# Cisco WebEx Training
*Session 1 – Basic Overview*

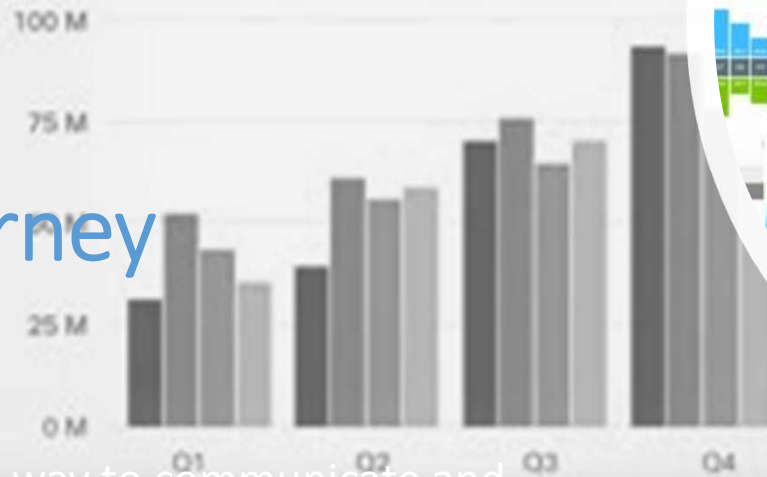Illinois.webex.com

Illinois**2**.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?
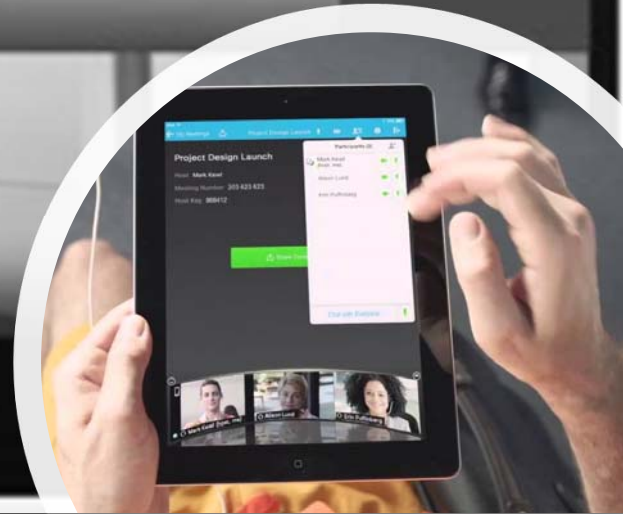
# Join the Journey

- 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 $$$

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

Evolution of Communication

What's Next?

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

DoIT Daily is a daily virtual meeting with 50+ managers and agency leadership to facilitate open communication among teams and quick resolution to issues and concerns. The meeting leverages video conferencing, audio, document sharing and participants to join from
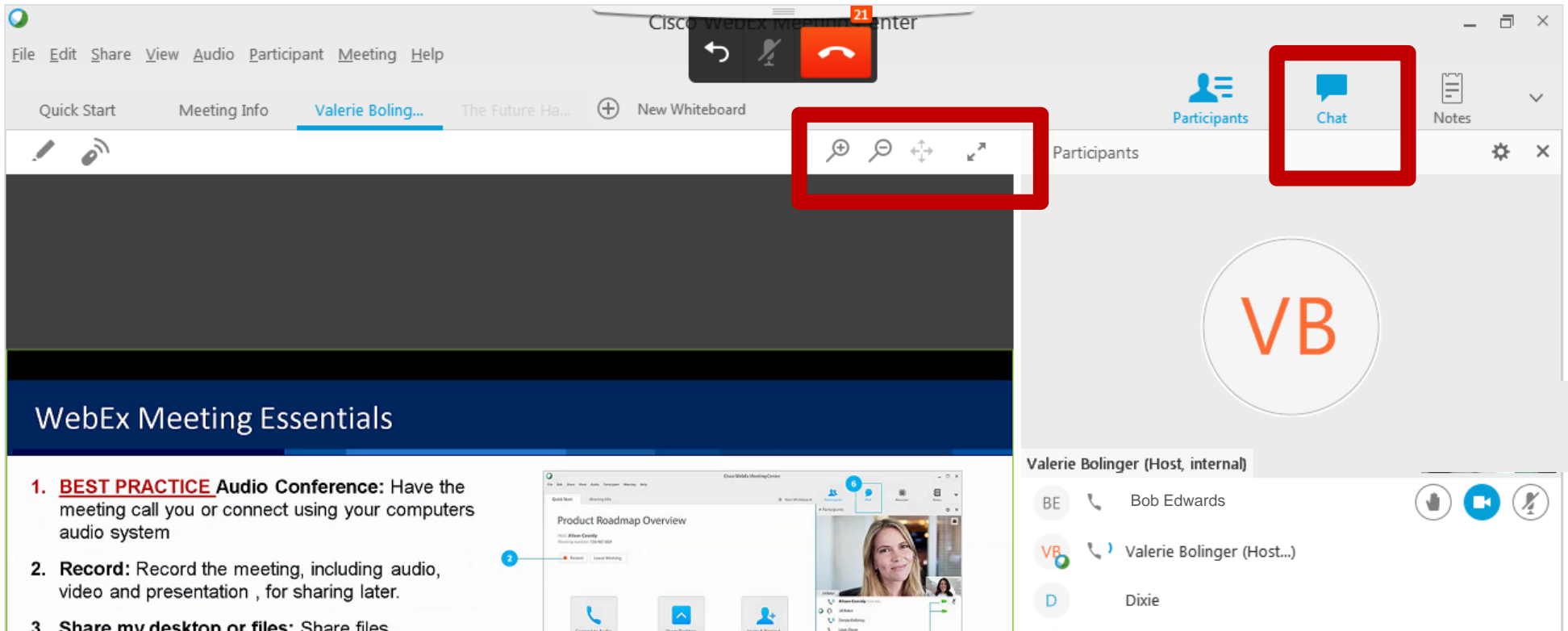
Speaking: Chris Oliver (AGR)

