

## Instructions for joining a WebEx Panel Event:

1. Click the link provided in the meeting invitation. Clicking the link will take you to the page pictured below to enter your name and email, with the meeting password pre-populated. Please indicate your affiliation in parentheses after your last name during this step. If the meeting password is not pre-populated, you can manually input the password included in the meeting invitation. (Please see questions 5 and 6 in the FAQ below for specific joining instructions for panelists/attendees)

Join Event Now

To join this event, provide the following information.

First name:

Last name:

Email address:

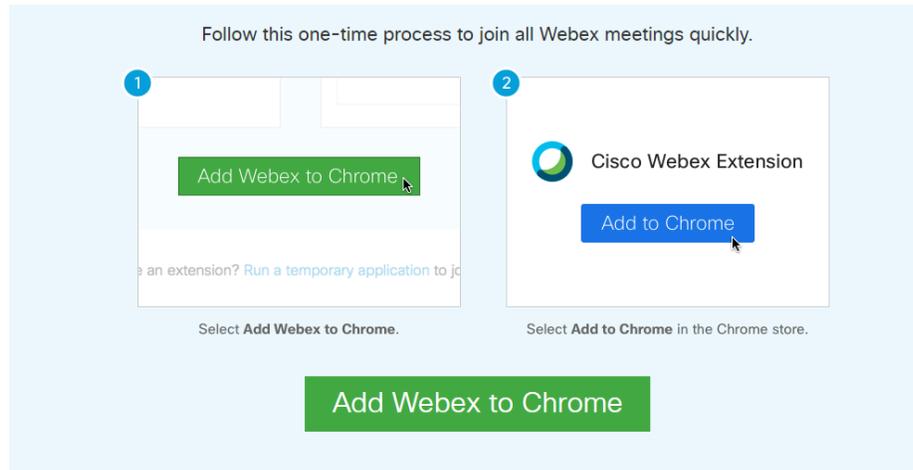
Event password:

[Join Now](#)

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

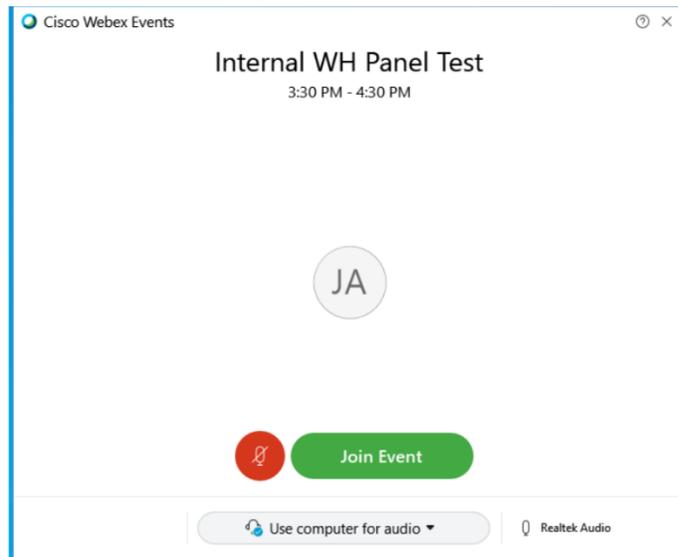
- a.
  - i. **Be sure to click Join Now and NOT Join by Browser as this will cause Mute/Unmute issues**
2. If you haven't used WebEx before, please continue with this step. If you have, please skip to Step 3. Clicking Join Now will direct you to the add WebEx to your browser page. Please click "Run a temporary application" to download a single instance of the WebEx app to be able to join the meeting.

## Step 1 of 2: Add Webex to Chrome



Don't want to use an extension? [Run a temporary application](#) to join this meeting.

- a.
3. Once the app has finished downloading, a WebEx pop up will appear with your name and mic details. Please ensure your microphone is muted before clicking Join Event to avoid any disruption



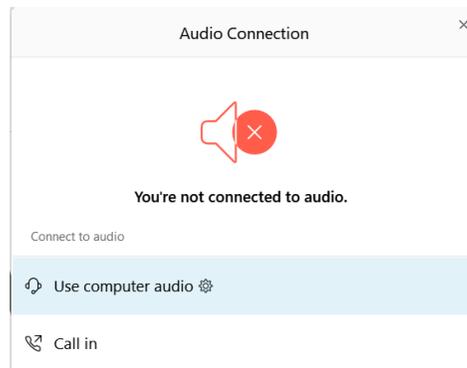
- a.
- b. All participants will be muted on entry to the meeting and only unmuted during Q&A sessions. If you need to be unmuted, please send a message to the Host using the chat feature (see image below), or send an email to [nco@nitrd.gov](mailto:nco@nitrd.gov) for help.



c.

