



Cisco WebEx Training

Session 1 – Basic Overview

Illinois.webex.com

Illinois2.webex.com



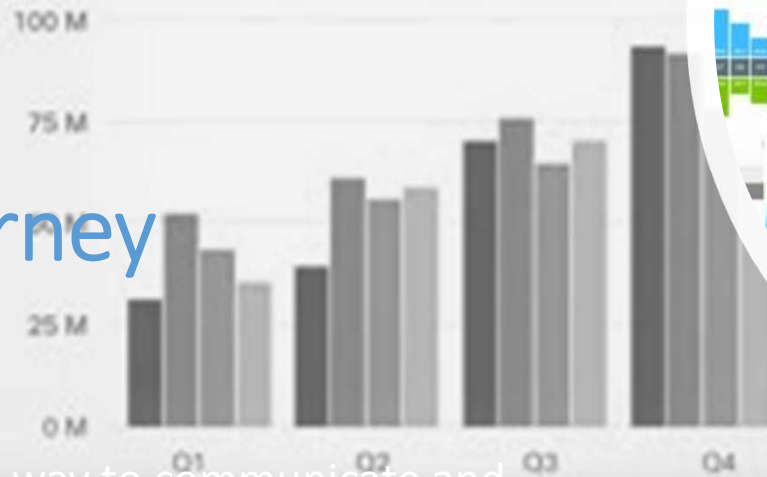
Technology Memory Lane

Would we really want to start using
bag phones, polaroid cameras,
cassette players, manual typewriters,
snail mail and encyclopedias again?



Join the Journey

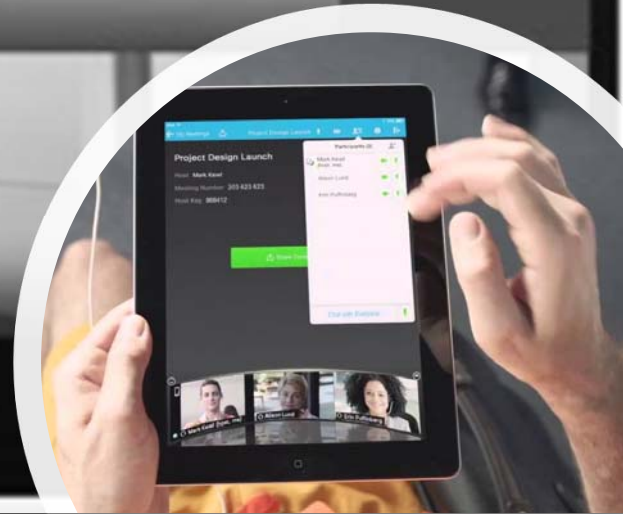
- Built for mobility
- Efficient and effective way to communicate and collaborate with business partners
- A method to conduct real time meetings with anyone who has access to the Internet
- Decrease travel time and save \$\$\$



acassidy.company@lync.webex.com

Alicia Cassidy

Austin Daniels



We've Come a Long Way!
It's Information Technology Month in Illinois



Be Part of the Future!

DOIT
Illinois Department of
Innovation & Technology
April 2018



What's
Next?

Evolution of Communication

Join the Journey!



Integrated Collaboration

Administrative Law Judges e-Hearings

Administrative Law Judges (ALJ) Case Hearings leveraging the capabilities within WebEx to manage and control stakeholder participation. More than 500 cases were heard during the pilot period, which saved roughly \$120,000 in costs to hire outside counsel.



Legal Staff e-Hearings

Lawyers in various agencies are using WebEx in place of in-person claimant hearings. Hearings are conducted via WebEx along with live video and audio when claimants cannot attend the meeting in person. Meeting recordings are archived in a secure cloud-based storage environment for auditing and legal purposes.




Illinois State Police (ISP)


ISP utilizes WebEx for impromptu meetings with field units to quickly share screens and allow control of each user's computer for assistance and review.

WebEx is used with local law enforcement agencies to troubleshoot Internet connection problems. The ease of use and time savings of the software has saved several hours of time and cut out duplication of effort and information exchange to each agency.





State of Illinois Cybersecurity Team Ransomware Outbreak “WannaCry”



The “WannaCry” ransomware outbreak caught organizations around the world by surprise. The global cyber-attack impacted over 300,000 computers across 150 countries and crippled hospitals, transportation and communication systems.

With very short notice, nearly 200 municipal leadership and I.T. professionals signed on to the webinar to learn what actions the State of Illinois had taken to reduce the risk posed by Wannacry.

Department of Innovation & Technology Illinois Century Network

The Illinois Century Network (ICN), Hacker Hour Webinar/Events provides quarterly information and training session with ICN customers. The event leverages WebEx to allow hundreds of participants in a live, interactive session that includes polling and a formal Q&A to engage their participants.



Department of Innovation & Technology
DoIT Daily

50+ managers and agency leadership to facilitate open communication among teams and quick resolution to issues and concerns. This meeting is provided with video conferencing, audio conferencing, document sharing and participants to join from mobile devices.

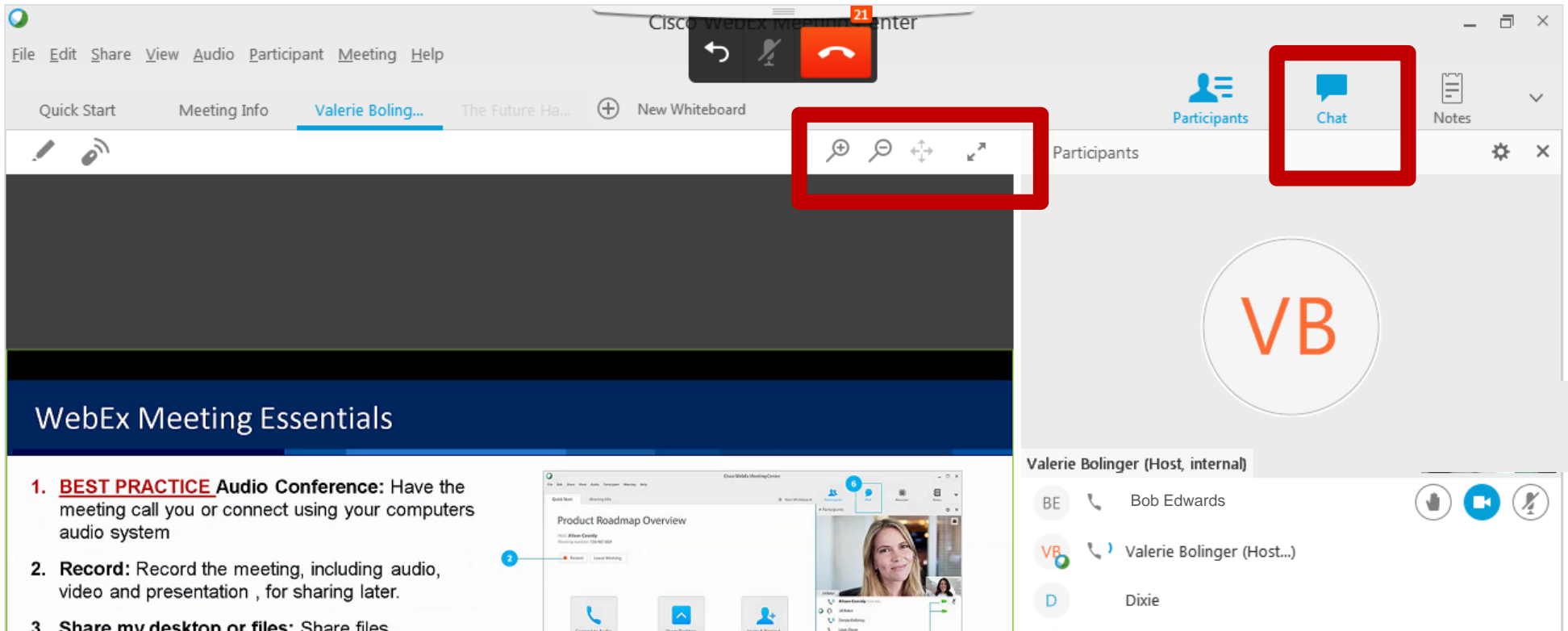
Speaking: Chris Oliver (AGR)

The screenshot shows a Microsoft Teams meeting grid. At the top left is a 'GC' icon. Below it are video thumbnails for Gary Crompton (Internal), Dan Wilcox, Dan Turner, DOIT CHICAGO RTC 6.652, and DOIT SPRINGFIELD CCC1 NCC. The middle row features icons for AF, AJ, AB, and BP, with names Sree Govindan, Adam Furd, Alex Jones (internal), and Andre Bouravnev below them. The bottom row includes icons for CK and CM, with names Casey Karaffa (internal), Cheryl McKnelly, Chris Oliver (AGR), and Christ Balich. There are also several 'Call-in User' icons and a 'CC' icon. A large circular inset shows a close-up of a smiling woman, Catherine Sinu. At the bottom, a status bar indicates 'Speaking: Chris Oliver (AGR)'.



Participant Controls

Participant Controls: View (Zoom), Chat, Tabs



The screenshot displays the Cisco WebEx Meeting Center interface. At the top, there is a menu bar with options: File, Edit, Share, View, Audio, Participant, Meeting, Help. Below this is a toolbar with icons for 'Quick Start', 'Meeting Info', 'Valerie Boling...', 'The Future Ha...', and 'New Whiteboard'. A red box highlights a set of icons including a magnifying glass, a speech bubble, a crosshair, and a cursor. Another red box highlights the 'Chat' icon in the top right corner. The main content area shows a large video feed with the text 'WebEx Meeting Essentials' and a large 'VB' logo. On the right, a 'Participants' panel lists: Valerie Bolinger (Host, internal), Bob Edwards, Valerie Bolinger (Host...), and Dixie. A smaller inset window shows a 'Product Roadmap Overview' slide.

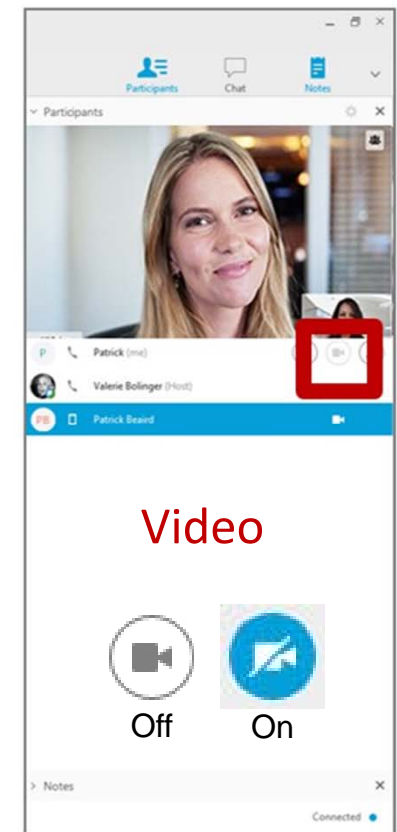
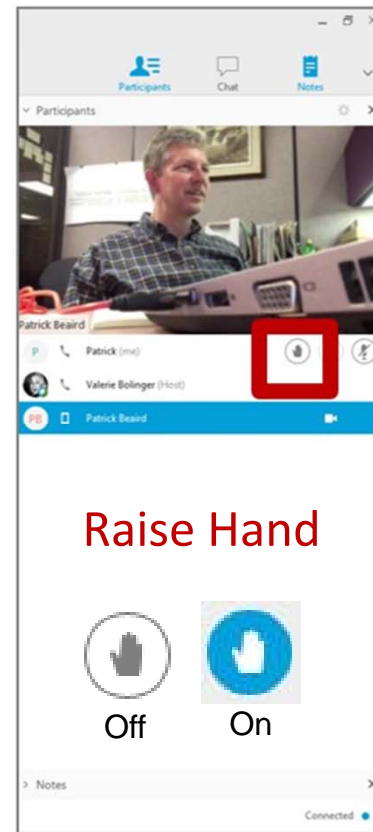
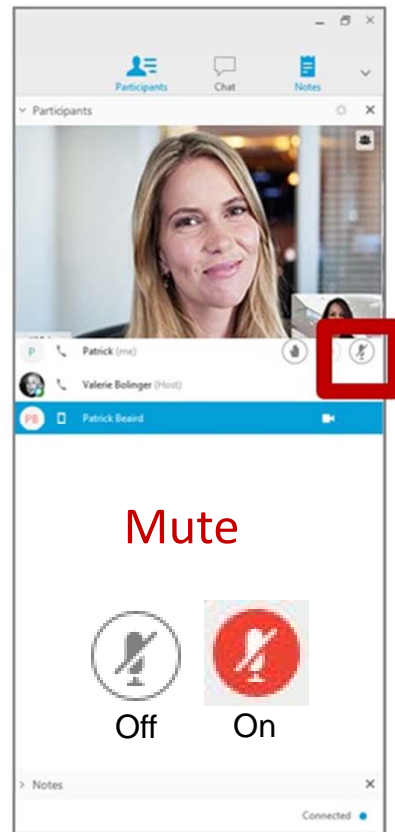
1. **BEST PRACTICE Audio Conference:** Have the meeting call you or connect using your computers audio system
2. **Record:** Record the meeting, including audio, video and presentation , for sharing later.
3. **Share mv desktop or files:** Share files.