# Participant Controls

# Participant Controls: View (Zoom), Chat, Tabs

# 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)*



Mute

Off   On



Raise Hand

Off   On



Video

Off   On
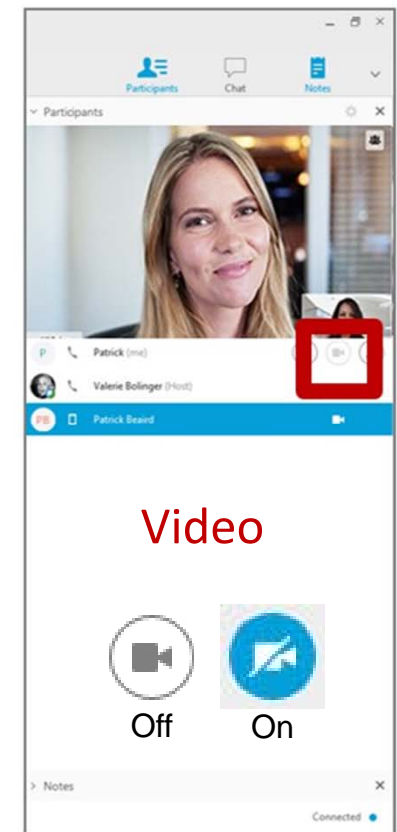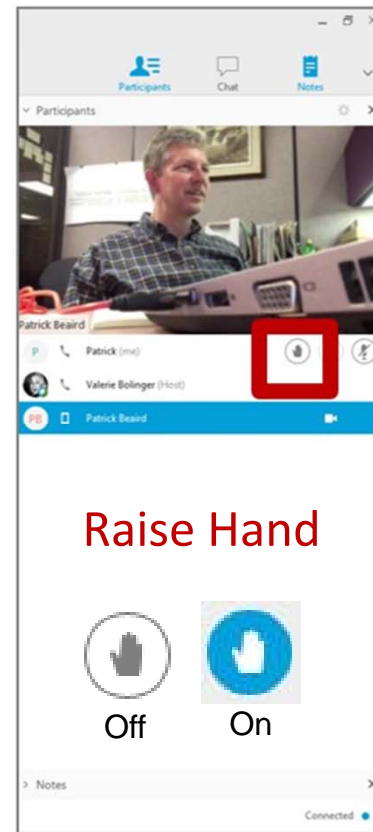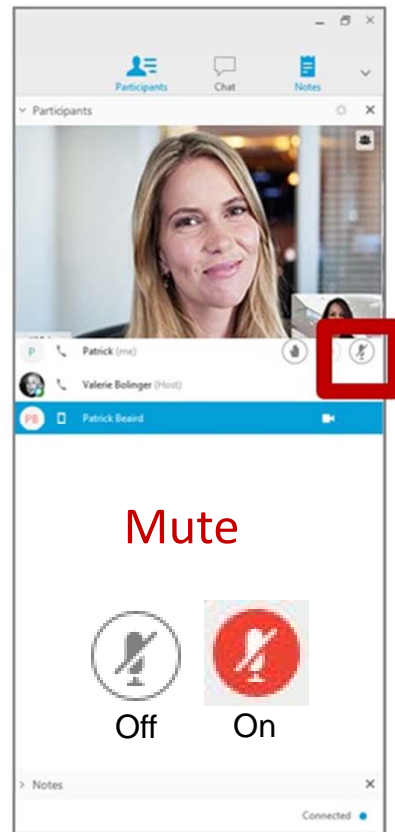
# Key Elements

- 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 Eligiblity
## 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 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.



**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
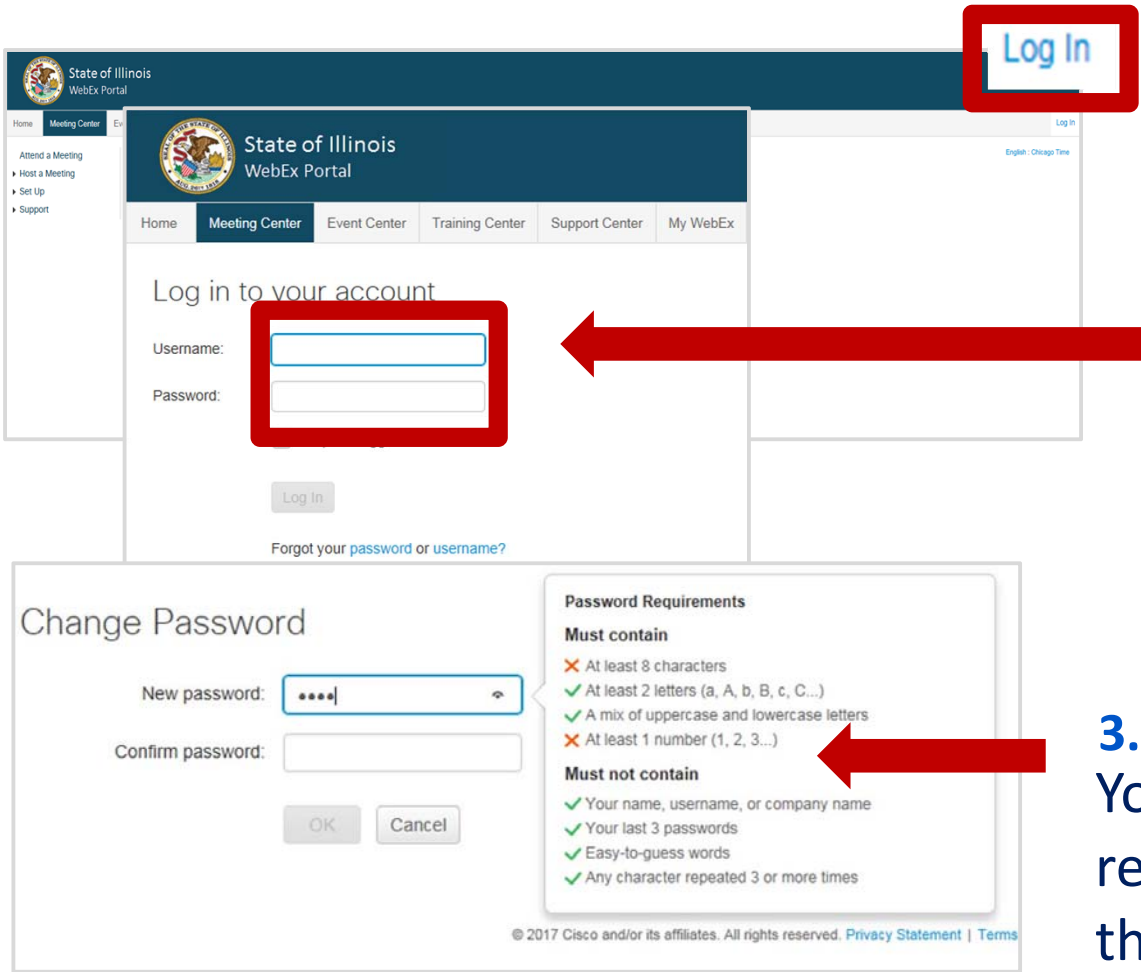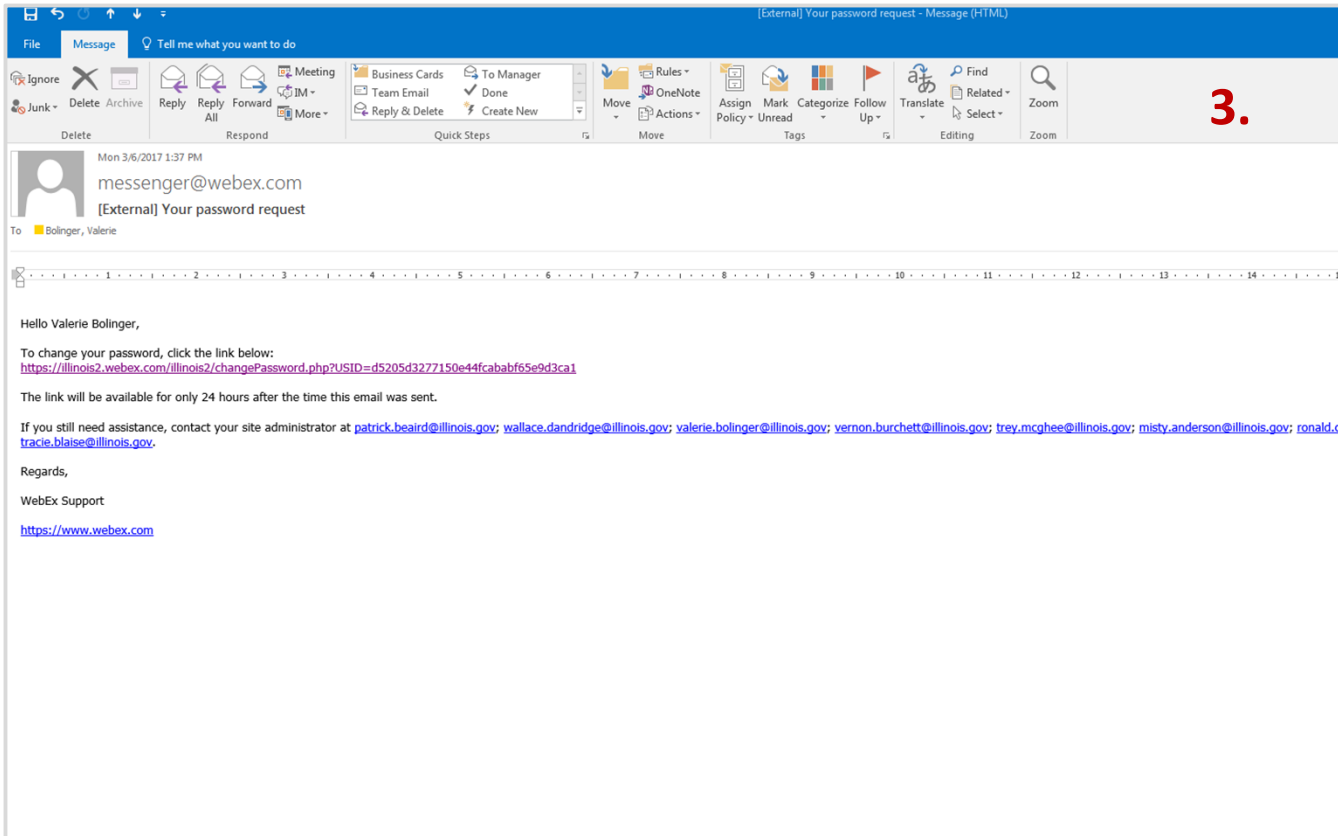
**1.**

