

What is WebEx?

WebEx is an application sharing and conferencing service that is widely used for presentations, demonstrations, training and support.

Why would I want to use WebEx ?

Whenever there is a need to present information to a group of people and travel cost is a concern, WebEx can be utilized to host meetings that can reach audiences around the globe. Information that can be presented and disseminated in 90 minutes or less is ideal for WebEx.

WebEx can also alleviate training restrictions such as room size or computer equipment as up to 200 attendees can join a single session of WebEx. Therefore, WebEx is a very good choice to perform computing demonstrations or present one-way information. Within these sessions WebEx allows for structured Q&A sessions that can be typed directly to the instructor and the entire session itself can be recorded for later usage.

Why would I not want to use WebEx ?

When hands-on training is important, WebEx is limited in its ability to view and check work performed. As WebEx does not provide the physical, human element in a session many valuable training instructions can be lost. For instance, a presenter is unable to gauge and perceive attendee comprehension or confirm accuracy of work performed.

There is also no guarantee that an attendee is paying attention to the information being presented and the value of the session can be severely hampered. In the worst-case scenario, an attendee may log-in and simply tune out. In addition to these challenges, after 90 minutes, it difficult to maintain audience attention due to a lack of human interaction, so for all-day training sessions WebEx is not an ideal choice. All-day sessions can be broken up into a series of shorter sessions utilizing WebEx.

Who is able to use WebEx?

WebEx can be used by any WRHA-affiliated instructor or presenter who requires the use of video and software technologies to present their content online.

What are the requirements to run WebEx?

These are the summarized system requirements for our current WebEx version WBS30 site. For the complete table, please see **Appendix A – System Requirements** at the end of this document.

- Windows Vista and later
- Mac OSX 10.7 and later
- Linux, various versions
- Web browsers Internet Explorer 7,8,9,10 and 11, Firefox and Chrome
 - Note: Chrome is not officially supported by Manitoba eHealth
- Intel Core2 Duo CPU or AMD processor
- JavaScript and cookies enabled
- Active X enabled (Windows only)

WebEx can be run from any computer that meets the above system requirements and has high-speed Internet access.

Note: If you wish to present video of yourself, you will require a Web Camera. For standard presentations without this need, no Web Camera is required.

WebEx has the ability to allow your attendees to see your local desktop, or only the programs and files you specify to share. These sharing options are displayed in WebEx much like a Web Browser's tab function. Programs and files can also be loaded

into WebEx prior to the start of a meeting.

The following list summarizes which versions of Microsoft Office are supported. Note that this varies depending on which operating system is used. For a full list please see **Appendix A – System Requirements** at the end of this document. Please note that this information is for our current WebEx version WBS30 (2016)

- Microsoft Office XP
- Microsoft Office 2003
- Microsoft Office 2007
- Microsoft Office 2010
- Microsoft Office 2013
- Microsoft Office 2016

How do I host a WebEx Meeting?

The following section will detail the steps needed to book and set up your WebEx meeting. There are 10 generic host accounts that can be used: WebEx01 through WebEx10 and it's important to follow the process to avoid any conflicts with others trying to use the same WebEx accounts. The overall process can be broken up into three parts:

