

WebEx Rooms



WebEx rooms are used for synchronous meetings between students, tutors and other guests.

Each participant can participate by joining the session with their computer (or with a mobile device, as a last resort, only in the event that you don't have access to a computer).

You can share your video (with a webcam), use your computer microphone to talk and be heard by the other participants with a clear sound and without interferences, share information, participate in learning experiences and collaborate.

Sessions can be recorded to review them afterwards.

The attendees can also use the chat box to send messages to the session hosts or to the other students.

Power point slides, documents, videos, or your computer screen/desktop can be shared and you can add annotations and marks in the whiteboard.

In the following slides we will review how to enter WebEx rooms, install the software and how to use the different tools.

How to enter WebEx rooms

The session hosts will start the session and then you will be able to enter. Usually, hosts will let you enter the room 15 minutes before the scheduled time. In the course page, look for the WebEx room link. In other cases you will receive the link by e-mail or message from your tutor.

The screenshot shows a course page with a blue navigation bar at the top containing links: VCPH Portal, What is the Campus?, Virtual Classroom, Virtual Library, Educational Virtual Clinic, News, and PAHO/WHO. Below the navigation bar is a breadcrumb trail: Home > Iniciados / In progress > Salud mental / Mental Health > VCmhGAP-15. The main content area features a navigation menu with links: Introduction, WebEx Sessions and Presenters, Module 1, Module 2, Module 3, Module 4, Module 5, and Final Assignment. The course title is "Virtual Course - Integration of Mental Health into Primary Care" with dates "August 6, 2015 to December 15, 2015". A large logo for "mhGAP" is displayed, featuring a stylized human figure with arms raised and a rainbow arc below it. Below the logo is a row of flags representing various countries. The sidebar on the left contains several sections: "WELCOME" with an "Orientation Program" link, "VCPH Guide / Tutorial", and "Calendar"; "WebEx room" (highlighted with a red box and a red arrow); "People" with a "Participants" link; "Messages" with a "Dana Lawrence Messages" link; "Activities" with links for "Assignments", "Feedback", "Forums", "Quizzes", and "Resources"; and "Online users" showing "(last 5 minutes) None". At the bottom right, there is a "Your progress" section with a question mark icon and two checkmarks.

Join Now

You will need to enter your name (as it will appear in the session) and your e-mail. Then click the **“Join Now”** button. This will open the room (if the host hasn’t started the session then you will not be able to click the “Join now” button – please wait and refresh the window after a few minutes).

Only the first time that you enter a WebEx room you will need to install the application. Please use any web browser (Google Chrome, Mozilla Firefox, Safari, etc.) **except Internet Explorer**.

The screenshot shows a web browser window with the URL https://paho.webex.com/mw0401sp13/mywebex/default.do?service=7&main_url=%2Ftc0601sp13%2Ftrainingcenter%2Fdefault.do%3Fsiteurl%3Dpaho%26main_ur. The page header includes the Pan American Health Organization logo and navigation tabs: Home, Meeting Center, Event Center, Support Center, **Training Center**, and My WebEx. A 'Log In' button is in the top right.

The main content area is titled 'Session Information: FormAPS_6 Sesión Webex General'. It lists the following details:

- Session status:** Started
- Session date:** Tuesday, June 9, 2015
- Starting time:** 12:00 pm, Eastern Time (Panama, GMT-05:00)
- Duration:** 1 hour 30 minutes
- Presenters:** Campus Virtual de Salud Pública
- Description:**
- Agenda:**
- Session number:** 641 455 957
- Password:** (This session does not require a password.)
- Audio conference:** Use VoIP only
- Host's name:** Campus Virtual de Salud Pública
- Alternate Host:** Johel Diaz, Carlos Leon, Edgardo De Gracia, Gabriel Listovsky
- Host's email:** cvsp@paho.org
- Course material:** (none)

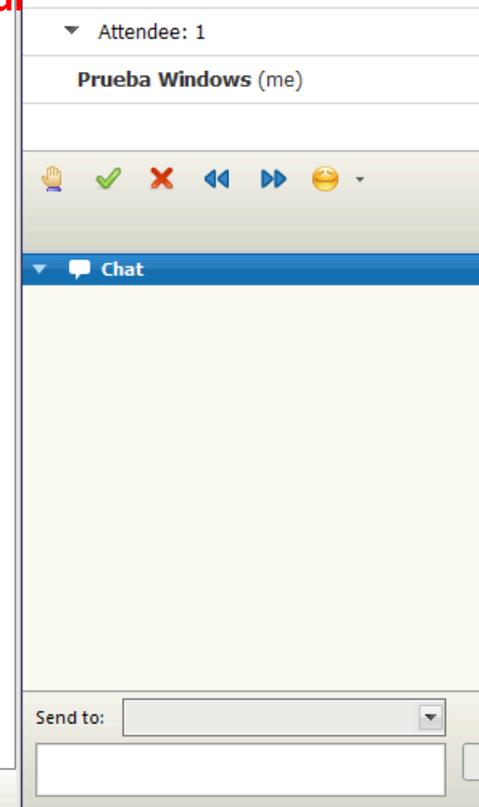
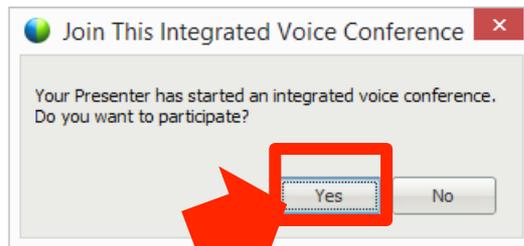
On the right side, there is a 'Join Session Now' section with the text: 'To join this training session, provide the following information.' It contains two input fields: 'Your name:' with the value 'Prueba Windows' and 'Email address:' with the value 'prueba@gmail.com'. Below these fields is a blue 'Join Now' button, which is highlighted with a red rectangular box and a red arrow pointing to it from the right.

At the bottom of the page, there is a 'Test' section with a text input field containing '(none)'. Below this, a small disclaimer reads: 'By joining this session, you are accepting the Cisco WebEx [Terms of Service](#) and [Privacy Statement](#).'

IMPORTANT:

The WebEx room will open, and a pop-up window will appear, with the following message: **“Join This Integrated Voice Conference: Your presenter has started an integrated voice conference. Do you want to participate?”**

Select “Yes” to join the meeting and automatically activate your audio.



Microphone and speakers volume

You will have the option to adjust your microphone and the volume of your speakers. We recommend using a headset with microphone.

