UNIVERSITY OF HARTFORD

FACULTY CENTER FOR LEARNING DEVELOPMENT

Quick Guide Getting Started with WebEx

WebEx is a web conferencing tool. It allows instructors to hold 'live' classes, office hours or training over the Internet, and to record these sessions for later use. It can also be used for advising and other individual consultations. To host meetings and classes using WebEx, you will need to sign up for a Host Account. (Students and other participants in web meetings do not need a WebEx account.) All participants should have a computer microphone and speakers or headphones. Instructors may also want to use a webcam.

This document outlines the basic steps for setting up a WebEx account and scheduling and accessing a basic meeting.

Setting up a WebEx Account

1. Go to http://hartford.webex.com

2. Under WebEx Services, select **Meeting Center**. When the form is completed, type in the verification words and then click **Sign Up Now**.
3. When the account has been created, you will receive an email confirmation for each service you selected, plus an email listing your log in information. This last email will provide you with your username, a link to set up a password and a link to the WebEx login page. **Important:** It can take up to 24 hours for you to receive this email.

Scheduling a Meeting

1. Go to http://hartford.webex.com
2. Click on the **Login** button (upper right corner). It will take you to another page, input your username and password and then click **Log In**. Skip the Productivity Tools option for now.
3. Click on **Meeting Center.**
4. In the top margin, select the tab **Schedule a Meeting.**
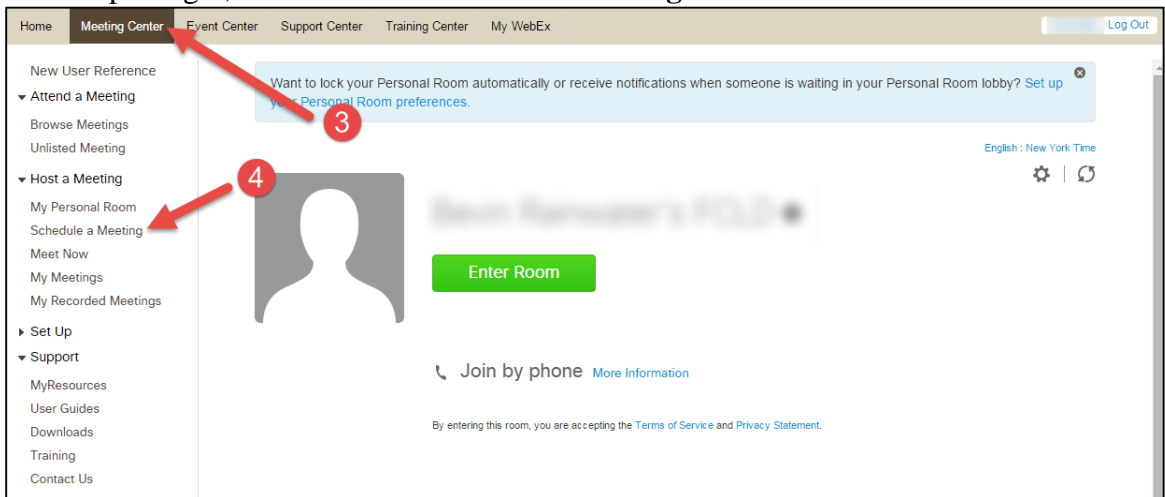
5. Complete all information in the schedule meeting form. The password will be provided to meeting participants. Be sure to add the participant's email addresses under attendees, so that they get an invitation. The email invitation will include a link they can use to join the meeting. Option: Use **Start Meeting** start a meeting immediately. **NOTE:** Alternatively, you can copy the meeting URL and send it to your students through the Email system in Blackboard.
6. The day of the meeting, go to http://hartford.webex.com. You can also get to this site by opening the email sent to you as host and clicking on the embedded link.
7. Select **My Meetings**.
8. Click on Start button next to your session, use audio wizard, then click on **Use Computer for Audio → Call Using Computer**. Participants should only use the phone call-in if they have trouble connecting to their computer audio. **NOTE:** Using the phone feature costs the University money and could result in charged calls to the instructor.