Participant Controls

Mute: Did you mute yourself via the Webex dashboard or your phone as a courtesy to others?

Raise Hand: Your session Host may instruct you to use this feature when you have a question.

Video: Click the camera icon to allow others to see you. View the presenter in full-screen HD by clicking the top right corner of the video. *(Camera Required)*



Key Elements

- Participant Controls:
 - ✓ Mute
 - ✓ Raise Hand
 - ✓ Web Cam
 - ✓ View Controls
- Eligibility
- Obtaining a Host Account
- Password Management
- Host Essentials
- WebEx Productivity Tools
- My WebEx Profile
- Adding a session to Outlook
- Managing Recurring Meetings
- Scheduling from the Portal
- Joining a Session
- Audio Connection Options
 - ✓ Key Best Practice
- Sharing Options
- Reports
- My Recordings
- Mobile
- Help

WebEx Service Eligibility

illinois.webex.com

illinois2.webex.com

WebEx Service Portal Eligibility

The states' WebEx service is provided via two portals in order to accommodate Illinois.gov domain as well as for other agencies directory services.

Illinois.webex.com

Agencies in the Illinois.gov Active Directory domain take advantage of Single Sign-On (SSO)

Illinois2.webex.com

Non-Illinois.gov domain agencies have access to a separate portal requiring its own username and password.

Note: As agencies consolidate, Host accounts will be issued from illinois.webex.com to replace [illinois2](https://illinois2.webex.com) accounts.

Illinois.webex.com Illinois Domain Users

1. Central Management Services
2. Colbert-Aging
3. Civil Service Commission
4. Department of Employment Security
5. Department of Human Services
6. Department of Human Rights
7. Department of Insurance
8. Department of Innovation & Technology
9. Department of Labor
10. Department of Natural Resources
11. Department of Veterans Affairs
12. Environmental Protection Agency
13. Executive Ethics Commission
14. Financial and Professional Regulation
15. Governor's Office
16. Health and Family Services
17. Health Information Exchange Authority
18. Historic Preservation Agency
19. Illinois Principle Association
20. Illinois Racing Board
21. Judicial Inquiry Board
22. Illinois Tax Tribunal
23. Labor Relations Board
24. Latino Family Commission
25. Office of Inspector General
26. Office of the Lieutenant Governor
27. Pollution Control Board
28. Prisoner Review Board
29. Procurement Policy Board
30. Property Tax Appeal Board
31. Workers Compensation Commission

Illinois².webex.com Non-Consolidated Agencies

For agencies, boards and commissions that do not appear in the list to the left.

Agency Portal Eligibility List (Note: SSO Eligibility is continually advancing as agencies consolidate)

Obtaining a Host Account – illinois2.webex.com

Unlike the [Illinois.webex.com portal](#), this portal and associated HOST accounts are **NOT** generated automatically.

Accounts must be obtained by request through your agency Telecom Coordinator.

Submit a TSR for a Host Account and send to:

DoIT.prov@Illinois.gov

- Full Name
- Email Address
- Telephone Number

Note: As agencies consolidate, Host accounts will be issued from [Illinois.webex.com](#) to replace [illinois2](#) accounts.

Creating Your Host Account

illinois.webex.com

illinois2.webex.com

Creating your Host Account – illinois.webex.com Single Sign On (SSO)

Eligible employees can create a Host account on Illinois.webex.com by simply following the login process below.

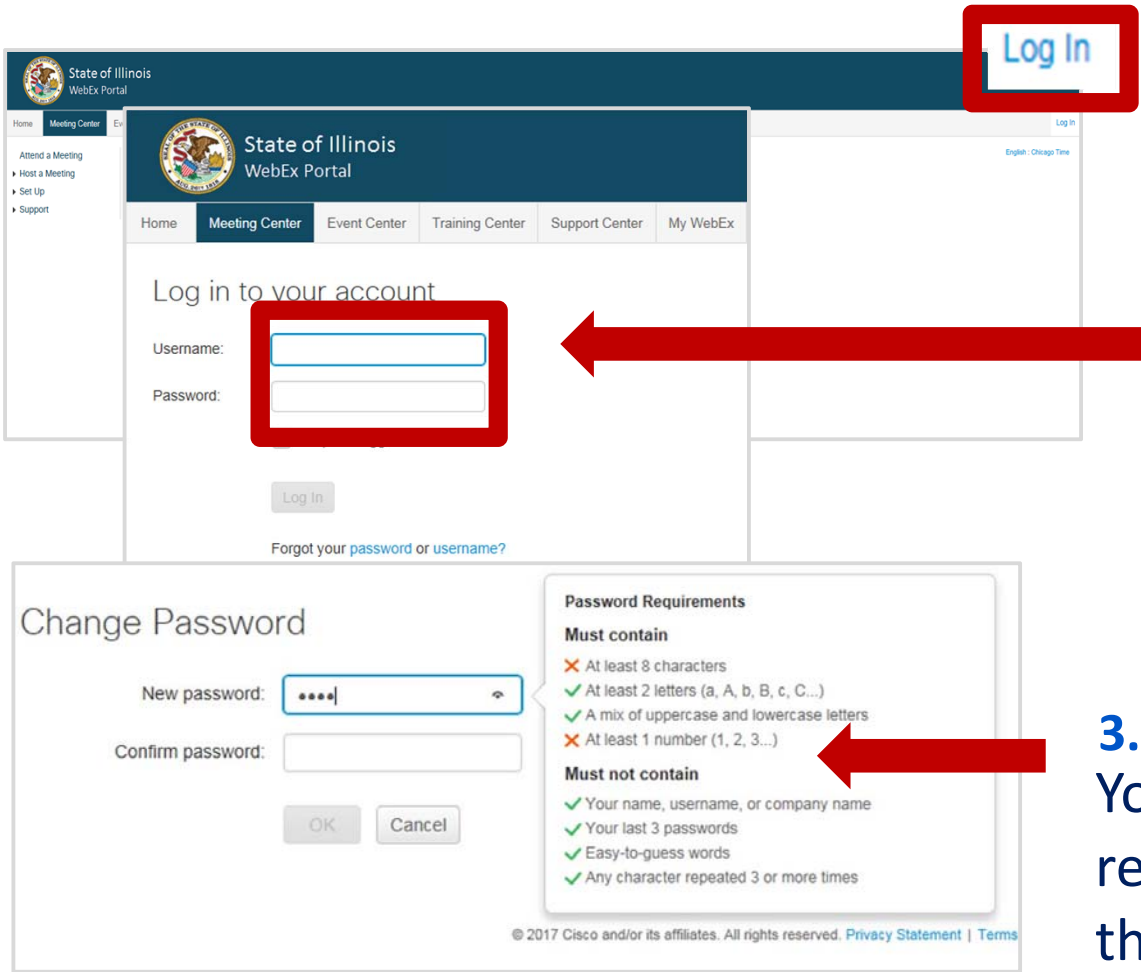


The image shows a two-step process for logging into Illinois.webex.com. Step 1 shows the main website with a red box around the 'Log In' button and a red arrow pointing to it. Step 2 shows the 'ILLINOIS.GOV Authentication Portal' with a red arrow pointing to the 'Employee Account' option.

1. Illinois.webex.com
Single Sign On (SSO)
Illinois Domain Users - Synchs with your Active Directory
2. Click on "Employee Account"

Note: You will be prompted with an opportunity to download and install WebEx Productivity Tools. Depending upon the security settings of your PC, install capabilities may have been disabled by your IT staff.

Account Login – Illinois2.webex.com

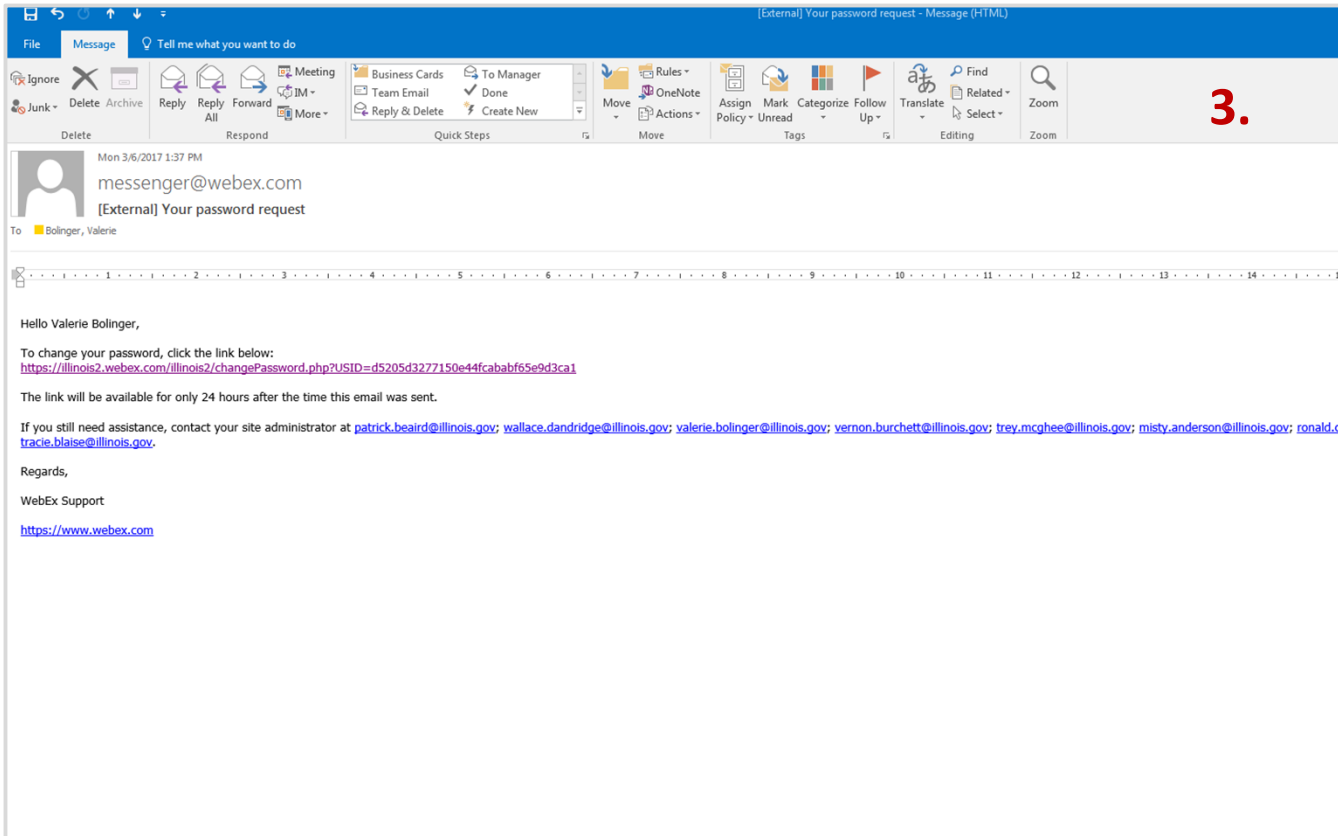


1. Illinois2.webex.com

2. Enter "Username"
Username = Firstname.Lastname
Password = *Initial Password will be provided and the user will be prompted to change the password upon login.*

3. Your new password must meet the requirements listed in the image to the left.

Forgot Your Password?



