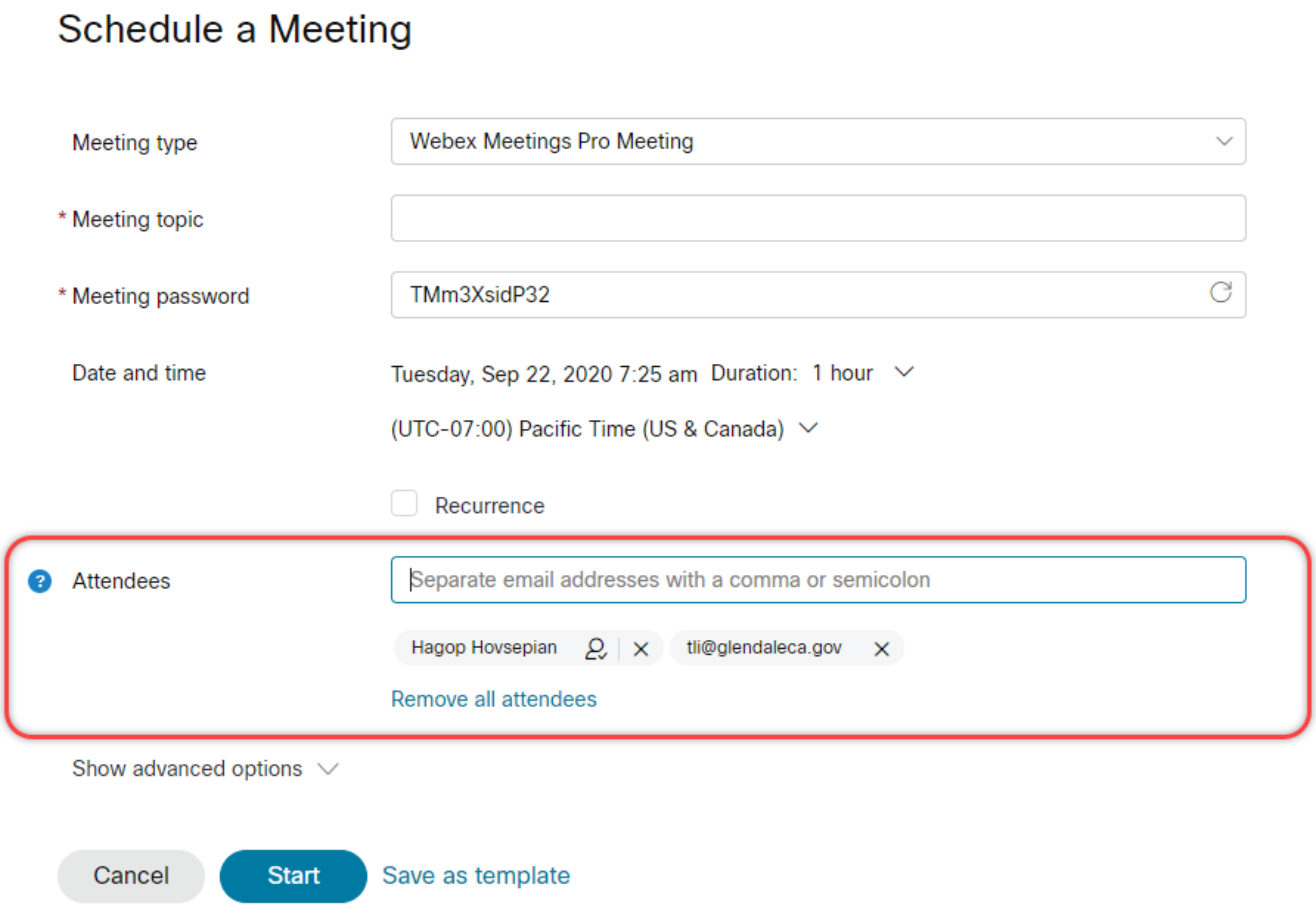
5. Enter a topic for your meeting in the **Meeting topic** field
6. Enter a password for the meeting in the **Meeting password** field
    - **NOTE**: The password entered here is the password attendees will enter to join the meeting. If there isn't a red asterisk (*) beside the password fields, specifying a password is optional.
7. Choose the date and time the meeting will occur from their respective drop-down menus.
    - **NOTE**: You can also set a time zone for your meeting using the time zone link.
8. Enter the email addresses of the attendees you would like to invite in the **Attendees** field. Separate email addresses with a semicolon (;) or comma (,) and do not put spaces in between addresses.
   (**EXAMPLE**: attendee1@company.com;attendee2@company.com;attendee3@company.com)
    - **NOTE:** You can designate alternate hosts in this field. See more in the **Add Alternate Host on Your Webex Meeting** section, step 2.
9. Click the **Start** or **Schedule** button when ready.
    - **NOTE: Start** button will appear if the meeting is scheduled for the same day; **Schedule** option will appear in the meeting is in the future

Add Alternate Hosts on Your Webex Meeting

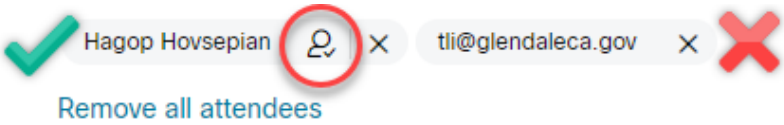
1. Go to **Schedule** a meeting



2. To add attendees, add them in the **Attendees** field. To designate specific attendees with host accounts as an alternate host, click the **Make this attendee an alternate host** icon.