The screenshot displays the Cisco WebEx Training Center interface. The main window title is "Cisco WebEx Training Center". The menu bar includes "File", "Edit", "Share", "View", "Audio", "Participant", "Session", "Breakout", and "Help". The "Session Info" tab is active, showing the following details:

- Topic:** FormAPS_6 Sesión Webex General
- Host:** Carlos Leon
- Training session number:** 641 455 957

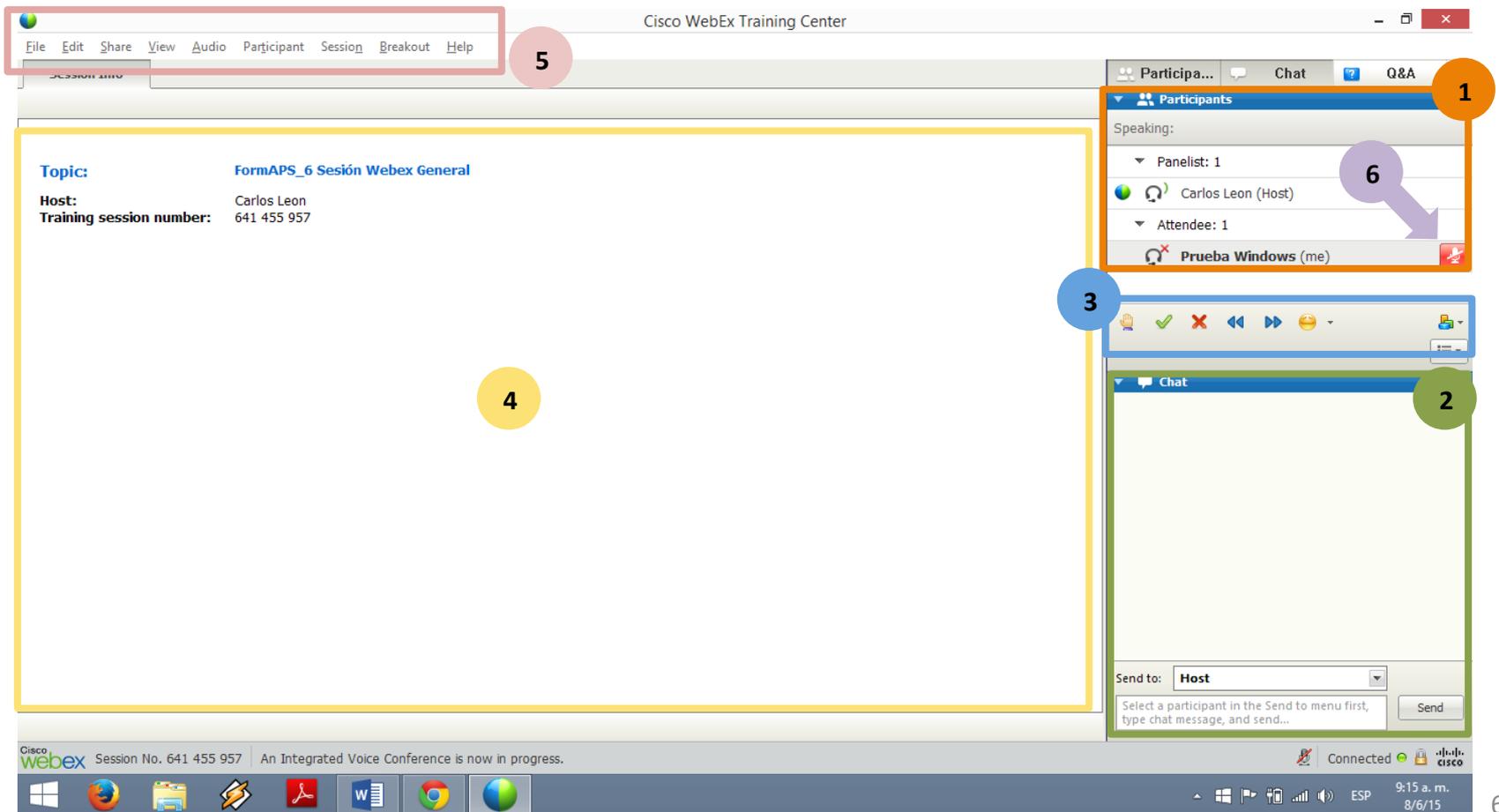
A "Volume" dialog box is open in the center of the screen, highlighted with a red rectangular border. This dialog box contains two volume sliders, each with a "Mute" checkbox and a green level indicator. The top slider has the "Mute" checkbox unchecked, and the bottom slider has it checked. A large red arrow points from the right towards the volume dialog box.

The right-hand side of the interface shows the "Participants" panel, which lists "Panelist: 1" (Carlos Leon (Host)) and "Attendee: 1" (Prueba Windows (me)). Below this is a "Chat" panel with a "Send to:" dropdown menu set to "Host" and a "Send" button.

The bottom status bar of the application shows "Cisco WebEx Session No. 641 455 957 An Integrated Voice Conference is now in progress." and "Connected" status. The Windows taskbar at the very bottom shows the time as 9:07 a.m. on 8/6/15.

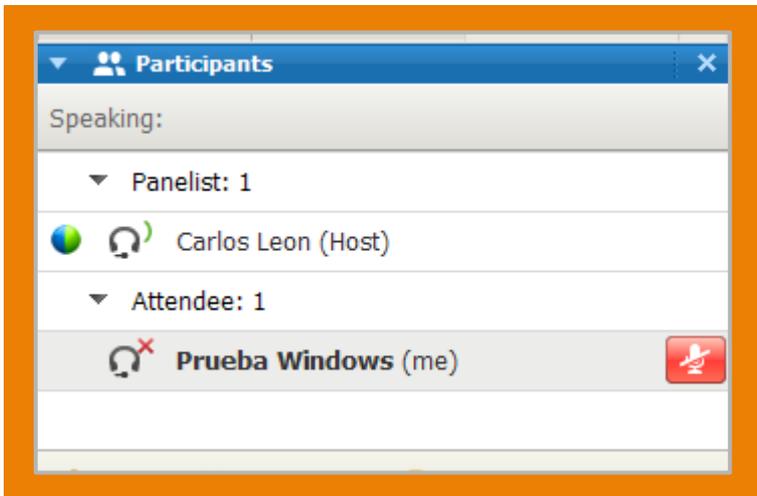
WebEx room options and tools

WebEx rooms have different options and tools that we will review in the following slides:



1

Participants Panel

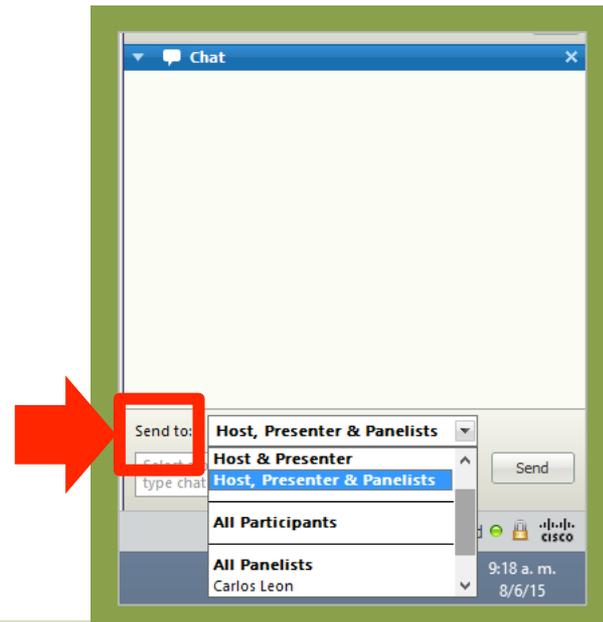


This panel shows the list of people in the room, according to their role.