[External] Your password request - Message (HTML)

File Message Tell me what you want to do

Ignore Delete Archive Reply Reply All Forward IM Meeting Business Cards To Manager Rules - Team Email Done OneNote Reply & Delete Create New Move OneNote Assign Mark Categorize Follow Up - Policy Unread Tags Translate Related - Select - Zoom

Mon 3/6/2017 1:37 PM
messenger@webex.com
[External] Your password request
To Bolinger, Valerie

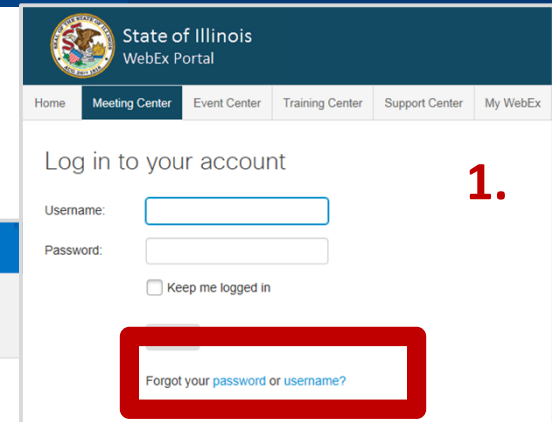
Hello Valerie Bolinger,

To change your password, click the link below:
<https://illinois2.webex.com/illinois2/changePassword.php?USID=d5205d3277150e44fcabaf65e9d3ca1>

The link will be available for only 24 hours after the time this email was sent.

If you still need assistance, contact your site administrator at patrick.beaird@illinois.gov; wallace.dandridge@illinois.gov; valerie.bolinger@illinois.gov; vernon.burchett@illinois.gov; trey.mcghee@illinois.gov; misty.anderson@illinois.gov; ronald.clarke@illinois.gov; tracie.blaise@illinois.gov.

Regards,
WebEx Support
<https://www.webex.com>



State of Illinois
WebEx Portal

Home Meeting Center Event Center Training Center Support Center My WebEx

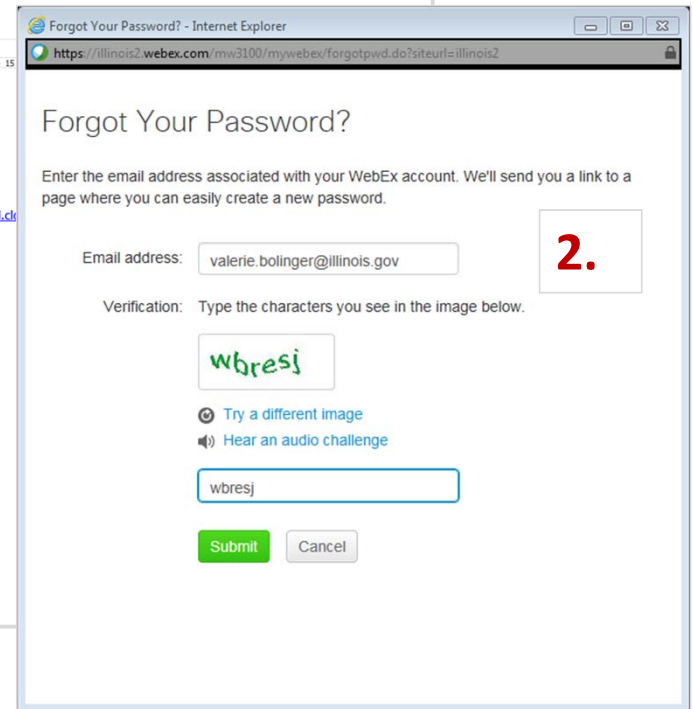
Log in to your account

Username:

Password:

Keep me logged in

[Forgot your password or username?](#)



Forgot Your Password? - Internet Explorer


<https://illinois2.webex.com/mw3100/mywebex/forgotpwd.do?siteurl=illinois2>

Forgot Your Password?

Enter the email address associated with your WebEx account. We'll send you a link to a page where you can easily create a new password.

Email address:

Verification: Type the characters you see in the image below.



Try a different image
 Hear an audio challenge

Productivity Tools

Download Productivity Tools

1. Click “Download”

Install WebEx Productivity Tools

Add WebEx to Microsoft Outlook

You can schedule and start WebEx meetings directly from Outlook.



IBM Lotus Notes, Microsoft Office Communicator, and Microsoft Lync are also supported on Windows.

[Download](#) [Remind me later](#) [Don't show me again](#)

Download Productivity Tools

State of Illinois
WebEx Portal

Home Meeting Center Event Center Training Center Support Center My WebEx

New User Reference
Attend a Meeting
▼ Host a Meeting
My Personal Room
Schedule a Meeting
Meet Now
My Meetings
My Recorded Meetings
▶ Set Up
▼ Support
Help
MyResources
Downloads

Meeting Center: Downloads

[Expand all](#) | [Collapse all](#)

▼ WebEx Productivity Tools

WebEx Productivity Tools allow you to schedule, start, and join meetings quickly without going to your WebEx site. Simply select the WebEx ball to add a WebEx meeting to your Microsoft Outlook calendar invitation. The Windows version also supports integration with other programs, such as IBM Lotus Notes, Microsoft Office Communicator, Microsoft Lync, and so on.

Windows

▶ WebEx Meeting Center Desktop App

About Meeting Center

Service version:	WBS31
Page version:	31.11.5.1
Application version:	31.11.2.7
API version:	10.0.0
Productivity Tools	
Mac version:	31.11.0.40
Windows version:	31.11.0.40

Do you want to run or save **ptools.msi** (23.8 MB) from **illinois.webex.com**?

This type of file could harm your computer.

Run Save ▼ Cancel

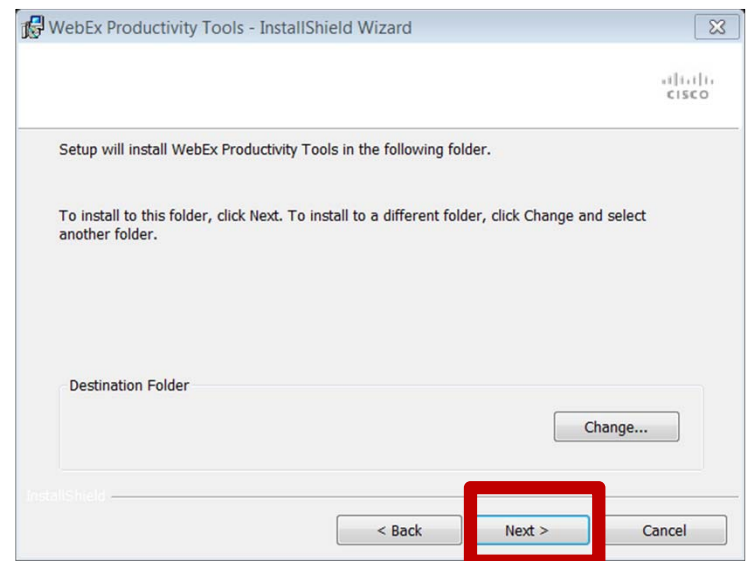
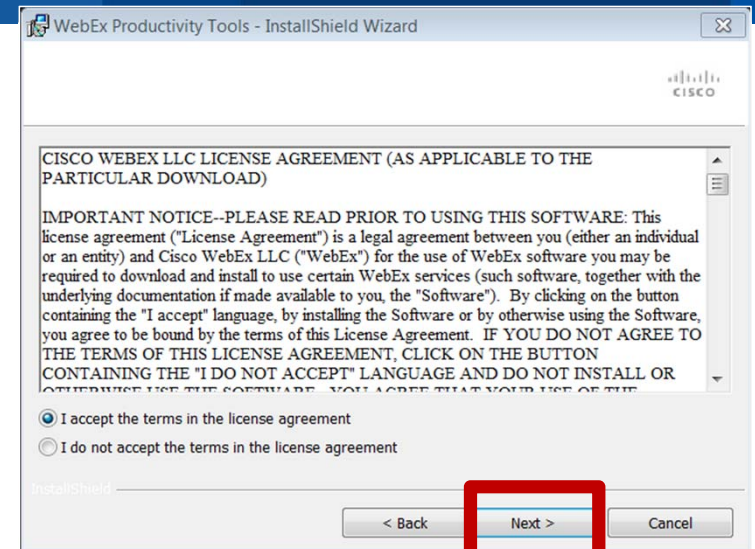
2. From the open file dialog, click “Run”



Download Productivity Tools

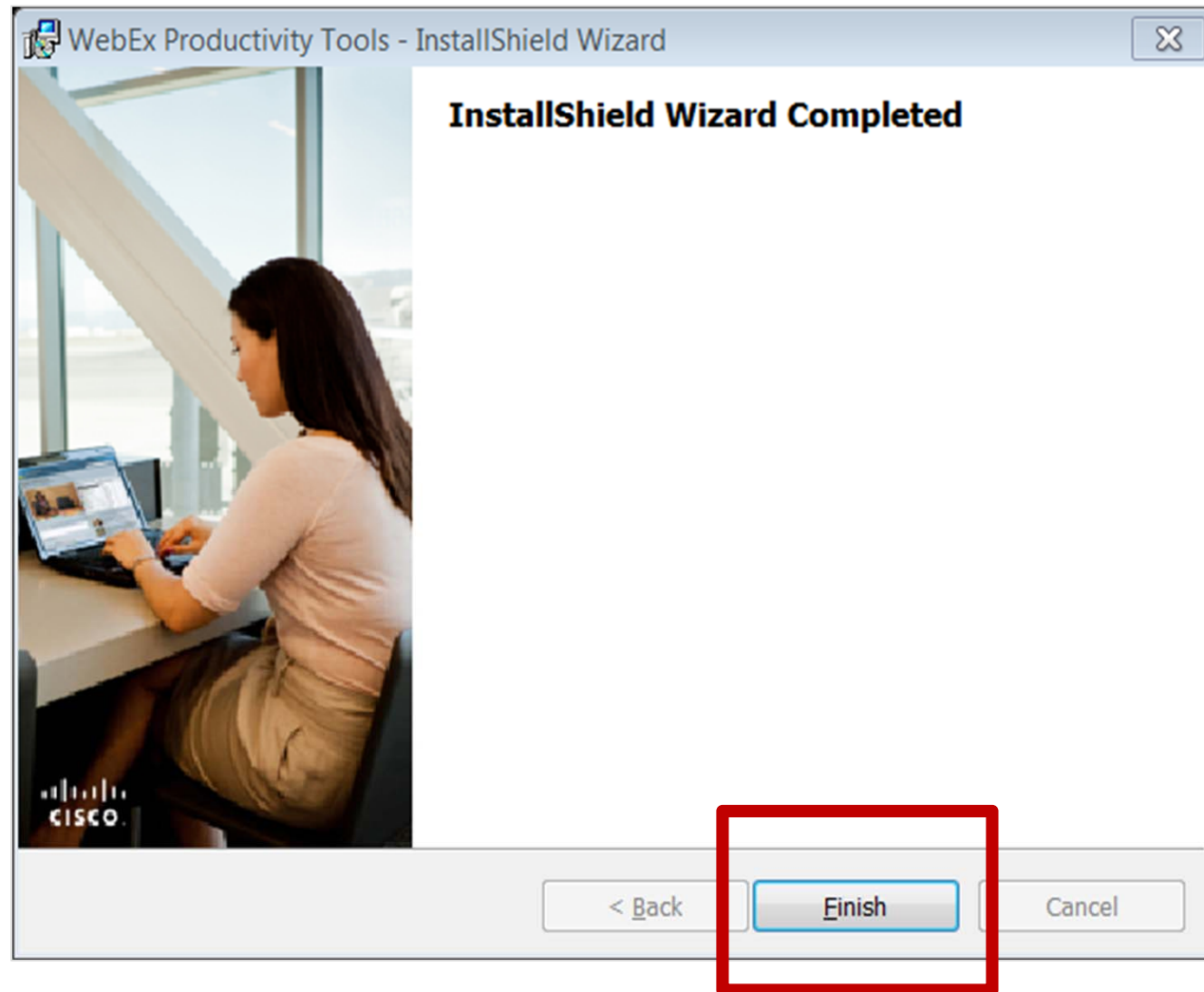


3. From the InstallShield Wizard click "Next"
4. Accept License Agreement and click "Next" and "Next" from the Destination Folder dialog window.



