WebEx Training Center Tutorial

Getting Started Guide

Center for Teaching & Learning
Last Updated: Summer 2016

Webex to retire on May 18, 2021

University Webex services will be retired on May 18, 2021. To prepare for this change, please back up your Webex recordings. UNC Charlotte will continue to support Zoom and Google Meet moving forward.
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Introduction
WebEx Training Center is a web conferencing tool which allows individuals to teach virtual classes. It is best used for distance learning where all participants are virtual. Sessions can be recorded for later use. Participants do not need a WebEx account, but should have a computer meeting the minimum requirements with a microphone and speakers or headphones. Hosts should use a hardwired internet connection on campus and a webcam if they want to broadcast live video.

Minimum System Requirements
A full list of system requirements can be found at: https://help.webex.com/docs/DOC-4748
- Windows 7, 8, 10 or Mac OS X 10.7+
- Internet Explorer 9+, Safari 5+, or latest version of Chrome or Firefox
- Intel Core2 Duo 2.2 GHz+ or AMD processor, 2 GB Ram
- Java 6.0+

In general, it is recommended to have a minimum bandwidth of at least 150 Kbps for using the IM, video, VoIP and desktop sharing capabilities of Cisco WebEx. You can test the speed of your connection at www.speedtest.net.

Test your computer to make sure you will be able to join a meeting at: http://www.webex.com/test-meeting.html

How to Get a WebEx Account
To get a WebEx account, follow these steps:
1. Go to https://webex.uncc.edu in your browser.
2. Click LOG IN button
3. Enter your NinerNET username and password and click Log In
4. Your WebEx Account will be created and you will be taken to the uncc.webex.com site

Enabling WebEx in Your Canvas Course
These instructions can also be found here

This outlines the steps for instructors to enable the WebEx application within their Canvas course to schedule WebEx Training Center sessions
1. Login in to Canvas
2. Access the course you wish to enable WebEx in
3. Click on **Settings** in the sidebar

4. Click on the **Navigation** tab

5. Scroll down to find the section of hidden items.

6. Find the WebEx application, and click on the **Cog** 🔄

7. Select **Enable** from the drop down

   *Note: You can also Drag and Drop. This will move the WebEx app up from the hidden items to under course navigation items*

8. Click **Save** to save changes
Scheduling a Training Session in Canvas

These instructions can also be found on the web [here](#).

1. Login to Canvas
2. Select the course in which you wish to create a WebEx Training Center session
3. Click on **WebEx** on the left sidebar
4. You will see your scheduled meetings (if any) listed here
   a. On your first visit, set your time zone to whatever time zone is appropriate for your location (i.e. -04:00 America/New York). This will help when scheduling events with users from multiple time zones (especially important for distance education)
5. To schedule an event, click the **Schedule more events** button

**NOTE:** Only instructors are able to create events within Canvas. If you are a student and wish to schedule a WebEx event, please login to [WebEx](#).

6. Create a **Name** for your event
7. Choose if event will occur **Daily, Weekly**, or if this is a **Single Event**
   a. If **Single Event** is selected, choose the Date and Time

---

9. You will now see **WebEx** in the your course navigation sidebar
b. If **Daily** is selected, set the **From** and **To** dates and which **Days** the events will occur.

```
Repeat: Single Event Daily
Time Zone: -04:00 America/New York
```

```
From: 2016-06-09
To: 2016-06-09
Days: Sun Mon Tue Wed Thu Fri Sat
```

Note: This will allow you to setup all of your meetings for the semester at one time. You can then later remove meetings if necessary. However, you will not be able to edit the name of the event once you have created it. You will need to delete and recreate if you wish to have different names for all of your sessions.

```
Repeat: Single Event Daily Weekly
Time Zone: -04:00 America/New York
```

```
From: 2016-06-07
To: 2016-07-21
Days: Sun Mon Tue Wed Thu Fri Sat
```

c. If **Weekly** is selected, set the **From** and **To** dates and which **Day(s)** the events will occur.