Step 1: Booking the WebEx calendar resource in Outlook

Step 2: Creating the meeting in the WebEx system

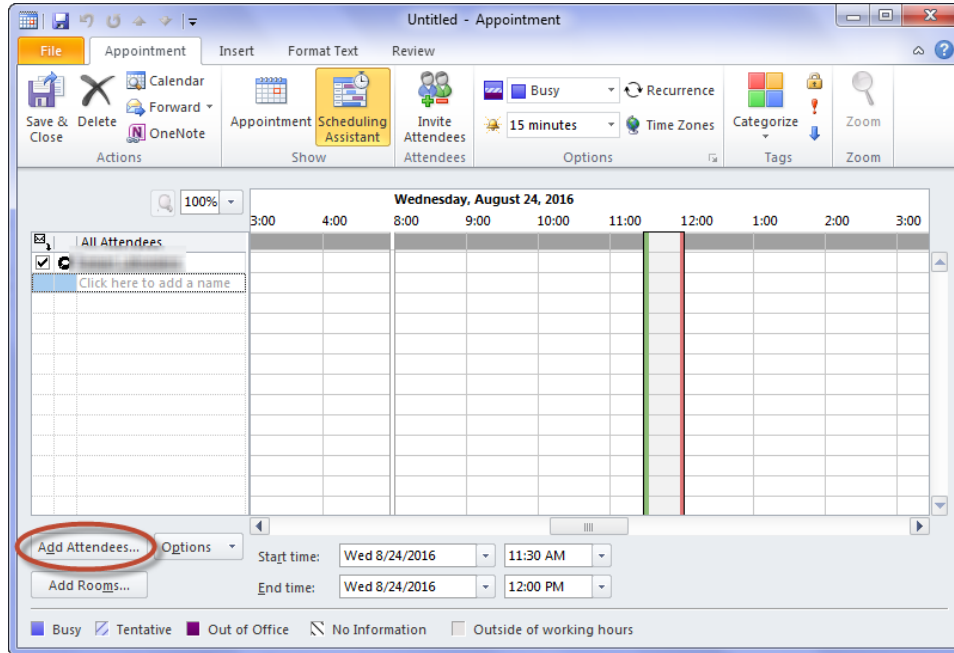
Note: Arranging a conference line in #3 is out of scope for this document. Sites may have different procedures to book a conference line so trying to cover it would be very difficult. Please refer to your site procedures to book a conference line.

Step 3: Arranging a conference line for your meeting

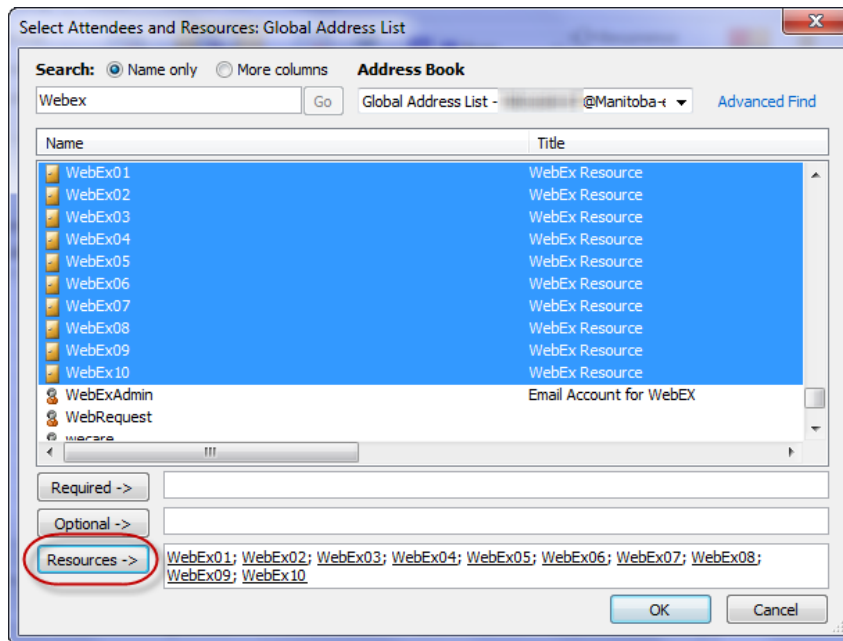
Step 1: Booking A WebEx Calendar Resource

First, book one of the 10 generic WebEx account resources in Outlook. You must book a resource prior to creating your WebEx meeting to reserve it for you use. In the event of conflicts, preference will be given to the organizer who properly booked the resource account.

1. Create a new calendar appointment in Outlook.
2. In the appointment tab, enter your meeting details such as subject, location and start/end times. It is optional, but you may choose to add an extra 10 – 15 minutes to the start of your meeting if possible. This is discussed more in the duration note in step 12, but it will allow a bit more time for participants to join your meeting prior to the start, troubleshoot connection issues or for the host/presenter to prepare the information beforehand.
3. Click the Scheduling Assistant tab. You will need to determine which WebEx account is available on the day and time you are arranging your meeting. Click on the Add Attendees button in the bottom left corner, shown in the screenshot below.

