

IGF WebEx Remote Participation

Introduction

This manual aims to give information regarding how to manage remote participation with IGF tool WebEx. It can be used by Remote Participation hosts or by remote participants attending individually or as part of a hub. Alternatively those delegates and or participants who may assume a moderator role, technical or non-technical, may find this manual useful in order to familiarise themselves with the remote participation platform, webex.com.

If you have any further questions after reading this manual, you are strongly encouraged to read the [WebEx help pages](#) or get in touch with the IGF Secretariat.

Getting started

Installation and testing

In order to avoid any last minute issues it is recommended to test the Remote Participation equipment, computer, tablet or phone **some minutes** before the designated start time. If this is the first time you are accessing or host a WebEx meeting you may be asked to install some WebEx components when you start or join it. If it is necessary to install these components, please ensure that you have administrator rights for the computer or ask your computer support provider to enable the installation.

Starting

You will have a WebEx link to start (host) a meeting or to join to it as a participant. After accessing that link, it is possible that a preferences page may ask for your personal settings as shown in Figure 1, depending on your system. In that case, please select “Save” if you prefer to set your own settings as applicable. You may keep the default preferences by clicking “Cancel”.

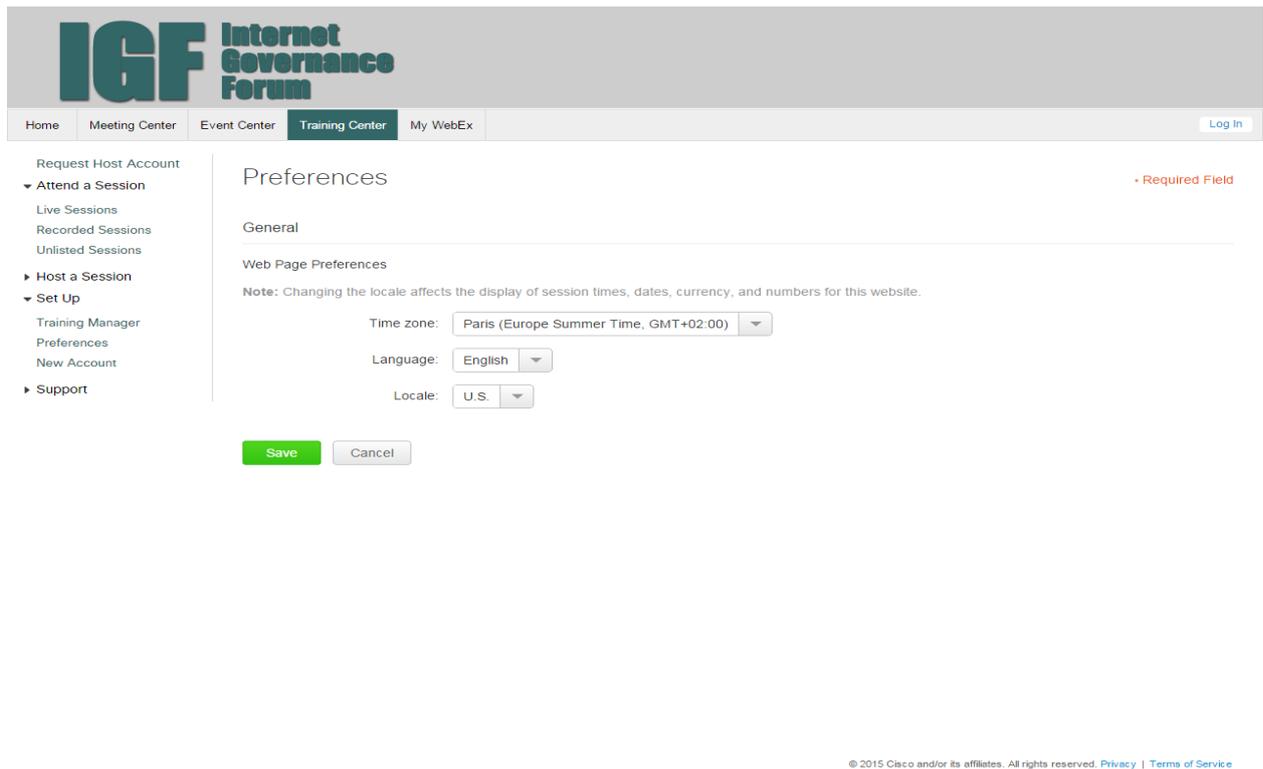


Figure 1: WebEx Preferences

Joining a meeting

You will be transferred automatically to the login page as seen in

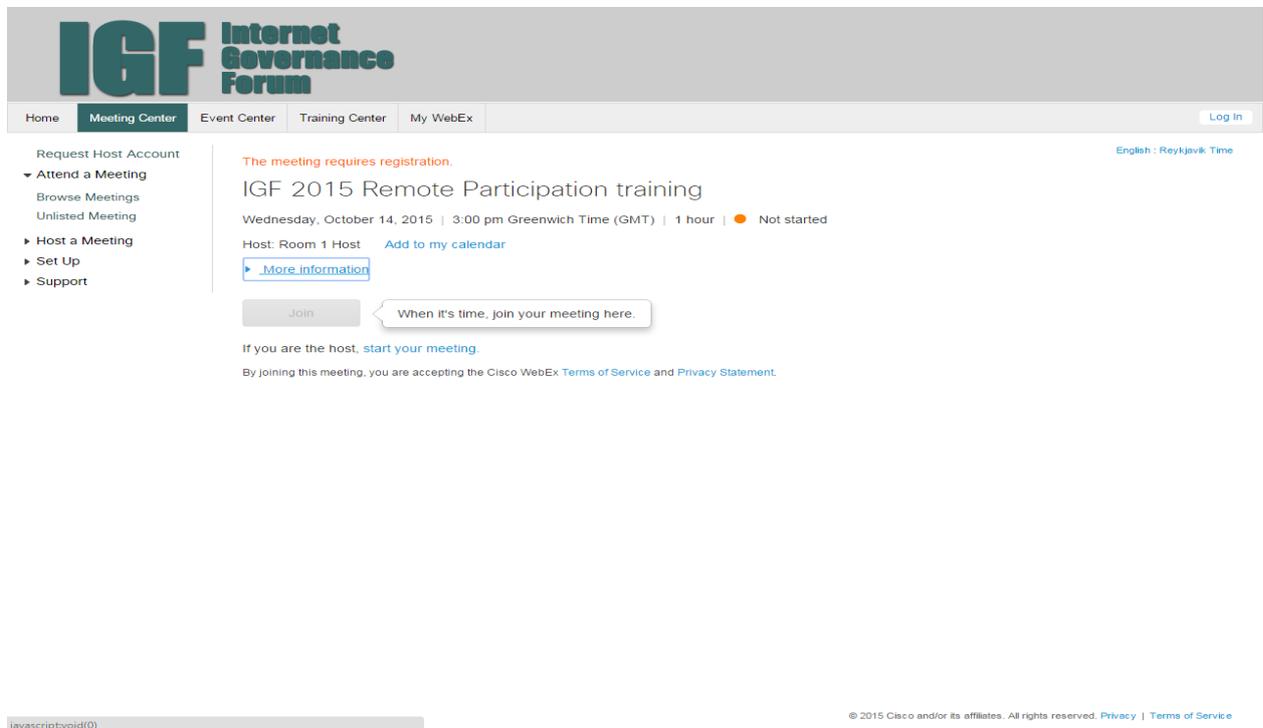


Figure 2 and Figure 3. Until the meeting time arrives **you will not be allowed to login** (unless you are the host).

