



Purpose

The purpose of this job aid is to give an overview of how to join a Webex event and how to leverage key features while participating in an event.



In Advance of the Event

1. Although Webex Events will automatically be set up when you start or join an event, you can save time by setting it up before the event. To set up now, click [this link](#).
 - Note: at the end of the set up a page may appear to join an event. If you are completing this step in advance of the meeting start time (i.e. 2 days in advance), please exit out of this page. If you are completing this step immediately before the event starts, you can enter in the event number found in the email invitation to join the event.
2. You may be required to register in advance of the event. Select the link in the email to register which will take you to the registration page.

icbc WebEx

Event Information: Test 2

Registration is required to join this event. If you have not registered, please do so now.

English : San Francisco Time

Event status: Not started: [\(Register\)](#)

Date and time: Thursday, October 4, 2018 1:00 pm
Pacific Daylight Time (San Francisco, GMT-07:00)
[Change time zone](#)

Duration: 1 hour

Description:

By joining this event, you are accepting the Cisco Webex [Terms of Service](#) and [Privacy Statement](#).

Last name:

Email address:

Event password:

[Join by browser](#) **NEW!**

If you are the host, [start your event](#).

icbc WebEx

Please complete this form to register for the event. An asterisk (*) indicates required information.

Please answer the following questions.

* First name:

* Last name:

* Email address:

Phone number: Country/Region: Number (with area/city code):

* Confirm email address:

Title:

Company:

Address 1:

Address 2:

City:

State/province:

ZIP/postal code:

Country/region:

Number of employees:

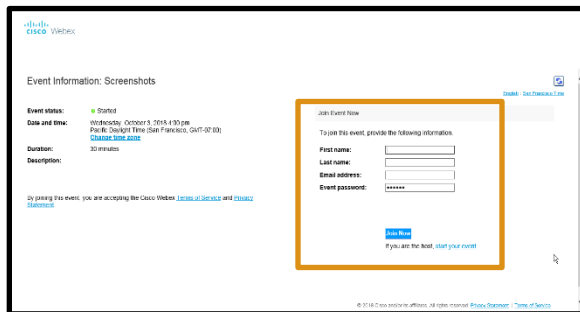
Would you like to receive information about future seminars?:
 Yes No

On the next screen, enter in the required details and the click **Submit** button.



Join a Webex Event

1. On the day of the event, to join the event, select the join link in your email invitation.
2. On the Event Information page, enter the required details. You may be required to enter an event password (you can find this in your email invitation). Click the **Join Now** button.



Join Event Now

To join this event, provide the following information.

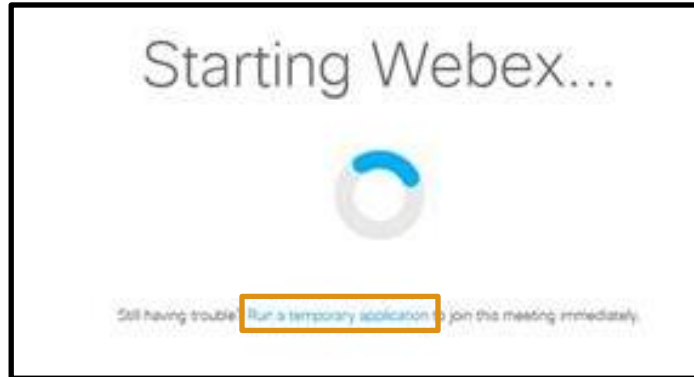
First name:

Last name:

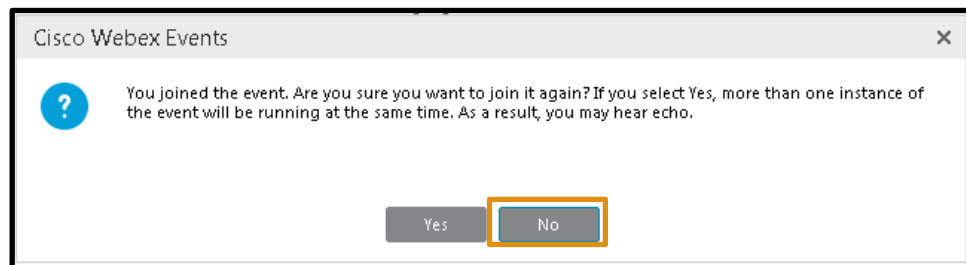
Email address:


Event password:

3. You may be prompted to download the necessary plugins to join the event (if you did not complete Step 1 from the "In Advance of the Event" section). If the following screen appears and the event is not starting, click **Run a temporary application** to join the meeting immediately.