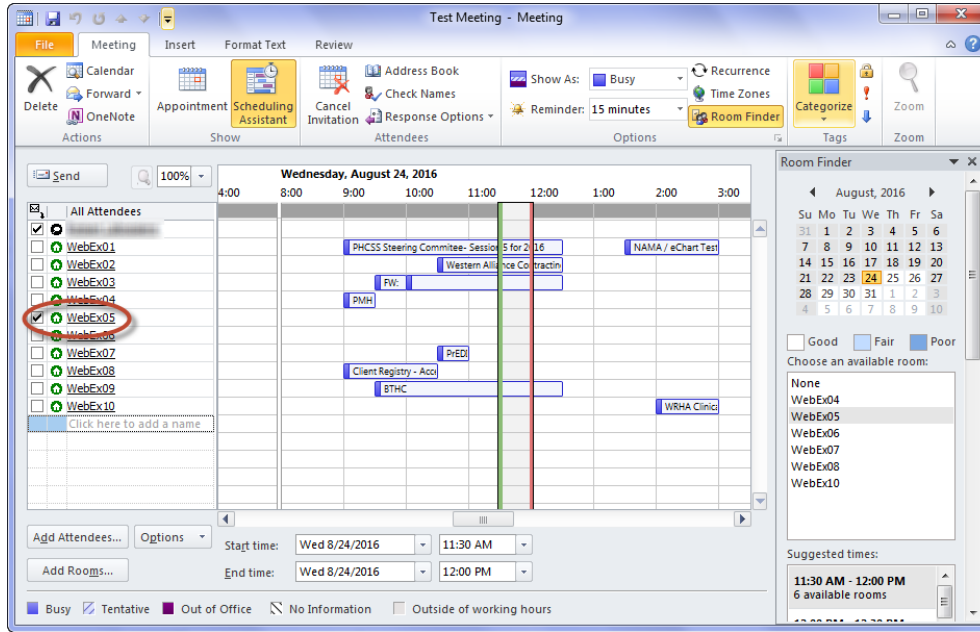


4. In the search field, type in WebEx and this will display all 10 WebEx accounts. You can click on the first one and then holding down shift, click on the last one to highlight them all. Click the resources button on the bottom to add all the WebEx accounts then click ok (see screenshot below). You will see them all added as attendees in your meeting.

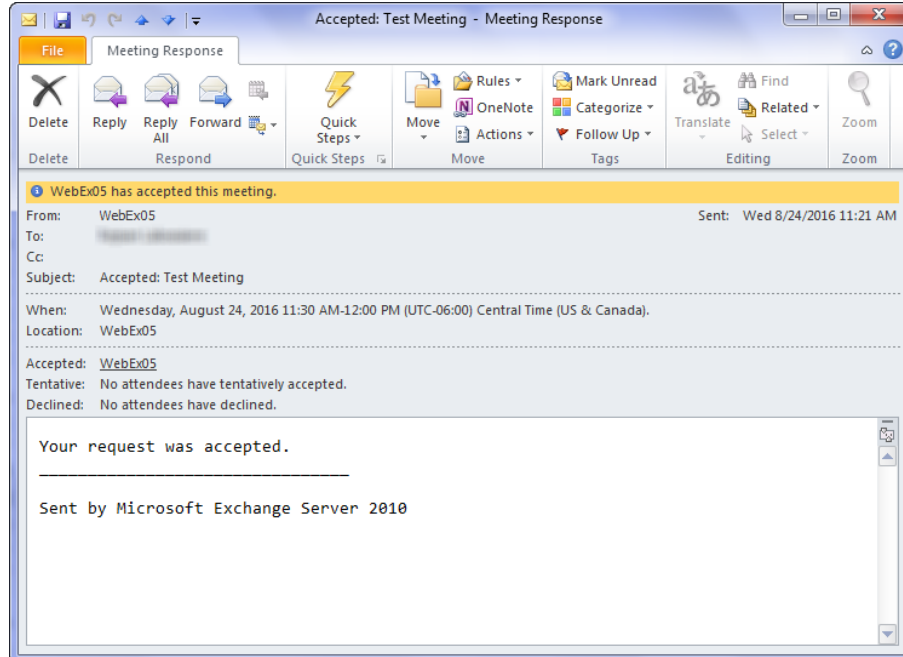


5. As you only need one WebEx account, determine which one you will use based on which one is available for the timeslot you need. Remove the ones you don't need, or remove the checkmark beside them (It will only send an invite to attendees that have a checkmark). In this example below, I am using WebEx05.

You may add other participants to the meeting now as well, but I would advise to wait until you have the WebEx meeting information (including the link to connect to the meeting) and the conference line information. There is more information on that later in steps 13 and 14.