8. Confirm the **Time Zone** is correct.
9. Set the **Duration** of the event.
   
   Note: This is an approximate length, as the meeting can be shorter or longer as needed.

10. In **Hosted By** you should see your name. You will only see a drop-down if there is more than one instructor for the course.
11. Click the **Schedule** button to create the event

12. Once you have scheduled your events, you will see them all listed

Host a Meeting in Canvas
These instructions can also be found on the web [here](#)

1. Login to [Canvas](#)
2. Select the course in which you are hosting a WebEx Training Center event
3. Locate **WebEx** on the left sidebar
4. You will see the scheduled events for the course listed here.
5. To host an upcoming or in progress event, click the **Host** button

![Event List]

**NOTE:** If the course has 2 or more instructors, you may see both **Join** or **Substitute (as host)** depending on which instructor created the events in the course. If you will be the presenter in WebEx Training Center, click **Substitute (as host)**

6. You will then see a new tab open and briefly see the message below

![Starting WebEx...]

Still having trouble? Run a temporary application to join this meeting immediately.

7. Cisco WebEx Training Center will then launch

8. When the WebEx Training Center loads, you will be prompted to Join the Audio Conference. Click **Call Using Computer**
9. You will now be connected to the audio. If you wish to Test your speaker/microphone, click **Test speaker/microphone**

   a. You will then be able to select a speaker and microphone to test. When finished, click **OK**
10. You are now hosting the WebEx Training Center event

Scheduling a Training Session in WebEx

1. Go to https://webex.uncc.edu
2. Click on the LOG IN button then enter you NinerNET credentials and log in.
3. Select Training Center from the top navigation bar
4. In the left margin, select the Schedule Training in the Host a Session section.
5. Give the session a title in Topic. This is the only required entry to start a class.
6. Enter a password if you want to restrict meeting attendees to participants you invite. You will need to give this to your participants
7. Check the box Send a copy of the invitation email to me. This will provide you the link as well as a template email you can forward to your participants
8. Configure Audio Conference Settings
   a. Select WebEx Audio to have the options of a toll #, a toll-free/call me #, and VoIP. Select Use VoIP to exclude the options of a toll or a toll-free number.

   Note: We strongly would like you to discourage participants from using anything other than VoIP for audio conferencing unless absolutely necessary.
   b. Check Mute attendees upon entry to ensure you have control over who is speaking and to eliminate disruptive background noises from attendees (typing, phone-ringing, baby crying, etc.)
9. Set Date and Time of meeting
   a. Enter date, time, duration as required. If you run over, the conference won’t stop even if you go past your end time. This is for planning purposes.
   b. Select your time zone.
   c. Check Attendees can join ___ minutes before start time and choose between 5-15 minutes.
   d. Change Occurrence to Multiple-session course if desired and more options will appear.
e. For multiple-sessions check frequency and select an end date.

10. Complete registration information as required. Attendee registration is not recommended as it will create additional approval steps to complete registration.

11. Enter attendees to invite or skip this step.

12. Enter presenters to invite or skip this step.

13. Edit Session Options
   a. Click Edit Options and set as desired. Default settings are recommended, but should be reviewed. For additional security you can check Exclude password from emails to attendees.

14. Configure Breakout sessions as required.

15. Edit Email Options. This is where you configure what automatic emails are sent to attendees. Be careful as too many emails will annoy your attendees. It is recommended that you only select a few options.

16. Edit Session Information. This is where you can customize the first screen users see when they join your session.

17. Upload Course Material. These will display on the session information page and be available throughout the course.

   Note: Course material specified can be downloaded by participants before the session starts. To add course material, you can either select files already in My Folders, or upload new files first and select them. This does not apply to sessions created within Canvas. Please make your course material available in your course.

18. If you would like this as a template for other classes, select Save As Template.

19. Select Schedule to schedule a session or Start Session to start the session immediately. You will receive an email that you customize and forward. It is recommended that you customize the meeting invite before sending it out to make it easier to understand. You should send participants this link http://www.webex.com/test-meeting.html and ask participants to join a test meeting well before the scheduled meeting time to work out any problems. A support number is provided to help them solve issues.

