

Energy Management Institute Using WebEx Training Center

To Start, click the WebEx invitation link sent to you via email to join the call.

Joining a WebEx Call:

- 1 Click the green **Join** button in the email invitation.
- 2 At the bottom of the new browser window that opens, click **Join from your browser** if you're joining a meeting.

Having trouble opening the desktop app? [Join from your browser.](#)
Don't have the desktop app? [Download it now.](#)

If you're joining an event, click **Join by browser**

Join Event Now

To join this event, provide the following information.

First name:

Last name:

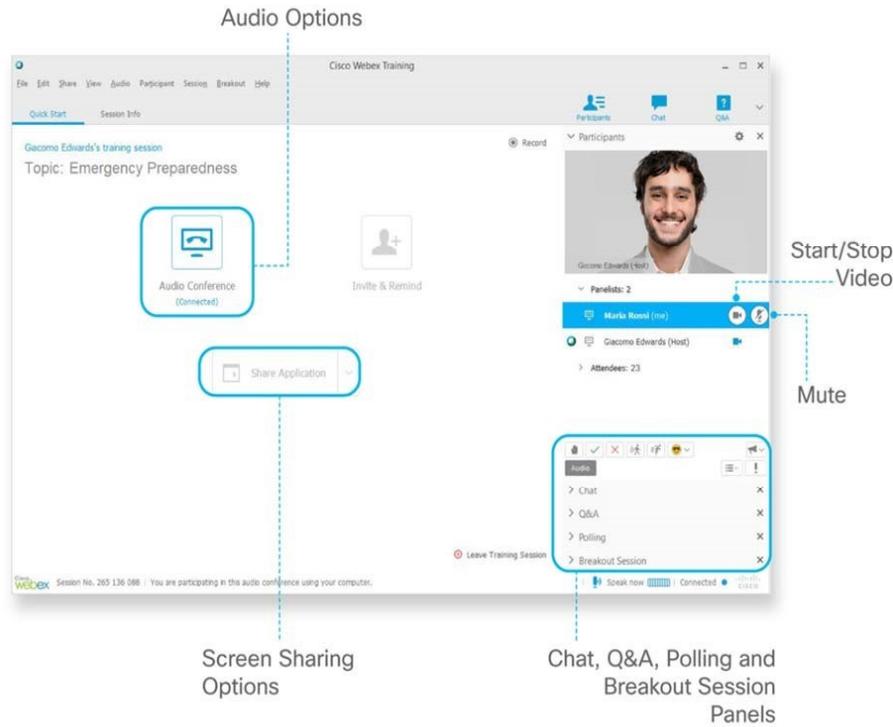
Email address:

Event password:

Remember me on this computer
([Clear my information](#))

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

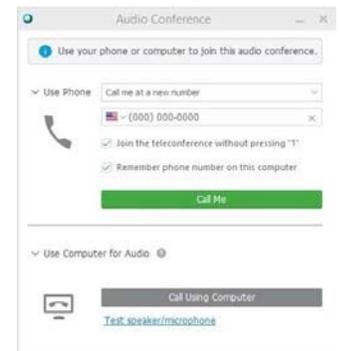
Tip: Join by browser to avoid having to download the desktop app.



Dial In Options:

To connect to the audio during a WebEx session, you can use your phone or your computer (with a headset). You have the option of:

1. Entering the number provided in the WebEx webinar training invitation to dial in using your phone. **OR**
2. Receiving a call back at a different number by selecting “Call Me” from the drop down menu. The call for this option is TOLL FREE.



Video Options:

When you join a training session, your video is off by default. If you'd like others to see you, select  to start your webcam. The button turns blue when the video is on. Your image appears in the WebEx window.

If you change your mind and don't want to be on video, select  to stop the video for the training session. The button turns gray when the video is turned off.

Mute Audio Options:

If you do not want others on the webinar to hear you speaking, you can select  to put yourself on mute. If you want to be heard, unmute. **Note:** the Host can override the mute setting so all participants can be heard or not heard during the training session.