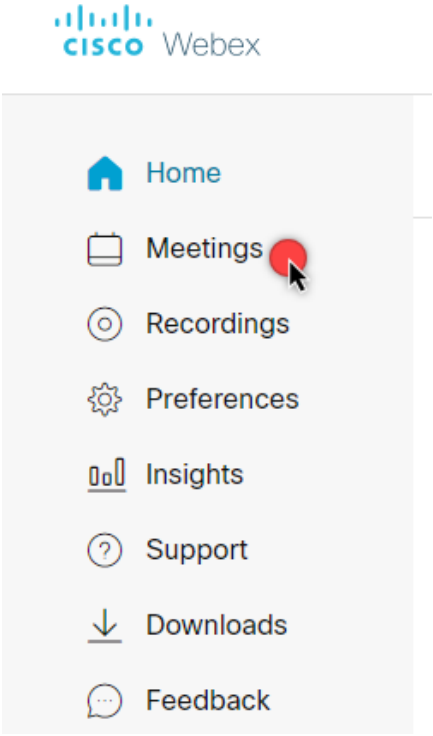
Hosts can be identified the icon next to their name. Here is an example.



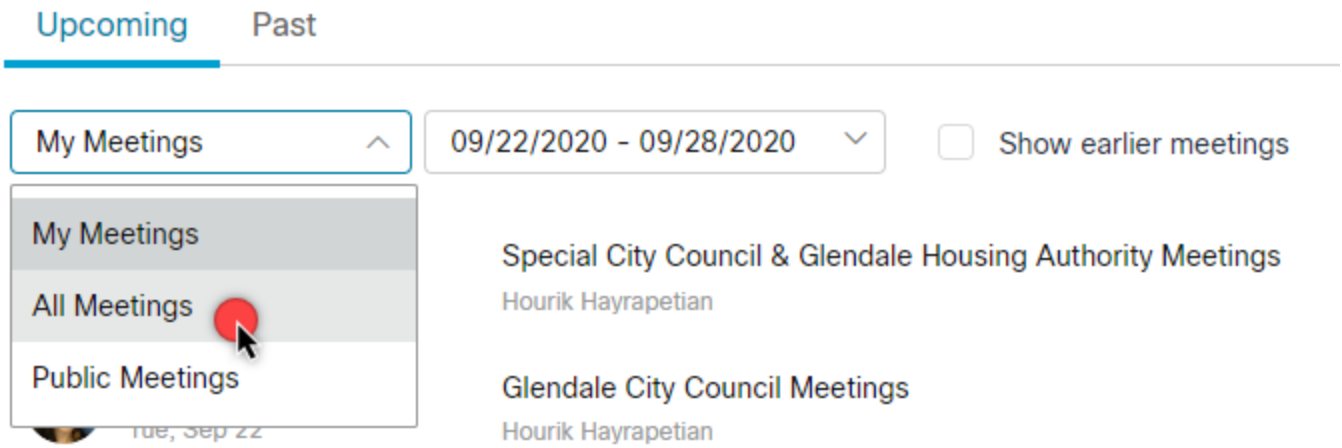
3. Enter the rest of the meeting information and click **Start** or **Schedule**

Edit a Scheduled Meeting

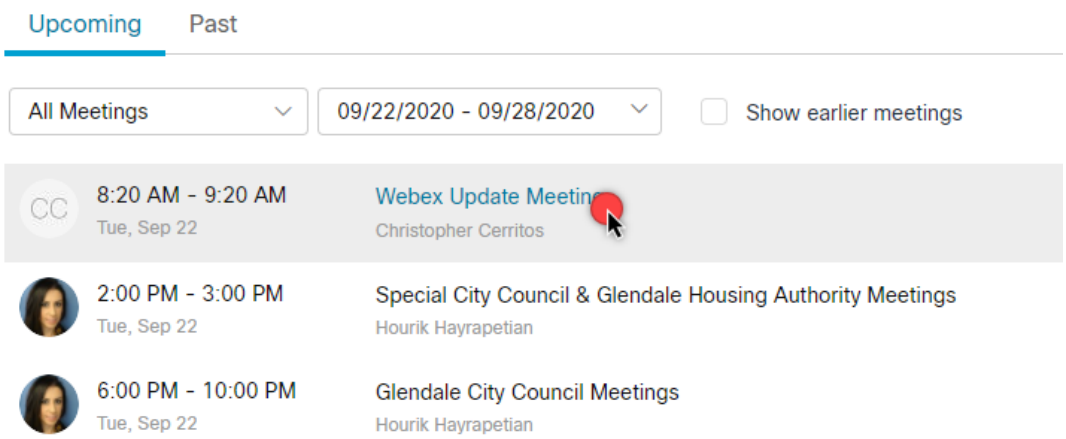
1. Click **Meetings** on the left side menu