Download Productivity Tools

5. Click "Finish" to complete the installation



How to download WebEx Productivity Tools from WebEx Portal

State of Illinois WebEx Portal

Illinois.webex.com

illinois2.webex.com

1. Log in to Illinois.webex.com or illinois2.webex.com
2. Click “Downloads” from the left hand menu
3. Select “Windows” or “Mac” version of Productivity Tools
4. Click “Download”
5. From the open file dialog, click “Run”
6. Click “Finish” to complete the installation

State of Illinois WebEx Portal

Home Meeting Center Event Center Training Center Support Center My WebEx

New User Reference
Attend a Meeting
▼ Host a Meeting
My Personal Room
Schedule a Meeting
Meet Now
My Meetings
My Recorded Meetings
► Set Up
▼ Support
Help
MyResources
Downloads

Meeting Center: Downloads

[Expand all](#) | [Collapse all](#)

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Windows

▼ WebEx Meeting Center Desktop App

To start or join a meeting, you will need to download, install, and configure the WebEx Meeting Center application. The first time you join or start a meeting, the Meeting Center application will automatically be installed; however you can also manually download and install it.

Windows

You must have administrator privileges on your computer to use this installer.

► Cisco WebEx Meetings Mobile App
► Recorder and Players

About Meeting Center

Service version:	WBS31
Page version:	31.11.5.1
Application version:	31.11.2.7
API version:	10.0.0
Productivity Tools	
Mac version:	31.11.0.40
Windows version:	31.11.0.40

Welcome to WebEx!
“WebEx Profile”

Success!



State of Illinois
WebEx Portal

- Home
- Meeting Center
- Training Center
- Event Center
- Support Center
- My WebEx

valerie.bolinger@illin... Site Administration Log Out



Good morning, Valerie.

Start Meeting

More ways to join

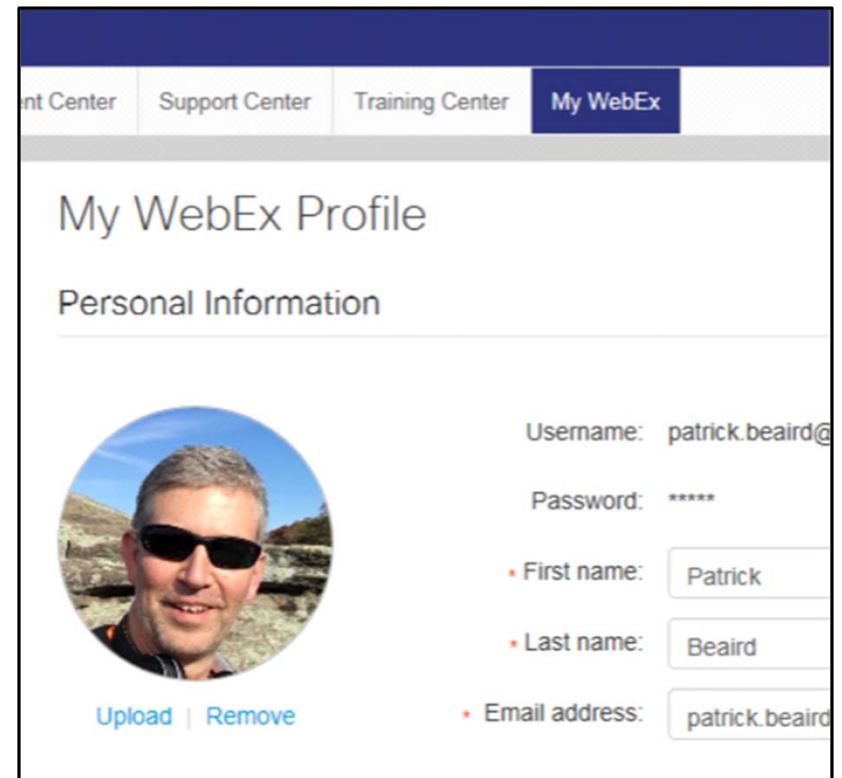


By entering this room, you are accepting the [Terms of Service](#) and [Privacy Statement](#)

WebEx Profile

Your Virtual Profile is Important

Choose an appropriate photo and Label to be used in multiple applications including WebEx. This consistent reflection is important as remote interaction and collaboration increases. To personalize your WebEx portal, Productivity Tools and Session image with a profile photo, click on the circle at the center of the main WebEx portal page.



The screenshot displays the 'My WebEx Profile' page. At the top, there is a navigation bar with tabs for 'My WebEx', 'Training Center', 'Support Center', and 'nt Center'. The main heading is 'My WebEx Profile', followed by the sub-heading 'Personal Information'. On the left, there is a circular profile photo of a man wearing sunglasses. Below the photo are the links 'Upload' and 'Remove'. On the right, there are several fields for personal information: 'Username: patrick.beaird@', 'Password: *****', 'First name: Patrick', 'Last name: Beaird', and 'Email address: patrick.beaird@'.

It's time for Poll!

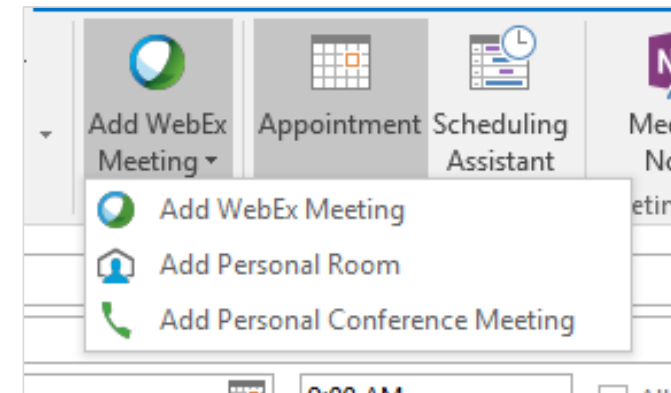
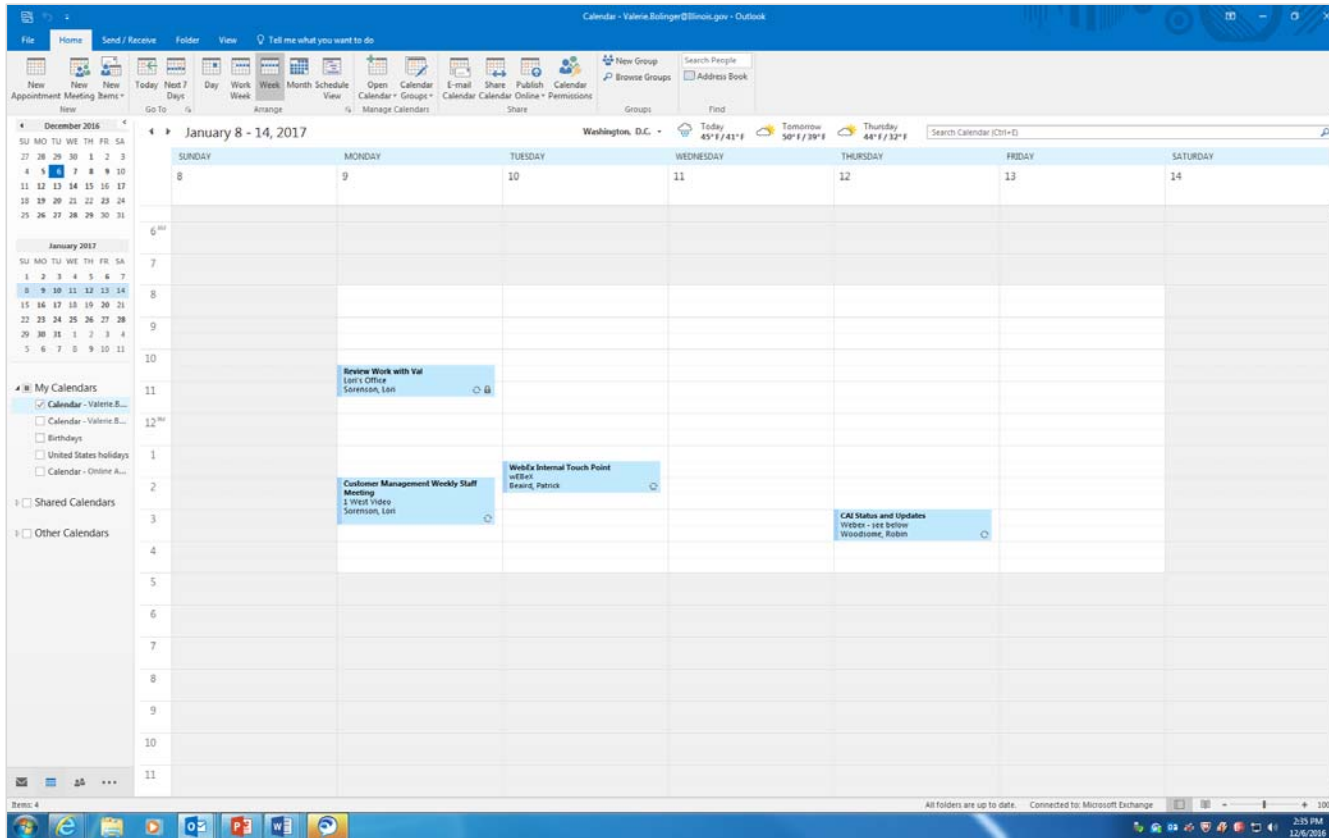
How comfortable do you feel creating your WebEx **Host Account** and installing **Productivity Tools**?

Poll will be open for 2 minutes



Scheduling a WebEx Meeting

How to schedule a WebEx Meeting in Microsoft Outlook



Setup a WebEx meeting in Microsoft Outlook, just like you do other meetings.

How to schedule a WebEx meeting using WebEx Meeting Center

The screenshot shows the 'Schedule a Meeting' page in the State of Illinois WebEx Portal. The page has a dark blue header with the state seal and 'State of Illinois WebEx Portal'. Below the header is a navigation bar with tabs: Home, Meeting Center (selected), Event Center, Training Center, Support Center, and My WebEx. A left sidebar contains a menu with options like 'New User Reference', 'Attend a Meeting', 'Host a Meeting', 'My Personal Room', 'Schedule a Meeting', 'Meet Now', 'My Meetings', 'My Recorded Meetings', 'Set Up', 'Support', 'Help', 'MyResources', and 'Downloads'. The main content area is titled 'Schedule a Meeting' and includes a link to 'Advanced Scheduler'. The form fields are: Meeting topic (empty), Password (aExZ6Jd4), Date (03/06/2017), Time (4:00 pm, Chicago Time), Duration (1 hr, 0 min), Attendees (<Separate email addresses with a comma or semicolon>), and checkboxes for 'Let anyone with a host account on this site host my meeting' and 'Send a copy of the invitation email to me'. Below the form, it says 'Audio conference: WebEx Audio' with a link to 'Change audio conference', and 'Save as template'. At the bottom are 'Start' and 'Cancel' buttons.

The screenshot shows an Outlook email message. The sender is Valerie Bolinger <messenger@webex.com> with the subject '[External] WebEx meeting scheduled: Project Planning 3'. The email body contains: 'Hi, Valerie Bolinger, You are the host for this WebEx meeting. Project Planning 3 Thursday, December 8, 2016 4:00 pm | Central Standard Time (Chicago, GMT-06:00) | 1 hr Meeting number (access code): 804 064 524 Host key: 949056 Meeting password: icn2016'. There is a green 'Add to Calendar' button with the text 'When it's time, start your meeting.' Below this are sections for 'Join from a video system or application' (Dial 804064524@illinois.webex.com) and 'Join by phone' (+1-415-655-0002 US Toll, Global call-in numbers). At the bottom, it says 'Need help? Go to http://help.webex.com.' and an 'IMPORTANT NOTICE' about recording.