- Panelists (hosts, presenters, administrators and moderators)
- Attendees (participants)

2

Chat panel



You can send text messages to all participants in the room, or to a specific person (private message), or to all panelists.

To choose the recipient of your chat messages, use the **“Send to:”** option. Normally you would select **All participants**.

Type your message in the box and it will appear in the Chat panel.

3

Icon options

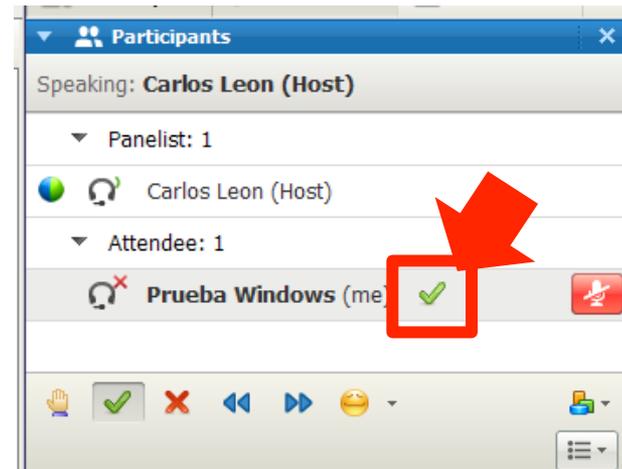


When you activate any of these icons, it will appear next to your name, in the Participants panel:

- Raise your hand
- “Yes” answer
- “No” answer
- Smiley faces and emoticons

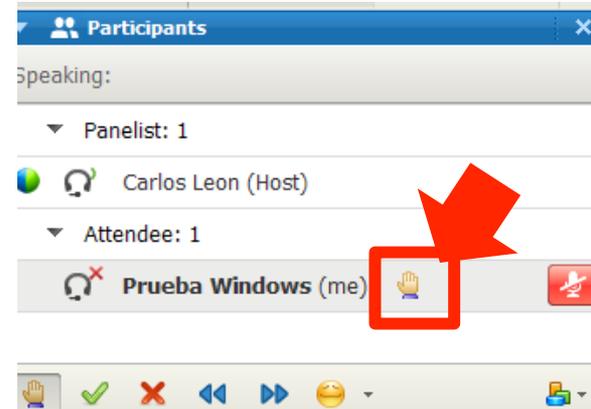
Answer “Yes” / “No”

Use the green checkmark to answer “Yes” to the panelist’s question. Select the X icon to answer “No” to the question.

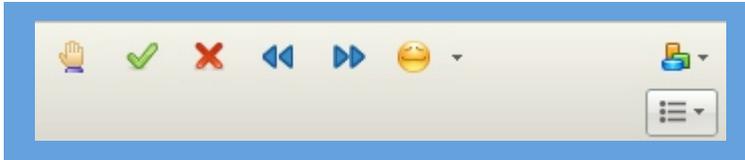


Raise your hand

You can raise your hand if you have a question, doubt or comment. The panelists / hosts will see that you have raised your hand.



3 Icon options

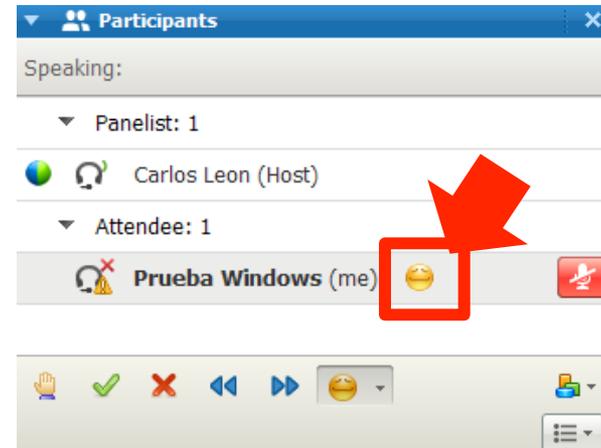
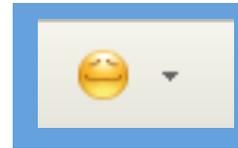


Emoticons

You can select emoticons for example to provide feedback to the person speaking, if you can hear them, if you wish to applaud their participation, etc.

To remove the emoticon, simply click on the button (not in the arrow).

With the arrow button, you will open more emoticon options (smiley face, coffee – break, idle, applause, doubt, etc.).



Whiteboard

The screenshot displays the Cisco WebEx Training Center interface. The main window is titled "Cisco WebEx Training Center" and has a menu bar with options: File, Edit, Share, View, Audio, Participant, Session, Breakout, and Help. Below the menu bar is a "Session Info" tab. The main content area shows session details: Topic: FormAPS_6 Sesión Webex General, Host: Carlos Leon, and Training session number: 641 455 957. A large whiteboard area is visible, with a yellow circle containing the number "4" in the center. On the right side, there is a "Participants" panel showing "Speaking:" with "Panelist: 1" (Carlos Leon (Host)) and "Attendee: 1" (Prueba Windows (me)). Below the participants list are icons for mute, video, and chat. At the bottom of the interface, there is a "Send to:" dropdown menu set to "Host" and a "Send" button. The status bar at the bottom indicates "Session No. 641 455 957" and "An Integrated Voice Conference is now in progress." The Windows taskbar is visible at the bottom with various application icons and the system clock showing 9:15 a.m. on 8/6/15.

The whiteboard is the area where hosts and panelists will share their screen, slides or other contents.