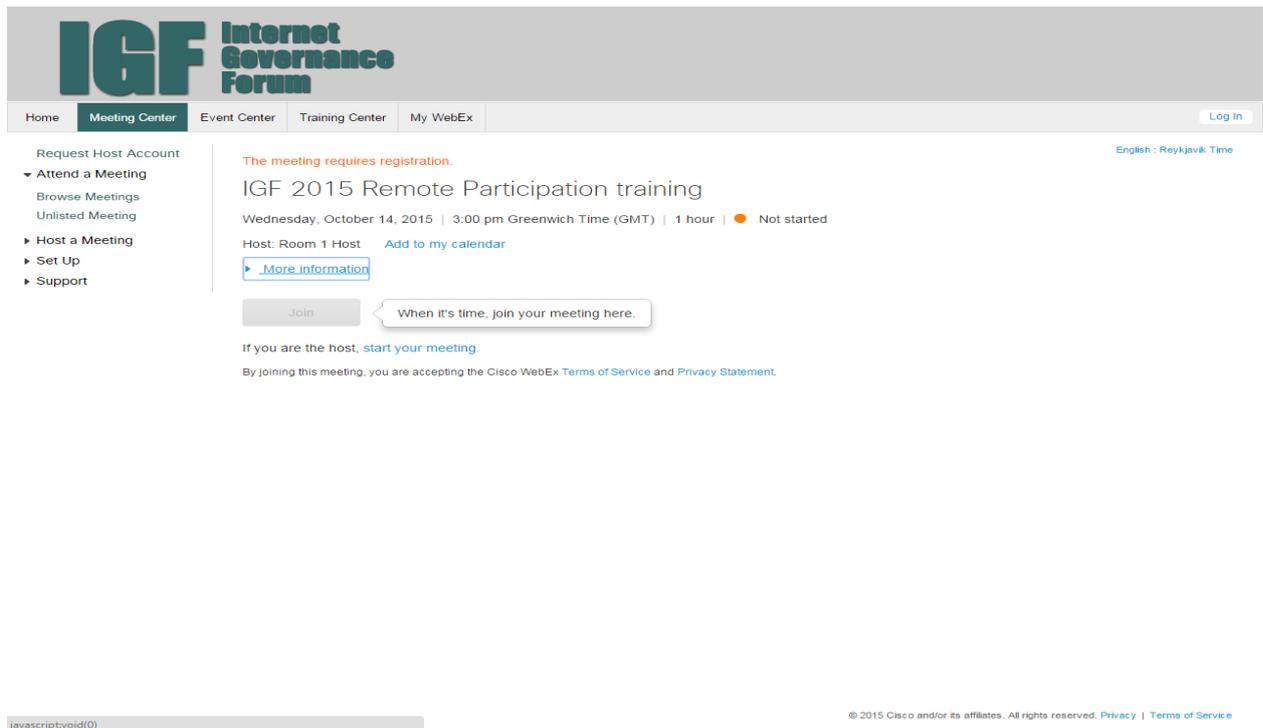


Figure 2: Login screen until meeting time

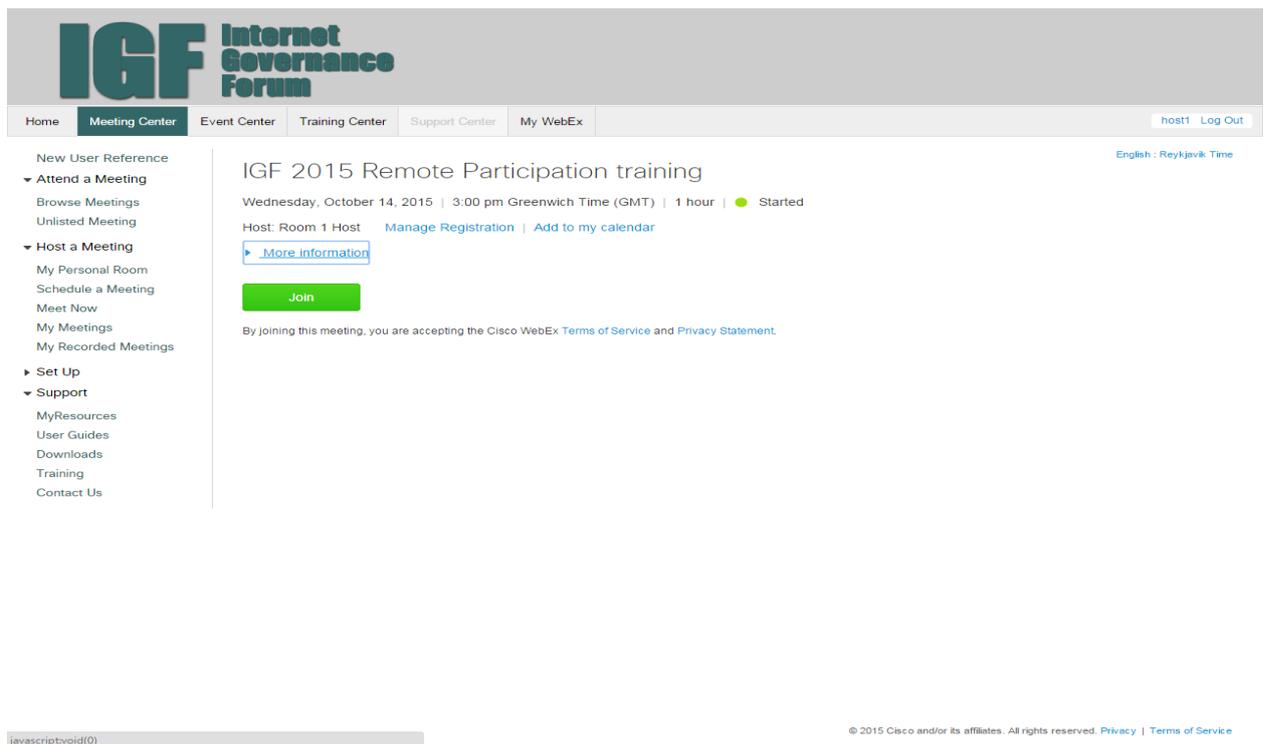


Figure 3: Login screen

Once the screen in Figure 3 is visible click Join to enter the meeting, typing your name, e-mail address and meeting password received in the invitation.

A screen as shown in Figure 4 below can be seen. Please follow the instructions. If you have to have trouble logging in, it is possible to continue without installation by clicking on “Run a temporary application”.

Starting WebEx...



Still having trouble? [Run a temporary application](#) to join this meeting immediately.

Figure 4: Install screen

Meeting Teleconferencing

After login, you have two options to connect to the audio conference. The first choice is using a **telephone** to call in from a set of local numbers. The second option is through **WebEx voice-over-IP**. This can be seen in Figure 5 at the “Audio Connection” panel