Hosting a Meeting in WebEx

1. Go to https://webex.uncc.edu in your browser

2. Click on the LOG IN button then enter you NinerNET credentials and log in.

3. Go to the My WebEx tab

4. Select the My Meetings link in the sidebar

5. Select the meeting you are going to host.

6. Select Use Computer for Audio (strongly recommended). Participants should only use the phone call-in if they have trouble connecting to their computer audio. Dial-in
information for each user can be found on their Session Info tab. WebEx will automatically switch their audio to phone if they dial-in.

7. Select **Test speaker/microphone** first to make sure they are working correctly.
8. Select **Call Using Computer**.

![Audio Conference](image)

9. It is recommended to set all Attendees’ microphones to Mute when they enter by selecting [ ] beside their names in the right panel under **Participants**. If you do not see a **Participants** section in the right panel, make sure that [ ] selected at the top of the right panel.

10. If you want to make opening remarks and explain how the meeting works. You can do this by selecting **Participant** in the top menu bar and selecting **Mute on Entry** at the top of the screen.
11. When the meeting is finished, select **File** from the top menu bar and select **End Meeting**.
12. Save meeting files and select **End Meeting**.
Video Conferencing

- If you have a webcam, click on the video icon next to your name, under Participants in the right panel, in the WebEx meeting room to begin sharing video. If you do not see a Participants section in the right panel, make sure that is selected at the top of the right panel.

Note: The active speaker’s video feed will show in the larger screen.
To put video conferencing in full-screen mode, select at the top right-hand corner of your video feed window.

In video conferencing full-screen mode, meeting controls can be found by selecting at the top of the screen.

Note: Meeting control options will be reduced for meeting participants.

Recording a Meeting

If you want to record the meeting, click on Record button in the right panel under Recorder. If you do not see the Recorder section, make sure that has been selected at the top of the right panel.
Select to pause the recording and to stop the recording.

You can also record by selecting in the upper right hand corner of the main presentation tab labeled Quick Start.

Note: Make sure to turn off programs that could interrupt your recording like chat, email, instant messaging, etc.

Sharing Your Content

To share your desktop, select on the Quick Start tab.

Other sharing options can be found by selecting the arrow beside the button or by selecting the Share button in the menu at the top of the screen and selecting from the drop down options.

The options include My Desktop, File (Including Video)..., Application, Whiteboard, Web Content, ‘Web Browser, and My Meeting Window.

Making Someone Else the Presenter

To make someone else the presenter, select the person’s name from the participants, and then select the Make Presenter button below the participant’s names.
• To take control back, click on your name, and select **Make Presenter**.

Note: The ![circle](image) icon is displayed next to the presenter.

**Chatting**

• The chat window is located under **Chat** in the right panel. If you do not see a **Chat** section in the right panel, make sure that ![chat](image) has been selected at the top of the right panel.

• The Panelists can chat with the host, the presenter, panelist, or all attendees. By default, the attendees cannot chat with other attendees but these privileges can be changed. *(Please see the Assigning Privileges section below.)*

• You can select your chat recipient from the **Send to** drop-down menu.
Polling
For more on polling, click here.

Creating a Poll
1. The polling window is located under Polling in the right panel. If you do not see a Polling section in the right panel, make sure that has been selected at the top of the right panel.
2. Select your question type from the radio buttons and the drop-down menu in the Question Type area.
   - To create a multiple-answer question, select Multiple choice, and then select Multiple Answers in the drop-down list.
   - To create a single-answer question, select Multiple choice, and then select Single Answer in the drop-down list.
   - To create a text question, select Short answer.
3. Select in the Polling section in the right panel.
4. Type a question in the Poll Questions box.
5. Select in the Answer Section.
6. Type an answer in the Poll Questions box.
7. To add other answers, repeat steps 5 and 6.
8. To add other questions, repeat steps 2-7.
9. Select the box next to Record individual responses if you want to match up participants with their responses to the polling questions.
10. To create another poll, select and a new tab containing blank poll will be added to the Polling section. Then, repeat steps 1-9.
Saving a Poll

After creating a poll, you can save it for later by selecting in the Polling section and following the prompts to store it on your computer.

