



WebEx Guidelines

UNSD

Last Update: 26 October 2020





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UNSD, 26 October 2020

The WebEx Guidelines provide basic instructions on the functionalities of the WebEx platform, as well as some tips and suggestions for all participants to have an enjoyable and fruitful discussion at the virtual meeting. The intended readers are the participants not familiar with the WebEx platform. If you have participated in WebEx meetings before, you can skip reading this document.

WebEx as video conferencing tool

Cisco WebEx is one of the official platforms for formal virtual meetings organized by UNSD. The easiest way to join the meeting is by clicking on the “Join Meeting” button in the meeting invitation and join the meeting in the browser. Alternatively, you can choose to download and install the WebEx app on your computer, tablet, or smartphone. The WebEx app is available at https://www.webex.com/content/webex/c/en_US/index/downloads.html/. It is recommended to join the meeting from WebEx app on your computer, since this option gives you more control on the meeting settings, especially for the participants with a presenter role.

Please note that the meeting organizers are unable to provide technical support with WebEx or any other connection issues during the formal sessions of the meeting. For technical support you will need to contact your own IT support, or request a testing session before the meeting.

Ensure access to a stable internet connection

Please test your connection prior to the meeting to avoid running into problems during the discussion. While we would appreciate it if everybody uses the video function, please consider joining the meeting solely through the audio function if your internet connection is weak.

Steps to join WebEx meeting

This section provides details on how to join a WebEx meeting. You might also want to check the Cisco WebEx 'Getting started with WebEx' for videos, guides and step-by-step instructions <https://help.webex.com/en-us/xqsxxt/Get-Started-with-Cisco-Webex-Training>.

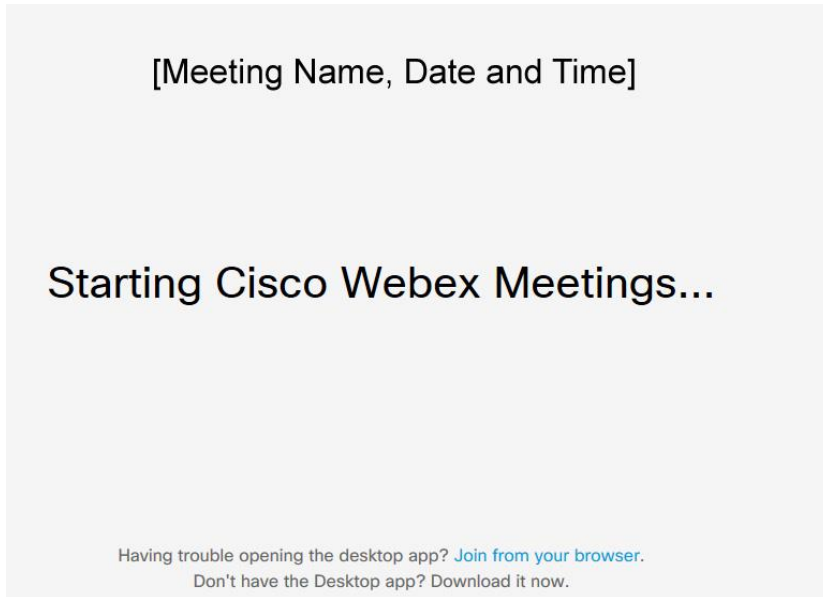
Step 1

Click on the meeting link in the email sent by UNSD. Make sure you have your audio device (e.g. speaker, headset) connected. You can do a self-test on your own via CISCO WebEx testing: <https://www.webex.com/test-meeting.html>.



Step 2

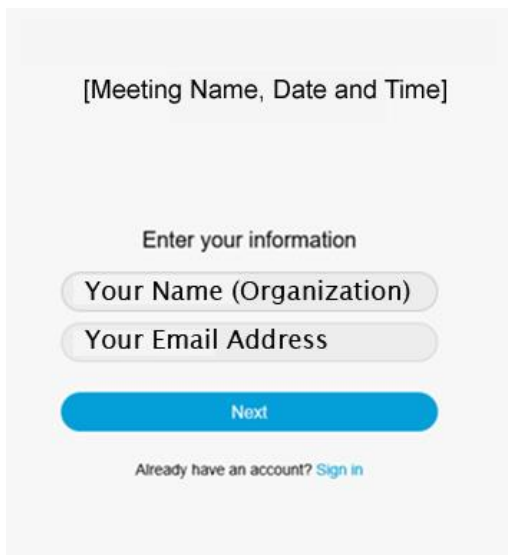
You should see a screen like the one below, with description about the meeting name, date and time.



Wait a few seconds for the WebEx window to appear (if it doesn't, you can try joining from your web browser by clicking "Join from your browser" at the bottom). You can connect to WebEx from any browser. For mobile devices, there are apps available (check your app store) that make connecting easier. On some mobile devices, certain functions might not be available.