**Illinois2.webex.com**

Log In

**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.

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State of Illinois
WebEx Portal

Home | Meeting Center | Ev

Attend a Meeting
▶ Host a Meeting
▶ Set Up
▶ Support

State of Illinois
WebEx Portal

Log In
English : Chicago Time

Home | Meeting Center | Event Center | Training Center | Support Center | My WebEx
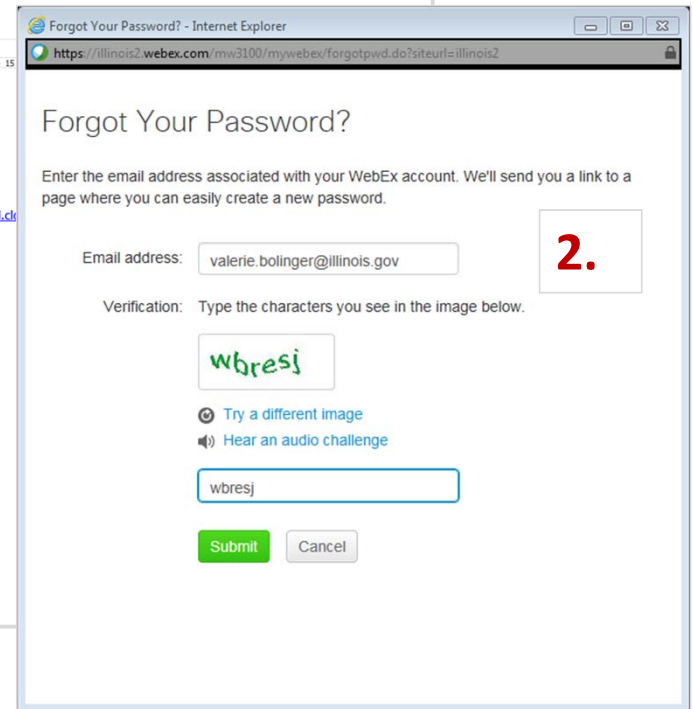
Log in to your account

Username:
Password:

Log In

Forgot your password or username?

## Change Password

New password: ●●●●

Confirm password:

OK    Cancel

**Password Requirements**

**Must contain**
✗ At least 8 characters
✓ At least 2 letters (a, A, b, B, c, C...)
✓ A mix of uppercase and lowercase letters
✗ At least 1 number (1, 2, 3...)

**Must not contain**
✓ Your name, username, or company name
✓ Your last 3 passwords
✓ Easy-to-guess words
✓ Any character repeated 3 or more times

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# Forgot Your Password?

# Productivity Tools

# Download Productivity Tools

1. Click "Download"

# Download Productivity Tools



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.
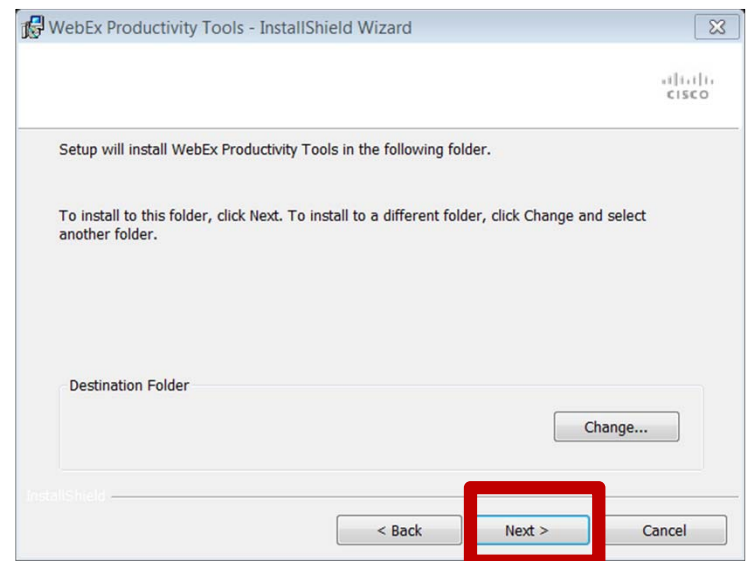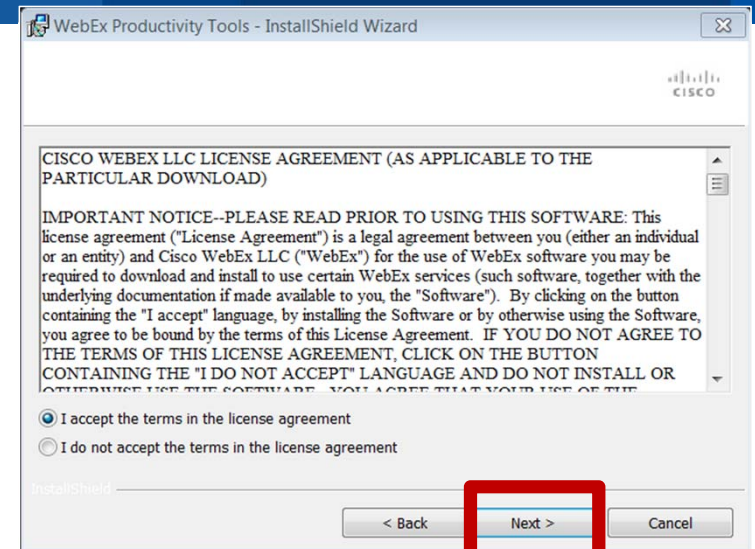
## Download Productivity Tools