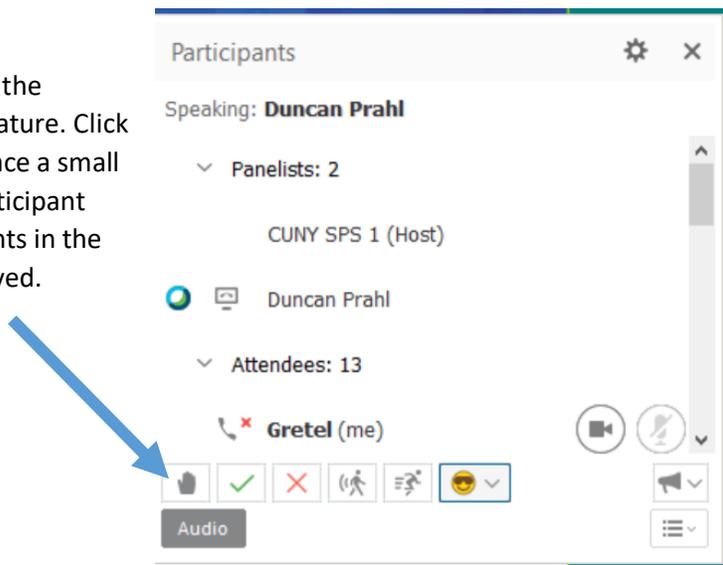
WebEx Participant Features:

This is the task bar that appears at the top of your screen during a webinar.

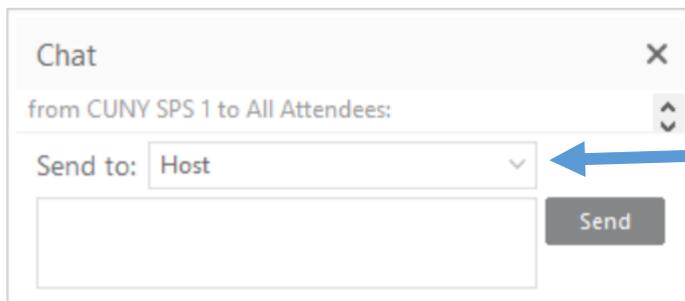


Participant Box: This box shows all participants in the webinar, including the host. You can see who is currently speaking, who is presenting, and if anyone has become inactive.

Raise Hand: To gain the attention from the presenter, use the “raise your hand” feature. Click on the *raise hand* button, which will place a small hand icon next to your name in the participant list. The presenter will call on participants in the order in which the requests were received.



Chat Box: The chat box allows you to communicate with other participants throughout the duration of the webinar. Using the dropdown box seen below, you may choose to chat with just the host, presenter, the entire class, or individual participants. This is a good place to ask questions, so the presenter can see them and answer them.



Click here to change who you want to send your message to.

Questions about Web Ex?

Contact us via:

- Email: EMltraining@sps.cuny.edu

OR

- Call: (646) 664-8611

GoToMeeting How-to

This document is a short guide on how to access GoToMeeting and how to use some of the basic features of the software.

There are two ways to connect to GoToMeeting. You can connect to GoToMeeting through your web Browser or by downloading the app onto your phone or computer. The two sections below will walk you through how to connect using either method. Please choose the method that seems easiest for you.

How to connect to GoToMeeting on the Web:

You will need to use Google Chrome to access GoToMeeting on the Web

When we setup the GoToMeeting room we will paste a link and a dial-in number as shown in Figure 1 below.

Please join my meeting from your computer, tablet or smartphone.

<https://global.gotomeeting.com/join/592321533>

You can also dial in using your phone.

United States: [+1 \(872\) 240-3412](tel:+18722403412)

Figure 1 Link and Phone Number for Access

If you click on the link you receive in your email, you should see Figure 2 below. Click on “Join on the Web” to be taken to the room.

