Sharing and Support

Sharing Options in WebEx

The host and presenter have the ability to share a multitude of resources.

Click the Share pull down menu and choose from the following selections:

- **My Desktop:** If you have more than one monitor, you are able to choose which monitor your participants will view.
- **File (Including Video):** Share a PowerPoint presentation, Excel spreadsheet, Word document, PDF and more. You may also share video.
- **Application:** Share Word, Excel, PowerPoint or any other application running on your device. Allows anyone in the meeting to access all the application functions. Participants can see the changes you have made.
- **Whiteboard:** A virtual whiteboard may be used to take notes. Participants can see everything you write or draw.
- **Web Content:** Share a web page with your participants so that they may independently browse the page. You will not be able to see where they are navigating on the page.
- **Web Browser:** This option will open your web browser for participants to view. You will be in complete control of its functions
- **My Session Window:** Participants will be able to see what you are viewing as the host or presenter while conducting a WebEx session.

WebEx Support Resources

There are numerous resources available to you for troubleshooting and support. Many of them are available at all times while others are limited to business hours.

1. **OTS Training Self-Help Documentation:** Go to [www.towson.edu/webex](http://www.towson.edu/webex) and then click on the desired link.
2. **WebEx Support Phone Line:** WebEx has a support phone line that is available to hosts and attendees. Phone: **1-866-229-3239** (U.S. and Canada Toll-Free). When calling this number, have the session number available. A technician will enter your session and troubleshoot the matter without interruption. Participants may also call this number if they are having difficulty joining the session or if they cannot work their audio.
3. **Lynda.com:** Lynda.com is an extensive online training video library. There is a course devoted to WebEx that will walk you through many of the features of the program. To obtain access to Lynda.com, please submit a request at techhelp.towson.edu. You will be given access for seven (7) days.
4. **Contact OTS Training Directly:** OTS Training is available Monday—Friday from 8:00am to 4:30pm. Please call **410-704-4070** or submit a request at techhelp.towson.edu.

What is WebEx

WebEx is a web-based collaborative technology service that allows users to share resources (documents, desktop, web browser, applications, etc.) remotely and communicate with each other using voice, video and text chat.

You may participate in a WebEx webinar using VOIP or the telephone for audio. Participants must have a headset with a microphone, or speakers with a microphone to use VOIP.

Note: Though participants may use web cameras, they are not required.

Why Use WebEx?

- advisor/advisee interaction
- collaboration with research colleagues
- interviews
- guest lectures and presenters
- communicate with service units
- collaborate with colleagues across campus or across the country
- meet online — share files, info, and expertise
- record a meeting
- communication during campus emergencies
- consultant meetings
- press conference with outside agencies
- off-site meetings — when time or funds not readily available — cost and time saving

Logging into WebEx

1. To start using WebEx you must activate your account by going to [towson.edu/WebEx](http://towson.edu/WebEx), scrolling down and clicking the activate button. Follow the steps on your browser screen and once you have an activated account, you can login.
2. From your web browser, type [towson.webex.com](http://towson.webex.com) in the address bar.
3. Click the Log In button in the upper right hand corner.
4. From the Towson University Authenticated Login page, enter your Username (NetID) and Password.
5. Click Login.

Meeting Types

There are two types of meetings:

- **Personal Meeting Rooms** – Available at all times and can be accessed by sharing the host’s unique and personal URL.
- **Meeting Center** – Hosts can arrange a time for a meeting - the meeting uses a one time link that a host may email to participants.
Invitations

1. To invite other people to attend, click the Invite & Remind button to send an email to them through WebEx.
2. Enter their email in the box provided.
3. Click Send and then Done.

Managing the Meeting

Lock the Room:
1. Click Lock Room under your meeting number.
2. After locking the room, new participants will wait in the “Lobby” and you will receive a notification that a participant is waiting.
3. To let them in, click Admit.

Prevent Sharing Without Host Permission:
1. From the File menu at the top, click Participant.
2. From the drop-down menu, uncheck the option Anyone Can Share.

Muting and Unmuting:
1. Click the Participant menu at the top of the screen.
2. Click Mute on Entry.
3. To unmute a participant, click the mic by their name in the participants list.

Meeting Center

1. Log into WebEx and click on the Meeting Center tab at the top of the screen.
2. Under Host a Meeting, click Schedule a Meeting on the left side of the page.
3. Type a Meeting Topic, Password and Confirm password (required).
4. Set the Date and Time of your meeting.
5. Set the intended Duration.
6. Invite attendees by either:
   - Typing their email addresses separated by a comma or semicolon in the Attendees box.
   - Click OK
5. Click OK
5. Click the X in the right hand corner when you are done.
6. To turn on your video, click the video camera icon next to your name in the participant’s list on the right side of the screen.
7. To turn off your video, click the video camera icon again.

The User Interface

The Meeting Session Window

The meeting session window looks and acts the same for both your personal room and scheduled meetings. You may open, close, expand or minimize the panels on the right hand side.

Panel Descriptions

- Participants– See who is in attendance in a session.
- Text Chat– Type messages between the host and attendees.
- Notes– Type notes during the meeting. These notes may be saved as a .txt file and distributed later.

Sharing Menu

When sharing items in WebEx, a sharing menu will appear at the top of your screen. Move your mouse cursor over the menu to show your sharing options.

- Stop Sharing– Stops sharing of the item; participants will only see the WebEx screen.
- Pause– Participants see a frozen pane of what you were sharing until you un-pause the pane.
- Share– Allows you to share other items.
- Assign– Allows another person to be presenter, pass the keyboard, or annotate what you are sharing.
- Audio– Allows you to connect to the meeting audio and opens the Volume dialog box.
- Lock– Disallows any extra participants from entering.
- Annotate/Notes– Opens a pop up of the panel and lets you annotate documents.