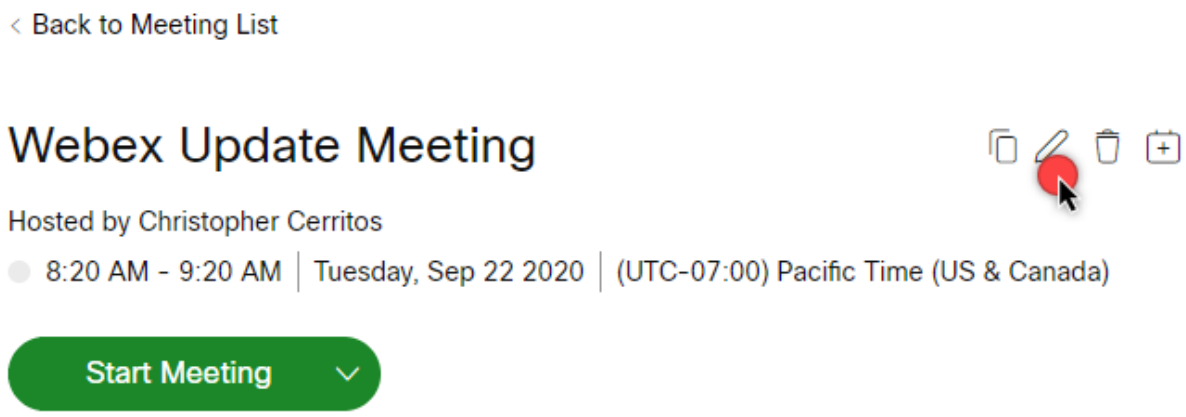
2. Click the **All Meetings** option to view all upcoming scheduled meetings



3. Click the topic link of the meeting you would like to modify



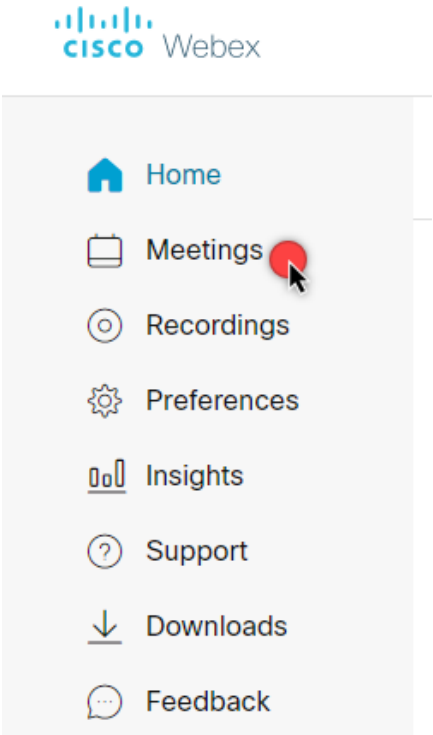
4. Click on the **Edit** button



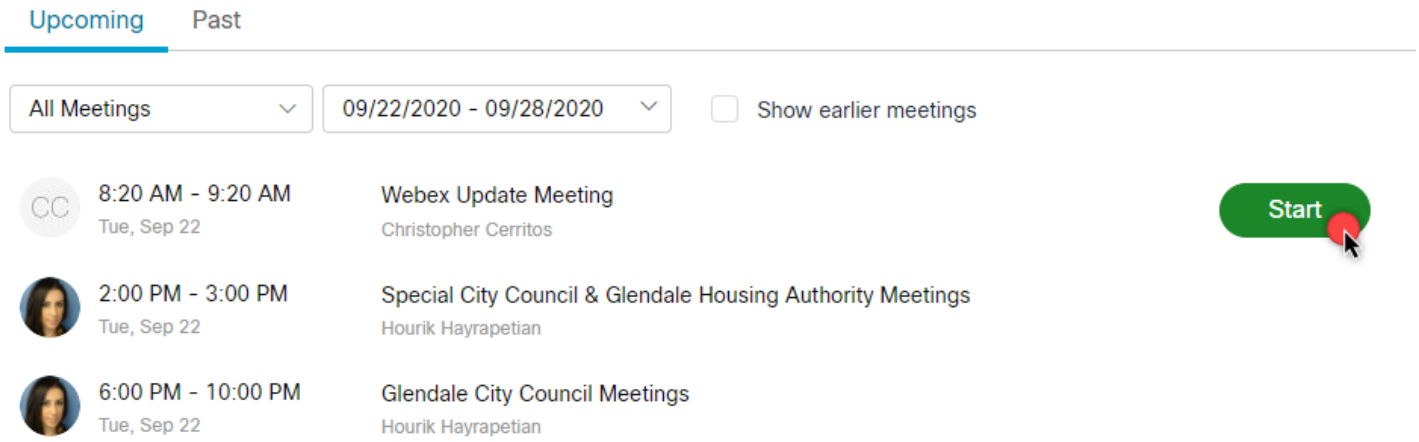
5. The **Schedule a Meeting** page opens
6. Make the desired changes to the meeting
    - **NOTE**: If adding additional attendees to the meeting, append new attendees to the existing list; removing the original attendees from the list may cause them to receive meeting cancelled notices.
7. Click **Save** to update meeting
    - **NOTE**: A meeting cannot be edited if it is currently in progress.