5. Click "Finish" to complete the installation
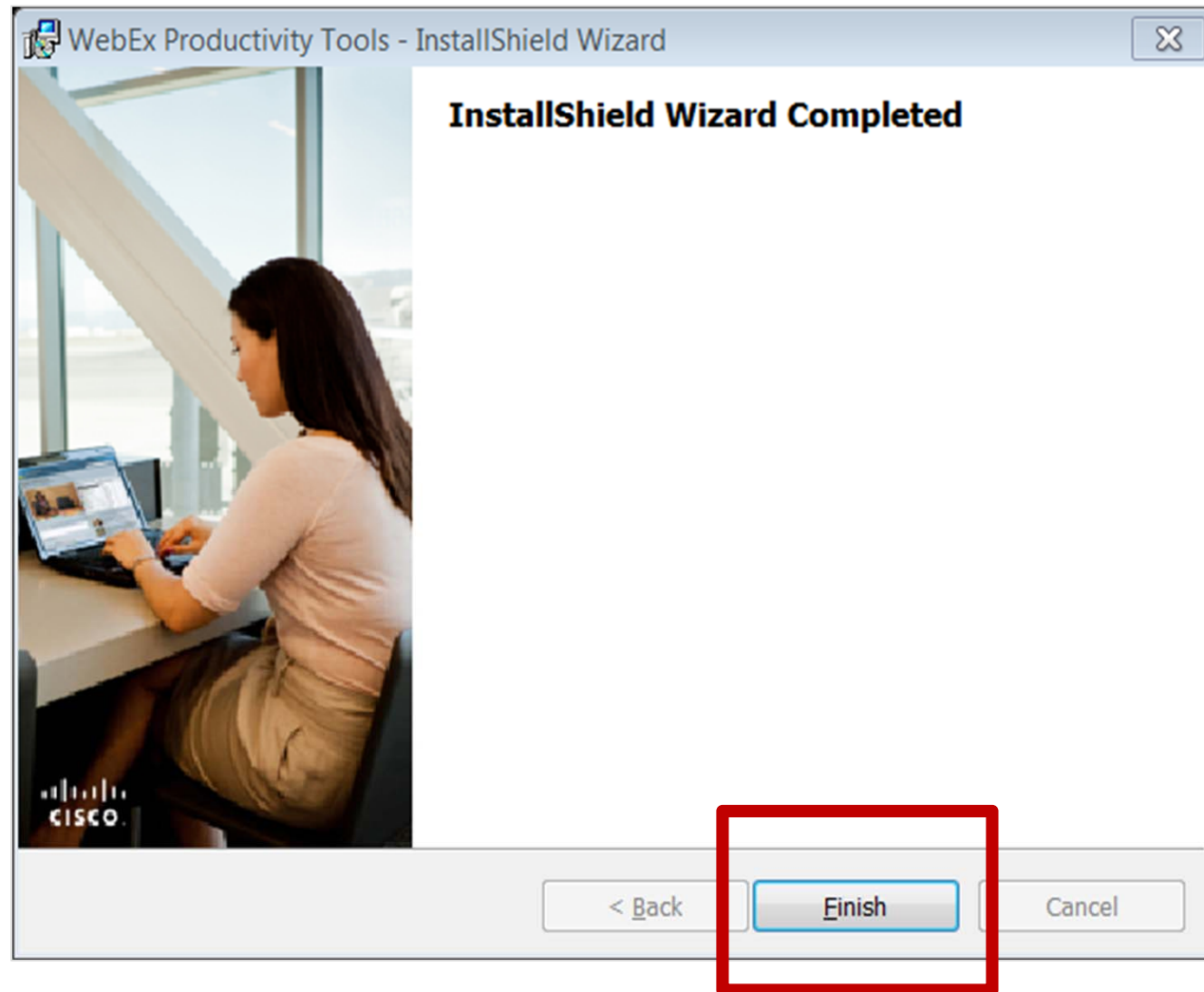
# How to download WebEx Productivity Tools from WebEx Portal

State of Illinois WebEx Portal

## Illinois.webex.com
## illinois**2**.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

# Welcome to WebEx!
## "WebEx Profile"

# Success!



State of Illinois
WebEx Portal

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

Good morning, Valerie.

**Start Meeting**

More ways to join
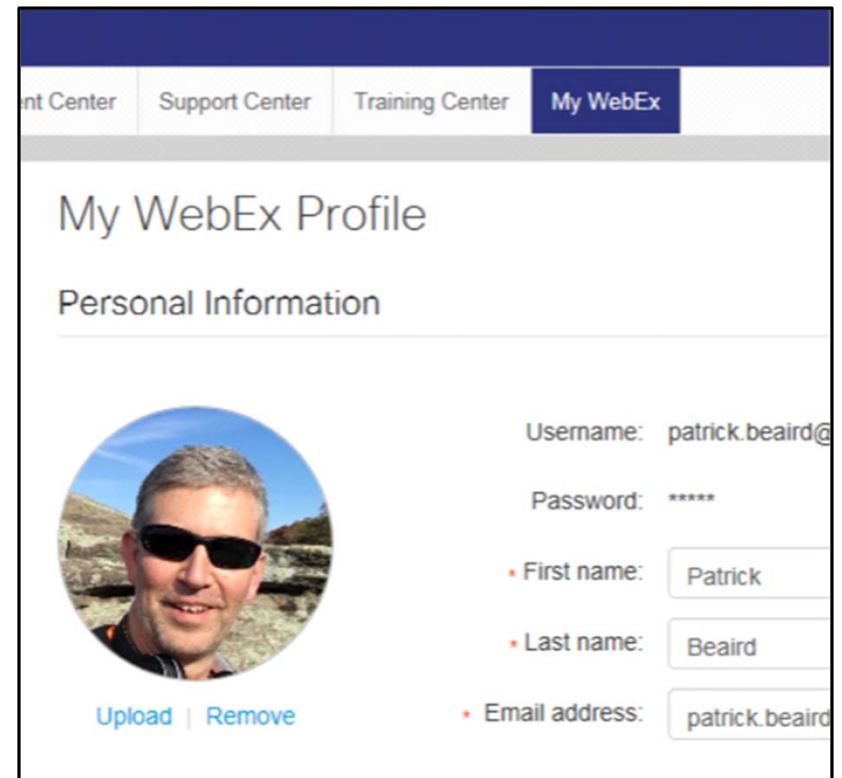
# WebEx Profile

**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.

# 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
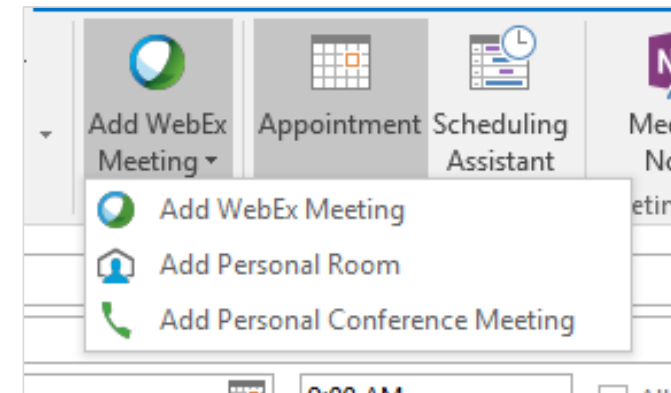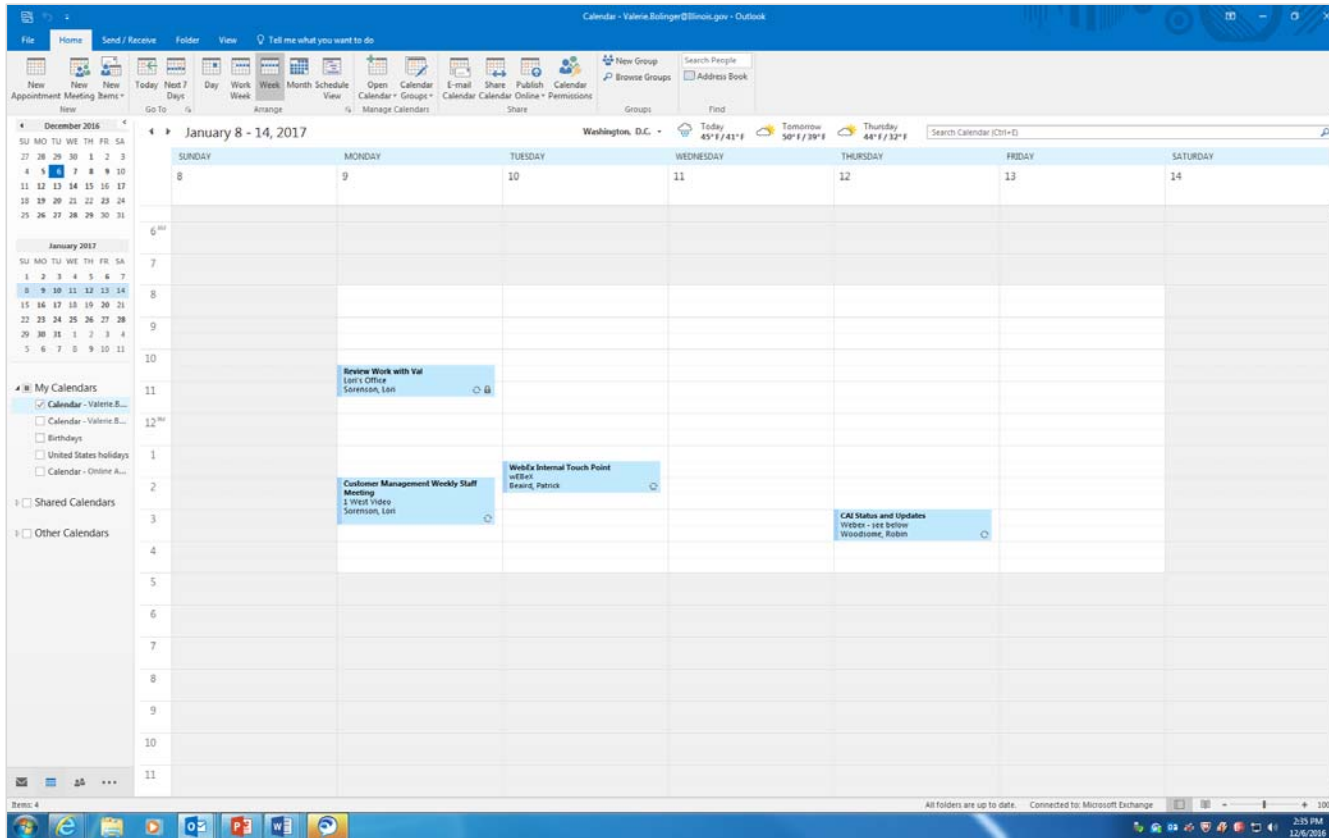