### Frequently Asked Questions on WebEx panels:

1. Why am I unable to unmute myself?
  - a. You have been muted on entry by the Host and will require the Host to unmute you. Once the Host unmutes you, you will have control over your mute/unmute function, unless the Hosts mutes you again manually.
  
2. I have joined the WebEx meeting through my computer. Do I still need to dial in through a phone line?
  - a. No, through VoIP technology, you can dial into the WebEx meeting (audio AND video) through your computer. If you have already joined the meeting and did not connect to the audio conference using your computer, you can easily make the switch without leaving the meeting. Navigate to the Communicate tab in the WebEx app, and select Audio Connection.



- i.
- ii. Hovering over "Use computer audio" will reveal a "Connect" button in blue. Clicking the "Connect" button will connect you to the audio conference

3. Why am I unable to follow the link in the email or download the temporary WebEx app?

- a. WebEx may be blocked by your agency, or you may be connected to a VPN that is blocking WebEx access. Ensure your VPN is not active, and that your agency allows WebEx access. If you are still experiencing issues, please email [nco@nitrd.gov](mailto:nco@nitrd.gov).
4. I am unable to connect to the WebEx conference and must dial in using a phone. Will this cause any issues?
  - a. Included in the WebEx event invitation is a toll-free dial in and Access Code that you will need to dial into the meeting. Please make sure to take your phone off speaker phone as this negatively affects voice quality. Dial-in-only participants will not be able to see the shared documents displayed on WebEx.
5. I am a panelist. Are there certain steps I must follow when joining the meeting?
  - a. Yes. When joining the meeting (Step 1) please indicate whether you are part of Panel 1 or Panel 2, etc. by placing a "P1" or "P2" in front of your first name. Also, please indicate your affiliation in parentheses after your last name. You will join as a normal attendee and be promoted by the Host to panelist when the time comes. Once you're promoted to panelist, you will be unmuted and will be able to turn your camera feed on. Please **remember to mute** when not speaking to avoid disruption.
  - b. If you cannot join the WebEx and can only join the teleconference by calling in, please communicate this with a member of the NCO IT team (email [nco@nitrd.gov](mailto:nco@nitrd.gov) the phone number you are calling from and your name) so we can be sure to unmute you.
6. I am an attendee. Are there certain steps I must follow when joining the meeting?
  - a. Yes. When joining the meeting (Step 1), please indicate your affiliation in parentheses after your last name. Following the steps listed above will join you into the meeting as a muted attendee. If you wish to unmute, the Host will have to unmute you (email [nco@nitrd.gov](mailto:nco@nitrd.gov) your name with request to be unmuted)
7. I am an attendee. I am unable to see any other attendees who are on the conference. Is this expected?
  - a. Yes. Due to the heavy network traffic expected, we have disabled the function for attendees to view other attendees, in order to mitigate network performance issues.
8. I need to share my screen/a document in the WebEx conference. How can I do this?
  - a. In order to share anything in the WebEx conference, you must first be a panelist. Navigate to Share, Share file, and select the file to upload to the WebEx conference.
9. If I advance the loaded presentation, will it advance the slides for everyone in the WebEx?
  - a. No. Only the Presenter will be able to advance the slides on the document loaded into the WebEx.
10. I need to ask a question during the Q&A session of a panel but am muted by the Host. How should I proceed?

- a. Use the Q&A box, on the right side of your WebEx window, to send your question to the panelists. Please ensure you address your question to “All Panelists” from the dropdown option.
- b. Alternatively, you can send an email to the appropriate panel email alias:
  - i. For questions to Keynote speakers: [WHC-FACE@nitrd.gov](mailto:WHC-FACE@nitrd.gov)
  - ii. For questions to Panel 1: [FACE-Panel1@nitrd.gov](mailto:FACE-Panel1@nitrd.gov)
  - iii. For questions to Panel 2: [FACE-Panel2@nitrd.gov](mailto:FACE-Panel2@nitrd.gov)
  - iv. For questions to Panel 3: [FACE-Panel3@nitrd.gov](mailto:FACE-Panel3@nitrd.gov)
  - v. For questions to Panel 4: [FACE-Panel4@nitrd.gov](mailto:FACE-Panel4@nitrd.gov)

\*\*\* Disclaimer: Please note that while we appreciate and value your questions, we may not be able to address all the questions during the meeting due to time constraints. \*\*\*