FIRST TIME JOINING A WEBEX EVENT

When you register for an event, you should receive a confirmation email from the Webex system (not AE) that you registered along with some reminder emails closer to the event. Please ensure you keep one of these emails as it contains the details to join the event the day of. Webex Events can be joined from a variety of devices and platforms, including PC, Mac, Linux, Android and iOS mobile devices, room videoconference systems and more.

If this is your first time using Webex Events, this is how you access your webinar:

1. Join at least 10 minutes early to help ensure a smooth user experience and/or try a test session mentioned in the next section.
2. Open your confirmation registration email or one of the reminder emails related to the event in question and click on the 'Join event' button.
3. Fill out the required information - First Name, Last Name, Email Address and Password (Password should be auto-filled if you clicked on the link in the email).
4. You have 3 options when joining the event - we recommend using these options in order; if an option fails or is not allowed to be used on your computer, please try another option.
   i. **Option 1 - Install Browser Extension (Recommended)**
      i. Click the blue **Join Now** button in your confirmation email
      ii. Select the green **Add Webex** button (Chrome, Firefox, Safari, etc.)
      iii. Select the blue **Get** button to install the app
      iv. Accept the **Add Extension** prompt that displays
      v. The extension will then launch the Webex Event and you will be able to manage your audio and video settings at this point before joining the event.
   ii. **Option 2 - Join by Temporary Application**
      i. Click the blue **Join Now** button below the Option 1 steps
      ii. Click the link labeled **Run a temporary application** and download/run the application
      iii. The temporary app will then launch the Webex Event and you will be able to manage your audio and video settings at this point before joining the event.
iii.  **Option 3 - Join by Browser Window**
   i.  Click the blue **Join by browser** text below the **Join Now** button.
   ii. The browser will redirect to the following page. Please note this option has limited functionality due to browser limitations.
   iii. Enable Audio either by selecting the phone icon, or by selecting the three dots followed by Speaker and Microphone

**TESTING WEBEX ON YOUR COMPUTER OR MOBILE DEVICE**

To test your device and readiness to use Webex you should:

1.  Go to the WebEx Test Site at [https://www.webex.com/test-meeting.html](https://www.webex.com/test-meeting.html).
2.  Once there, you should be asked to ‘Try out a real Webex online meeting’ and asked to enter your name and email address.
   - If you already have the Webex software set up on your device, once you enter that information and click ‘Join’, you will be directed to a ‘Join Meeting Test’ screen where you can choose ‘Join Meeting’.
   - If you are using a desktop computer or laptop (PC or Mac) and do not already have the WebEx software set up, when you enter your name and email address and click Join, you will be prompted to ‘Download WebEx Meetings’.
   - If you are using another portable device, such as a tablet or mobile phone that has not been set up for WebEx, you will be prompted to download the WebEx app from the appropriate Apple or Android app store associated with your device.
3.  For those who need to set up the software / app, after the download process is complete you can close the program and try the test site again at [https://www.webex.com/test-meeting.html](https://www.webex.com/test-meeting.html).
   - Now you should be able to re-enter your name and email address and will be directed to the ‘Join Meeting Test’ screen.
   - Here you can click on ‘Join Meeting’. This is simply a test to show that the program can run on your device and will only display you as the single attendee in this meeting.
4.  If you are having any trouble, please reach out to the organizer of the event a few days prior to the event or at the latest, the morning of the event. The organizer/host will not be able to assist you after the event has started.
5.  As noted above, it is important to test this well before your event to ensure we have plenty of lead time to help you get connected! This does not guarantee an issues the day of.

**AUDIO TROUBLES**

If you are having trouble with your audio, you have the option to call in using one of the global call-in numbers provided in your original/reminder emails. You should also be able to view the global call-in numbers from the top menu when you log into the live event.

**NOTE:** If calling in for audio, please ensure your phone has an appropriate long distance plan as long distance charges will apply if you don’t. It is for this reason that we suggest you to connect via the online audio from within the app where possible.

**BASIC FUNCTIONS**

When you log into an event, you should see the following menu towards the bottom of your screen (this may look different on mobile devices). The image, below, provides a quick overview of what each button. Please note that some functions may be active for your event.
On the right-hand side of your screen is where you access the Participants, Chat and the Q/A windows, as per the image on the following page.

**ADDITIONAL INFORMATION**

- AE events are generally run by one moderator/host and therefore technical support is limited. Once the event starts, the moderator/host will be unable to provide any tech support as they have to focus on delivering the event itself.
- The majority of our events are recorded and posted to the AE website ([here](https://example.com)) within a day or two of the live event.
- AE has video and microphones turned off for majority of its events for attendees. If audio is not turned off for your event, please ‘Mute’ yourself upon entry.
- To protect the privacy of our attendees, only the host and presenter(s)/panelist(s) can see who is attending the majority of our events.

**REMINDERS:**

It is suggested that you log on to your event at least 10 minutes prior to the start to ensure you are able to access the event and get familiar with the screen layout.

If you are having technical difficulties, please note that majority of our events are recorded and posted ([here](https://example.com)) to the AE website.

**THANK YOU!**

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