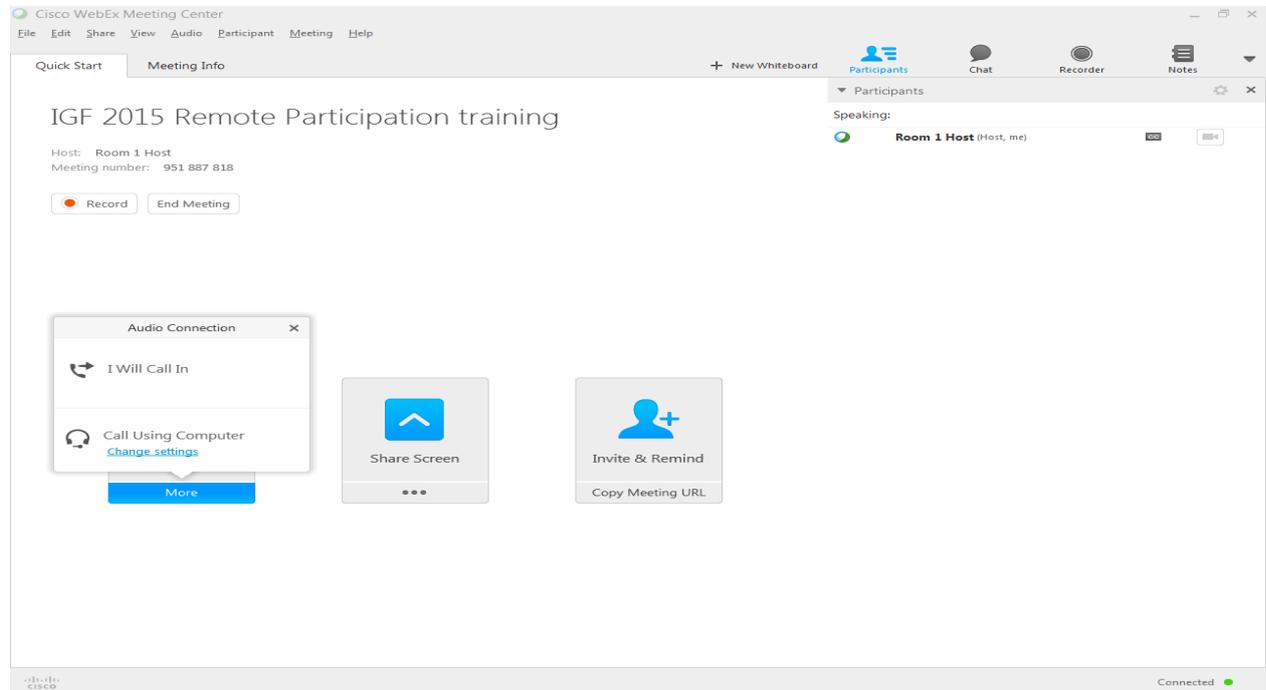


Figure 5: Teleconference options

Calling in using a phone

By clicking on the hyperlink “All global call-in numbers” you can see a list of numbers (Figure 6) and then select the most appropriate number. Once the number is dialled please follow the instructions given to you on the phone and then press the access code and attendee ID as shown in the figure.

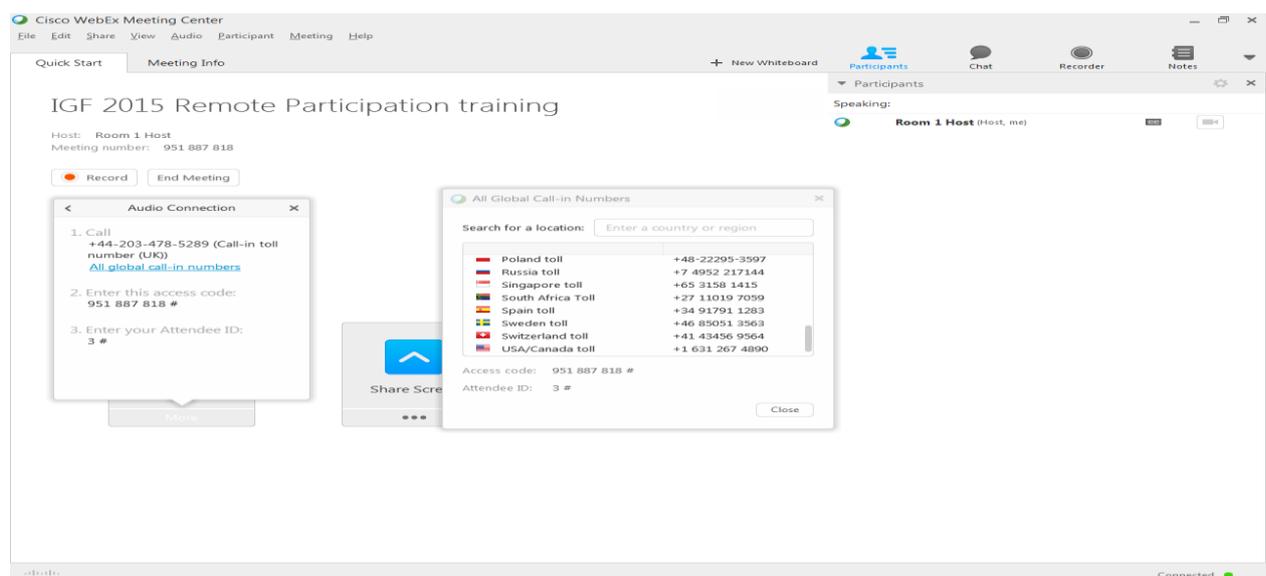


Figure 6: Global list of call-in numbers

Voice-over-IP

By selecting the option **“Call Using Computer”** in Figure 5, you can join the teleconference with your computer equipment. Your microphone and speakers will be checked and a warning will appear if they are not detected. If they are well installed, you will see the panel changed to **“Connected to Audio”**. It is advisable to test your audio equipment by clicking on the Menu **“Audio”** → **“Computer Audio Settings...”**, as shown in Figure 7.