Setup a WebEx meeting in Microsoft Outlook, just like you do other meetings.

# How to schedule a WebEx meeting using WebEx Meeting Center

# 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.*
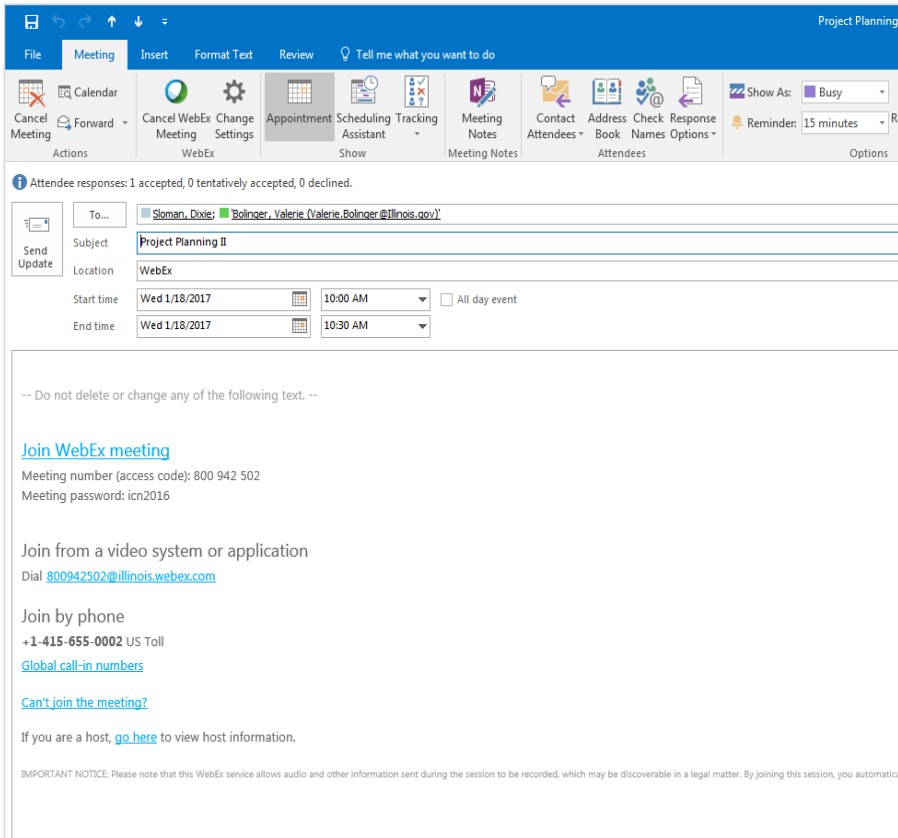
# Joining a WebEx and Audio Options

# Join a WebEx Meeting

## Microsoft Outlook Invitation
Click on "Join WebEx Meeting"

## 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"

# 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: Valerie Bolinger

Email address: Valerie.Bolinger@Illinois.gov

Join | ☰ *Join by browser*   *NEW!*

**Try the new WebEx web app!**                                    ✕

✓ Nothing to install

✓ Simple and intuitive

✓ Ideal for participants who do not need to present

Learn more

If you are the host, start your meeting.