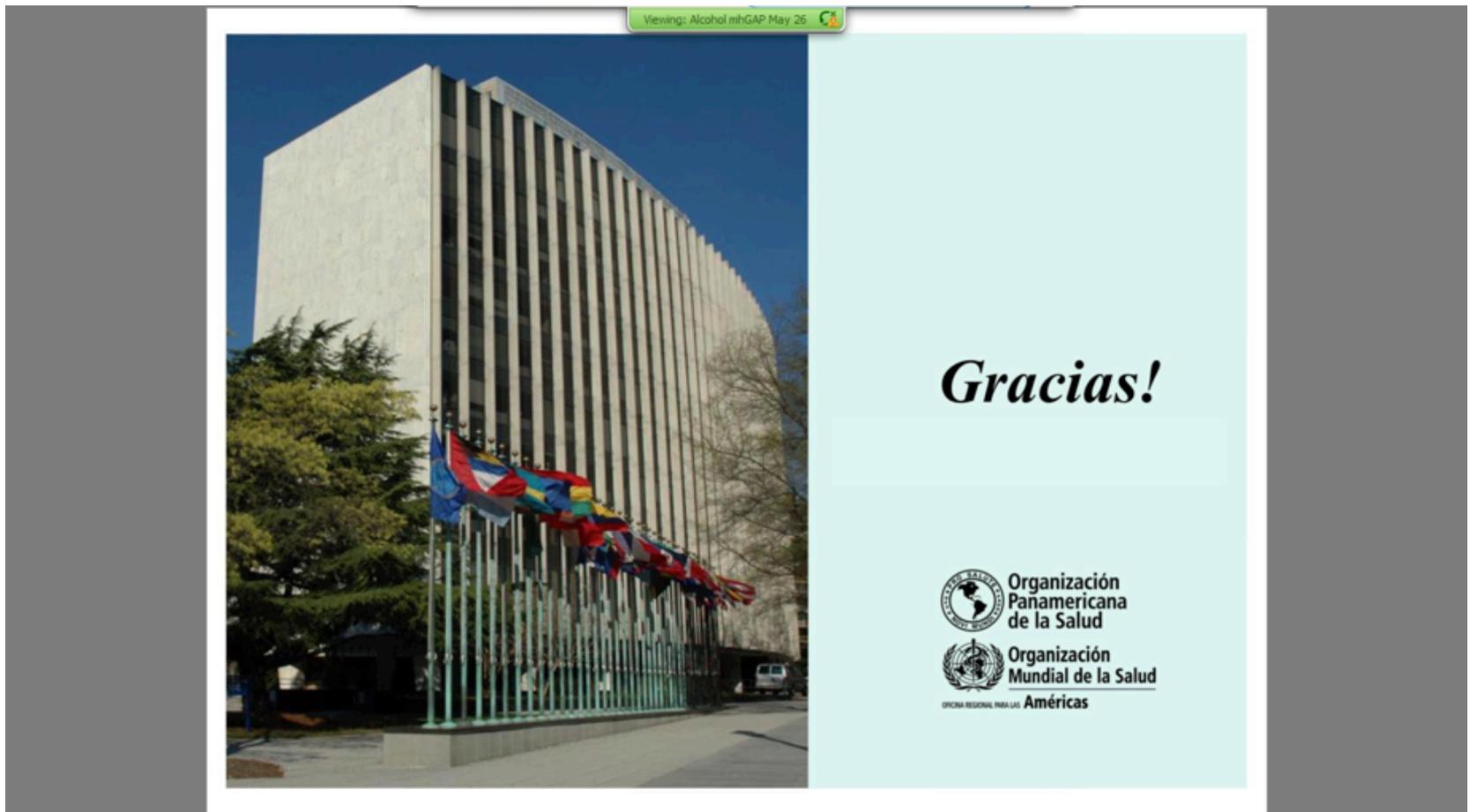
4 Whiteboard

When the host shares slides, they will appear in the center of the whiteboard.

The screenshot displays the Cisco WebEx Training Center interface. The main window shows a shared slide with a red border. The slide is split into two panels: the left panel shows a photograph of a modern building with many flags in front, and the right panel is light blue with the text "Gracias!" in a large, bold, black font. Below the text are the logos for the "Organización Panamericana de la Salud" and "Organización Mundial de la Salud" with "Américas" written below them. The WebEx interface includes a top menu bar with "File", "Edit", "Share", "View", "Audio", "Participant", "Session", "Breakout", and "Help". Below the menu is a "Session Info" tab for "Alcohol mhGA..." with a toolbar and a slide number of 36. On the right side, there are panels for "Participants" (showing Carlos Leon as Host and Prueba Windows as Attendee), "Chat" (with a message "Hola!"), and "Q&A". At the bottom, there is a "Full Screen" button, a zoom level of 38%, and a "View" dropdown. The Windows taskbar at the very bottom shows various application icons and the system tray with the date and time: 9:20 a. m. 8/6/15.

4 Full screen whiteboard

If you select Full screen, it will cover the whole screen. If the host shares his screen/desktop, then it will appear in Full screen by default.



4

Full screen whiteboard

If you are in Full screen and wish to see the list of participants or chat, move your mouse to the green bar. After a few seconds, you will see the different options that you can select.



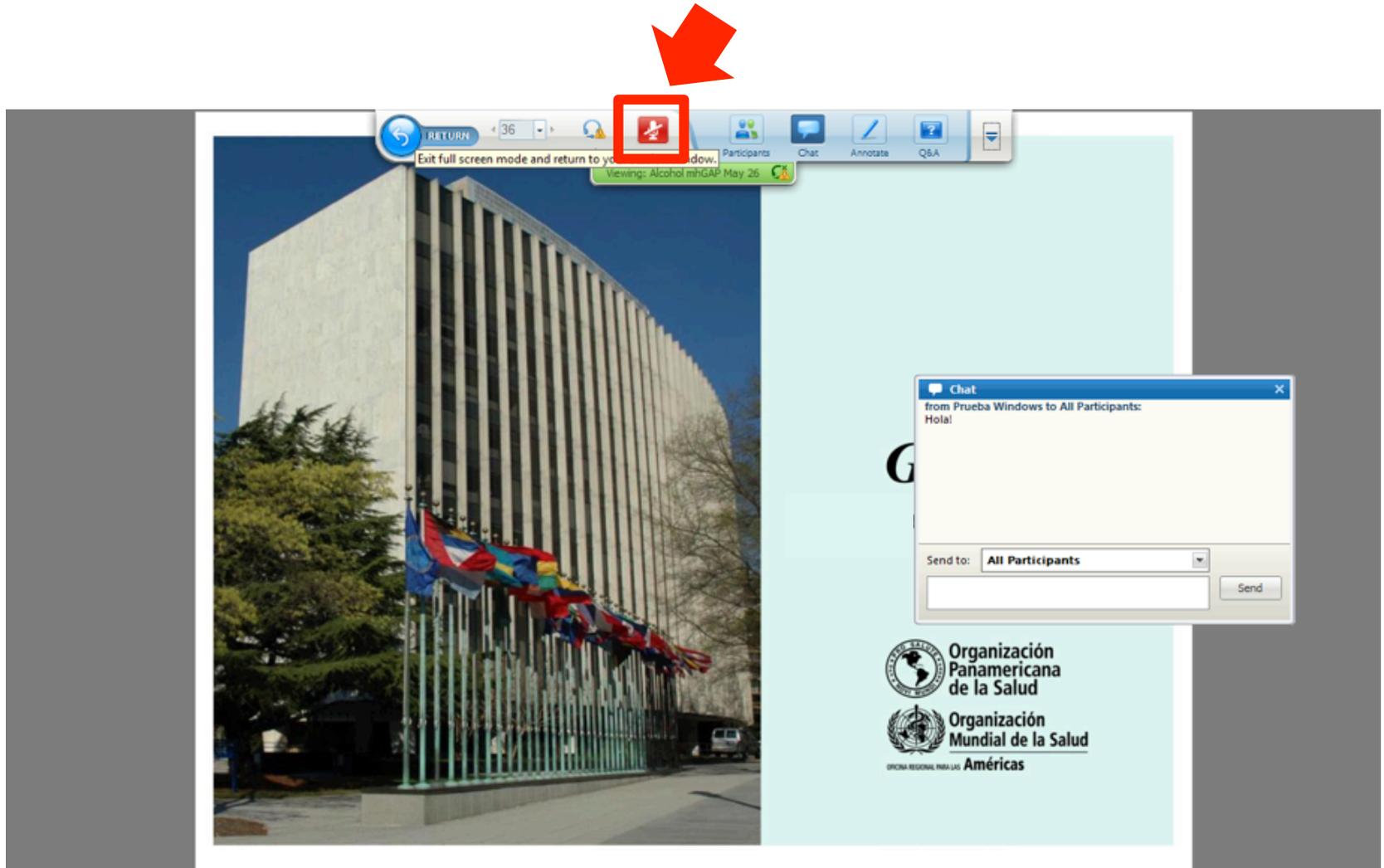
4 Full screen whiteboard - chat

If you click on “Chat”, the window will appear at the right-hand side. You can then move it around the screen.



