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.

**Quick Overview of Setting Up and Hosting a Meeting**

**Setting up a WebEx Account**
1. Go to [http://www.hartford.edu/mts](http://www.hartford.edu/mts)
2. From the menu listed on the right, select WebEx.
3. To sign up for a new account, select Request a Host Account.
4. Click on the **Sign Up** button and complete the information on the Sign Up form.
5. Under WebEx Services, select **Meeting Center** and **Training Center**. When the form is completed, type in the verification words and then click **Sign Up Now**.
6. 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, especially if you sign up for an account outside of regular business hours.
**Scheduling a Meeting**

1. Go to [http://hartford.webex.com](http://hartford.webex.com)
2. Click on the **Host Login** button and login. Skip the Productivity Tools option for now.
3. Click on **Meeting Center**.
4. In the left margin, select the tab **Schedule a Meeting**.
5. Complete all information in the schedule meeting form. The password will be provided to meeting participants. You can 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. This is the only option you will see if your ‘start time’ is less than fifteen minutes from the current time.

NOTE: The WebEx invitation email is very formal and hard to read. We recommend that you use your own email address in step five and send it to yourself only. That way, you can edit the text, make it less formal, add some notes about what your students can expect, then forward it on to the participants.

6. The day of the meeting, go to [http://hartford.webex.com](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.

**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**.
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.
Detailed Description of Setting Up and Facilitating a Meeting

Logging in to WebEx

To log in, go to http://hartford.webex.com and click on HOST Log In on the right of the screen. When you first log in, WebEx will ask you if you want to set up desktop Productivity Tools. Select “Later” for now.

Logging in to WebEx

To set up a meeting, click on Meeting Center in the tabs across the top. You will see the calendar of scheduled meetings. Before you begin setting up your own meetings, you may want to visit the following menu items:

- **Set up** allows you to establish preferences and check your media players prior to entering a WebEx session (recommended).
- **Support** has lots of excellent resources. It is recommended that you attend the live trainings, as WebEx conducts these using WebEx itself. They are very good, as are the User Guides. MyResources is an end-user support site. The host/administrator can access this using the same credentials as the host account; others can create their own account on MyResources. MyResources will provide the host with a record of invoices, knowledge base, etc. Other non-hosts probably get some, but not all these options.
Setting up a Meeting or Training Session
To set up a basic meeting, log in to WebEx and click on the Meeting Center tab. If you want to use polling or other advanced features during your session, select the Training Center tab instead.) By default, you will see a list of some of the currently scheduled meetings at the University for that day. Click on Schedule a Meeting and fill in the following information:

- **Meeting name** (required).
- **Password** (required) – this should not be your WebEx password, but rather a password for participants to log in to your meeting.
- **Meeting date and time** – If you do not fill in these details, WebEx will assume you want to start the meeting immediately.
- **Duration** – By default, the duration is one hour. Your meeting will end automatically at the scheduled end time.
- **Attendees** – Enter the email addresses of the attendees, separated by a semicolon. WebEx will send an email invitation to all attendees. If you do not enter any attendees, you will receive an email invitation that you can forward along to the participants.

**Important:** By default, your meeting will be listed in the public calendar. If you want to schedule a private meeting, click on the Advanced Scheduler link.

When you have completed the form, click on the blue Schedule Meeting button. If you are using Outlook or Google for your email, you will have options to add the meeting to your calendar automatically.

The Meeting Confirmation Email
When you schedule your meeting, you will receive a confirmation email that you can forward on to your participants. It contains the following important information:

- **Host Key:** If your computer crashes, you will need this number to re-enter the meeting as the host. (Your students do not need this number.)
- **Meeting Number:** If a participant is logging in on an iPad or cannot click on the meeting link, he or she will need to enter this number on http://hartford.webex.com to enter the meeting.
- **Meeting Password:** Make this something easy, like 1234.
- **Meeting Link:** Participants will click on this to join the meeting.
- **Audio conference and access code information:** Use these if you plan to connect to the conference via phone. However, please note that the University is charged each time this is used, so it is recommended that you use the computer audio instead whenever possible.
**Accessing Your Meeting**

About 15 minutes prior to the start of your meeting, log in to WebEx and click on **My WebEx** in the top margin. Locate your meeting in the calendar, and then select **Start**.

![Image of My WebEx Meetings]

**Starting a Meeting**

Participants will use the email invitation to join the meeting. It’s a good idea for them to try to join 15 minutes ahead of time as well, so you can provide assistance should they need it. (It might take a minute for the session to load.) Although the phone call-in number is posted in the invitation, it costs the University money to use it, so try to use it only as a last resort for those unable to get computer audio. Use chat to communicate with those who are having trouble with their mic.

Once the meeting room opens, select the test speaker/microphone button under the green **Call Using Computer**. Follow the instructions for testing your audio. Next, select **Audio → Join Audio Conference → Call Using Computer**. Once you have tested the audio on your computer, you will not have to test it again for future meetings on that computer.