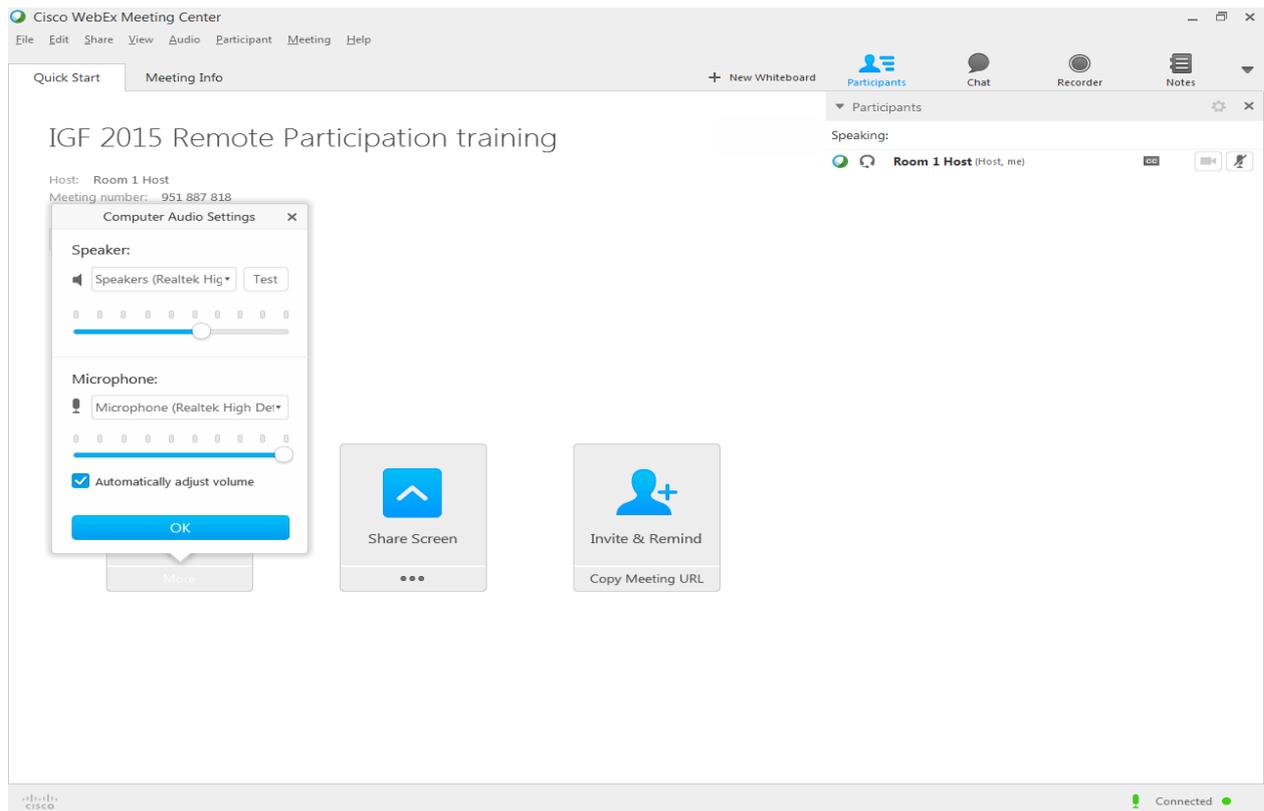


Figure 7: Computer for audio

During the conference

The conference screen will appear as illustrated in Figure 8. Once connected to the session, please ensure that you **mute your microphone** using the microphone button at the upper right-hand corner, as background noise could degrade the quality of shared conversation. Your microphone is muted when there is a diagonal line through it.

If you would like to **present** or **request the floor**, please press the **“Raise Hand”** button and the host will give you access as/when appropriate. Once access is granted please activate your microphone by clicking the microphone button. If required, you can share your screen with others by clicking **“Share Screen”** icon. This will allow all remote participants and participants in the room to see your screen remotely.

When presenting, it is also possible to use the **“Whiteboard”** tab to draw designs that will be shown to the participants. Use the **“Share”** menu to activate the Whiteboard tab if not immediately visible.