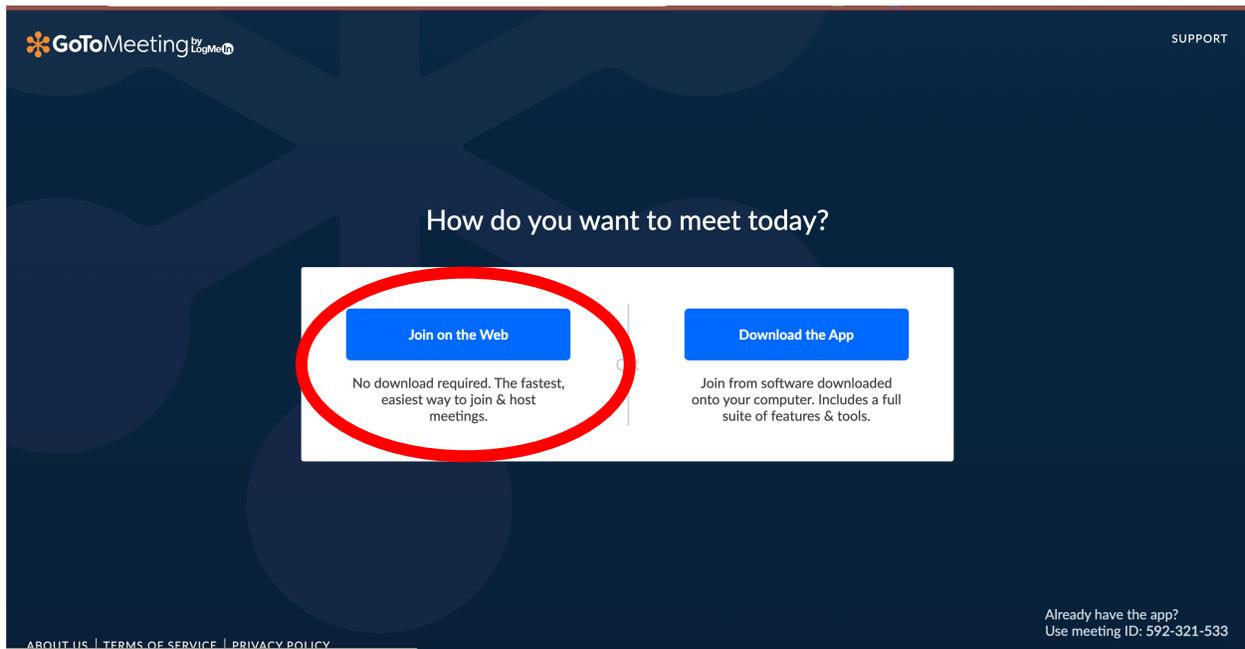


Figure 2 Join the room on the Web

Before joining the room, you’ll see the page in Figure 3 below. Click computer and then save and continue to join the meeting.

Although the image shows a fancy headset, you do not need one. Any pair headphones with a mic built-in that can either connect to your device via a headphone jack or Bluetooth will work. If you cannot connect a device with a Mic to your laptop or desktop click save and continue. This will take you to the room where you will be able to see our screens, but you will have to call on a phone to talk to and hear us. Use the phone number that was sent to your email.

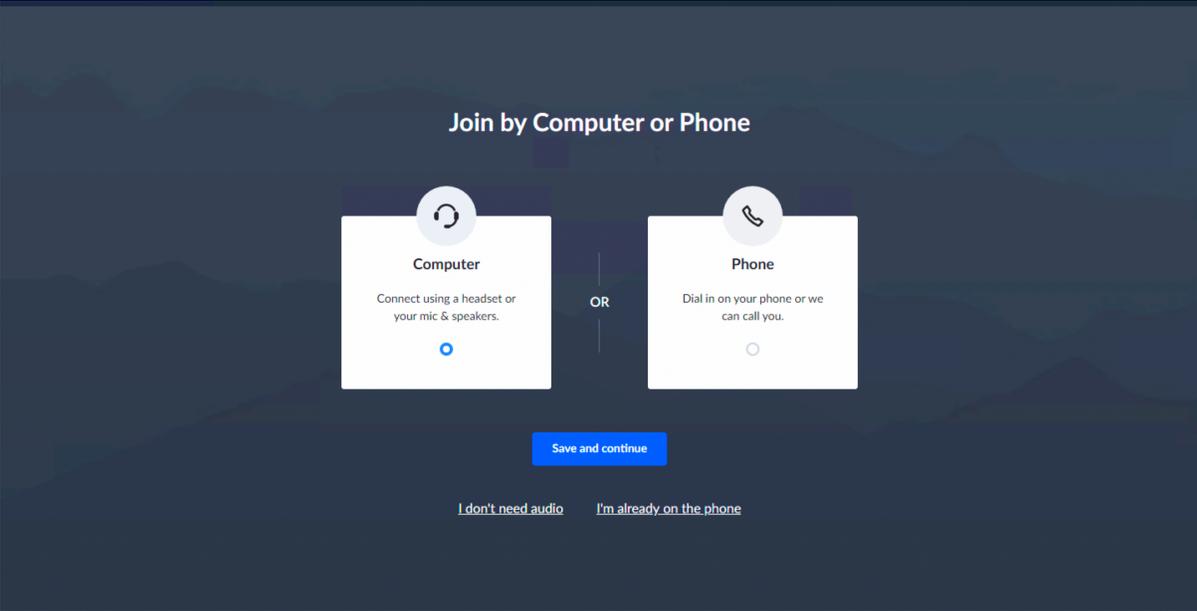


Figure 3 Choose Your Audio

Once you're connected on the Web you will see this image in Figure 4.