By joining this meeting, you are accepting the Cisco WebEx Te

💡 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.
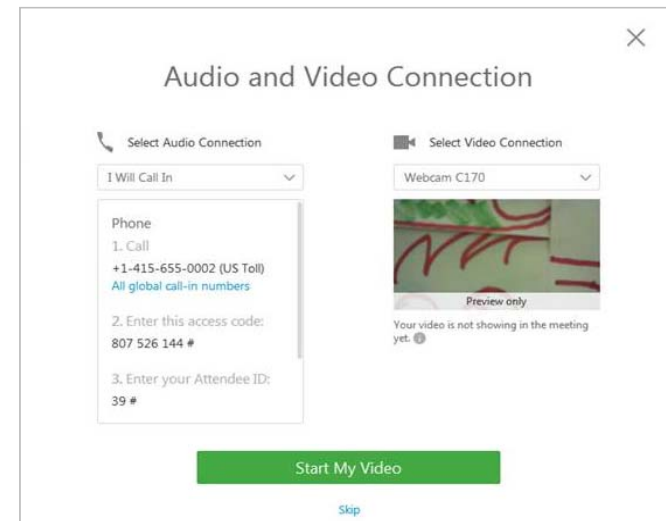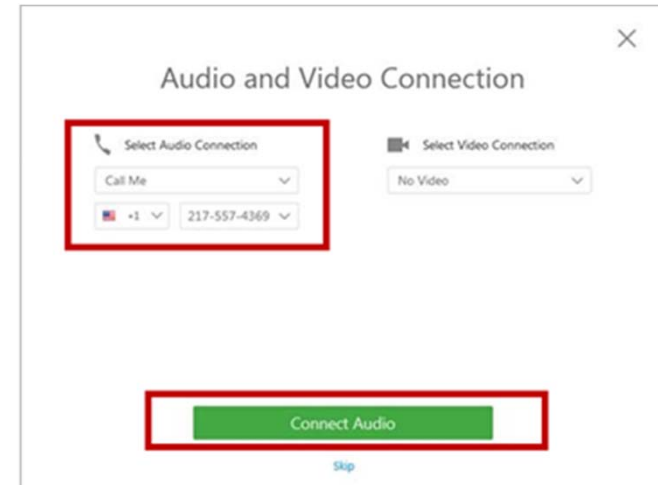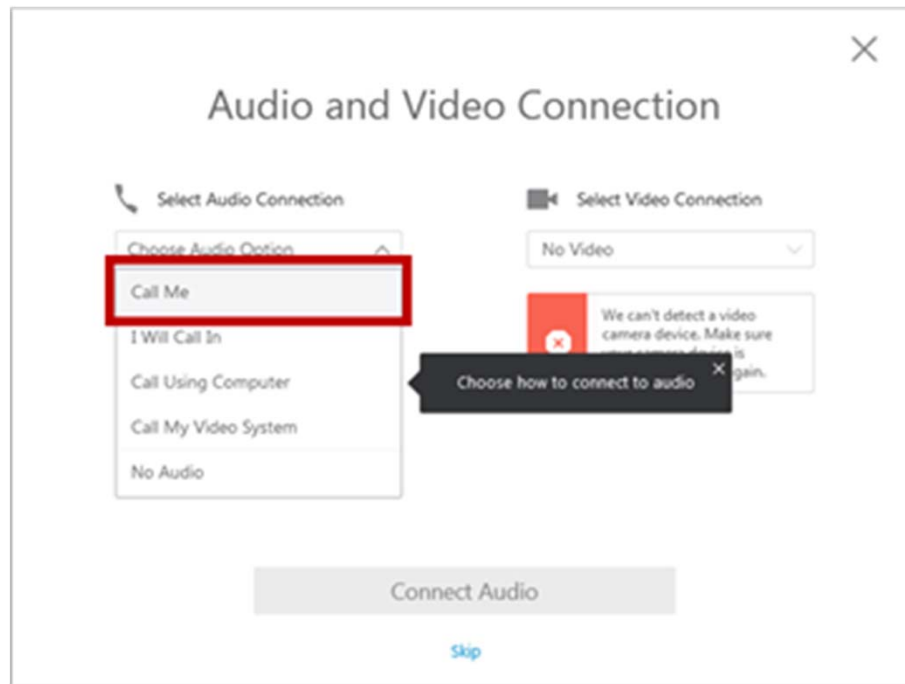
# Audio Connection Options
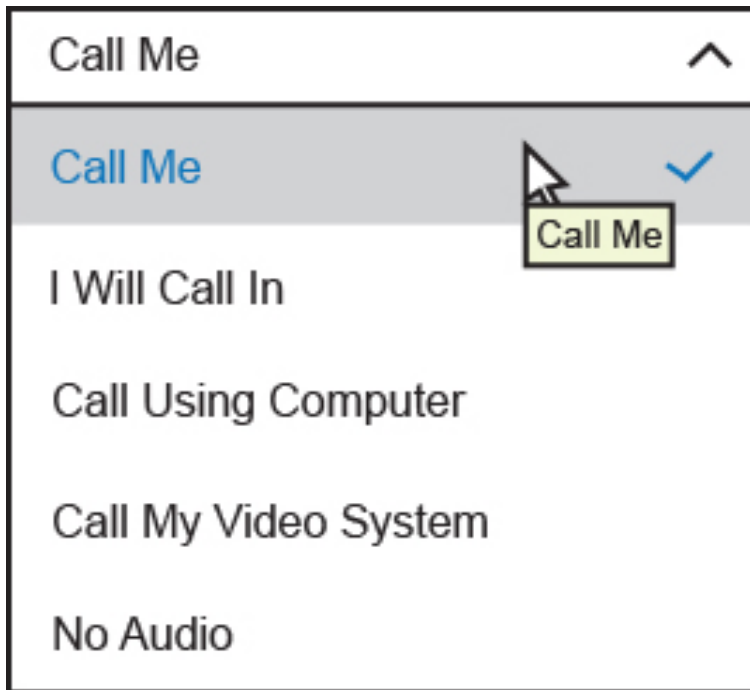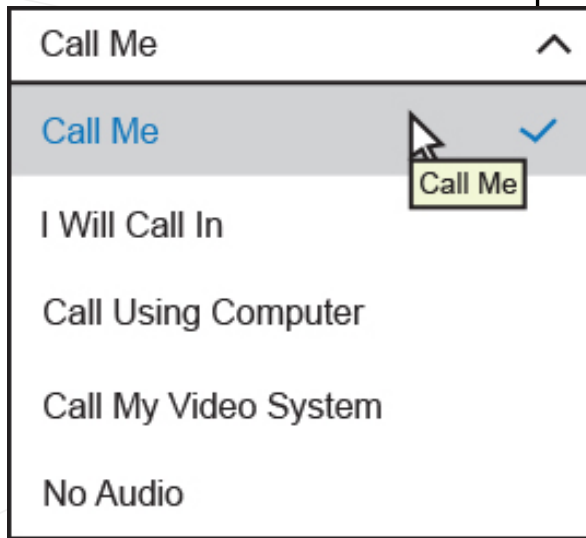


There are 4 options to choose from as indicated here.
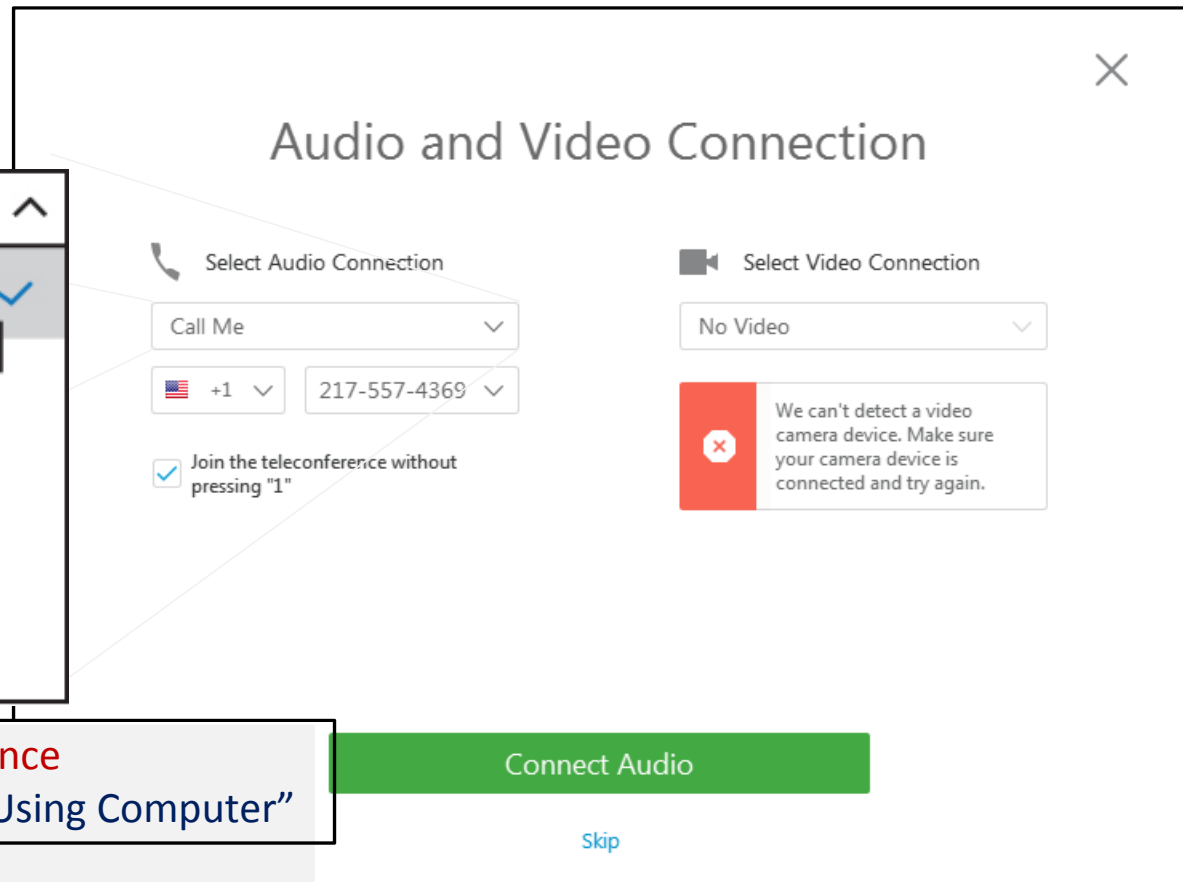
The various options are provided to accommodate a wide variety of use cases. Call using a computer or video system require specific hardware to be used.