Start a Meeting

1. At the scheduled meeting time, sign in to your Webex account
2. Select **Meetings** in the left menu



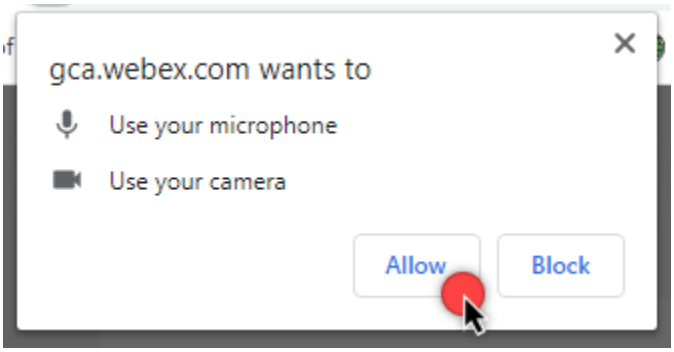
3. Locate your meeting and select the green **Start** button
    - If you don't see your meeting, you can select **All meetings** to see more scheduled meetings (refer to step 2 of the **Edit a Scheduled Meeting** section)



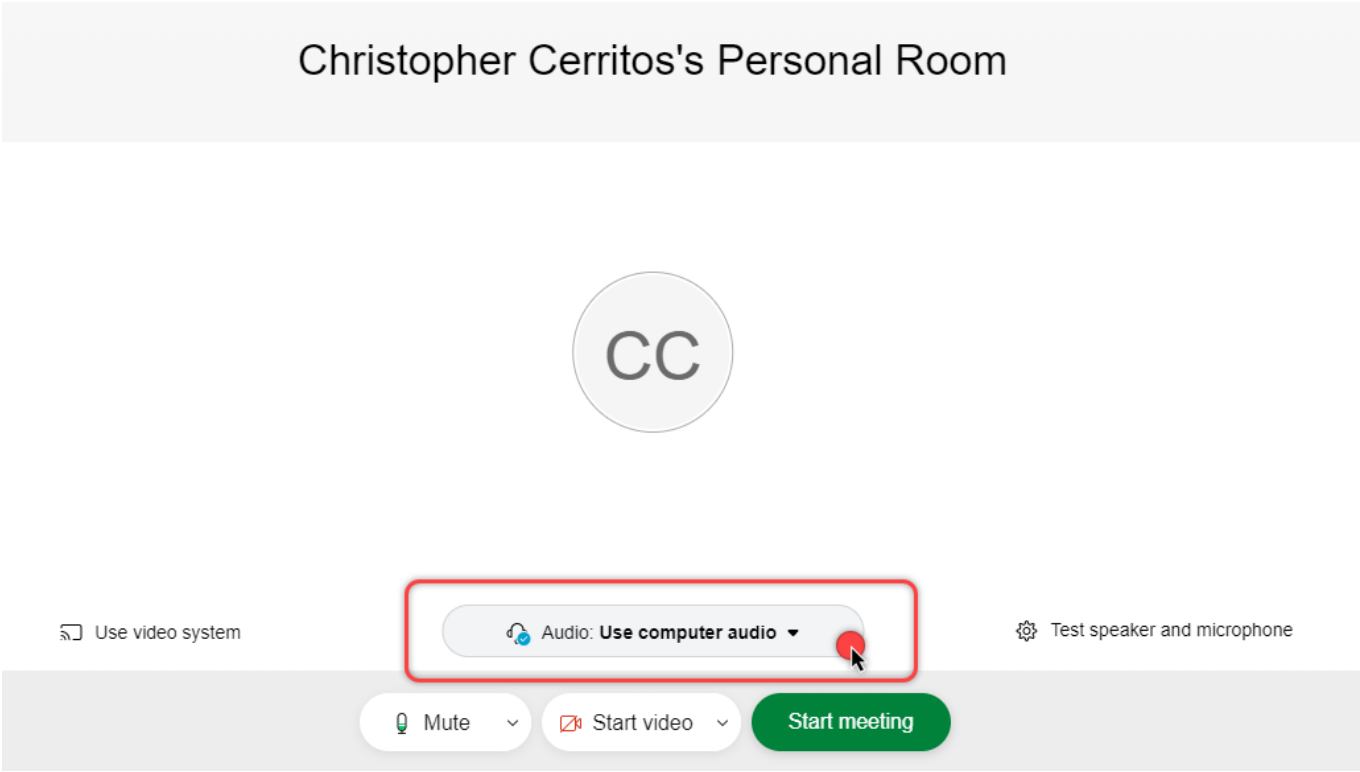
Connect Audio

Before you join or start a meeting you can choose the settings you use for audio in the meeting.

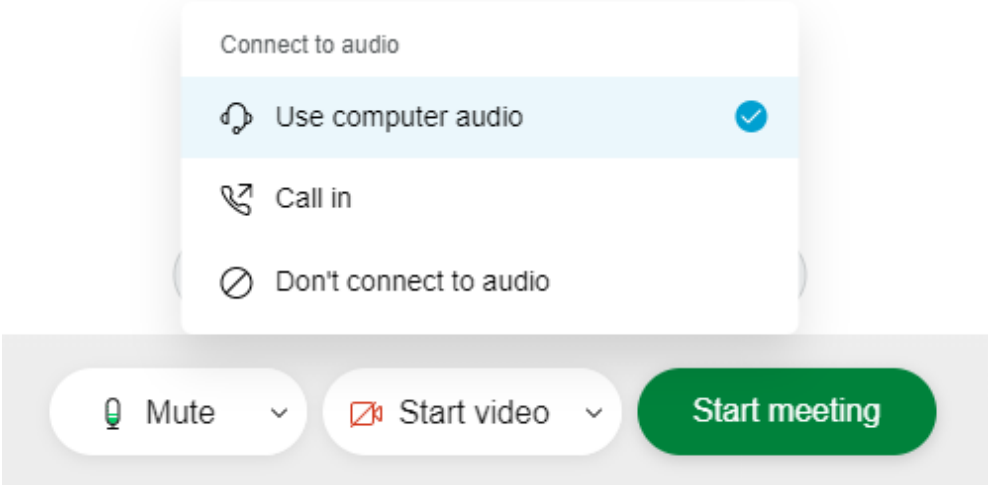
If Google Chrome requests access to use your microphone and camera, click Allow.