Schedule your WebEx Meeting – Recurring WebEx Meeting

Changing a Recurring WebEx Meeting

You can change an occurrence of a recurring meeting from your Outlook calendar to:

- Change the date and time
- Invite or remove attendees
- Remove WebEx from a meeting series that includes WebEx

To change an occurrence of a recurring meeting:

1. Locate the meeting you want to change on your Outlook calendar.
2. Double-click the meeting occurrence. *The Open Recurring Item dialog is displayed.*
3. Select **Open this occurrence**, then click **OK**.
4. Make your changes, then click **Send Update**. *The meeting occurrence is updated on your Outlook calendar and on your WebEx site. Attendees are notified of the change.*

PARTICIPANT BEST PRACTICE: *Ensure when joining a meeting to select the current date occurrence within the series.*

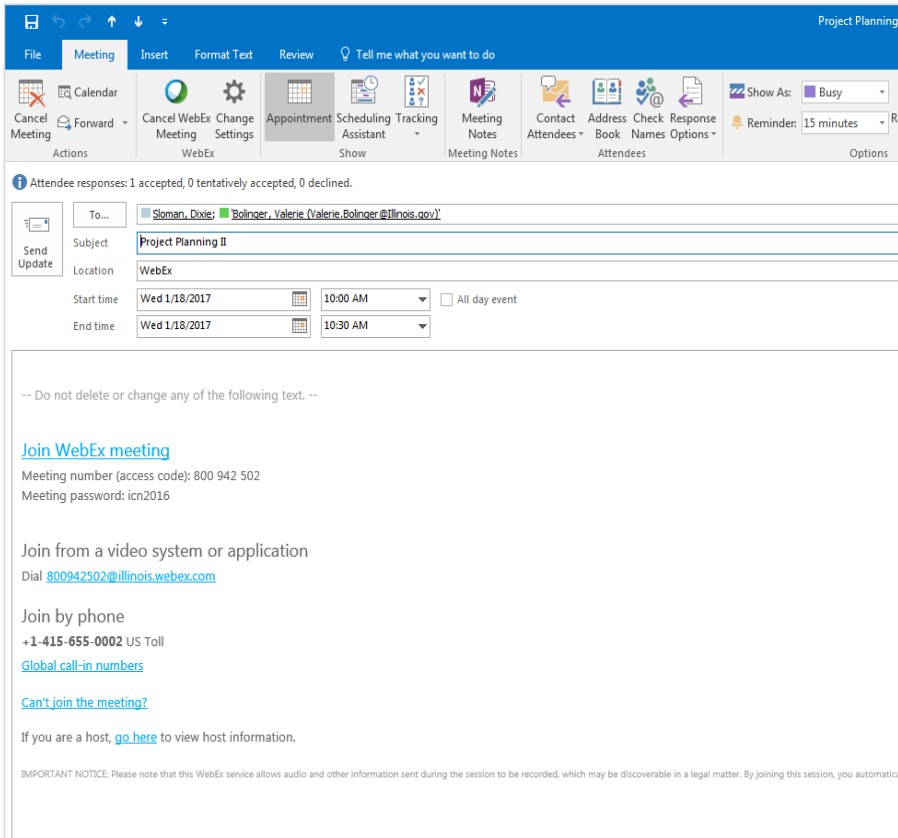
HOST BEST PRACTICE: *Do not add a WebEx to a meeting in a series that that does not already include WebEx.*

Joining a WebEx and Audio Options

Join a WebEx Meeting

Microsoft Outlook Invitation

Click on **“Join WebEx Meeting”**



The screenshot shows the Microsoft Outlook interface with a meeting invitation for "Project Planning II". The ribbon includes "Meeting", "Insert", "Format Text", and "Review". The "Meeting" ribbon has options like "Cancel Meeting", "Forward", "Cancel WebEx Meeting", "Change Settings", "Appointment Assistant", "Scheduling Assistant", "Tracking Assistant", "Meeting Notes", "Contact Attendees", "Address Book", "Check Names", "Response Options", "Show As: Busy", and "Reminder: 15 minutes". The invitation details are as follows:

- To: Sloman, Dixie; Bolinger, Valerie (Valerie.Bolinger@Illinois.gov)
- Subject: Project Planning II
- Location: WebEx
- Start time: Wed 1/18/2017 10:00 AM
- End time: Wed 1/18/2017 10:30 AM

Below the details, there is a note: "-- Do not delete or change any of the following text. --".

[Join WebEx meeting](#)
Meeting number (access code): 800 942 502
Meeting password: icn2016

Join from a video system or application
Dial [800942502@illinois.webex.com](tel:800942502)

Join by phone
+1-415-655-0002 US Toll
[Global call-in numbers](#)

[Can't join the meeting?](#)

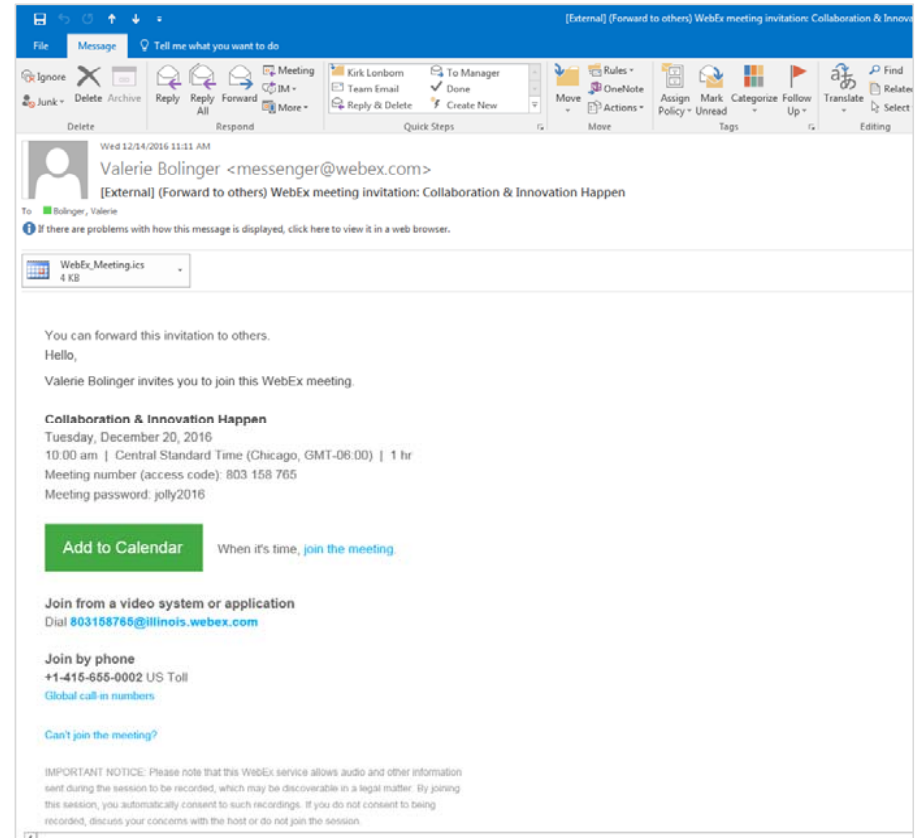
If you are a host, [go here](#) to view host information.

IMPORTANT NOTICE: Please note that this WebEx service allows audio and other information sent during the session to be recorded, which may be discoverable in a legal matter. By joining this session, you automatically consent to such recordings. If you do not consent to being recorded, discuss your concerns with the host or do not join the session.

WebEx Portal Invitation

Click on **“Join the Meeting”**

You also have the option of adding the meeting to your calendar by clicking on **“Add to Calendar”**



The screenshot shows an email in Microsoft Outlook with the subject "[External] (Forward to others) WebEx meeting invitation: Collaboration & Innovation Happen". The sender is Valerie Bolinger <messenger@webex.com>. The email content is as follows:

Wed 12/14/2016 11:11 AM

Valerie Bolinger <messenger@webex.com>
[External] (Forward to others) WebEx meeting invitation: Collaboration & Innovation Happen

To: Bolinger, Valerie

If there are problems with how this message is displayed, click here to view it in a web browser.

WebEx_Meeting.ics
4 KB

You can forward this invitation to others.
Hello,
Valerie Bolinger invites you to join this WebEx meeting.

Collaboration & Innovation Happen
Tuesday, December 20, 2016
10:00 am | Central Standard Time (Chicago, GMT-06:00) | 1 hr
Meeting number (access code): 803 158 765
Meeting password: jolly2016

[Add to Calendar](#) When it's time, [join the meeting](#)


Join from a video system or application
Dial [803158765@illinois.webex.com](tel:803158765)

Join by phone
+1-415-655-0002 US Toll
[Global call-in numbers](#)

[Can't join the meeting?](#)

IMPORTANT NOTICE: Please note that this WebEx service allows audio and other information sent during the session to be recorded, which may be discoverable in a legal matter. By joining the session, you automatically consent to such recordings. If you do not consent to being recorded, discuss your concerns with the host or do not join the session.

Joining a Session

Weekly WebEx Issue's Resolution 

Thursday, October 19, 2017 | 9:30 am Central Daylight Time (GMT-05:00) | 1 hour | ● Started


Recurrence: Every Thursday, from Thursday, March 2, 2017, to Thursday, December 28, 2017

Host: Wallace Dandridge [Add to my calendar](#)

[▶ More information](#)

Your name:

Email address:

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


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

By joining this meeting, you are accepting the Cisco WebEx Terms of Service

Try the new WebEx web app! ×

- ✓ Nothing to install
- ✓ Simple and intuitive
- ✓ Ideal for participants who do not need to present

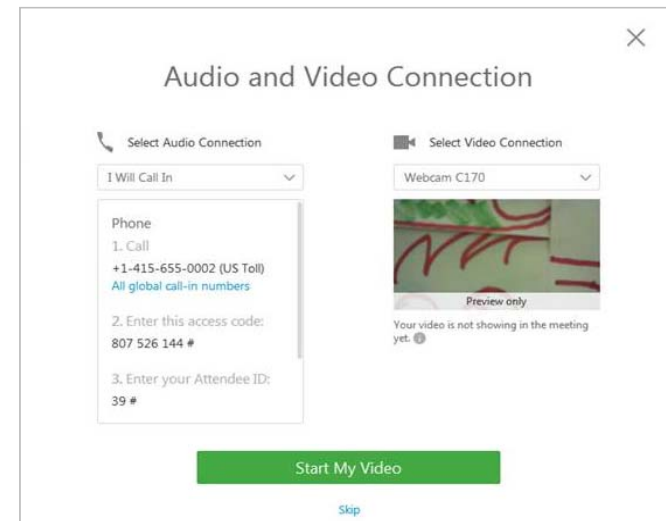
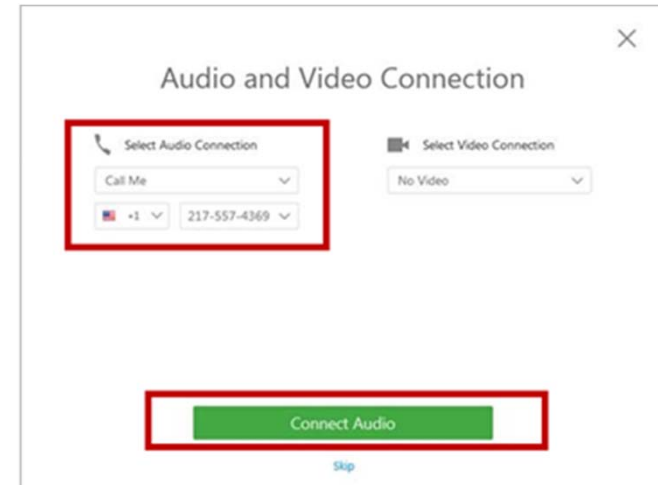
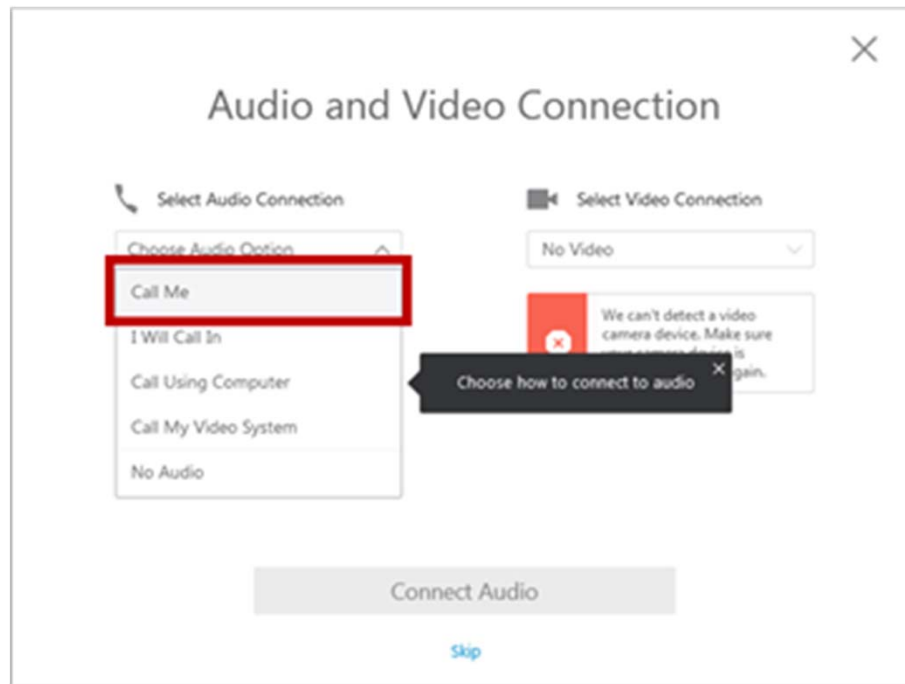
[Learn more](#)

 For the best experience (including video support), join using Firefox or Chrome.