# Audio Connection Options



Best Practice

For joining the WebEx Audio Conference
Have the meeting "Call Me" or "Call Using Computer"
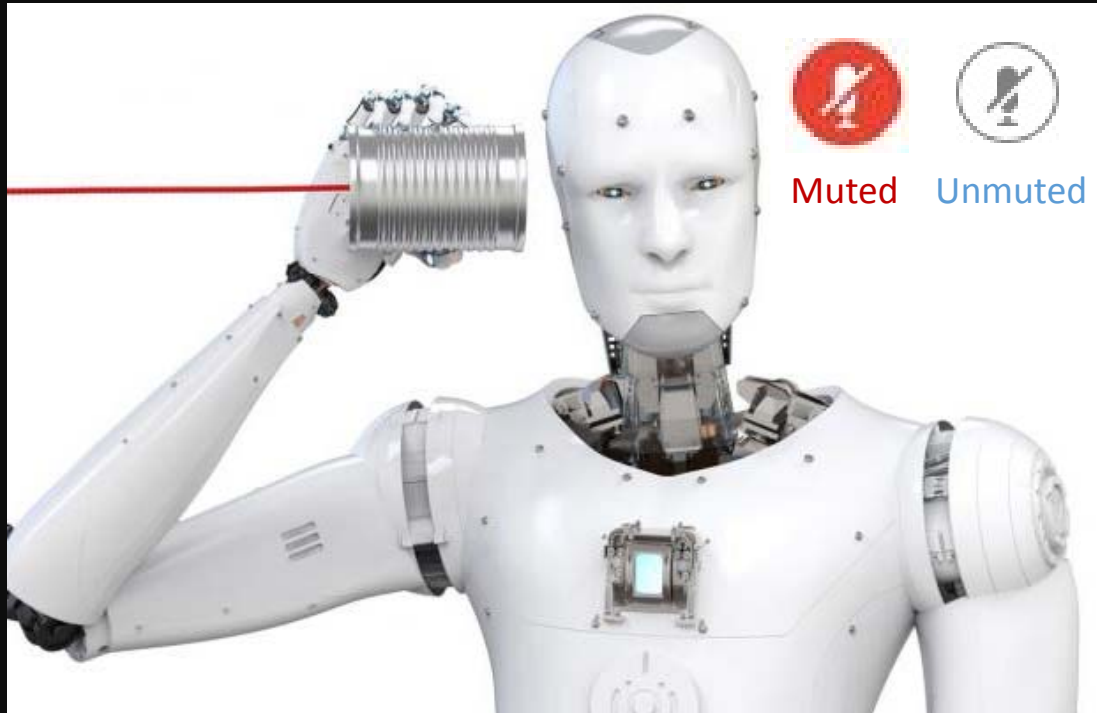
Participants can mute or unmute themselves regardless of mute on entry being enabled or being muted by the host.

**As a participant:**
In the Participants Panel (right zone), select Mute or Unmute

Muted    Unmuted

WebEx

Unmuted

Muted

Desk Phone
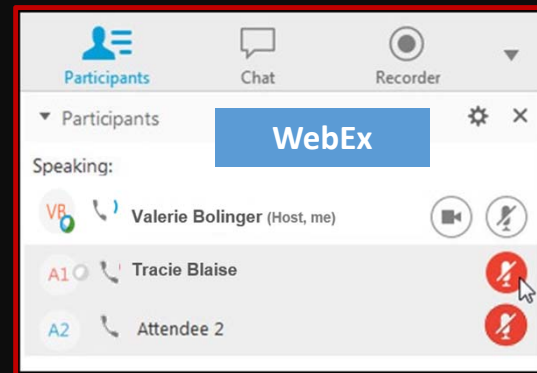
# CAN YOU HEAR ME NOW?

Muting & Unmuting Options
The Dreaded "Double Mute"

# Hosting a Meeting

# Host Options and Sharing the Ball



- 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
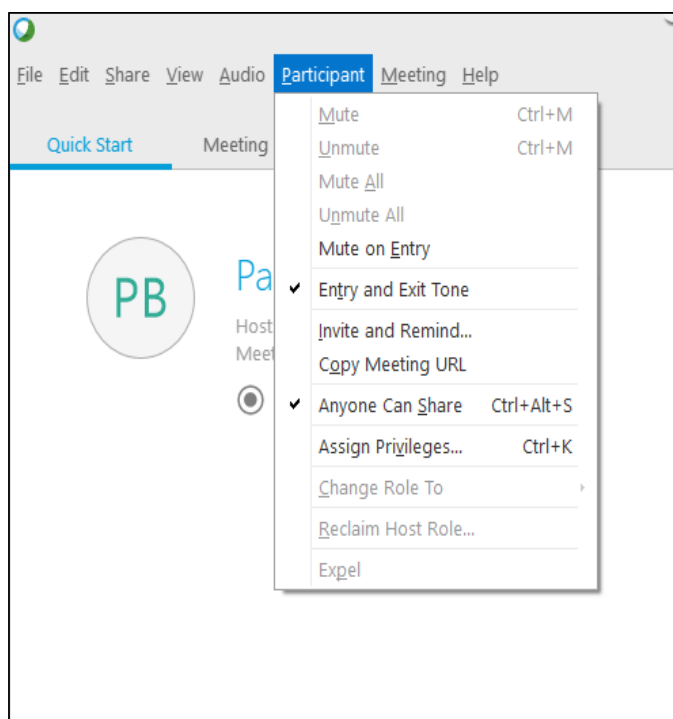


- The Ball represents sharing capability within a session.
- The ball is next to the Host's name by default. Also, by default, the "Anyone Can Share" feature is enabled.
- The Host has the ability to uncheck "Anyone Can Share" in order to lock down control of the ball within the current session.
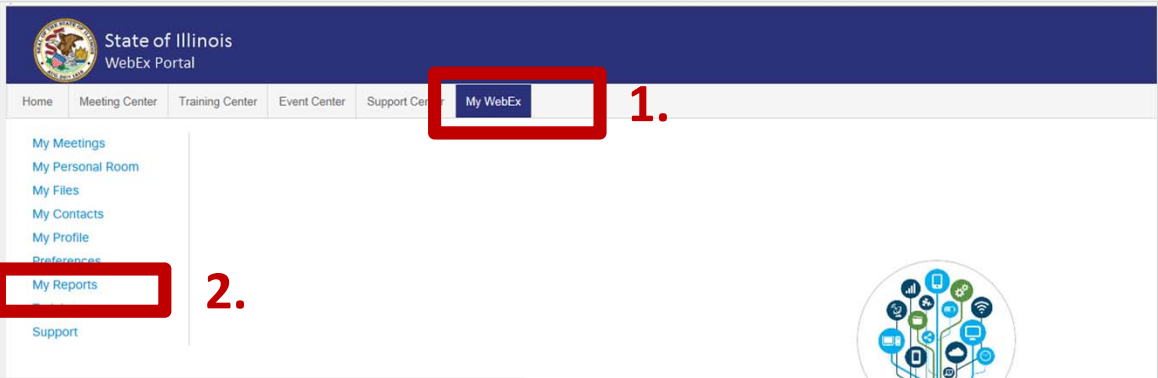
# WebEx Meeting Essentials for Hosts