1. Click the audio connection options in the Webex meeting window



2. Choose how you want to hear the audio in the meeting:



- **Use computer for audio** – Use your computer with a headset or speakers. This is the default audio connection type.
  - You can change your headset, speakers, and microphone.
- **Call in** – Dial in from your phone when the meeting starts. A list of global call-in numbers is available after you join the meeting.
- **Don't connect audio** – You won't hear any audio in the meeting through your computer or phone. Use this option if you're in the meeting room but want to use your computer to share content in the meeting.

3. If you want to join the meeting with your audio muted, click **Mute**

   You'll see

when your microphone is muted. Click **Unmute**

when you want to speak in the meeting.

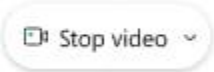
As Meeting Host

To mute or unmute specific people:

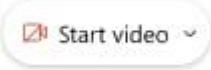
1. Go to the Participants panel
2. Find their a participant and select Mute or Unmute

Start Your Video

Before you join or start a meeting you can choose the settings you use for video in the meeting.

1. If you want to join the meeting with your video turned off, click Turn off my video 

2. You'll see

when your video is turned off. Click **Start video** 

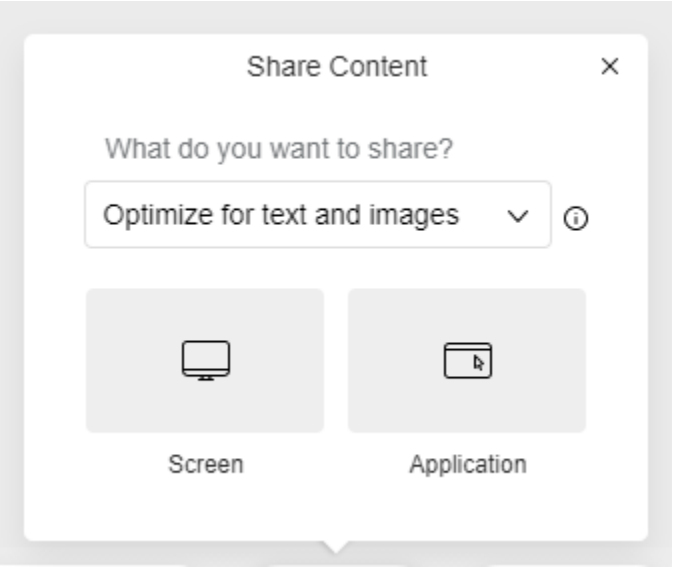
when you want to show your video.

Share Content

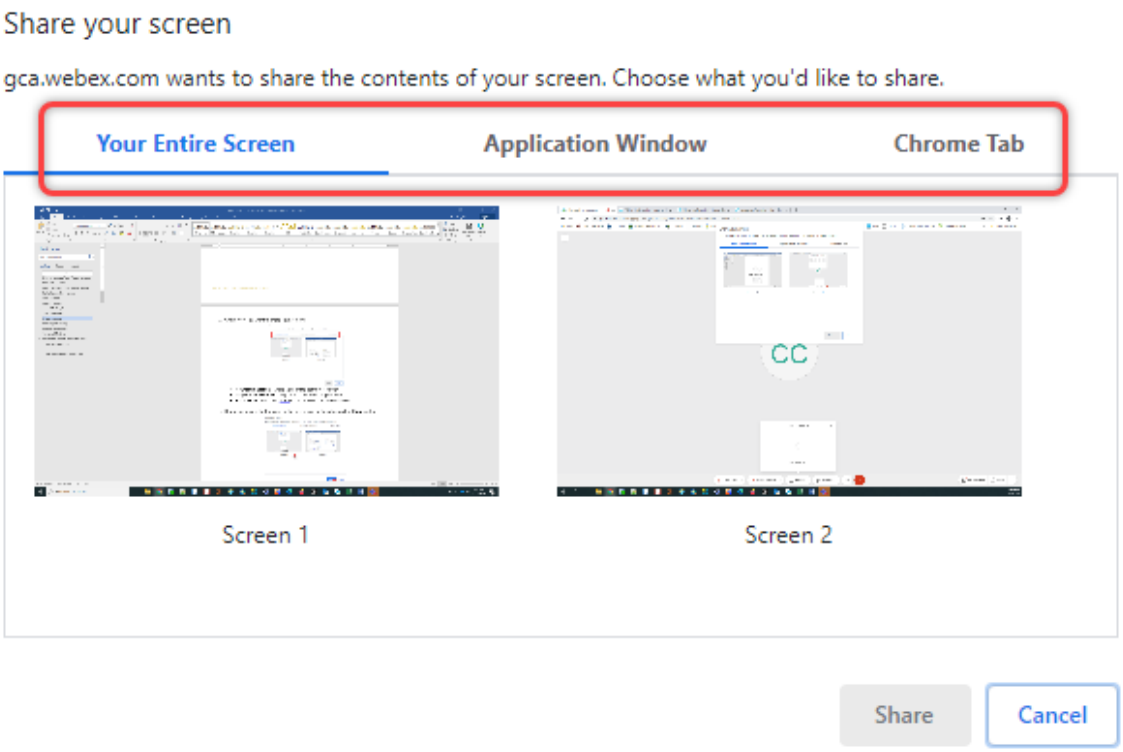
To share content during a meeting, from the meeting control panel, select Share content