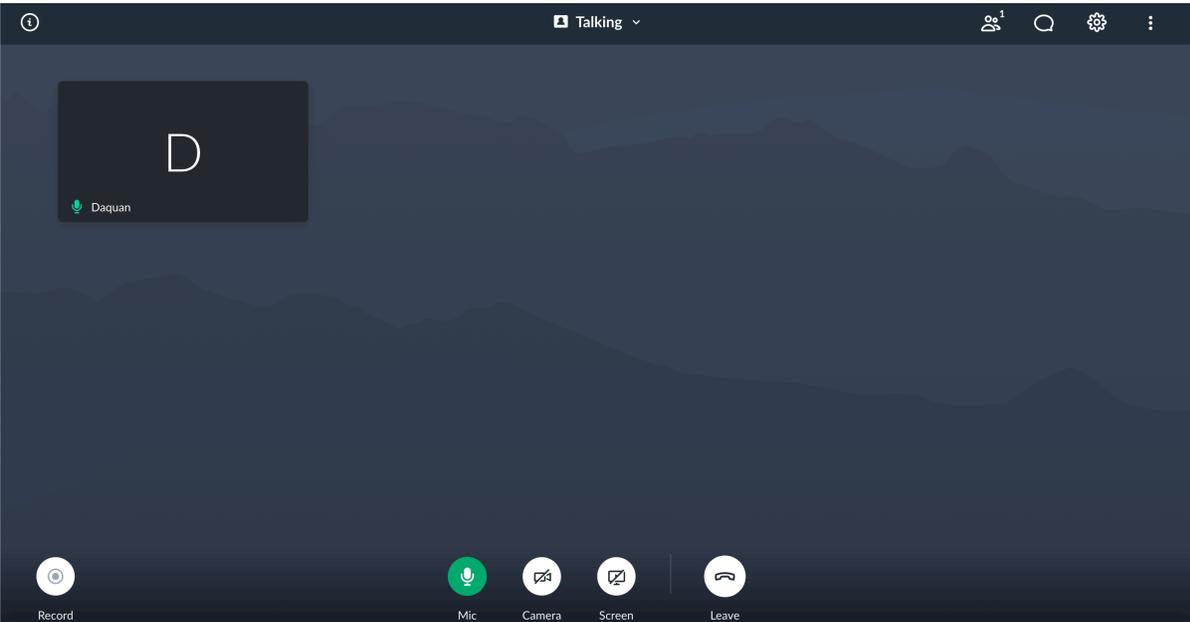


Figure 4 Home Screen in the Meeting Room

If your Mic is green at the bottom it is enabled. If it is red then it is disabled. Click on the Mic to enable it. Usually you will not need a camera or the screensharing, but if you want to activate it click on that Icon.

When someone is talking their name card will flash with a white border around it.

At the top right you'll see the icons shown in Figure 5



Figure 5 People, Chat, Settings

Click on the first icon in Figure 5 to see who is on the call, the second icon to chat and send messages, and the third icon for setting which can be used for troubleshooting.

When chatting you can send a message to everyone, just the presenter, or a private message to a single person as shown in the dropdown menu in Figure 6.

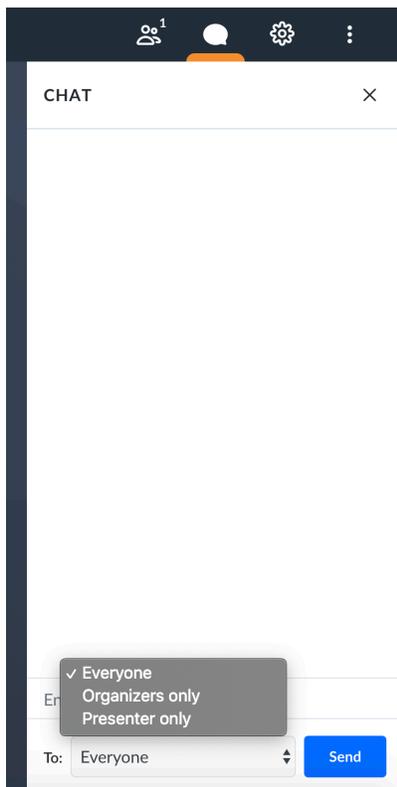


Figure 6 Chat Options

Troubleshooting on the web

Call if you're running into issues and need help beyond what is explained in this guide. I will diagnose one issue that may be common for Google Chrome users below.

