

**Thank you for taking time to go thru this brief guide to access our web-ex conference.**

First of all you should have a registration ID (and their maybe a password depending on the session)that was emailed to you. The conference will open 15 minutes before the scheduled time. Simply follow the instructions on the email that was sent to you to access the web-ex. (if you don't have check your spam folder). Our web-ex site is riskmanagement.webex.com (note **no** www)

It will take approximately two minutes for the webinar to load once you have logged in.

To test your browser to make sure you have an updated browser that will work properly go to

<http://www.webex.com/lp/jointest/>

If you are on a wireless connection you may get bounced off webinar. If that happens simply log back in.

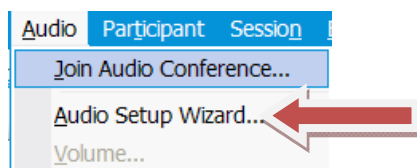
**If for any reason you have technical problems testing your system or during the webinar you can call Web-ex support directly at 1-866-229-3239.**

Once you login to the webinar you have two ways you can connect to the sound. VOIP which is thru your internet connection. We recommend the VOIP but you have to have speakers (and if you wish to participate a microphone). We recommend a headset and they are very inexpensive.

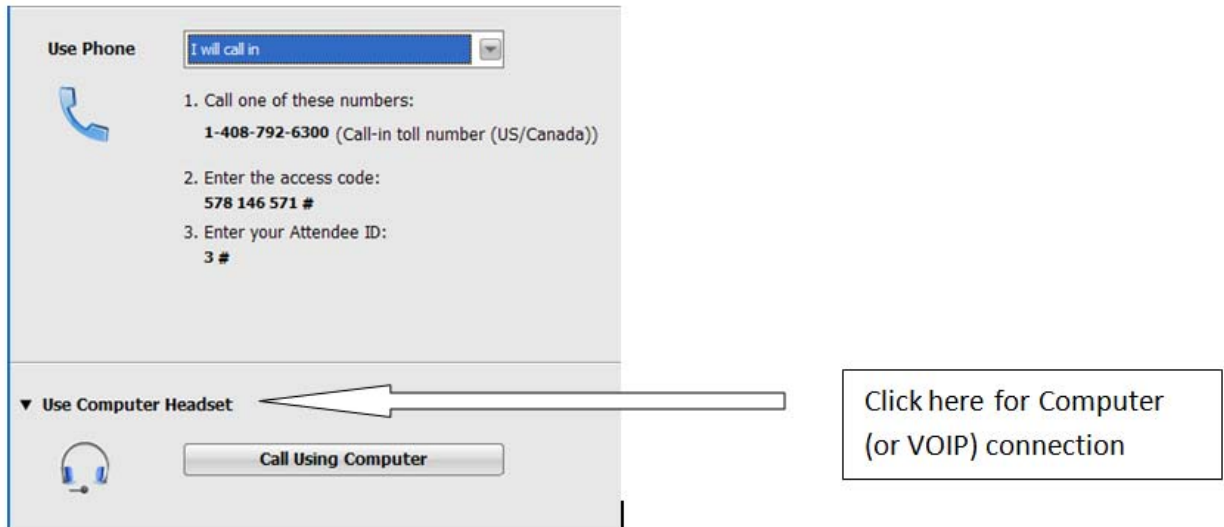
First of all when you log into the webinar you will see this box appear asking you how you wish to join the audio portion of the conference. If you are using phone connection simply follow the instructions for call-in. (If you are using your cell phone be sure to charge your cell phone.

**If you are using VOIP or computer connection**

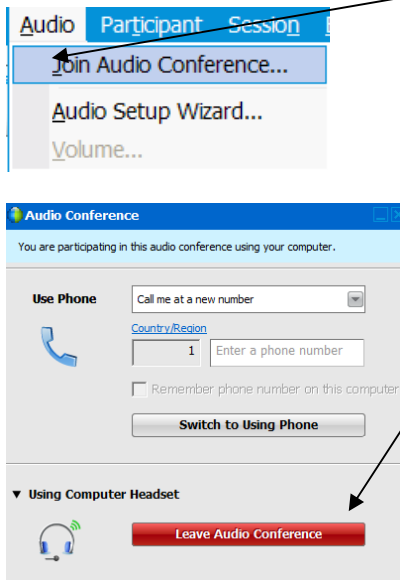
Before you click on click computer headset you can test your audio setting by clicking on audio setup wizard. This is available under audio on your toolbar.