![Image of Audio Conference]

**Selecting your Audio**
The Meeting Room

Once in the meeting room, the screen is divided into sections. On the left hand side is the presentation area with a dropdown menu to help you select the content you wish to share, listed below.

- **Share Application** – presents a shared application, but not your entire desktop. The advantage here is that no one will see other things that might accidentally popup, like an IM from your kid at school, etc.
- **Share File** – present a file from your computer (i.e., PowerPoint). This automatically opens up on a Whiteboard, so you can annotate the file, etc.
- **Share Desktop** – presents your entire desktop.

You may find it helpful to share a few PowerPoint slides or a document at the beginning to point out the basics of WebEx (using the chat, Whiteboard, etc.). After that, you can begin sharing a file or application as part of the meeting. You can always return to these options by clicking on the **Quick Start** tab.

If you are sharing your desktop or an application, the WebEx window will shrink into a collapsible menu at the top of your screen. The first button on this menu is used to stop sharing and return to your ‘meeting room’, and the rest are for opening up the panels you need: chat, video, etc., as needed.

There is also a **Record** button, which you can use to record your session. The recording will save a video of the meeting, plus transcripts of any chats and copies of any shared files or Whiteboards. You can find the Record button by clicking on the **Quick Start** tab or by going to **Meeting ➔ Start Recording**.

On the right hand side of the screen, you get a panel listing any participants who join the session, along with a chat panel. As people join the session, they will show up in the participant panel. You can highlight their name, mute them, or make them presenters so they can share their desktop. If any participants are connected using an iPhone or iPad, a mobile phone icon will appear next to their name.
Communicating with Participants

There are two ways to communicate with participants in your meeting: via audio (using a microphone and a webcam if desired), or via chat. You can use a combination of these in a single meeting. If you have a large group, it is recommended that the presenter speaks using a microphone while the participants communicate in the chat.

Mute on Entry is a useful tool, as participants don’t always know that their microphones are live and can be heard by everyone. To mute all participants on entry, click on the Participant tab at the top left of the screen. Participants can unmute their microphones by clicking on the microphone icon next to their names in the Participants window on the right of the screen.

If you want to use a webcam during your meeting, click on the video icon next to your name. If the camera was already on and active, the video should show up automatically. It is recommended that you turn on your webcam before entering the meeting room to avoid crashing the webcam software. Important: Only six participants can use their webcams at any given time, but you can swap them in and out by participant.
The Participants window, with audio, video and presenter icons

It is possible to make someone else a presenter. To do so, select the person’s name from the participants, and then click Make Presenter. Remember that presenter and host are not the same thing. The host is the only person with ability to start and end meetings. Should the host computer crash, the next person to have logged in is assigned host (or you can assign an alternate host in advance). Once the real host returns, he or she can use the Reclaim Host Role button.

To chat, simply type in the chat box at the bottom of the screen and select Send. It is possible to send private messages, but if you share the transcript at the end, all messages will show up, including private ones.

Using the chat tool

**Finishing the Meeting**

When you are done presenting, you can share any documents used during the presentation, as well as send a transcript to the participants. Use the File ➔ Transfer menu to upload and share documents. As soon as you do this, the sharing window automatically opens up on the participants screen and they can then download the files. The files will automatically be saved to the participant’s My Documents in a folder labeled with the meeting name. Use the File ➔ Save menu to save the transcript of the chat, polls, etc. Next click End Meeting from the File dropdown menu options. You are prompted to save any work, if you didn’t already do so. It is recommended that you save files as a PDF, as this is the easiest option for most users to access.
Any meetings you have recorded will play back the screen shots, as well as the conversation. These are sent to the participants as a website link. Click on the link and the session is streamed.

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**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 wishing to use the lab may contact FCLD.

**Phone:** (860) 768-4661  
**Email:** fcld@hartford.edu  
**Website:** [http://hartford.edu/fcld](http://hartford.edu/fcld)

**Information Technology Services (ITS)**
ITS Help Desk – Computing Center
For general computer and Internet/network support questions (not directly related to the classroom but rather passwords, Internet/email problems, Banner, campus Facebook).

**Phone:** (860) 768-5999  
**Email:** its@hartford.edu  
**Website:** [http://its.hartford.edu](http://its.hartford.edu)

**Media Technology Services (MTS) – Harry Jack Gray Center E113**
MTS maintains and installs classroom equipment, such as projectors, Symposiums, and interactive white boards, delivers and sets up technology needed for classes such as laptops, overhead projectors, microphones, sound systems, DVD/VCRs, digital cameras, etc., and provides instruction on its use. MTS is also responsible for overseeing ECHO360 Lecture Capture classrooms and administers WebEx web conferencing accounts.

**Phone:** (860) 768-4643 (Main) or (860) 768-4662 (Tech Line)  
**Website:** [www.hartford.edu/mts](http://www.hartford.edu/mts)