If your Mic is not working Google Chrome there are two actions you can take.

The first action is to click on the gear shown in *Figure 5*. Once you've done this make sure that the source you're using for a Mic and Speakers are checked below.

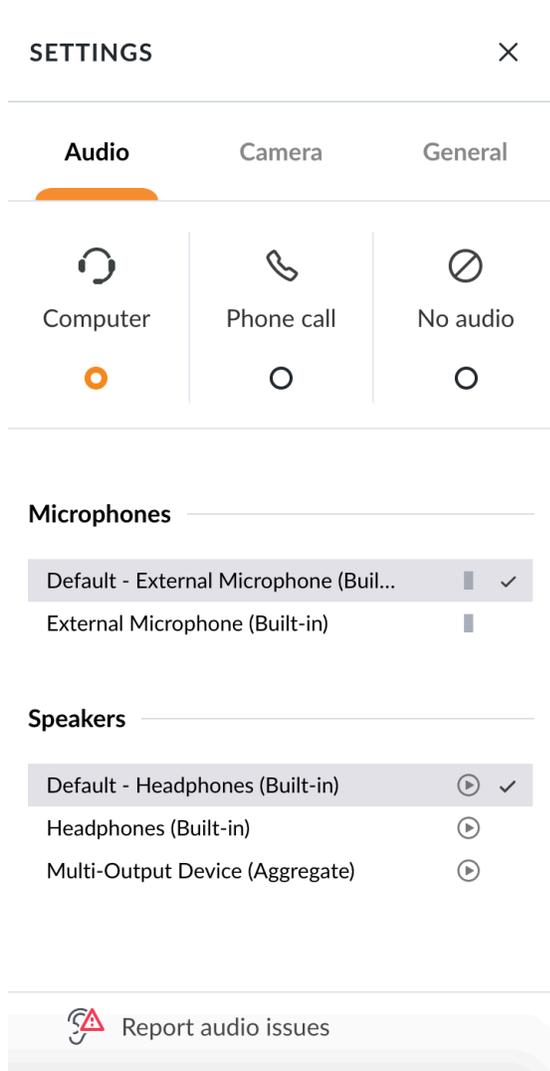


Figure 7 GoToMeeting Settings

If your Mic and Speakers were already checked or checking them does not fix the issue there is one more step you can take.

The next step is to go to chrome on the page where you're connected to GoToMeeting and click on the little lock (circled in *Figure 8*) next to the where you enter the URL for a website. After you click the lock you'll see site settings at the bottom. Click on this and you'll be taken to the page shown in *Figure 9*.