1. During a meeting, select **Share**

2. Choose the screen option to share

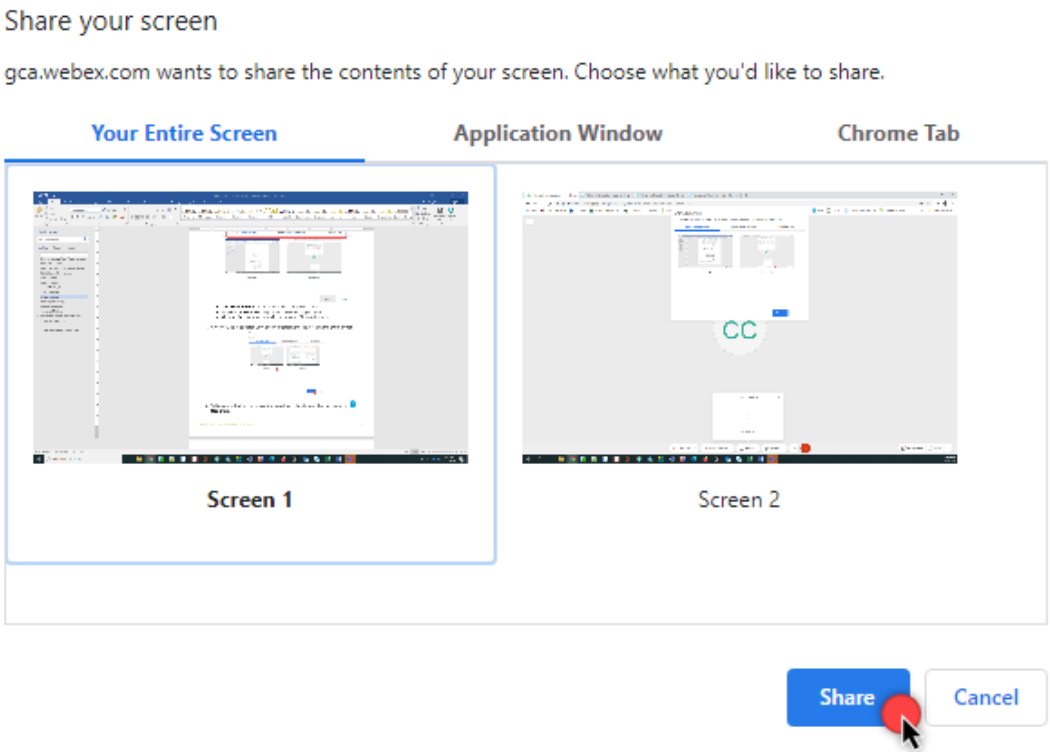


3. Chose how you want to share your screen:



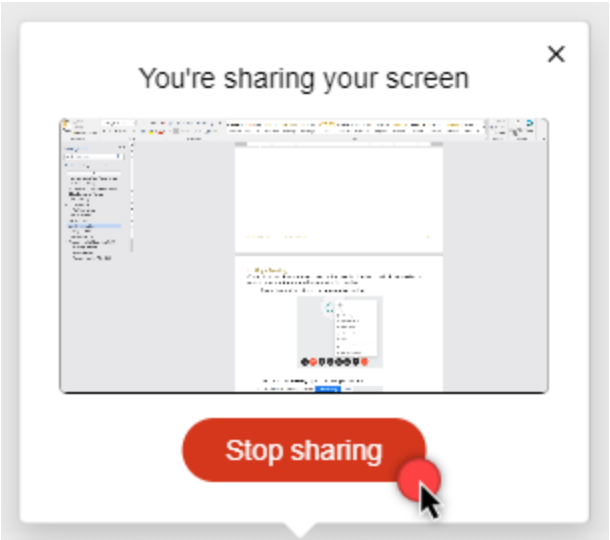
- **Your Entire Screen** – Share your entire computer screen
- **Application Window** – Only share a selected application
- **Chrome Tab** – Any tab opened in your current Chrome browser