6. If your meeting setup is complete, click the send button to book the resource. These accounts use the auto-accept function and will automatically confirm acceptance for you if available, or decline if the account has been booked. You will receive an email confirming if it has been accepted or rejected, as shown in the following screenshot. If accepted, you can proceed to the next section: **Step 2: Creating a WebEx Meeting**. If rejected, double check the availability of the resources, you may need to use a different WebEx account.



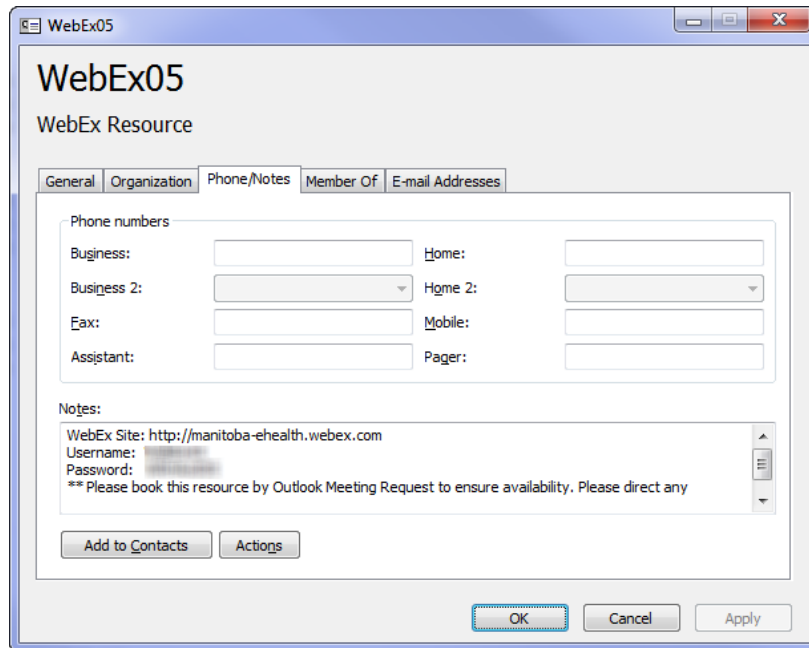
Note: These accounts are not actively monitored and you may need to schedule the account for a longer period before or after to accommodate setup. Once a meeting has been activated in WebEx, the meeting timer will begin and the meeting will end based on the Duration Time

Step 2: Creating a WebEx Meeting

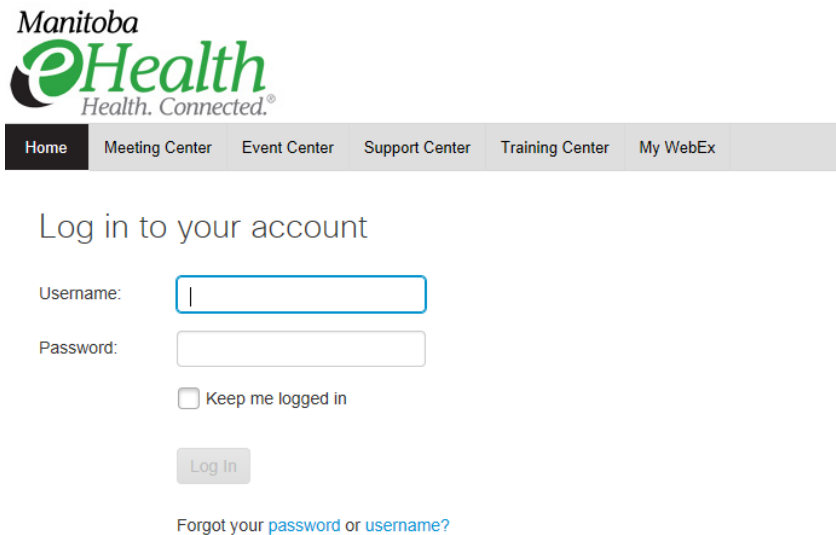
Once the WebEx host account has been reserved in Outlook, you will then need to schedule the meeting within the WebEx

meeting center for the same time period. You will need the username and password for the next step, which is found by navigating to the eHealth WebEx page and booking your meeting for the same time period.

7. The url for WebEx <https://manitoba-ehealth.webex.com/>, as well as the host account information is contained in the Global Address List entry for that account within Outlook. Right-click the WebEx account and select Properties, then click the Phone/Notes Tab, as shown below. For security reasons the username and password has been removed in the screenshot.