4 Full screen whiteboard - microphone

You can also activate or mute your microphone (if it appears in red then it is muted).



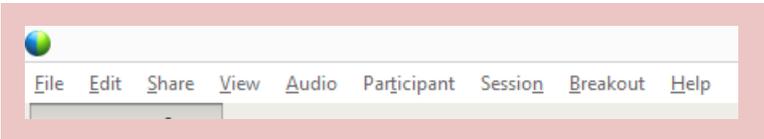
4 Resize Whiteboard

There are other options to resize the whiteboard. We recommend the **“Fit in viewer”** or **“Full screen”** options.

The screenshot displays the Cisco WebEx Training Center interface. The main content area shows a whiteboard with a slide titled "Gracias!" featuring the logos of the Organización Panamericana de la Salud and the Organización Mundial de la Salud. A context menu is open over the whiteboard, listing various resizing options: "Fit in Viewer" (selected), "Fit to Width", "25%", "50%", "75%", "100%", "200%", and "400%". A red arrow points to the "Fit in Viewer" option. The interface includes a top menu bar with "File", "Edit", "Share", "View", "Audio", "Participant", "Session", "Breakout", and "Help". The right sidebar contains "Participa...", "Chat", and "Q&A" sections. The bottom status bar shows "Cisco WebEx", "Session No. 641.455.957", "An Integrated Voice Conference is now in progress.", "Connected", and "9:22 a. m. 8/6/15".

5

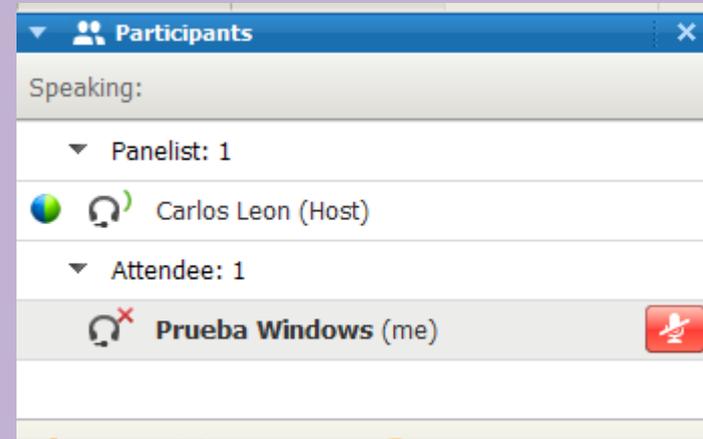
Menu bar



At the top of your screen you will have the menu bar with options (for example, “Audio” to test your sound).

6

Microphone

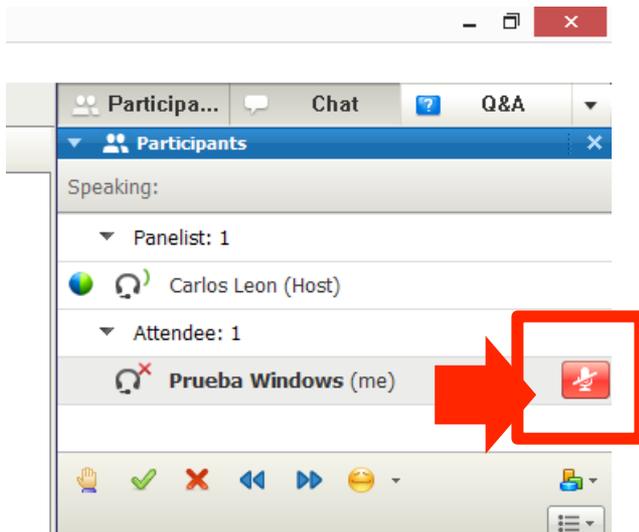


The icon next to your name shows you the current status of your microphone. In the next slide we explain how it works.

6

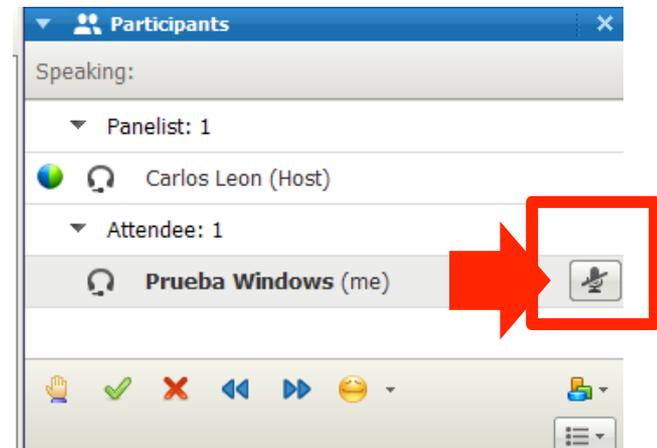
Activate / Mute Microphone

When the microphone icon is in red, this means that it is muted (other participants will not hear you). In most cases, when you enter the room your microphone will be muted until panelists let you speak.



If you click on the same icon, then the microphone will activate and you will be able to speak so that the other participants can hear you.

The microphone icon will appear in grey when it is activated.



Please note that when your microphone is muted it will appear in red, and also, an X will appear next to the headset icon.