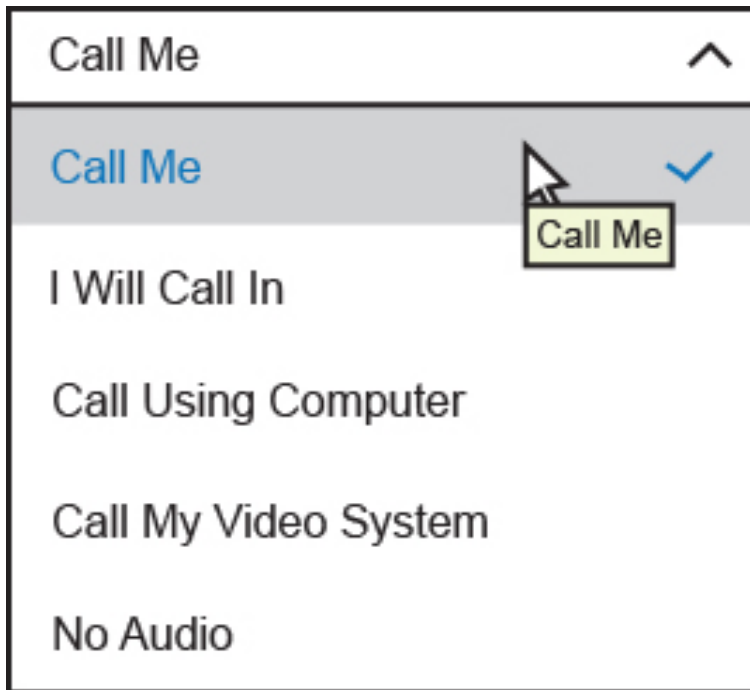
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Join a WebEx Meeting – Audio

1. In the “Select Audio Connection” dropdown choose “Call Me”.
2. In the “Select Video Connection” dropdown choose “No Video”.
3. Click on “Connect Audio” Button.



Audio Connection Options

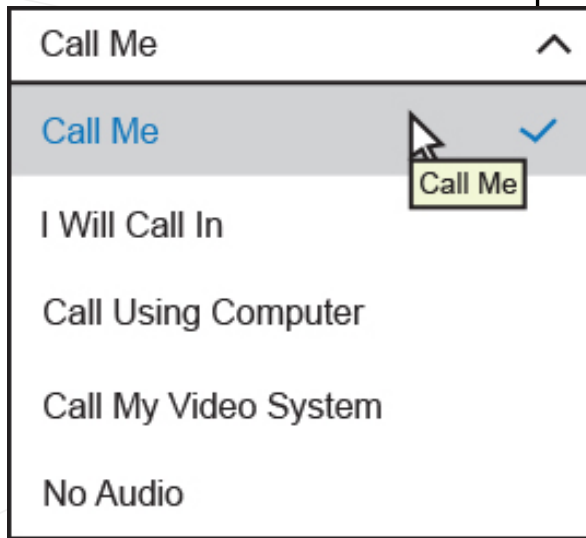


There are 4 options to choose from as indicated here.

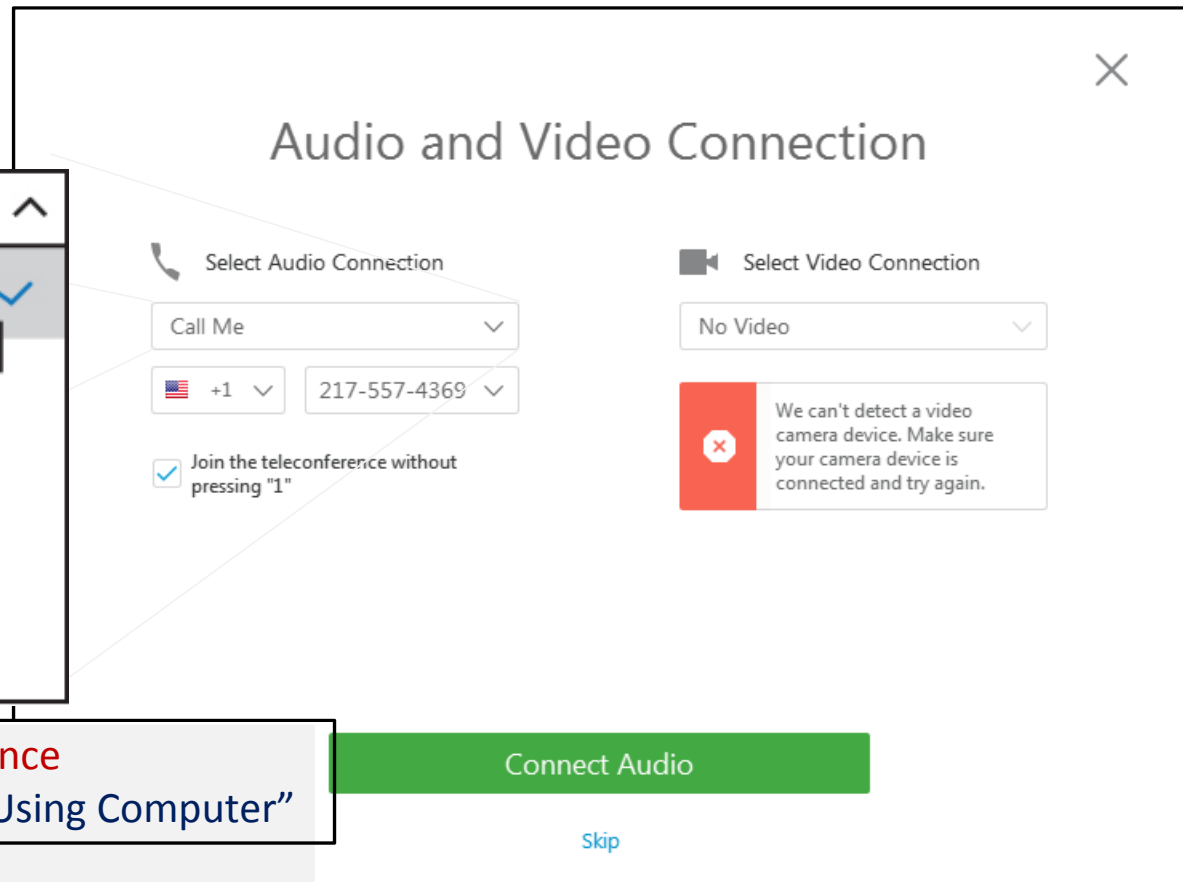
The various options are provided to accommodate a wide variety of use cases. Call using a computer or video system require specific hardware to be used.

Audio Connection Options

Best Practice



A screenshot of a dropdown menu for audio connection options. The menu is titled "Call Me" and has an upward arrow icon. The first option, "Call Me", is highlighted in blue and has a blue checkmark to its right. A mouse cursor is hovering over this option, and a small yellow box with the text "Call Me" is positioned over the checkmark. Other options in the menu include "I Will Call In", "Call Using Computer", "Call My Video System", and "No Audio".



A screenshot of the "Audio and Video Connection" dialog box. The title bar shows "Audio and Video Connection" and a close button (X). The dialog is divided into two main sections: "Select Audio Connection" and "Select Video Connection".

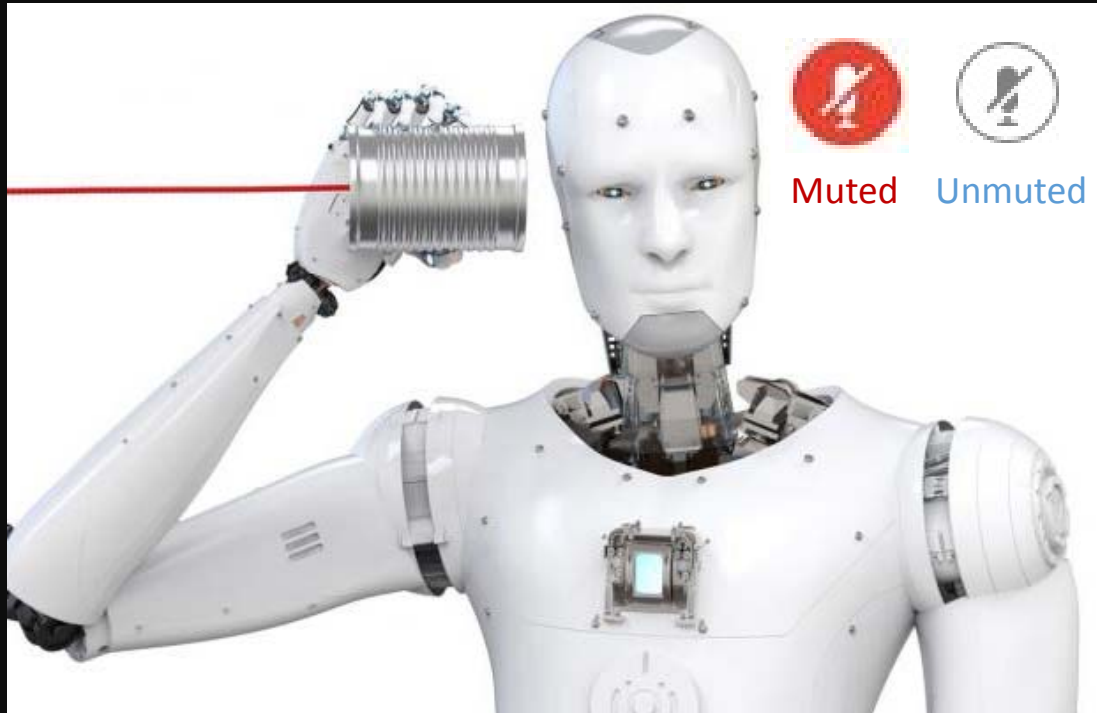
Select Audio Connection: This section includes a dropdown menu currently set to "Call Me", a country code dropdown set to "+1" with a US flag, and a phone number dropdown set to "217-557-4369". Below these is a checked checkbox labeled "Join the teleconference without pressing '1'".

Select Video Connection: This section includes a dropdown menu set to "No Video".

Error Message: A red box with a white 'X' icon contains the text: "We can't detect a video camera device. Make sure your camera device is connected and try again."

At the bottom of the dialog, there are two buttons: a green "Connect Audio" button and a blue "Skip" button.

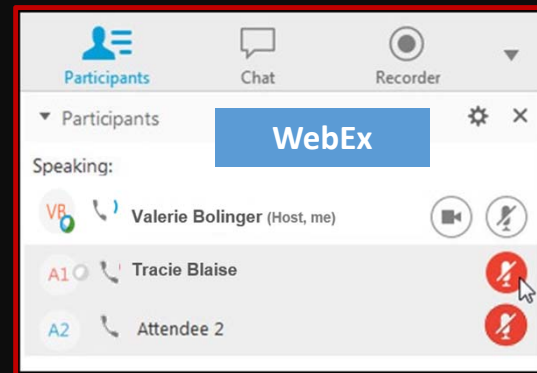
For joining the WebEx Audio Conference
Have the meeting "Call Me" or "Call Using Computer"



Participants can mute or unmute themselves regardless of mute on entry being enabled or being muted by the host.

As a participant:

In the Participants Panel (right zone), select Mute or Unmute



Unmuted

Muted

CAN YOU HEAR ME NOW?