8. When you are at the WebEx home page, click on Log In button found in the top right hand corner. You will then get a prompt for the host log in information found in step 7. Enter the credentials and press the Log In button. This is shown in the screenshot below.



- After you log in, you will be returned to the WebEx Home page. You can confirm that you are logged in as it will display the account you are logged in with, as well as a Log Out button in the top right corner of the page.
- Click on the Meeting Center tab. In this screen you will be presented with many options, seen in the screenshot below. By default it takes you to the Search Meetings screen as you will be able to see the current meetings. You can navigate these meetings Daily, Weekly or Monthly. Any meetings listed here by Generic Accounts 1 through 10 should have been reserved first by booking the resource in Outlook from the previous section. My Meetings will show you a similar screen, but for only the account you are currently logged in with. Click on Schedule a Meeting.





- In the next screen you will be able to set up your meeting. The meeting topic and password are both required fields. See the following screenshot.

Password Note: A password will also be automatically generated for your meeting. You can create one yourself, use the generated one or you can use the icon in the password field (lock with an arrow around it) to generate a different password.

Meeting passwords must contain at least one number, one capitalized letter and at least 8 characters. The meeting password is a unique password to secure your meeting and is not the host account password. Passwords also cannot contain generalized words such as "password." An example of a usable password is: 57eByyzz.

• Meeting topic:

• Password:  

Date:

Time: am pm
Chicago Time

Duration:

Attendees:
[Use address book](#)

Send a copy of the invitation email to me

***Duration Note:** If you set your meeting time to start at a specific time, and you enter the meeting early, the meeting timer

will begin. Do not enter your WebEx meeting, until the meeting is ready to begin. Another option here is to book an additional 10-15 minutes at the start of your meeting (example, instead of booking a one hour meeting starting at 11am, book the meeting for a 1 hr, 15 minute duration at 10:45am). This will allow you to have the full length of your meeting, but also allow a bit of time prior in the event someone is having issues joining the meeting, or additional set up time is required.

12. For **Generic Accounts** (WebEx01 through WebEx10) please enter the meeting organizer's email in the Attendees' box. When you receive the email after step 14, you can then forward the meeting invite (see screenshots below) to all of the attendees using MS Outlook

Attendees:

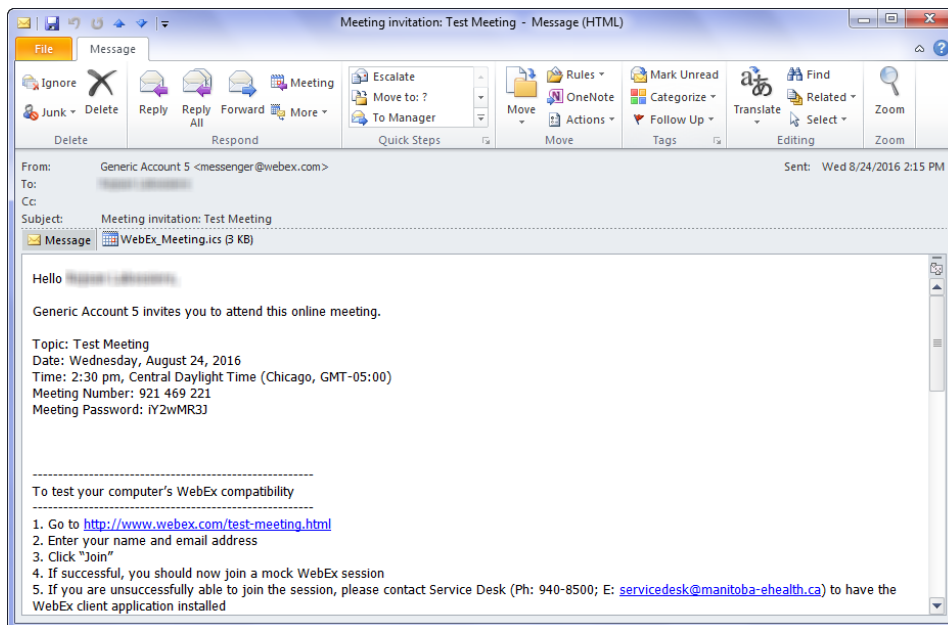
[Use address book](#)

Send a copy of the invitation email to me

Audio conference: None

[Change audio conference](#)

[Save as template](#)



13. Click on the green Schedule Meeting button and your meeting will be created. If your meeting start time is within 15 minutes, you will get a screen as shown and the option to start the meeting right away. If it is later in the day, or another day, it will display to schedule the meeting. If you are not starting the meeting right away you will need to log back in using the host account id and password and navigate to your meeting to start it at the appropriate time.