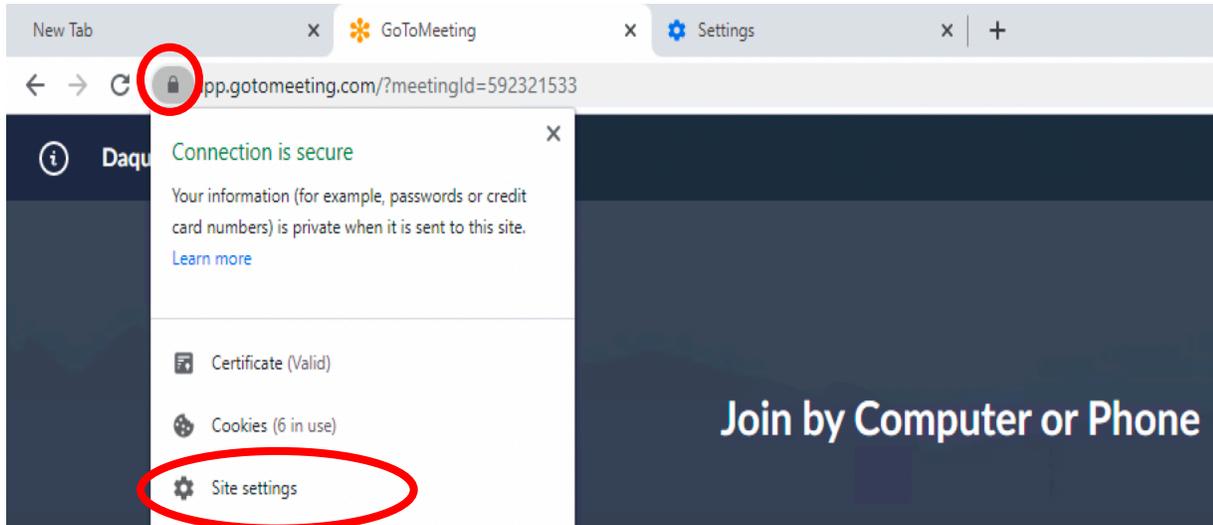


Figure 8 Site settings

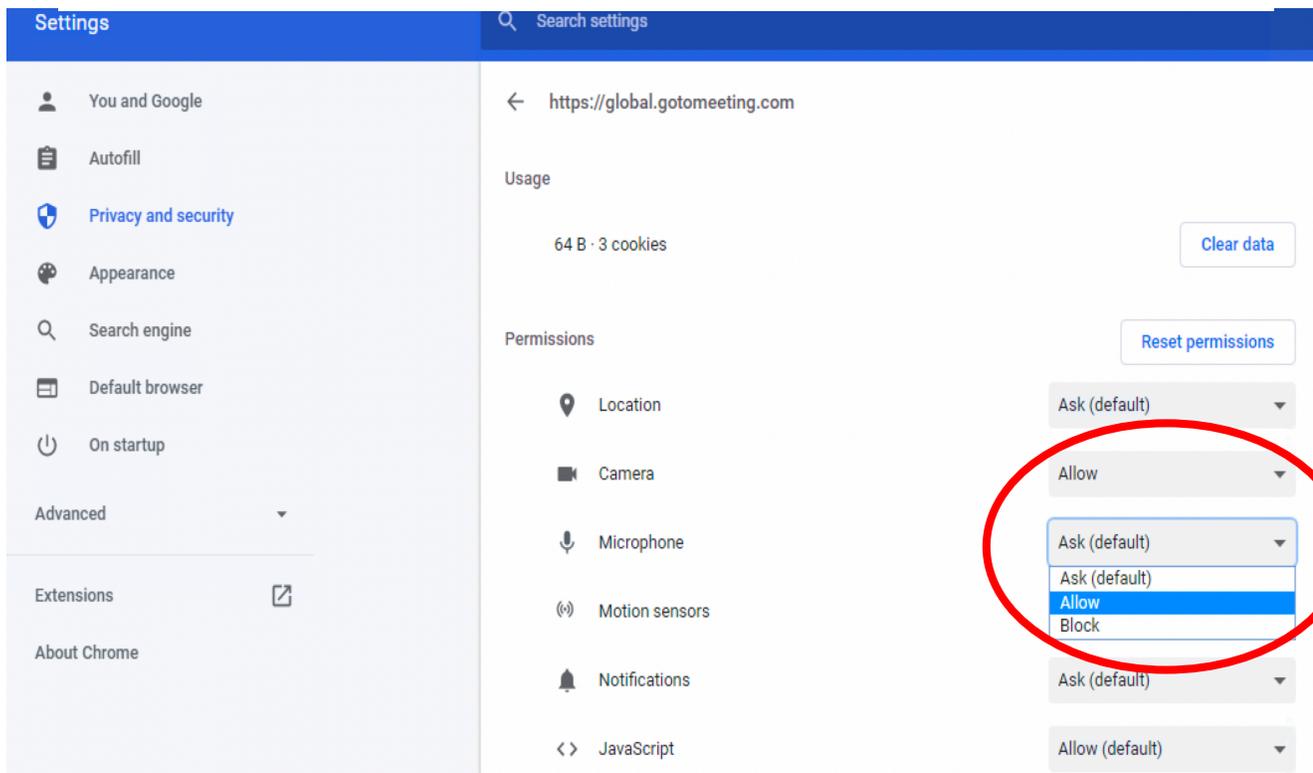


Figure 9 Privacy and Security

If the camera and microphone dropdown menus say “ask” or “block” change them to “allow” as shown in Figure 9. This should fix your audio issue with GoToMeeting but you may have to reload the page for this to take effect.

How to connect to GoToMeeting on a Mobile Device or Tablet

Step 1: Download the application. Search GoToMeeting on your app store.

