

One-page for potential first-time Webex participants

Goals of this one-page reference:

1. *Explain how to join and what they should see as they do so*
2. *Offer 2-3 most crucial tips to help them with any audio issues or offer best practices.*

Some tips and notes to help you participate in the meeting:

1. If you're joining by computer, please click on the meeting link at least 5 minutes prior to the scheduled start of the forum.
2. If you don't already have the Cisco Webex Meetings application installed, you'll be taken to a page in your default browser with the opportunity to join the meeting in your browser (there shouldn't be a need to install any additional applications, either temporary or permanent). If you do have Webex Meetings already installed, you should see a browser page open that says "Starting Cisco Webex Meetings..." and after a moment you'll see a smaller window titled "Cisco Webex Meetings" with the title of your meeting below.
3. In both cases you should see an option at the bottom of the screen to select your Audio Connection, which should default to Computer Audio (please use a headset if you use this method). Mute or unmute your audio using the microphone and camera icons on the left.
4. If you want to have the system call you and use telephone audio instead, click on the arrow and select "Call me at..." and enter the phone number of your choice. When the system calls, you'll just need to press "1" to enter the meeting.
5. If you are joining by telephone, please dial one of the phone numbers under "Join by phone" in your registration confirmation and enter the access code provided. You will join the meeting in audio only mode.

Some additional notes:

- Your microphone should initially be muted in order to provide the best experience. Please remain muted unless speaking.
- After joining the meeting by computer, if you are having any audio issues, please click on the 3 dots (...) on the right side of the icon bar, select "Audio Connection", and follow the "Call me at..." instructions in #4 above to stay in the video meeting but switch your audio to telephone."
- In the event that you are using a personal device to remote into a City device over VPN, attempting to join from your City device will create audio and other problems. To participate in meetings in this case, install Webex Meetings by signing in with your City email address to <https://seattle.webex.com> on your personal device, selecting the Download button towards the top of the page, and installing the software. You can then attend meetings directly from your personal device.