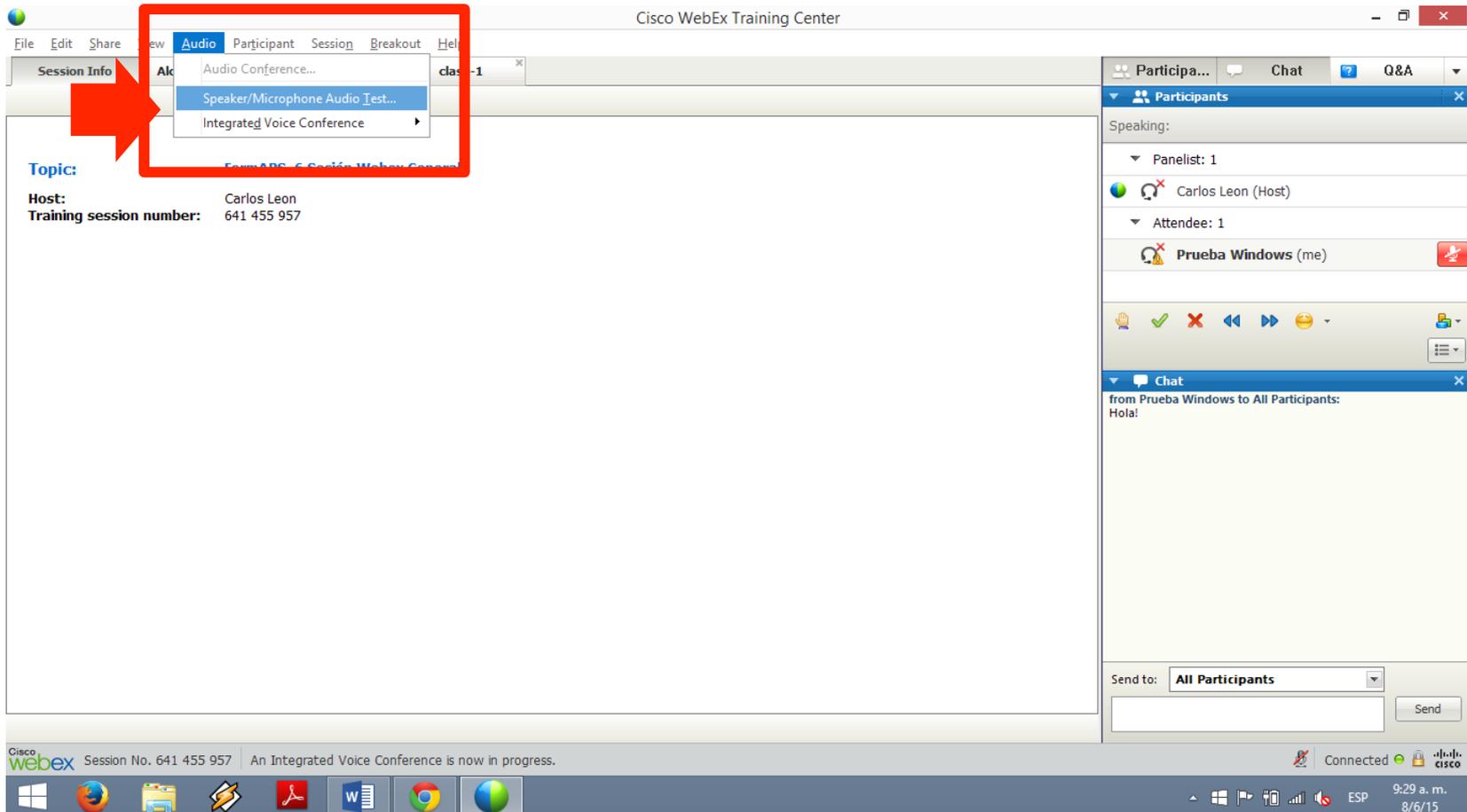
In some cases the panelists will mute all the microphones and will activate them one by one to let the participants speak.

6

Configure your sound and microphone

If you need to configure your microphone and speakers (you can't hear or others don't hear you when you talk):

Go to the **“Audio”** menu, then **“Speaker/Microphone Audio Test”**.



The screenshot displays the Cisco WebEx Training Center interface. The top menu bar includes File, Edit, Share, View, Audio, Participant, Session, Breakout, and Help. The 'Audio' menu is open, showing options: Audio Conference..., Speaker/Microphone Audio Test..., and Integrated Voice Conference. A red arrow points to the 'Speaker/Microphone Audio Test...' option. The main content area shows session information: Topic: FormAPS 6 Sesión Webex General, Host: Carlos Leon, and Training session number: 641 455 957. The right sidebar contains a Participants list with Carlos Leon (Host) and Prueba Windows (me), a Chat window with the message 'Hola!', and a Send to dropdown set to 'All Participants'. The bottom status bar shows 'Cisco WebEx Session No. 641 455 957 An Integrated Voice Conference is now in progress.' and system icons for Windows, Internet Explorer, File Explorer, Adobe Reader, Word, Chrome, and the system tray with the time 9:29 a. m. 8/6/15.

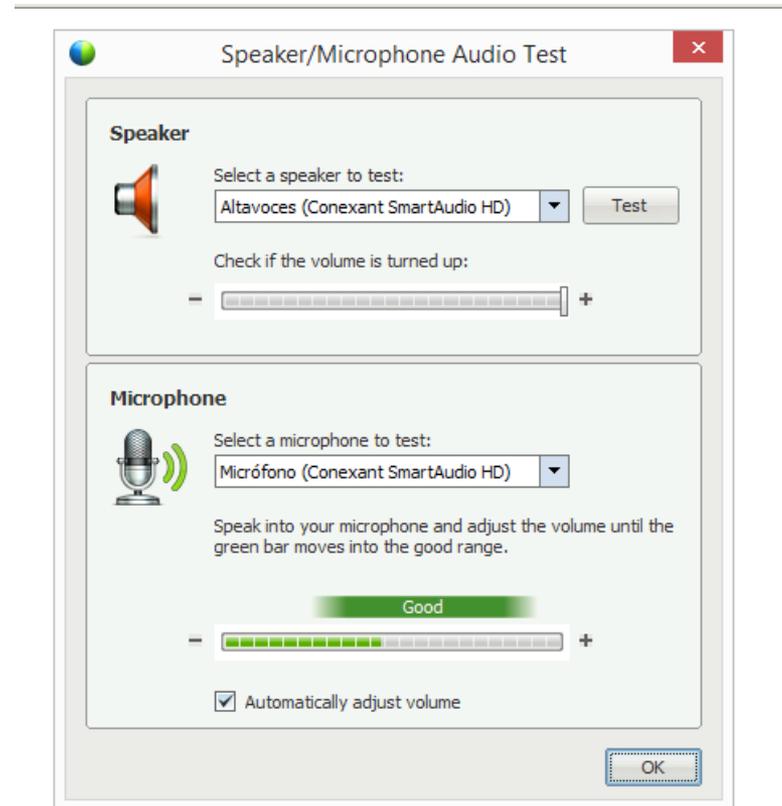
Configure your sound and microphone

You can select your **“Speaker”** and the **“Microphone”** installed on your computer. Adjust the volume with the bars.

Use the **“Test”** button in the **“Speaker”** section to hear a sound and make sure that you can hear it.

In the **“Microphone”** section, if you see a green bar that moves, this means that your voice will be heard properly and with good volume. If the bar does not move, then select another microphone from the list. It is also possible that your microphone is not correctly installed on your PC.

If you continue with difficulties with your microphone or audio, ask for help from someone in your institution or someone with more technological expertise near you.