Loading a Saved Poll

You can retrieve a saved poll by selecting in the Polling section and following the prompts to retrieve it from your computer.

Starting a Poll

- After you have created a poll or loaded a saved poll, select in the Polling section.
- The poll will appear on the student’s WebEx view under the Polling section in the right panel.
• To close the poll, select [Close Poll].

**Saving and Sharing Poll Results**

• To save the polling results, select [File] → [Save] → [Poll Results] from the top menu bar and the prompts to store it on your computer.

• To share poll results with attendees, check the box next to **Poll results** in the **Share with attendees** section and select [Apply]. *(Please Note: The results of the poll will appear in the participants' Polling panels, just as they do on the presenter’s Polling panel)*

• To share individual results, select the box next to **Individual Results** in the **Share with attendees** section and select [Apply]. *(Please Note: this will share the web browser with participants that contain the polling results.)*
Using Q&A

The Q&A window is located under Q&A in the right panel. If you do not see a Q&A section in the right panel, make sure that has been selected at the top of the right panel. It enables the attendees to ask the Host, Presenter, or Panelist a question. The Host, Presenter, or Panelist and Reply publicly by selecting or privately by selecting . As a Host, Presenter, or Panelist, you must select the question before you can send a reply. If you select Send Privately, you will see the Respond Privately screen. This allows for deferring questions to which need answering at a different time.
Using Breakout Sessions

For more on breakout sessions, click here.

Breakout Sessions are not an option by default in WebEx Training Center. To make breakout sessions an option:

1. Select ▼ at the top of the right panel.

2. Select Manage Panels.

3. Select Breakout Session * in the Available panels column and select Add >> to add it to Current panels column.

4. Select OK.
Creating a Breakout Session

Breakout session enables the session panelist and attendees to work in groups.

1. Select [Breakout Assignment] in the Breakout Session section on the right panel.
2. Automatically or manually create a Breakout Session.
   a. Automatically create a Breakout Session.
      i. Select the **Automatically** radio button.
      ii. Set the number of breakout sessions or Set the number of attendees in each breakout session.
   b. Manually create a Breakout Session.
      i. Select the **Manually** radio button.
ii. Select \[ \text{Add Session} \] to add a session and name it. Repeat this step until you have created all of the sessions you need.

iii. Select the Panelist/Attendee name and the session you would like to add them to.

iv. Select \[ \text{Add} \] to add the person to a session. (The first person added to each session will automatically become the presenter. If you wish to change this, right click on the person’s name and select \text{Make Presenter}).

3. Select \[ \text{OK} \].

**Starting and Ending a Breakout Session**

- To start a Breakout Session, select \[ \text{Start} \] in the Breakout Session section on the right panel.
To end a Breakout Session, select **End All** in the Breakout Session section on the right panel.

**Participant Privileges**

In the top menu, select **Participant ➔ Assign Privileges**. Here you can assign Document, View, Training session, and Communications privileges to the all of the attendees.
Managing Recordings

Checking Recording Storage

1. Login to WebEx
2. Click on My WebEx > My Files > My Recordings
3. You will see the Recording storage bar with a percentage

If your storage is full, you will see "You have exceeded your personal recording storage allocation. Contact your site administrator to increase your personal storage allocation." You will not be able to record until you download and save, then delete your recordings.

Deleting a Recording

1. Login to WebEx
2. Click on My WebEx > My Files > My Recordings
3. Click on the Training Sessions (or any other center you may have recordings in)
4. Click on the ellipsis drop down menu, then click Delete
Downloading a Recording in Canvas
These instructions can also be found on the web here.

1. Login in to Canvas
2. Access the course in which the WebEx Training Center session was hosted
3. Click on WebEx in the course navigation sidebar

4. Depending on your role, you will see one of the following screens
   a. Instructors will see the screen below. Click Event Recordings

   ![Instructor Screen]

   b. Students will see the screen below. Click Event Recordings

   ![Student Screen]
5. You will then see the View Recordings buttons for any previous sessions. Click **View Recordings** for the event video you wish to download.