Test Meeting

Wednesday, August 24, 2016 | 2:30 pm Central Daylight Time (GMT-05:00) | 1 hour | ● Not started

Host: Generic Account 5 [Edit](#) | [Cancel meeting](#) | [Add to my calendar](#)

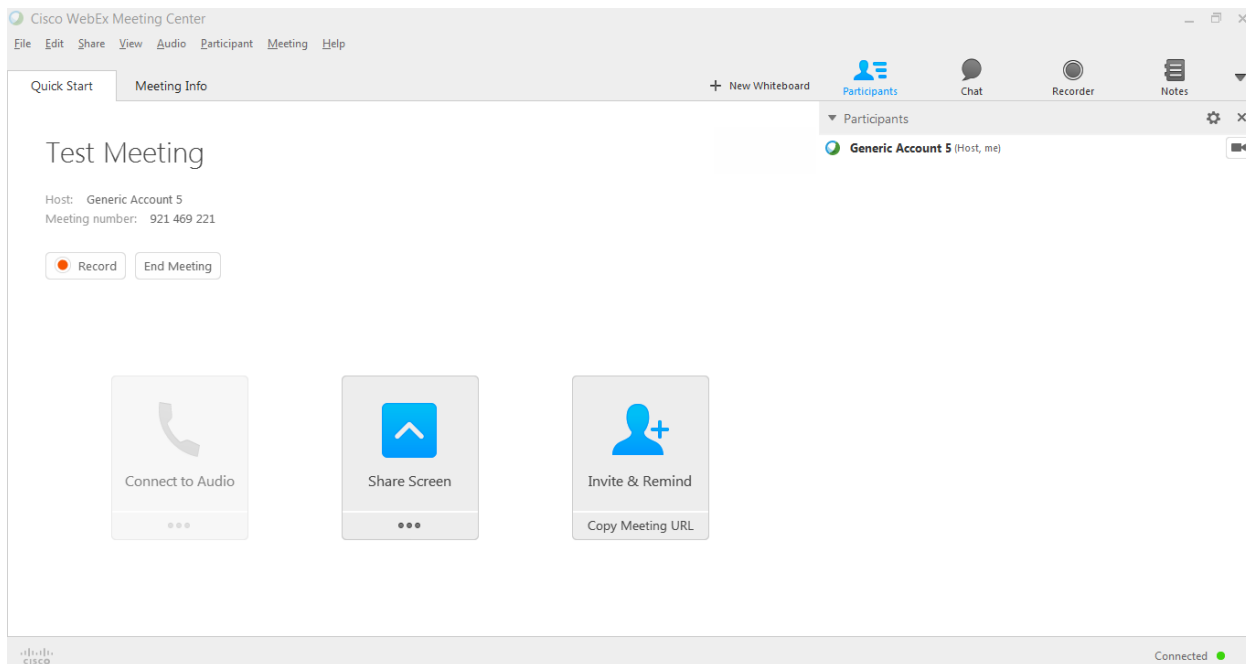
▶ [More information](#)



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

14. When you start your meeting you will get a progress indicator in the middle of the screen. It may take roughly one minute to load on a fast Internet connection. Once complete, the following screen will appear. While the meeting has started, at this time your screen is not being shared yet. Some notes about this screen:

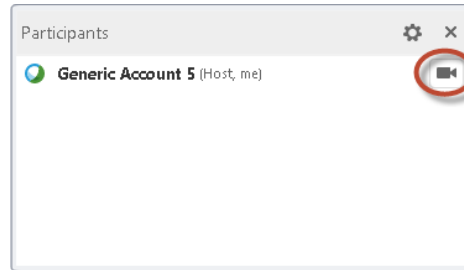
- The meeting info tab will display some basic information about the meeting, including the host key if you get disconnected.
- You can record the meeting using the Record button.
- If you need to stop the meeting, use the End Meeting button.
- You can turn on/off the Participants or Chat windows on this screen.
- Using the Invite & Remind button, you can send a meeting invite to others. The previous option of forwarding the email you received in step 13 can also be used.
- The Share Screen and Invite & Remind buttons are two buttons each. For example, clicking Share Screen will do just that (it will prompt which monitor if you have multiple), but clicking on the ellipses below it (or may display as "more") will present other options that you can share instead, such as a file, or specific application.