Hosting a Meeting

1. If you have a webcam, click on the video icon next to your name in the WebEx meeting room to begin sharing video.
2. Set all participants' microphones to **mute** when they enter, so you can make opening remarks and explain how the meeting works. You can do this by going to **Participant → Mute on Entry** at the top of the screen.
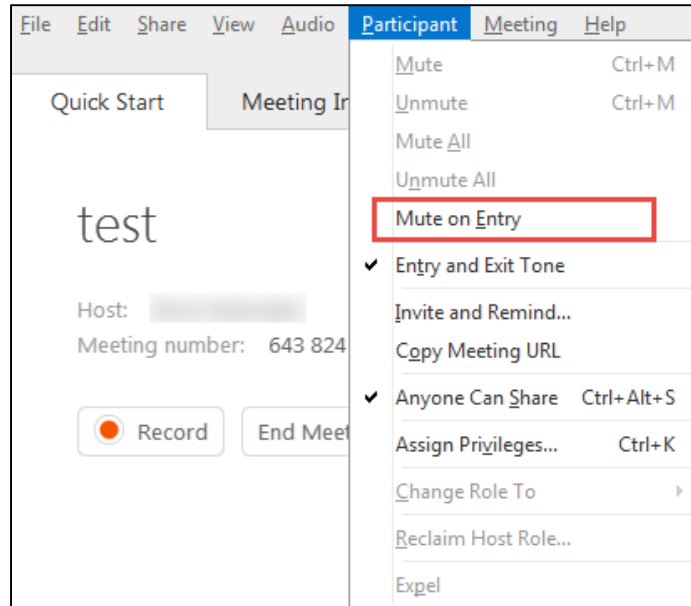
3. In the upper right hand corner of the main presentation white board, click **Record Meeting. NOTE:** The University has limited storage capacity for recorded meetings. If you do record your meetings, be sure to be mindful of this and delete them periodically out of your account by going to the **My WebEx** tab → **My Files** on the left menu (at https://hartford.webex.edu).

4. To share documents or your desktop, click on the **Quick Start** tab and then click on the **Share** button in the middle of the screen.

5. To make someone else the presenter, select the person's name from the participants, and then click the **Make Presenter** button.

6. When the meeting is finished, select **End Meeting** and send documents to participants. Getting Help with Technology at the University of Hartford

Faculty Center for Learning Development (FCLD)
FCLD provides consulting and instructional support to faculty and staff who are using technology in teaching and learning. The FCLD Faculty Lab in Mortensen 203a is available for faculty support and use and is equipped with instructional technology-related equipment including: PCs, Macs, scanners, and projectors as well as support staff. Faculty and Staff needing support with Blackboard or other instructional technologies, should contact FCLD.
Phone: (860) 768-4661   **Email:** fcld@hartford.edu
Website: http://www.hartford.edu/fcld

Student Blackboard Support
The following is student support for Blackboard only. All other support technical support issues need to be addressed to the Office of Technology Services (below).
Phone: (860) 768-4636   **Email:** bbsupport@hartford.edu
FAQ/Submit a Ticket: http://www.hartford.edu/studentbbsupport

Information Technology Services (ITS) Help Desk
For general computer and Internet/network support questions (not directly related to the classroom but rather passwords, Internet/email problems, Banner/Self-Service, campus Facebook).
Phone: (860) 768-4357   **Email:** helpdesk@hartford.edu
Website: http://hartford.edu/ots

Media Technology Services (MTS)
Faculty should contact MTS for assistance scheduling or implementing classroom technology (2-Way interactive video classrooms, Smart Podiums, laptops, etc.), for setting up WebEx accounts, or for scheduling and instruction for a wide variety of media equipment and resources like LCD data projectors, CD/cassette players, TVs and VCRs, digital video, and more.
Phone: (860) 768-4357   **Website:** http://www.hartford.edu/ots