Messages can be exchanged via the chat facility at the right-hand side (this facility maybe needs to be enabled by clicking on the upper right-hand corner button “Chat”). It is possible to send individual messages by selecting the required recipient(s) from the drop-down list or to send a public message to the entire list by selecting “Everyone”.

You can leave the session using the “**Leave Meeting**” button at the upper left-hand or by closing your browser.

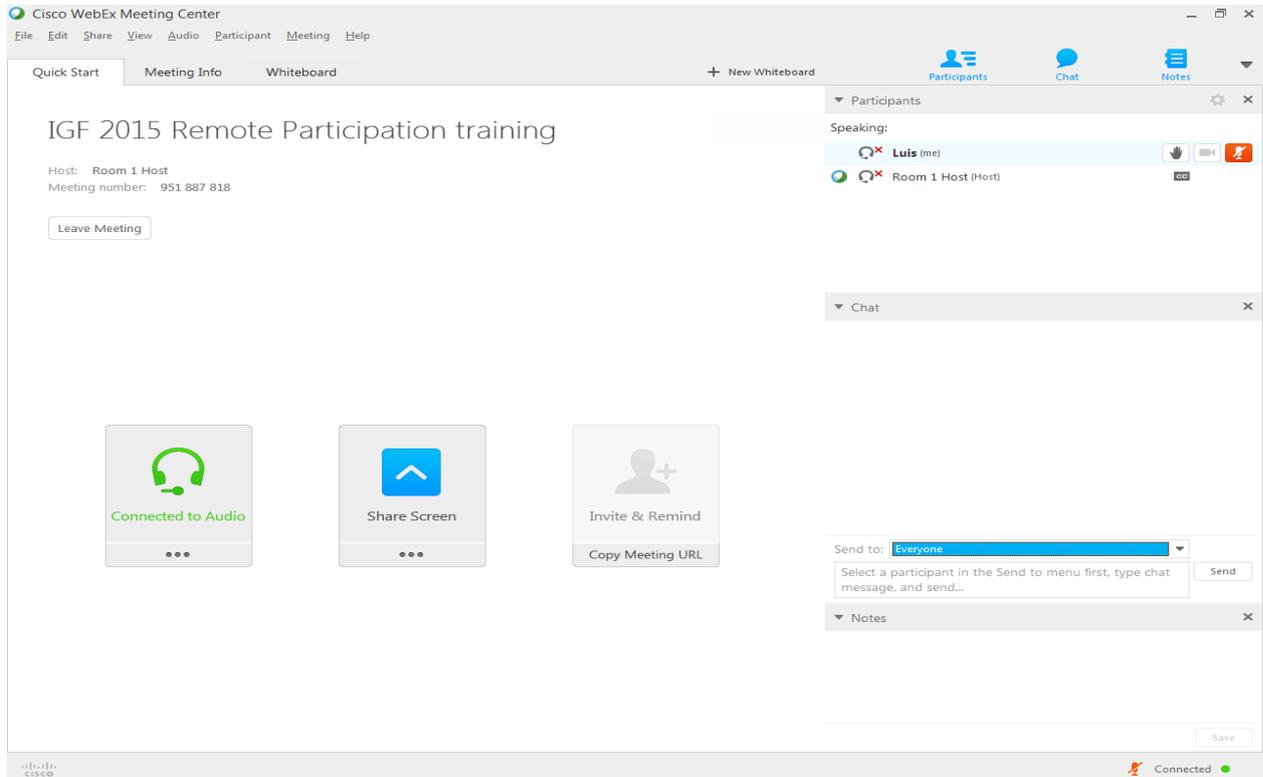


Figure 8: Remote conference screen

Remote Presenters and Moderators

Remote presenters

Presentations can be shown during the session by the session’s host computer or by the presenter themselves making use of the **share my desktop** facility on the WebEx platform.

Moderator hosts

On top of what is documented here, the host moderating the remote participation session is allowed to mute participants’ microphones or grant the right of presentation to one of the other participants. The host can also fix the broadcast video to the venue session, or to the remote presenter or hub taking the floor, by clicking the locker on the bottom left side of the video screen.