15. When you are ready to share your screen, click share screen. Your screen will flash, and you should get a green bar at the top indicating that you are sharing your screen. If you move the mouse to that bar, you will get options, described below:

- Stop sharing will do just that, and will return you to the meeting lobby shown in step 15.
- Pause will freeze the sharing for all participants until you resume.

- Share will give you the option to share a different monitor, application or file.
- By default, you are the host and presenter of your meeting. You can use the Assign button to give that, or other roles to participants.
- The Participants button will bring up a list of who is in your meeting. It's a free floating window that you can move to another monitor if needed. Right clicking on a participant will also give options, such as assigning them a role if needed. Also, if you have a webcam you can enable video here, as seen in the following screenshot. Note that this enables your video only and other participants will need to do the same if they choose to.



- Chat will bring up a chat window where you can send messages to either individual participants, or to all. It's a free floating window that you can move to another monitor if needed.
 - Recorder will allow you to record the meeting. There will be more on that in **Appendix B: Accessing Recorded Meetings**
 - Annotate will allow you to add lines, text or objects on your screen and are visible to other participants.
16. To end the meeting, you can either click on the Stop Sharing button, then select the End Meeting button from there, or while still in the meeting, click on the "More Options and Controls" button to the right of the Annotate button (it's an arrow facing downwards) and there is an option there to end the meeting.
 17. If you are finished with the WebEx system, you can select Log Out in the top right hand corner of the window.
 18. If needed, arrange conference line for the meeting (use site specific procedures).

Step 3: Arranging a conference line for your meeting

You will need to arrange a conference line separately. Every site may have a different process, contact or resource to obtain a conference line, so is out of scope for this document. Please refer to your site procedures.

How do I get audio?

Currently, audio via WebEx, also known as Voice Over Internet Protocol (VOIP) is available, though it is highly recommended that for multiple attendees a conference line be arranged for your meeting. See Step 3 above.

Integrated VoIP (Voice over Internet Protocol) is an audio feature that sends the audio from your WebEx meeting over the Internet, instead of through the telephone. If you have speakers or headphones and a microphone attached to your computer, you can choose a VoIP Only audio connection, instead of telephone-based teleconferencing, or WebEx audio, which allows telephone and VoIP audio connections.

VOIP is more commonly used when:

- There will be a large number of attendees.
- Your meeting does not require much attendee participation, for example, a presentation rather than a discussion.
- You don't have a toll-free number for attendees to call, or prefer not to incur the cost.

Note: There are some limitations with VoIP, such as the number of active microphones permitted or the number of participants who can speak simultaneously.

Conference call solutions will have an associated cost and are reviewed on a case by case basis. Please contact the Service Desk at 204-940-8500 or servicedesk@manitoba-ehealth.ca for more information.

Who do I contact for technical assistance?

For technical assistance, please contact the Service Desk at 204-940-8500 or servicedesk@manitoba-ehealth.ca

Appendix A – System Requirements

This is the full list of system requirements for WebEx version WBS30.

| | Windows | Mac OS X | Linux |
|------------------------------------|---|---|--|
| Operating Systems | Windows Vista 32-bit/64-bit, Windows 7 32-bit/64-bit, Windows 8 32-bit/64-bit, Windows 8.1 32-bit/64-bit, Windows Server 2008 64-bit, Windows Server 2008 R2 64-bit, Windows 10 | 10.7, 10.8, 10.9, 10.10, 10.11 | Ubuntu 12.x and 14.x (Gnome), Red Hat 5, 6, Open SuSE 13.1, 13.2, Fedora 19, 20 (all 32-bit) |
| Available WebEx Services | All services | Meeting Center, Training Center, Event Center, Support Center | Meeting Center, Event Center, Training Center, Remote Support |
| Minimum System Requirements | | | |
| Processor | Intel Core2 Duo CPU 2.XX GHz or AMD processor (2 GB of RAM recommended) | Intel (512MB of RAM or more recommended) | Intel or AMD x86 |
| JavaScript | JavaScript and cookies enabled | JavaScript and cookies enabled | JavaScript and cookies enabled |
| Other | Active X enabled (unblocked for IE is recommended) Java 6 or later | | Java 6, libstdc++ 6.0, GNOME/KDE windowing system |
| Browsers | | | |
| Internet Explorer | 7, 8 (32-bit/64-bit), 9 (32-bit/64-bit), 10 (32-bit/64-bit), 11 (32-bit/64-bit) | | |
| Firefox | Latest | Latest | Latest |
| Safari | | | |
| Chrome | Latest 32-bit/64-bit | Latest 32-bit/64-bit | |