![View Recordings](image)

6. The image below will then appear as a popup. The top link is the WebEx native .arf file. Most users will want to download the .mp4 file.

![Video Recordings](image)

*Note: You will see a **No recordings exist for this event** message if the session was not recorded*

a. If you click the top link, a new tab will open, you will see the below message, and the .arf file will begin to download.

![Download ARF player](image)

b. If you clicked the **Streaming** link, a Network Recording Player will open and the video will begin to play.

*Note: This is the slowest option and doesn't allow for download*

c. If you clicked on the .mp4 link, a new tab will open to view the recorded video. You will then see a Download Video link at the bottom. Click **Download Video** to download the .mp4 file.
7. **For Instructors Only:** If you wish to make the downloaded video available to students in the Canvas course, follow the instructions to publish a video in Media Gallery

**Publishing a Recording in Canvas Course**

Publishing a video in the Media Gallery in your course in Canvas allows anyone that has access to your course to see your video(s). This can be useful for easily sharing recorded WebEx Training Center events, instructional videos, or videos you show in class.

1. **Log In to Canvas**
2. Select the course in which you wish to publish the video
3. Select Media Gallery

4. This will open the Media Gallery. Any videos that you have already published will be displayed
5. Click on **Add Media**

![Add Media](image)

6. You will then see a list of all the videos you have in your My Media. If the video you want to publish is listed, mark the checkbox then click the **Publish** button in the upper right corner. If the video is not listed, proceed to step 7

*Note: Videos that have already been published will appear with a grayed out check in the checkbox to indicate their published status*

![My Media](image)

7. Click the **Add New** dropdown and select **Media Upload**

![Add New](image)

8. The Upload Media screen is displayed. Click on the **Choose a file to upload** button

![Upload Media](image)
9. Depending on your browser, an Open or File Upload window will display for you to select a file to upload. Select your video and click **Open**.

10. You will then see the Upload Media screen appear with a progress bar displaying the status of the video upload.

11. When the video has finished uploading, you will see an **Upload Completed** message. If you wish to change the name of the video, you can do so now. Click **Save** when finished.

*Notice that the video is automatically published with this process.*
12. You will see a **Your changes have been saved** message

![Upload Media](image)

13. Click on **Go To Media**

![Go To Media](image)

14. This will take you to the video. You will see a **Media is being processed** message until the video is ready to be viewed

![Media processing](image)

*The media processing can take several hours depending on file format, size, and site traffic.*

15. If you go back to the **Media Gallery** you will notice your video is not displayed yet and you will see the message below. This is to be expected as it can take a while for the video to be made available

![Media Gallery](image)

16. Complete steps 5-15 for any remaining videos you wish to publish
Downloading a Recording in WebEx
These instructions can also be found on the web here.

1. Login to WebEx
2. Click on the Training Center tab
3. Click on My Training Recordings under Host A Session
4. You will see a list of all your recordings. For the video you want to download, click the dropdown menu and select Download
5. A download window will appear

6. Locate your downloaded video in your downloads folder
7. Save the video in a specified location on your computer

Sharing a Recording in WebEx
1. Go to https://webex.uncc.edu in your browser.
2. Click LOG IN button
3. Select the My WebEx tab in the top row.
4. Select on My Files in the right hand navigation menu.
5. Select the My Recordings tab (top row under My WebEx Files).

7. Select the recording you would like to share to see both a link to share for streaming and link to download. It is recommended you download and store your recording for future use as UNC Charlotte has a limited amount of storage space on WebEx. For more advanced options (converting to an .mp4 for example and posting on Canvas) see http://www.webex.com/play-webex-recording.html for more info.
Securing a Meeting

There are many ways to secure a WebEx meeting. You should chose the appropriate level of security for your meeting. Here are a few ways to secure meeting:

- Require a complex password for your session
- Make the meeting Unlisted (Advanced Scheduling option)
- Allow only enrolled attendees
- Require approval before joining
- Lock the meeting once it is started