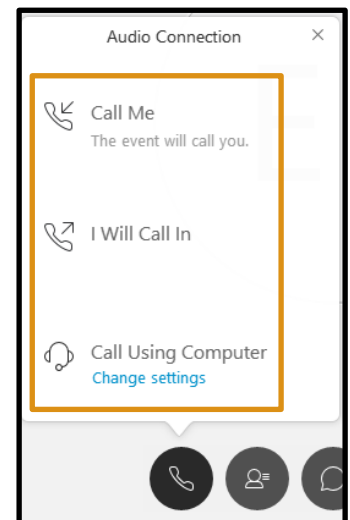


4. Clicking on the link to join the event multiple times may enter you into the meeting more than once, prevent others from joining, and cause you to hear an echo. If you are presented with the following screen asking if you want to join the meeting again, click **No**.



5. After you join the event, connect to Audio by selecting **Select Audio connection**  and choose from one of the following ways. Note that how you are available to connect to audio may differ depending on the type of event.

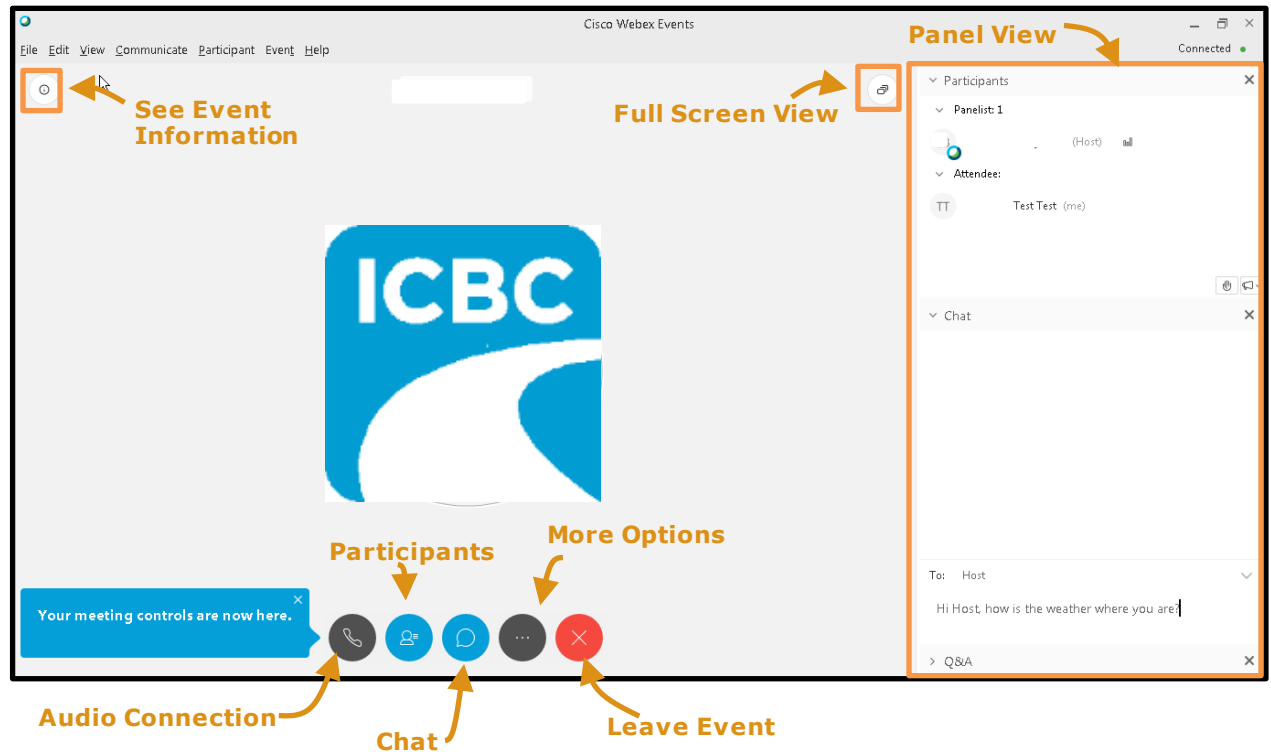
- a. **Call Me:** Click **Call Me** and enter a phone number. You will receive a call, follow the prompts to connect. This is the recommended approach to connect by telephone.
- b. **I Will Call In:** Click **I Will Call In** and click "All global call-in numbers" to find the number listed for Vancouver (604) 449- 3026. When prompted, use your phone keypad to enter the access code, and the Attendee ID which will be shown on your screen. Note, although this is a Vancouver area code, if you are dialing this number from outside of the Vancouver area, you **WILL NOT** be charged long distance fees.
- c. **Call Using Computer:** Click **Call Using Computer** to connect to audio using VoIP. To adjust your speaker and microphone settings, go to Communicate > Speaker/Microphone Audio Test in the menu bar.