| Microsoft Office Version | Windows Vista | Windows 7 | Windows 8 | Windows 8.1 | Windows 10 |
|---|---------------|-----------|-----------|-------------|------------|
| Microsoft Office XP, 2003, 2007 | Yes | Yes | Yes | No | No |
| Microsoft Office 2010 (32 bit and 64 bit) (supported in WBS27.22 EP4 and later) | Yes | Yes | Yes | Yes | Yes |
| Microsoft Office 2013 | No | Yes | Yes | Yes | Yes |
| Microsoft Office 2016 | No | Yes | Yes | Yes | Yes |

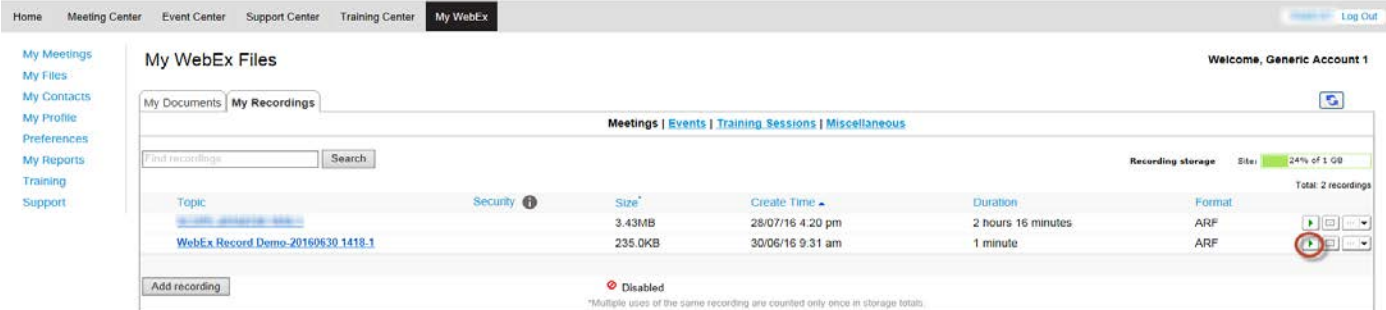
Appendix B: Accessing Recorded Meetings

There may be times you will want to record your meeting. The reasons may vary, but you may wish to review the meeting afterwards, make it available to someone who may have missed the meeting or you are incorporating it into training material. If a conference line was used, you may not have audio unless a speakerphone was used and captured the audio, or WebEx Audio was used (see the section below **How Do I Get Audio?**)

In order to access a recording, you will need to log in, if not already, to the WebEx account that contains that recording. In the above examples Generic Account 5 was used, but for this example I will use Generic Account 1.

1. Log into the WebEx account using the same procedures used in steps 7 through 10 in the section **Creating a WebEx Meeting**.
2. Once logged in, click on the My WebEx menu option on the top bar.
3. In the next screen, you will need to select My Files from the menu options on the left side.
4. You will have two tabs here, one called My Documents and one called My Recordings. Click on My Recordings.
5. You will be shown any recordings that belong to that particular WebEx account you are logged in with. See the screenshot below.

Note: If your meeting just finished and you stopped the recording, it can take anywhere from 5-15 minutes for the recording to process and display in My Recordings.



6. To play the recorded meeting, use the play button as shown in the above screenshot. It may take a minute or so to launch, but will come up with a Network Recording Player and playback the meeting. Using the down arrow to the right of the playback button will give some additional options where you can download the meeting file, or delete if no longer necessary.
7. Once the playback is running, you can use the navigation buttons as shown below to stop, pause, resume playback or adjust the audio volume.
8. Close the Network Recording Player window by clicking on the red X in the top right corner when done.

Important: We do have limited space for our WebEx system. If you have a recording that is no longer needed please delete it from the site. If you need the recording for a later time, please download it and then delete it from the site.

Also note that as these generic WebEx accounts are being used by many, there are no security options for the recordings. Please respect the privacy of others when accessing recordings.