4. Once you have selected your option of screen sharing, click on the **Share** button



5. While you're sharing, your share button will turn blue. To stop sharing, select the

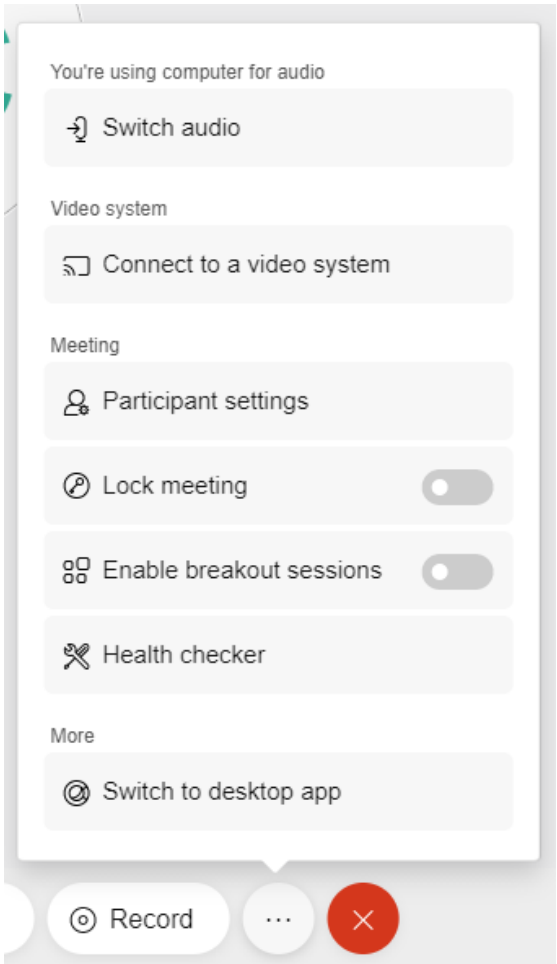
button and click **Stop sharing**.



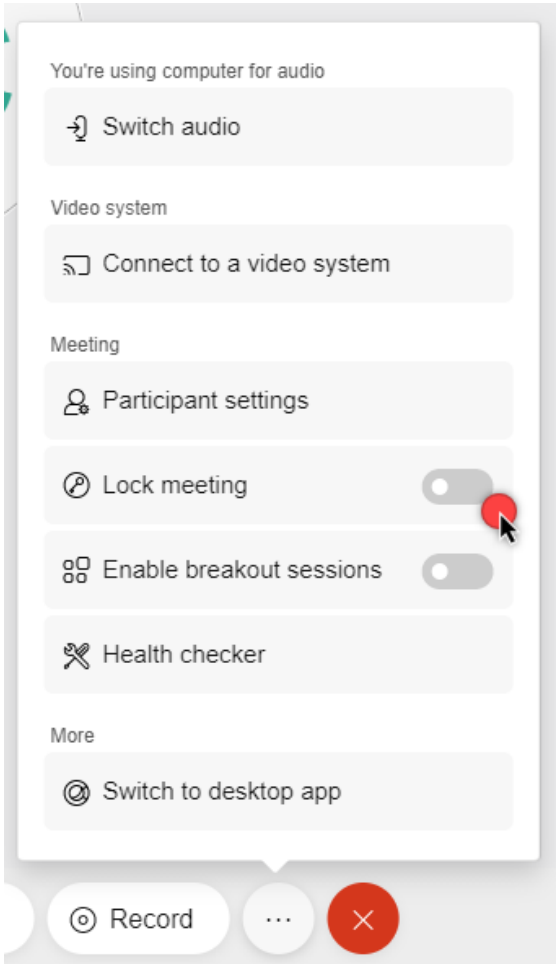
Locking a Meeting

Once all your participants have arrived to the meeting, the host can lock the meeting to prevent unwanted attendees from entering the meeting.

1. During the meeting, click on the **More** button



2. Select the **Lock meeting** option



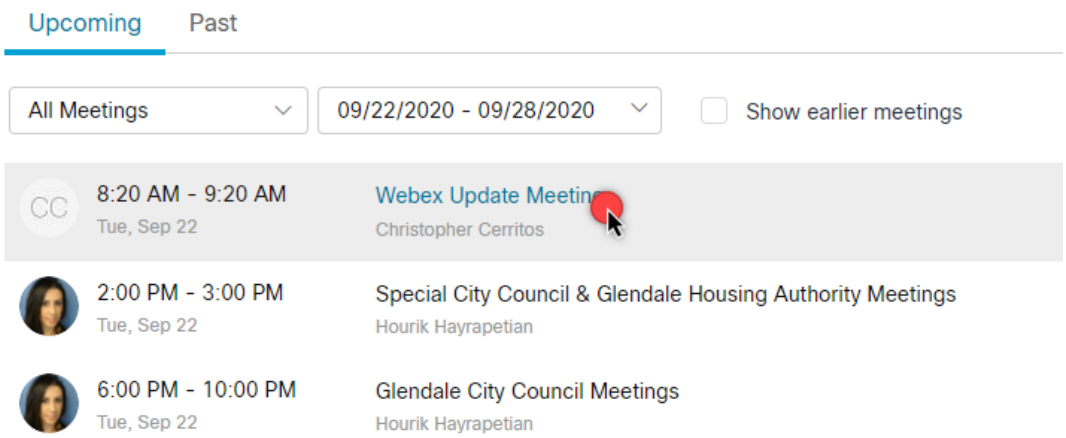
3. To unlock the meeting, go back to the **More** button and turn off the **Lock meeting** option located at the top of the menu