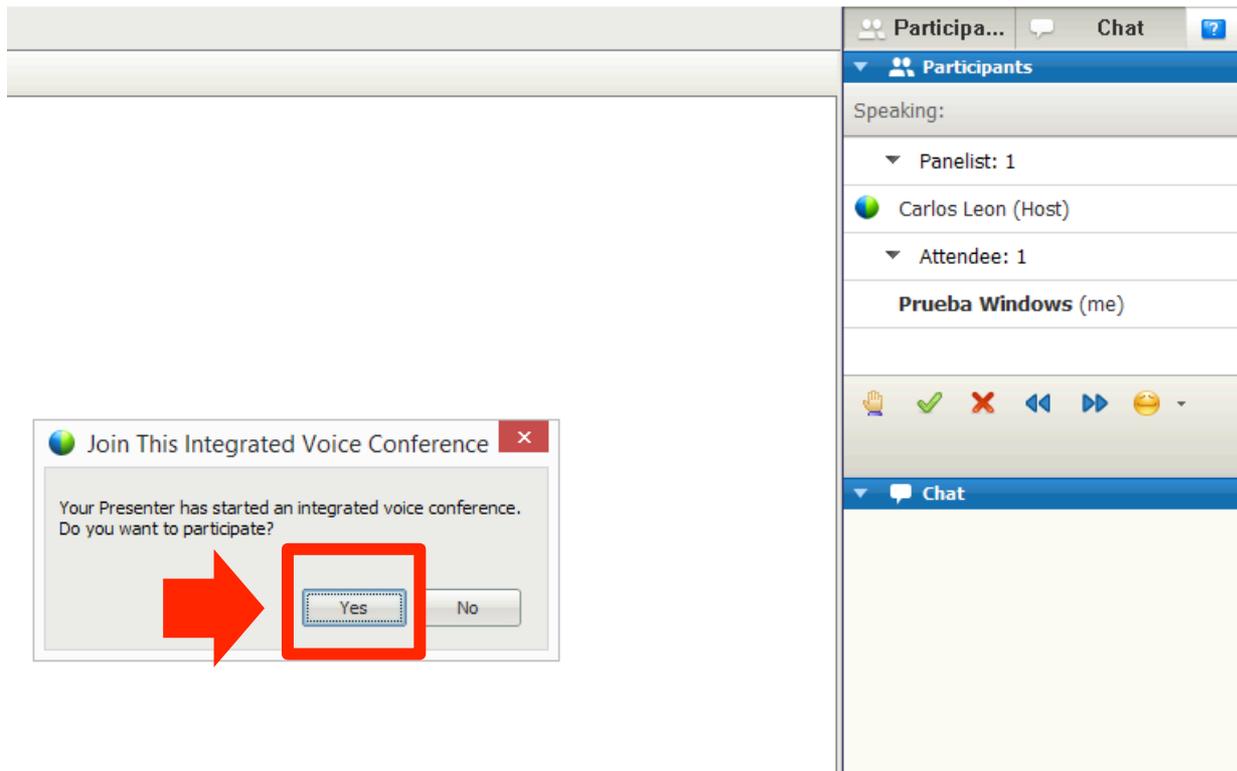
6

Configure your sound and microphone

IMPORTANT:

Remember that when joining the session, a pop-up window will appear, with the following message: **“Join This Integrated Voice Conference: Your presenter has started an integrated voice conference. Do you want to participate?”**

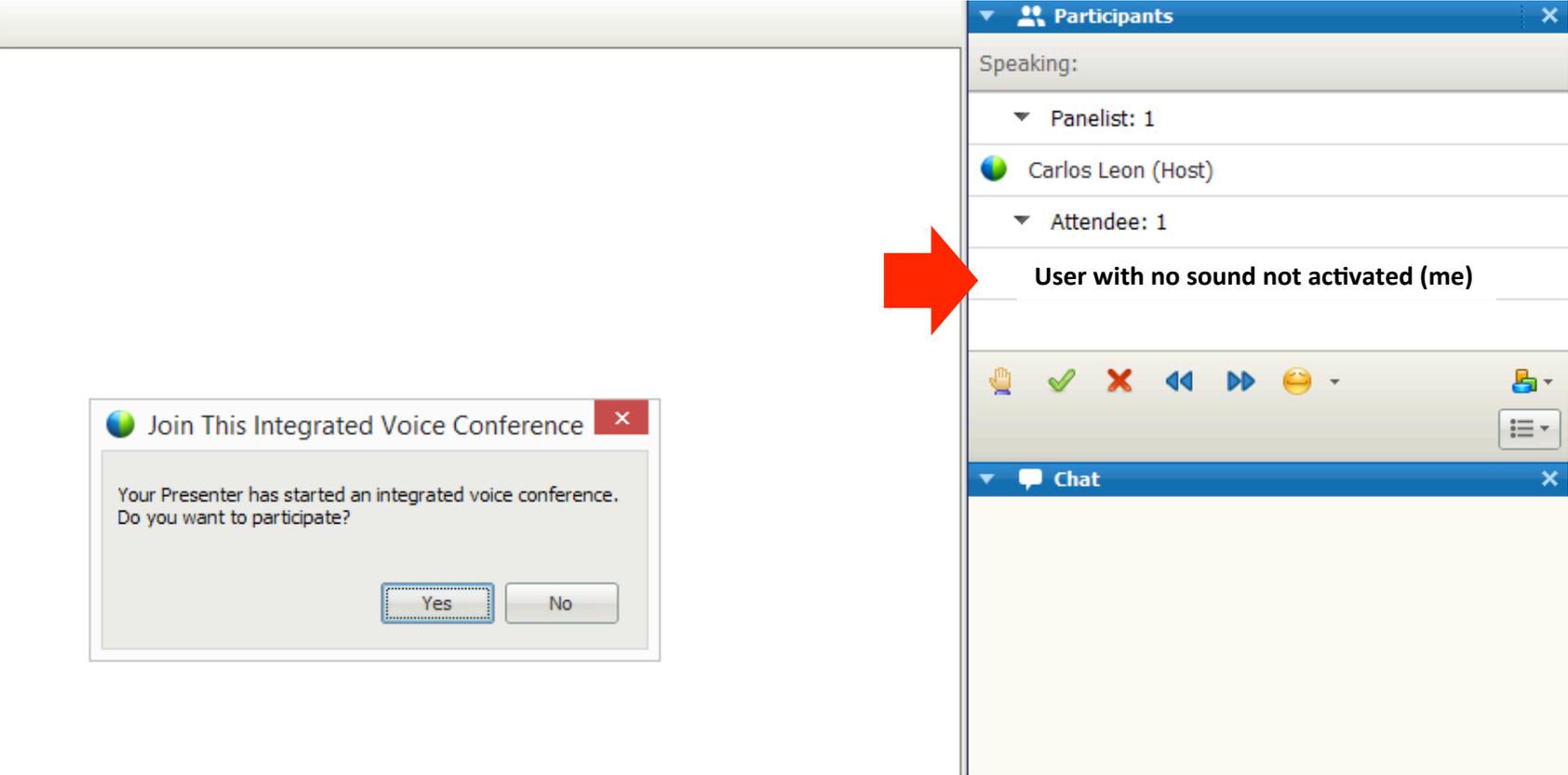
Select “Yes” to join the meeting and automatically activate your audio.