OK so you have tested your speakers and microphone and you are ready to connect to the VOIP conference. (A common problem is you plug in a new headset and you may have to select the microphone which can be done on audio set up wizard).

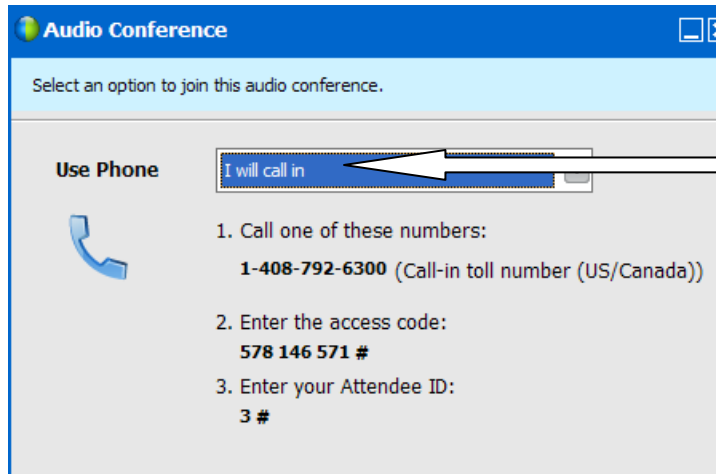


If you for any reason you experience problems with the VOIP (computer) connection during the session **DON'T Close out the MEETING**. Simply leave the audio conference by going to the Audio tab click join conference (which available under the audio tab on your top tool bar) and leave the phone conference. You will have to click on audio/join audio conference the you will see the leave conference button.



Then just click on the audio set-up wizard to set up your audio. Remember as long as you don't close webinar (the only way you can do that is by clicking file/end session or by clicking on the X in the top right hand corner to close program).

If you simply need to change from VOIP to phone just end audio conference and rejoin by calling in



Click ***I will call*** in if you are having problems with the VOIP connection. Remember it is a long distance call so you may want to use your cell phone.

Please remember you may occasionally be knocked off line if you are on a wireless connection (for the video and the audio). You do not have to leave the conference if this happens; just click the audio tab at the top of your screen.

If for some reason you do get closed out of conference simply log back in.

### **OK Enough about the settings (most people never have an issue with the VOIP setting)**

How about navigating through the webinar.

First of all after you have adjusted your audio setting as described above you may need to click on the video button if you do not see the video (if you login before the host the video will not be available until host logs in).

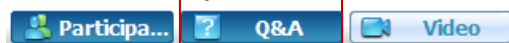


Most of you will not have microphones. That is OK we have two different ways you can communicate with the speaker.

The first is if the speaker asks you a question. You can respond by clicking the green check or red x. You can also raise your hand if you have a question.

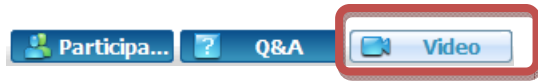


The second way to communicate is to click on Q/A and type in a question.



Depending on the webinar we may have a brief test and will give you instructions.

Sometimes we mute the video of the speaker. We will usually test this at the beginning of the program. If we do test the video and ask you if you can see video and you cannot simply click on the video button.



**If your training is a State Board Training Program PLEASE NOTE WE CAN MEASURE ATTENTIVENESS SO IF YOU OPEN THE WEBINAR AND GO TO ANOTHER PROGRAM (IE. EMAIL OR INTERNET) IT WILL SEND US AN ALERT! We also will have several questions throughout webinar to make sure you are paying attention.**

I hope these instructions are helpful...remember most folks do not have any issue with VOIP settings. If you do have audio problems and leave audio conference and before you rejoin conference simply click on audio set-up. If you have never been in a web-ex webinar please run the browser test well in advance of the webinar so you can contact Web-Ex customer support before the webinar to handle any issues. They have excellent technical support. **1-866-229-3239**. Use this same number if you have any technical problems during the webinar.

Thanks again for your participation.