Leaving a Meeting

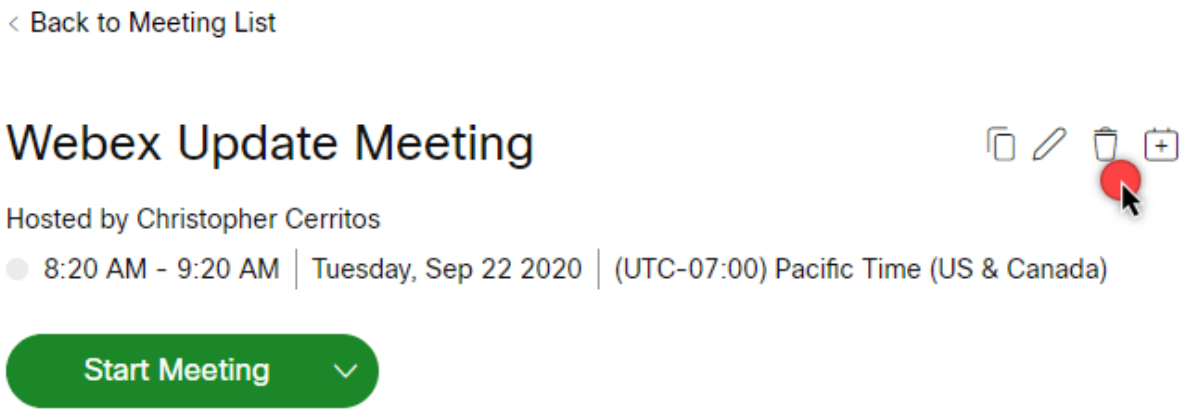
1. Click on the red button in the meeting controls
2. If you are the host, a different dialogue box will appear. Leaving the meeting as the host can end it for the other participants. You will need to make someone else the host if you want the meeting to continue.
    - If you are **not** the host, click the red button in the meeting controls to leave the meeting.

Cancel a Meeting

1. Log in to your Webex account
2. Select **Meetings** in the left menu
3. Click the topic link of the meeting you would like to cancel



4. Click the trash icon next to the event topic you want to cancel



5. Confirm cancellation of event by clicking **Yes**
    - All participants/attendees will receive a cancellation email notification

Frequently Asked Questions (FAQ)

Can I start a meeting before the scheduled start time?

If you are the host of a meeting, you can start and end your meeting at any time.

- If you start a meeting early, you can run it as long as you need to. The meeting will not end after a set duration, and will only end when the host ends it.
- If you need to test functionality, practice your presentation, or test whether attendees can join, you may schedule and start a separate test meeting or dry run.
- If you accidentally start a meeting, you should be able to end it and start it later as long it was not set to delete from your meeting calendar when it ends.

I am the designated host. What happens if I forget to end a meeting session or the meeting or going over its scheduled end time?

This would likely interfere with another meeting following your – and may end up creating meeting conflicts that will trigger service desk intervention to manually enter the meeting and close it. WebEx does not force meeting closings, so it is your responsibility to close the meeting by ending the WebEx session on time.

I need additional participants to join the meeting. Can I add them "on the fly" while the meeting is in session? Can I remind people to join while inside the session?

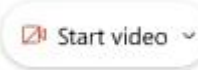
Sure. You can forward your original invite to other participants.

Meeting Controls

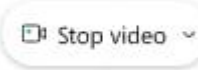
Some icons that you may see during the meeting session are as follows, you can turn on and off the controls by clicking on the icons:

Mute my microphone

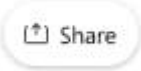
Unmute my microphone



Turn on my camera



Turn off my camera



Share content

Record

View meeting attendees/participants

View or chat with attendees/participants

More options

Leave/end meeting

Some icons are highlighted in blue to notify you that you have selected it or have it opened.

Chat window is open; typically located on the right side of your screen

Participants window is open; also located on the right side of your screen

You can close selected controls by clicking on the icon.

Remote Meeting Using Citrix

- Remoting into your laptop/PC at work to launch the Webex Meetings application or web browser meeting will cause microphone and audio issues
  - As a result, microphone and camera **WILL NOT** function properly since they are being accessed through the device you are remoting into
  - You can use the **Call in** option to hear and talk during the meeting
    - Call in information will be provided after choosing this option
    - You can still use your laptop/PC in Citrix to view meeting participants, chat, or presentations from other members
- It is suggested that you launch the meeting through the Webex application or browser on your <u>own</u> local laptop/PC. You do not need to remote in to Citrix to join a meeting.
  - You can download the Webex Meetings application from https://www.webex.com/downloads.html/
    - Select Download for Windows or Mac
    - Run application and set up audio and/or camera
  - You can host your meetings via https://gca.webex.com/ using Chrome
    - Login to your host account and start meeting
    - Enable Chrome access to microphone and/or camera

Tips and Tricks

- **Use a headset with microphone for optimal audio quality**
- **Mute yourself and attendees**
  - Muting yourself when not speaking prevents background noise around you from distracting others in the meeting
  - You can mute your microphone when you are not speaking

  - Unmute your microphone when you wish to speak

  - Mute attendees as they join your meeting to prevent loud audio. Unmute participants when to allow them to speak when they wish to.

- **Look out for camera**
  - Reduce clutter and double check for personal items you didn't intend to share in your background
  - Think about where your webcam is positioned and keep it at eye height for the most natural look
  - Be aware when the camera is on; people will see you and what you are doing when you have turned it on
  - Turn off camera

  - Turn on camera

- **Refrain from multitasking while in the meeting**
- **Close email and any instant messaging applications if you are sharing your desktop**
- **Find the best workspace**
- **Arrive early to your virtual meeting!**