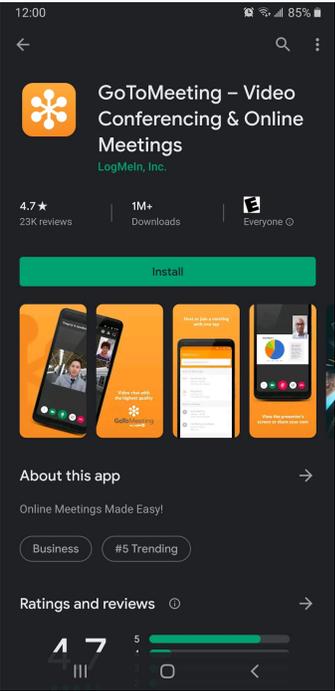


Figure 10 App Download

Step 2: Find the meeting. This will be the number at the end of the link sent to your email.

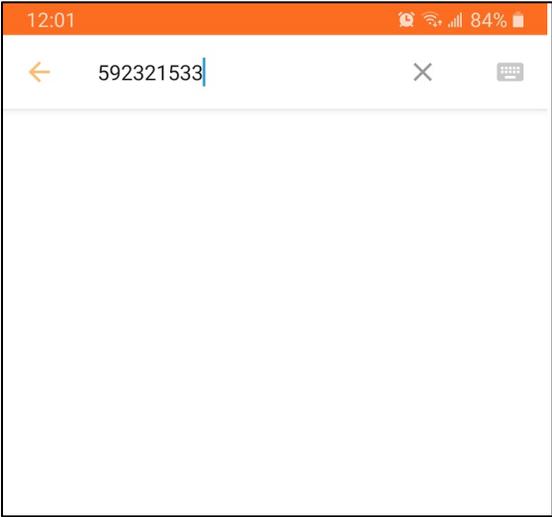


Figure 11 Search for meeting

Step 3: Give the application permission to use your microphone. We won't be able to hear you otherwise. Select allow (circled in Figure 12).

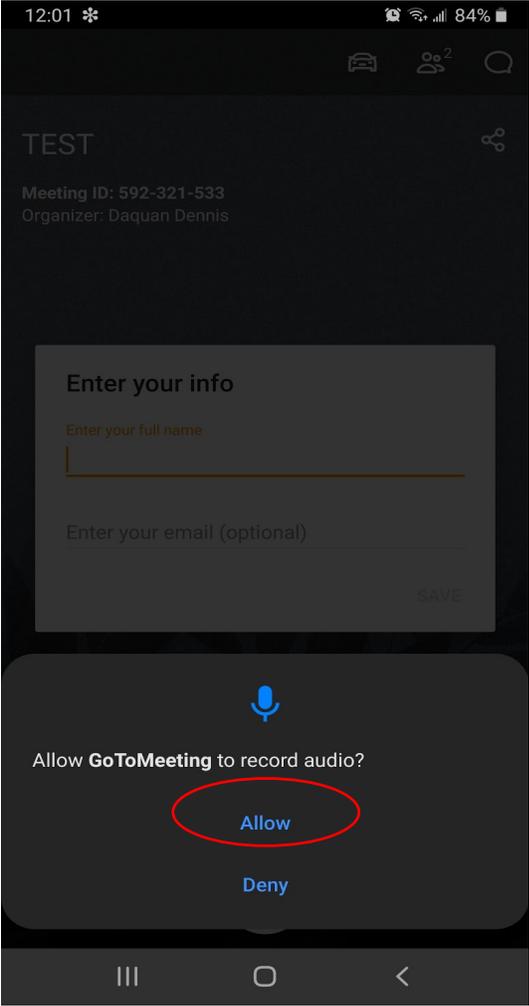


Figure 12 Allow Audio

Step 4: Join the call. By default, your microphone and camera will be off. You can activate them by clicking on the icons at the bottom of your screen. Shown in Figure 13 below.



Figure 13 Home Screen

Step 5: Give the application permission to use your camera if you want to be seen. We won't be able to see you otherwise.