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.
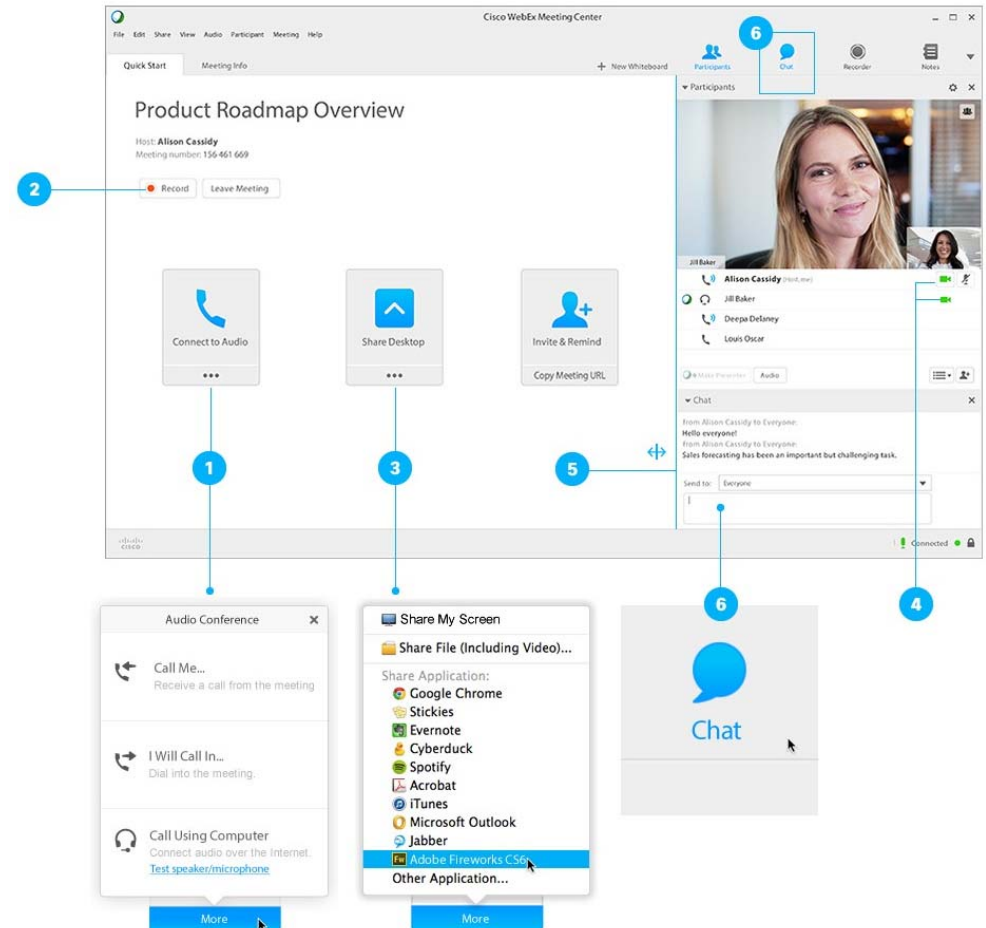
# Recording a Meeting & Reporting Options

# Meeting Center Reporting

1. Select the "My WebEx" tab

2. Click "My Reports"

3. Select "Usage Reports"

# Usage Report

# My 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

**WebEx Mobile**

# Poll coming your way!

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

Poll will be open for 15 minutes

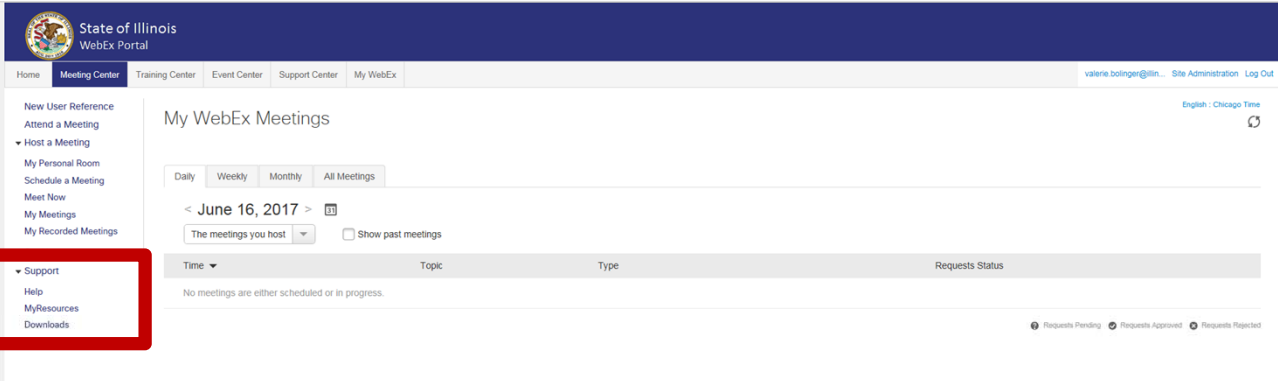# Need WebEx Assistance?
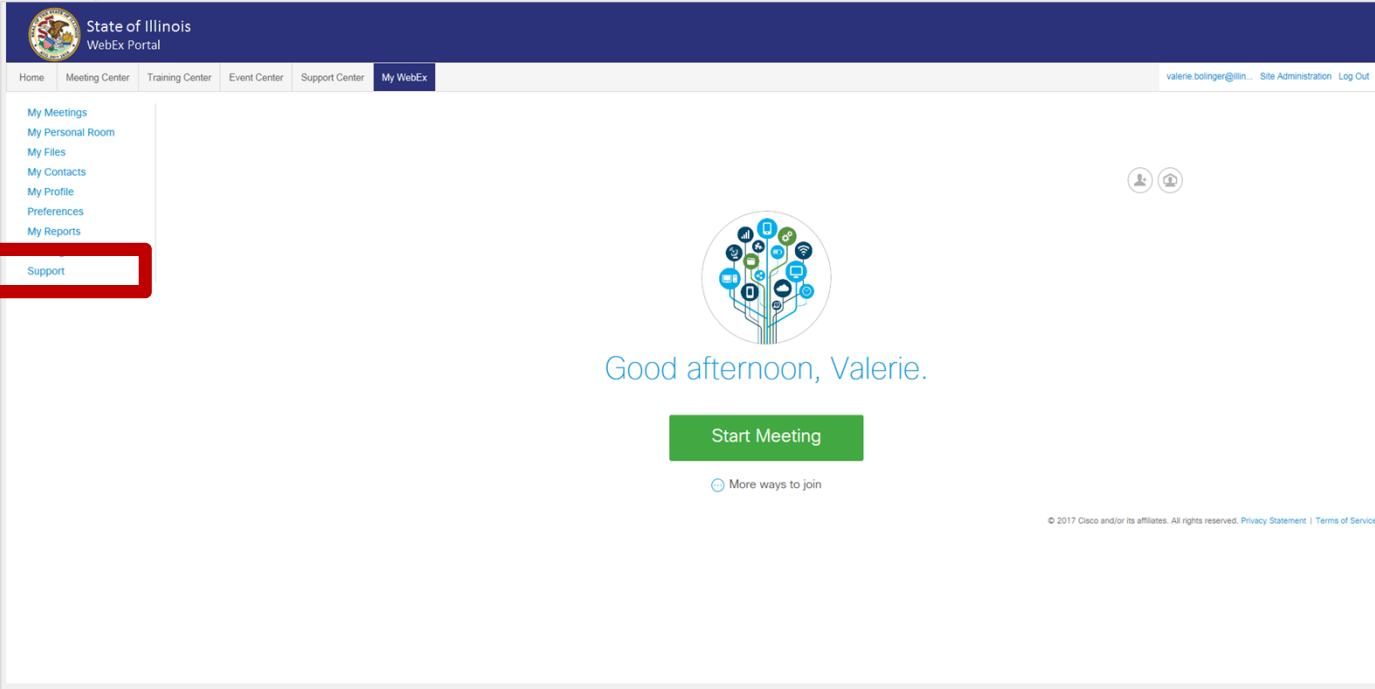
# Self Service Tech Support

**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.