Muting & Unmuting Options
The Dreaded "Double Mute"





Hosting a Meeting

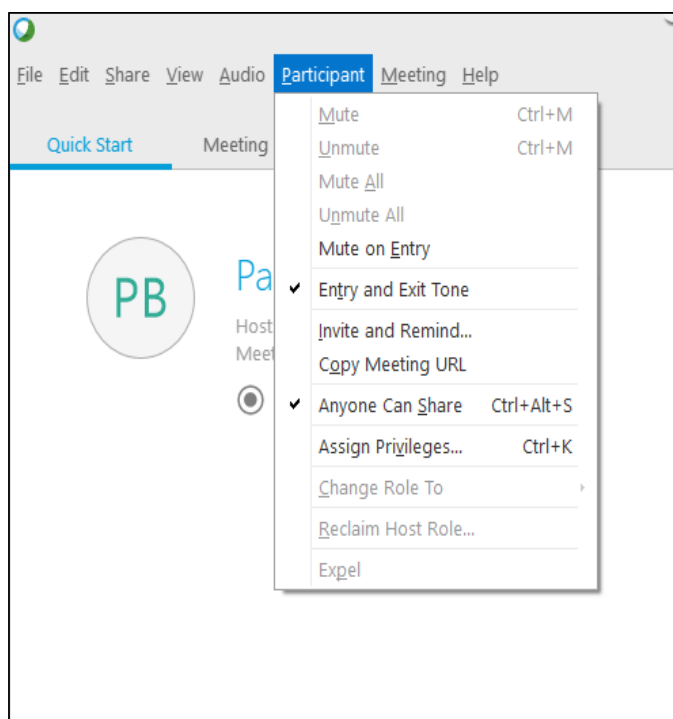
Host Options and Sharing the Ball



The screenshot displays the Cisco WebEx Meeting Center interface. The main window shows a meeting titled "Patrick's Meeting Space" hosted by Patrick Beard. Below the meeting title are buttons for "Record" and "End Meeting". At the bottom, there are three large circular icons: "Call Me", "Share Screen", and "Invite & Remind". A "Share Screen" dialog box is open, showing a "Share Screen" button and a "More Options" link. To the right, a "Share My Screen" menu is visible, listing "Monitor 1", "Monitor 2", and "Monitor 3". Below that is a "Share File (Including Video)..." option with a warning icon. Further down is a "Share Application:" menu listing several applications: Microsoft PowerPoint, Microsoft Outlook(3), Internet Explorer(3), Windows Explorer, WebEx Productivity Tools, and Catalyst Control Center: Host ... There is also an "Other Application..." option. A "More Options" button is located at the bottom of the application list. A small "Connected" status window is also visible in the bottom right corner.

- The Host has the ability to share files, applications or videos.
- The Host may pass the Ball  or a participant may grab the Ball and share at any time.
- The ball  sits to the left of the participant who currently has sharing control.

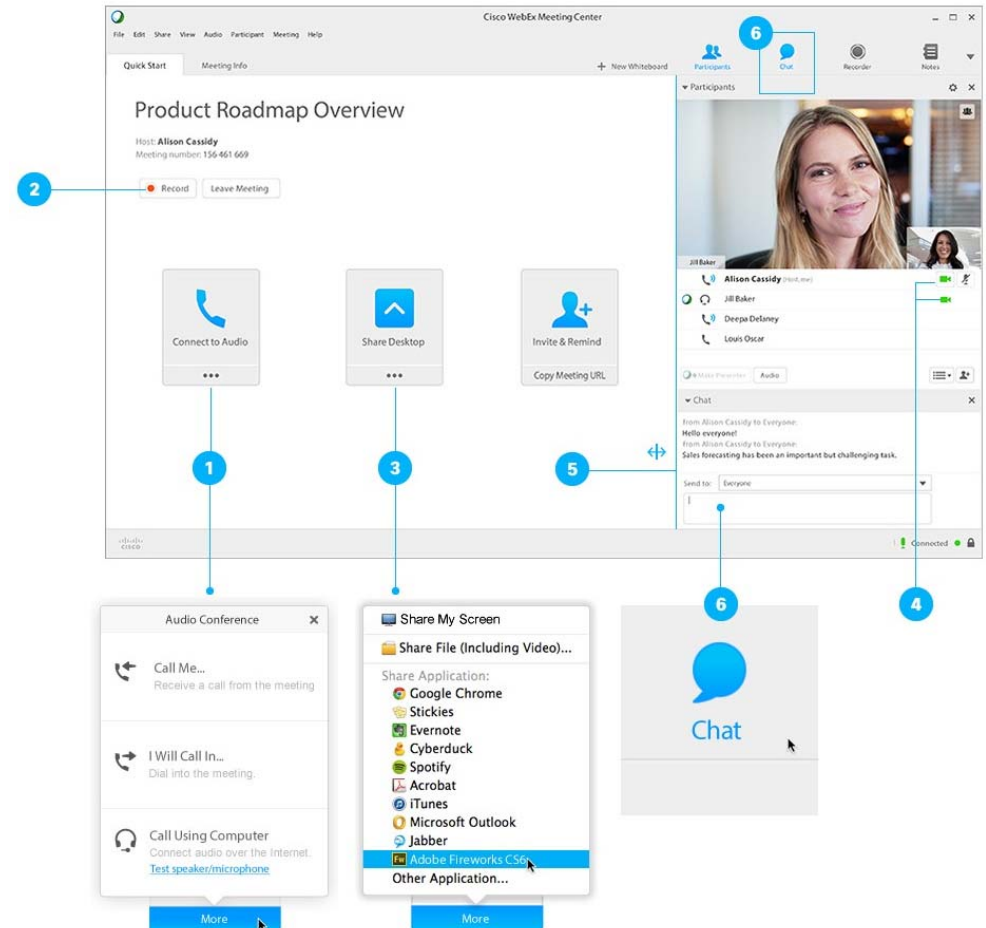
Anyone Can Share



- The Ball represents sharing capability within a session.
- The ball is next to the Host's name by default. Also, by default, the "Anyone Can Share" feature is enabled.
- The Host has the ability to uncheck "Anyone Can Share" in order to lock down control of the ball within the current session.

WebEx Meeting Essentials for Hosts

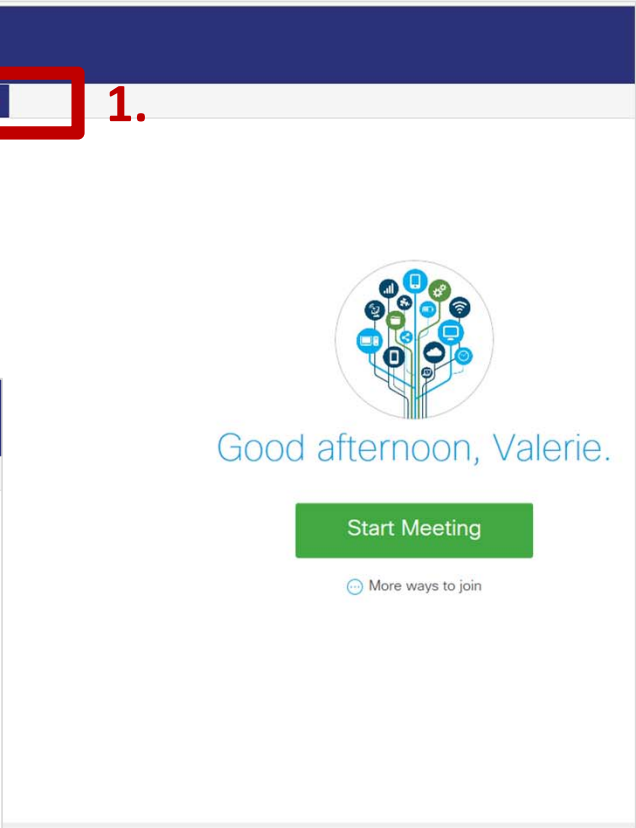
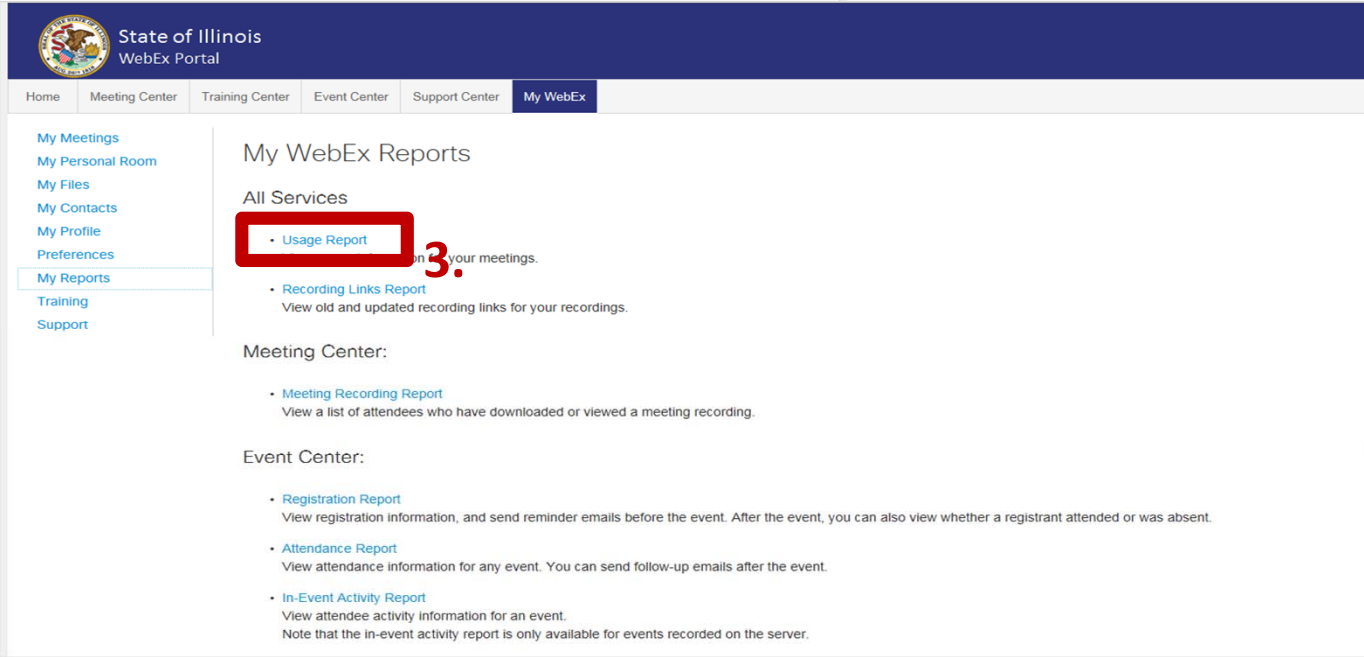
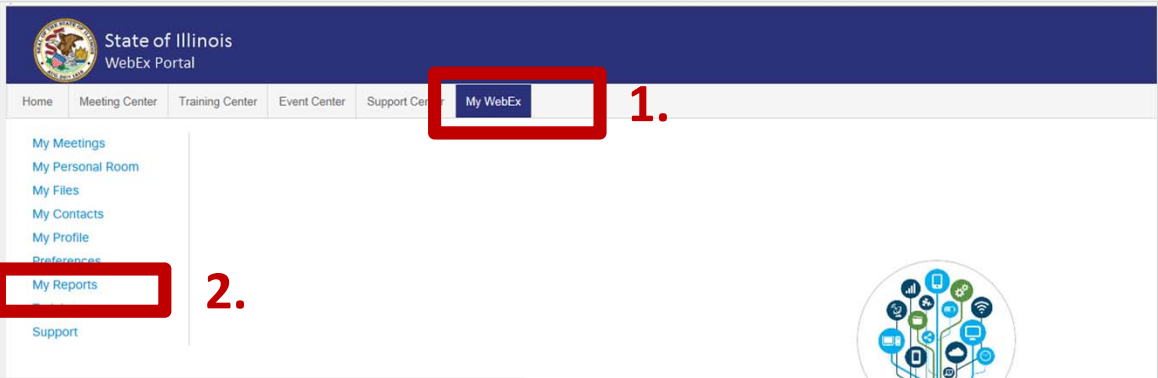
1. **BEST PRACTICE Audio Conference:** Have the meeting call you or connect using your computers audio system
2. **Record:** Record the meeting, including audio, video and presentation , for sharing later.
3. **Share my desktop or files:** Share files, applications, or videos. Present anything on your computers desktop.
4. **Share video:** Click the camera icon to allow others to see you. View the presenter in full-screen HD by clicking the top right corner of the video.
5. **Adjust you view:** Grab the vertical bar in the middle of your meeting window to resize the panel they you would like.
6. **Chat:** Start a side conversation with anyone in the meeting.