Using Key Features

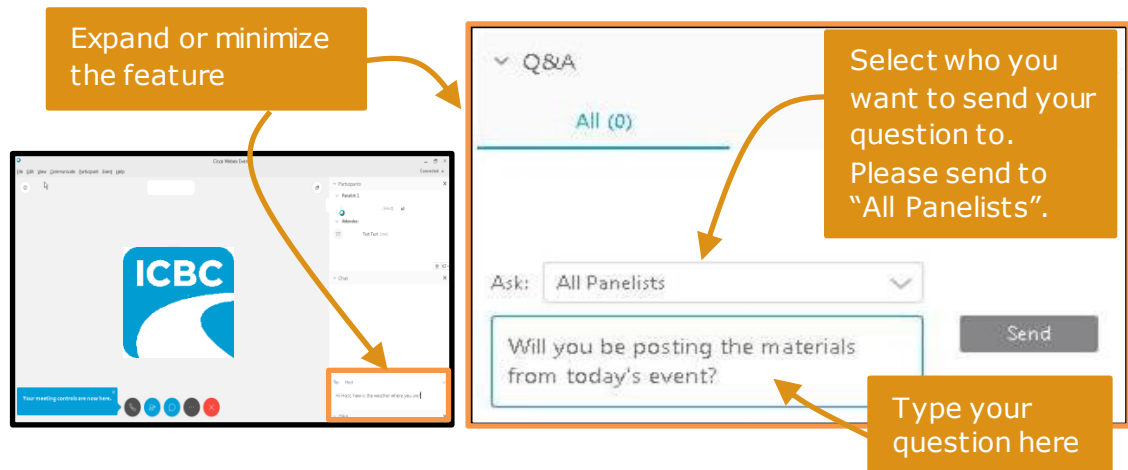
Using key features while participating in an event is simple. Most of the event options are in the center and other panels, such as chat, Q&A, and polling are in the panel view on the right.



 When a meeting control button is blue, it means the information is available in the panel view on the right side of the screen.