6

Configure your sound and microphone

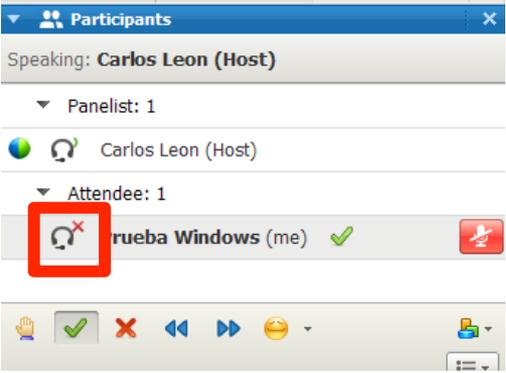
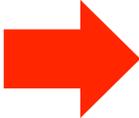
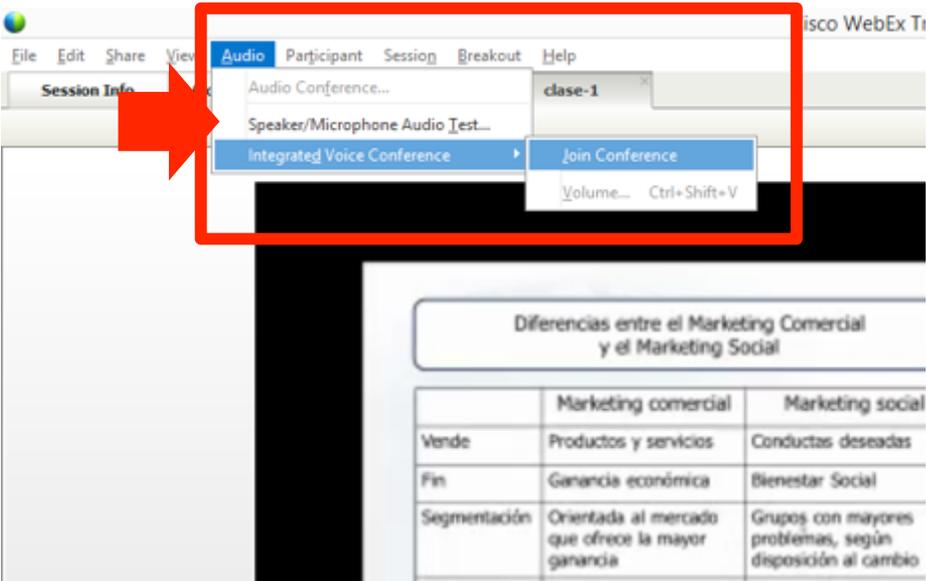
In the image below you can see that the user has not joined the session and is not hearing, because next to the name there is no headset icon.



6

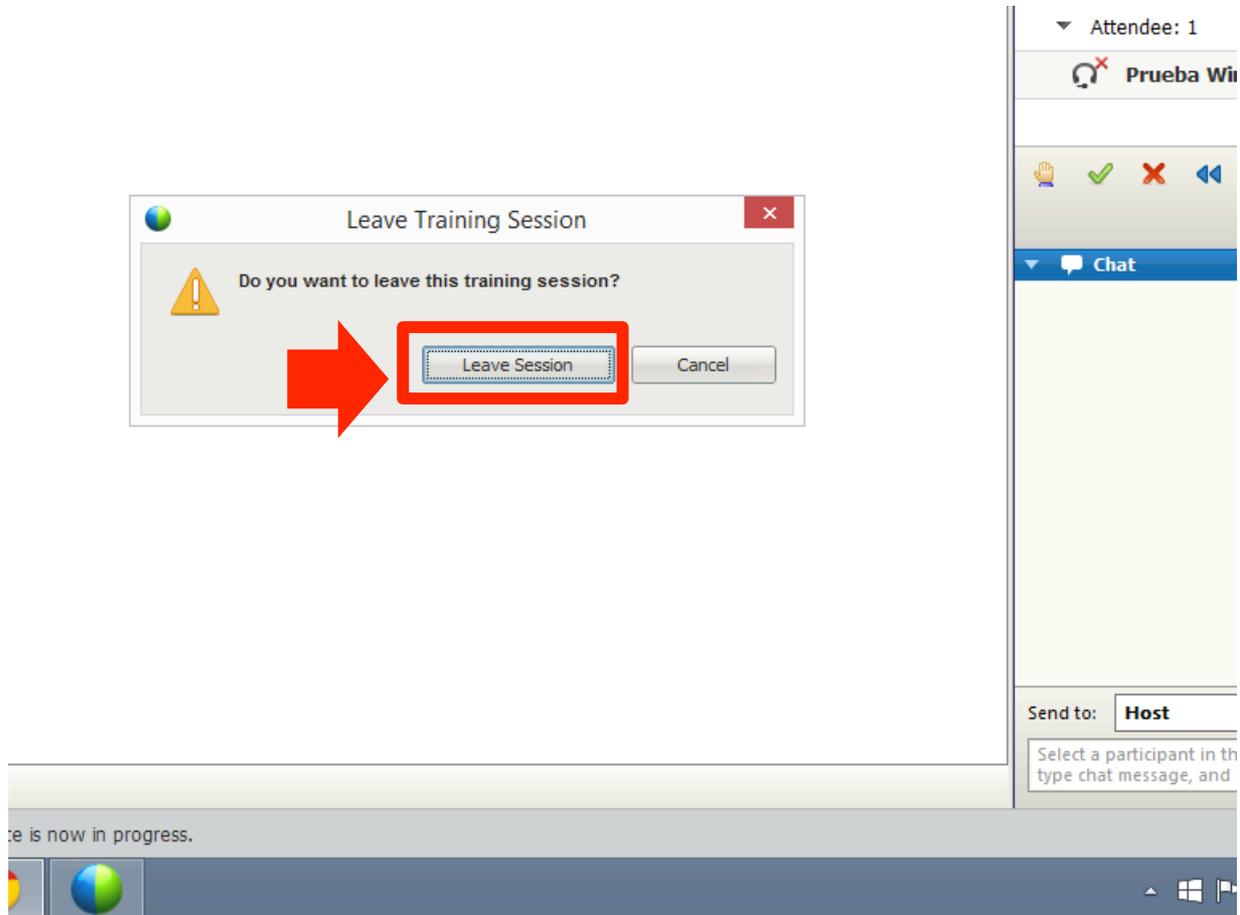
Configure your sound and microphone

In the event that you are not able to hear, you can try going to the menu, then **“Audio”**, then **“Integrated Voice Conference”**. Select **“Join Conference”** to begin listening. You will see a headset icon next to your name.



Exit the room

After the session finishes, click on the icon at the top to close the window, and select **“Leave Session”**.





Pan American
Health
Organization



REGIONAL OFFICE FOR THE

World Health
Organization
Americas



VIRTUAL CAMPUS FOR PUBLIC HEALTH

VIRTUAL CAMPUS HELP DESK

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the Campus Help Desk:

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