Recording a Meeting & Reporting Options

Meeting Center Reporting

- 1. Select the “My WebEx” tab
- 2. Click “My Reports”
- 3. Select “Usage Reports”



Usage Report



- [My Meetings](#)
- [My Personal Room](#)
- [My Files](#)
- [My Contacts](#)
- [My Profile](#)
- [Preferences](#)
- [My Reports](#)
- [Training](#)
- [Support](#)

Usage Summary Report

Search Results from **4/10/17** to **6/16/17**, Central Daylight Time (Chicago, GMT-05:00)

[Search again](#)

Final Usage Summary Report

Sort results by clicking on the column headers.

Printer-friendly Format Export Report

Page: 1 2

Topic ↓	Meeting Type	Date	Start time	Duration	Invited	Registered	Attended	Tele
AET Agenda Review	PRO	5/19/17	8:34 am	24 mins	2	N/A	2	Detail
DoIT Wannacry Ransomware Webinar	ONS	5/17/17	1:37 pm	99 mins	4	0	175	Detail
Education & Training Page	PRO	5/24/17	3:57 pm	5 mins	1	N/A	1	Detail
Education & Training Page	PRO	5/24/17	3:44 pm	9 mins	1	N/A	1	Detail
Education Page	PRO	5/23/17	10:40 am	41 mins	1	N/A	2	No
ICN AET Meeting	PRO	5/19/17	9:36 am	133 mins	1	N/A	28	Detail
ICN Policy Committee Meeting	PRO	4/11/17	12:39 pm	63 mins	0	N/A	1	Detail
ICN Policy Committee Meeting	PRO	4/11/17	12:29 pm	6 mins	0	N/A	1	No
ICN Policy Committee Meeting	PRO	4/11/17	12:27 pm	3 mins	0	N/A	1	No
Let's Take a Look at Remedy OnDemand	ONS	5/24/17	8:43 am	90 mins	2	0	71	Detail
Remedy ITSM Project Update	ONS	4/12/17	8:57 am	90 mins	3	0	133	Detail
Remedy ITSM Project Update	ONS	4/12/17	8:21 am	1 min	0	0	1	No
Review AET Meeting Agenda	PRO	5/18/17	4:41 pm	1 min	1	N/A	1	No
Review AET Meeting Agenda	PRO	5/18/17	4:24 pm	17 mins	1	N/A	1	Detail
Review Citrix Issue with Essam & Spark	PRO	4/19/17	1:28 pm	44 mins	3	N/A	5	Detail
TEST Remedy ITSM Project Update	ONS	4/11/17	4:09 pm	58 mins	1	0	4	Detail
TEST Wannacry Webinar	ONS	5/17/17	10:37 am	65 mins	1	0	6	Detail
Test - Ransomware Webinar	ONS	5/16/17	8:28 am	31 mins	1	0	4	Detail
Test - Ransomware Webinar	ONS	5/15/17	4:38 pm	6 mins	1	0	1	No
Training page	PRO	5/25/17	9:47 am	3 mins	1	N/A	2	No

Page: 1 2

My Recorded Meetings

“My Recorded Meetings” provides a list of your previously recorded meetings.

Users have the ability to:

1. Play recording
2. Email your recording
3. Download
4. Modify
5. Disable
6. Delete

State of Illinois
WebEx Portal

Home Meeting Center Training Center Event Center Support Center My WebEx

valerie.bolinger@illin... Site Administration Log

New User Reference
Attend a Meeting
Host a Meeting
My Personal Room
Schedule a Meeting
Meet Now

My Recorded Meetings

Set Up
Support
Help
MyResources
Downloads

My Recorded Meetings

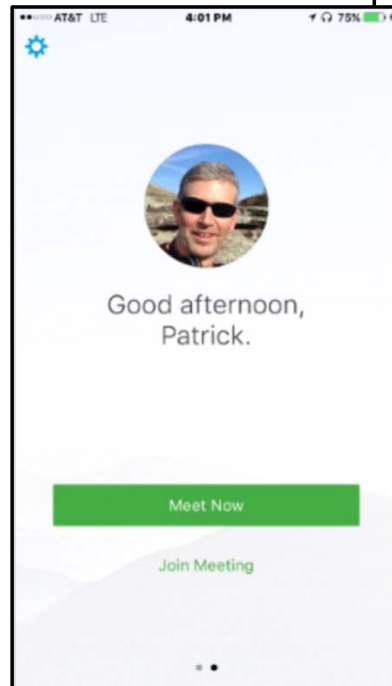
Find recordings Search

Total: 14 recordings

Recording storage Personal: 12% of 3 GB Site: 1% of 550 GB

Topic	Security	Size	Create Time	Duration	Format	
ICN AET Meeting-20170519 1450-...		76.1MB	5/19/17 12:58 pm	1 hour 59 minutes	MP4	
AET Meeting-20170317 1502-1		93MB	3/17/17 11:54 am	1 hour 20 minutes	MP4	
Collaboration & Innovation Hap...		48.53MB	1/12/17 3:22 pm	1 hour 2 minutes	MP4	
Valerie Bolinger's Personal Ro...		6.0KB	11/18/16 2:28 pm	1 minute	MP4	
Valerie Bolinger's Personal Ro...		5.0KB	11/18/16 2:28 pm	1 minute	MP4	
Test-20160928 1827-1		2.28MB	9/28/16 1:38 pm	6 minutes	MP4	
Valerie Bolinger's Personal Ro...		347.0KB	9/22/16 2:08 pm	4 minutes	MP4	
Labor Hearings-20160922 1853-1		5.0KB	9/22/16 2:04 pm	1 minute	MP4	
Claims Hearing-20160922 1823-1		1.6MB	9/22/16 1:36 pm	9 minutes	MP4	
Claims Hearing-20160921 1902-1		361.0KB	9/21/16 2:21 pm	10 minutes	MP4	
Labor Hearings TEST-20160920 1...		1.17MB	9/20/16 3:05 pm	2 minutes	MP4	
Valerie Bolinger's Personal Ro...		39.65MB	9/20/16 11:45 am	1 hour 14 minutes	MP4	
Valerie Bolinger's Personal Ro...		1.15MB	9/19/16 4:18 pm	1 minute	MP4	
Valerie Bolinger's Personal Ro...		1.49MB	9/19/16 4:09 pm	26 minutes	MP4	

WebEx Mobile



WebEx for the I-Phone Quick Reference

Version 10.0.0

Obtaining the Application

The app is available in the Apple App Store.



Host Account Holder Login

DoIT provides WebEx capability for agencies through two WebEx portal sites in combination with Microsoft Office products integration using a product called WebEx Productivity Tools.

Poll coming your way!

How comfortable do you feel joining, scheduling and/or hosting a WebEx meeting?

Poll will be open for 15 minutes

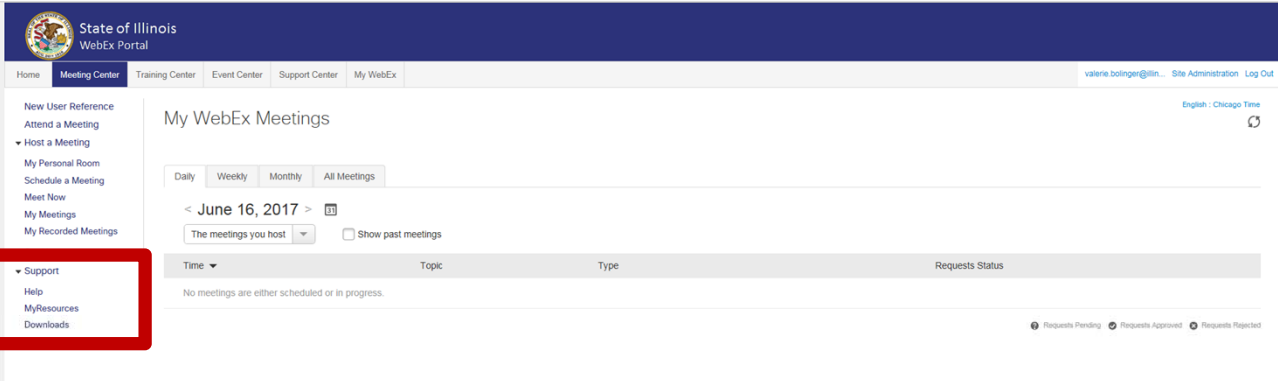


Need WebEx Assistance?

Self Service Tech Support

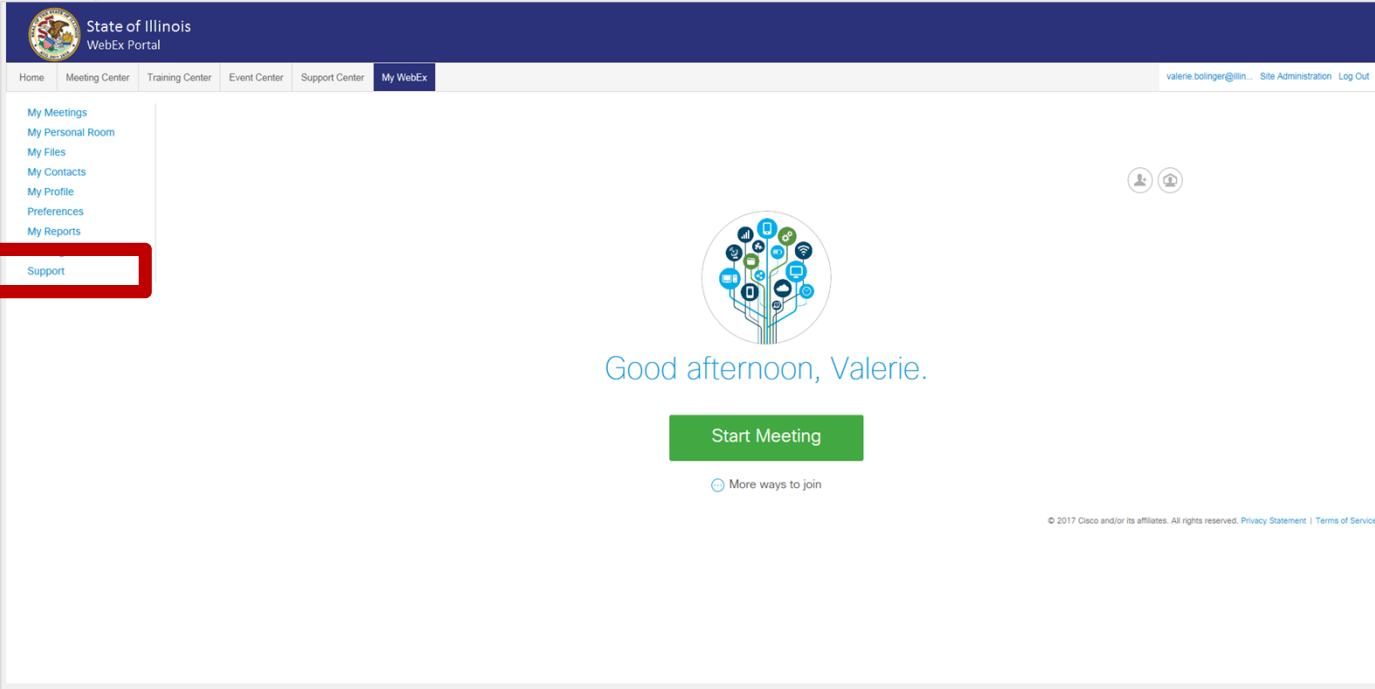
Meeting Center “Support”

- Popular Topics
- My Resources
- Downloads



My WebEx Support & Training

- Resources
- Downloads
- Contact Information
- Training
- Self-service technical support





DoIT Customer Service Center

DoIT Tech Support
staff are ready to help
you with all your
WebEx issues.

217-524-DoIT (3648)
or
312-814-DoIT (3648)

Option 4

Questions & Answers

Thank you for attending today's session.