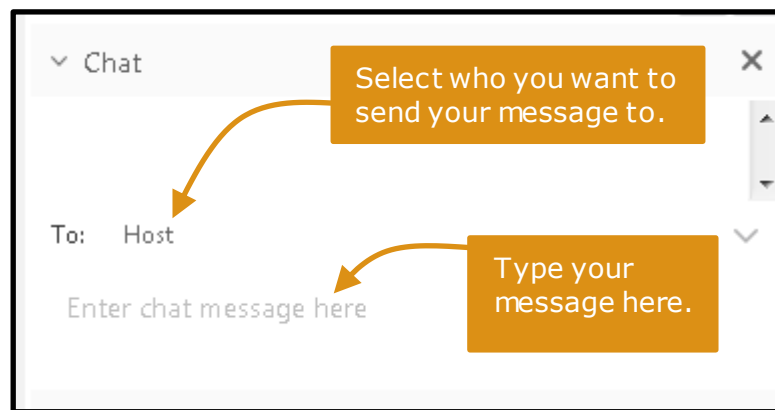
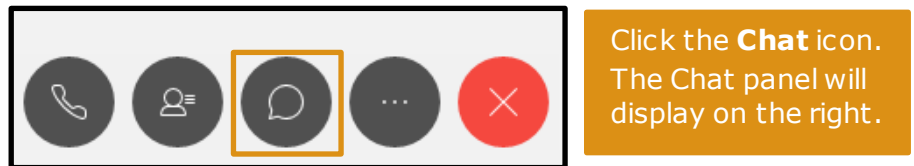
Q&A

On the right-hand panel view, you can send a question in the Q&A panel and specify who you are asking the question to. Please send your question to "All Panelists".



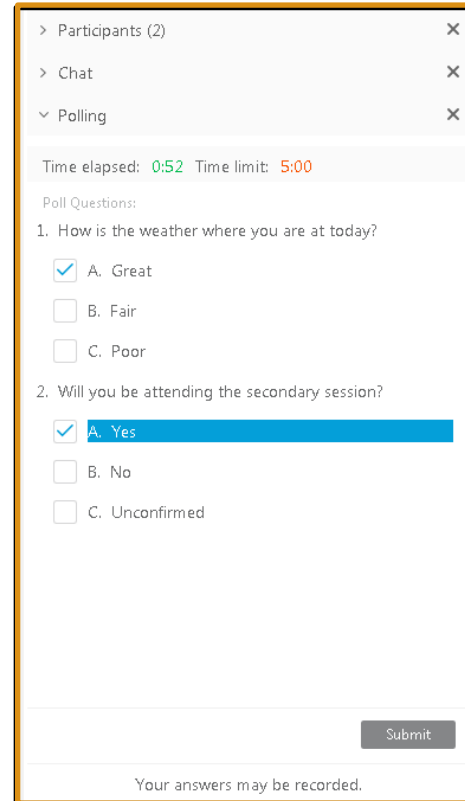
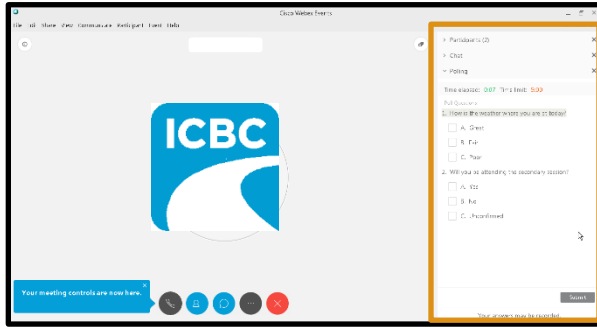
Chat

If enabled, you can send chat messages.



Participate in a Poll

If there is a poll during the event, this will also appear in the panel view on the right. Answer the questions and click the submit button



Troubleshooting

If you are having difficulties joining an event, you can troubleshoot the issues that you are facing. For more information, see:

- [Cisco Webex Audio Help](#)
- [Cisco Webex Troubleshooting](#)



If you are unable to hear audio, you can switch your audio connection at any time during the event by clicking on the phone icon at bottom of your screen (see step #5 above). If you do not see the phone icon, the audio connection may be found by clicking More options, the icon represented by the 3 dots.

If you are unable to resolve your issue, please Contact Support (Available 24 hours a day, 7 days a week):

- **Contact:** <https://support.webex.com/support/manage-ticket.html>
- **Phone:**
 - **U.S. and Canada Toll-Free:** 1-866-229-3239

For additional support numbers, please refer to: [International toll-free phone numbers](#)