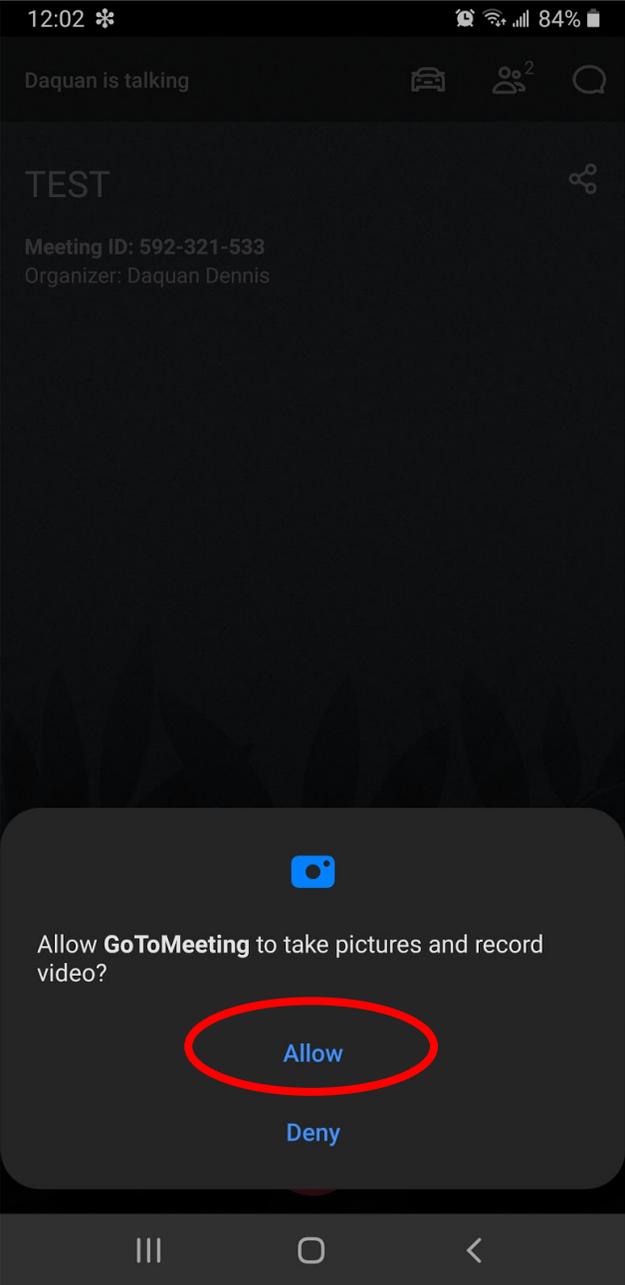


Figure 14 Allow Camera

Step 6: If the microphone icon is green, your microphone is on.



Figure 15 Mic Enabled

Step 7: By default, the call will be on speaker phone. If you want to switch to a normal call, go to the options (the button with three dots on the bottom left of the screen.)

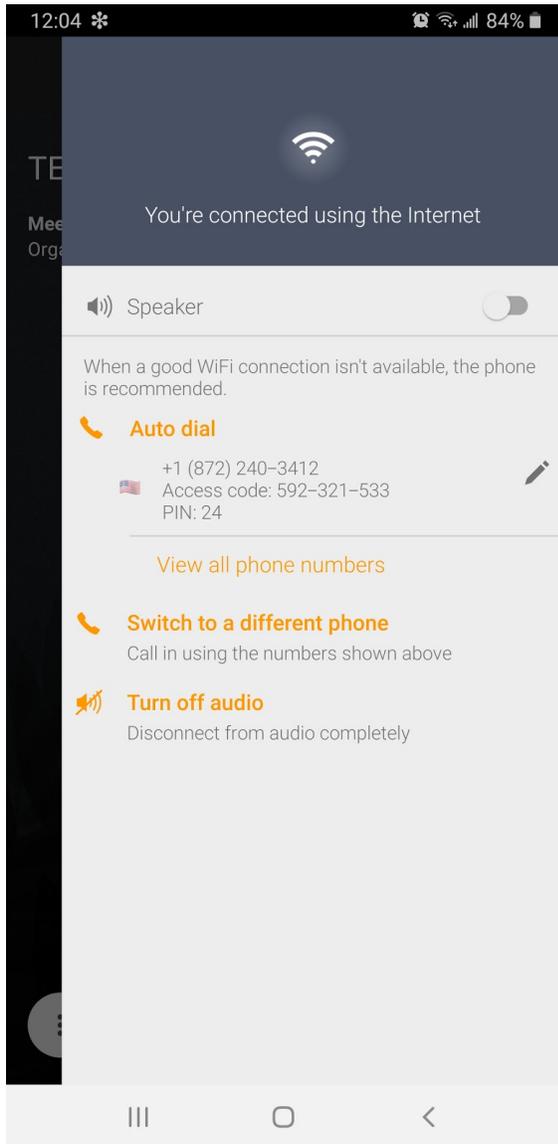


Figure 16 Speaker Phone Toggle

Troubleshooting on the Mobile App

Call if you're running into issues and need help beyond what is explained in this guide.