Step 3

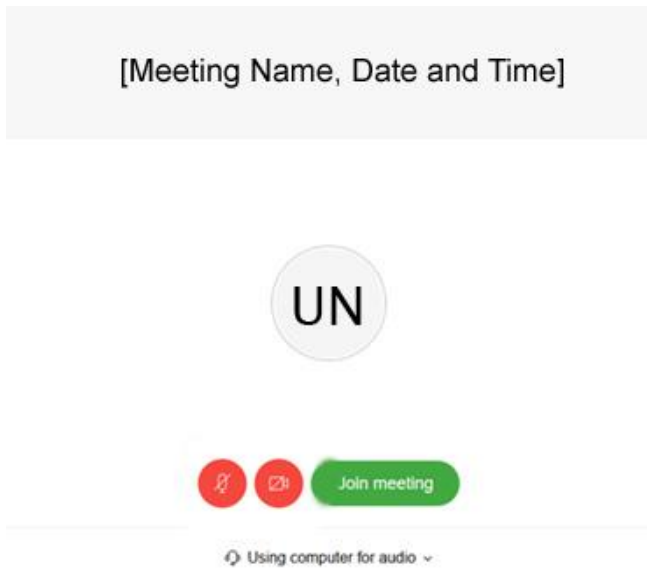
Enter your full name with name of organization and email address, then click Next.





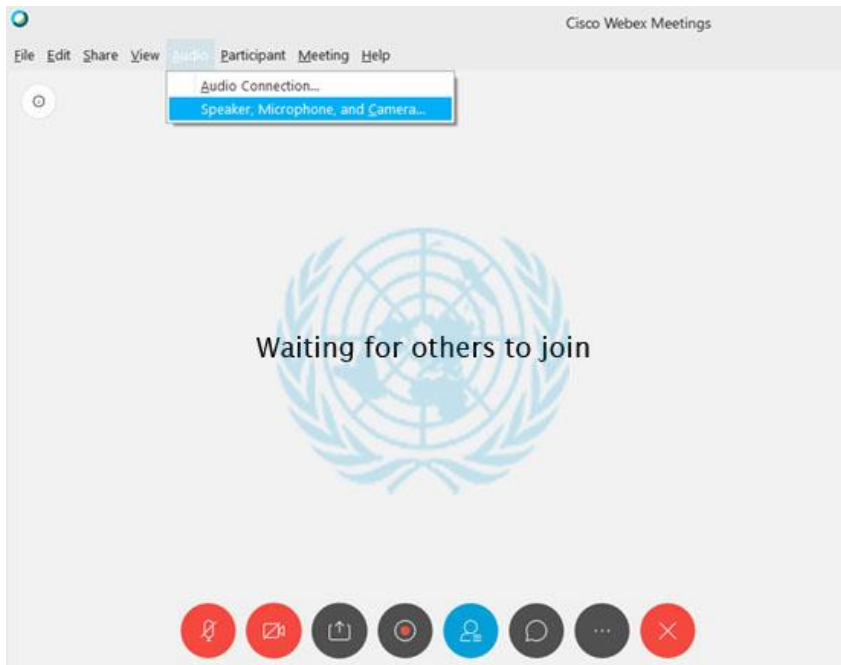
Step 4

We recommend to select “using computer for audio”. Then, click “Join meeting”.



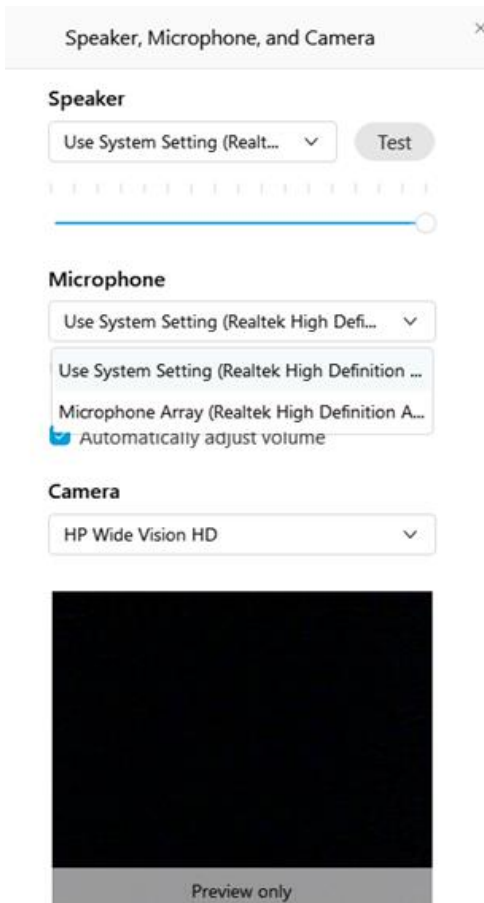
Step 5

When you join the meeting, you will see a screen like the one below (maybe a different image, or no image at all, depending on the meeting).





To test if you are connected with the right devices, go to “Speaker, Microphone, and Camera” under the “Audio” tab on the top of your meeting screen.



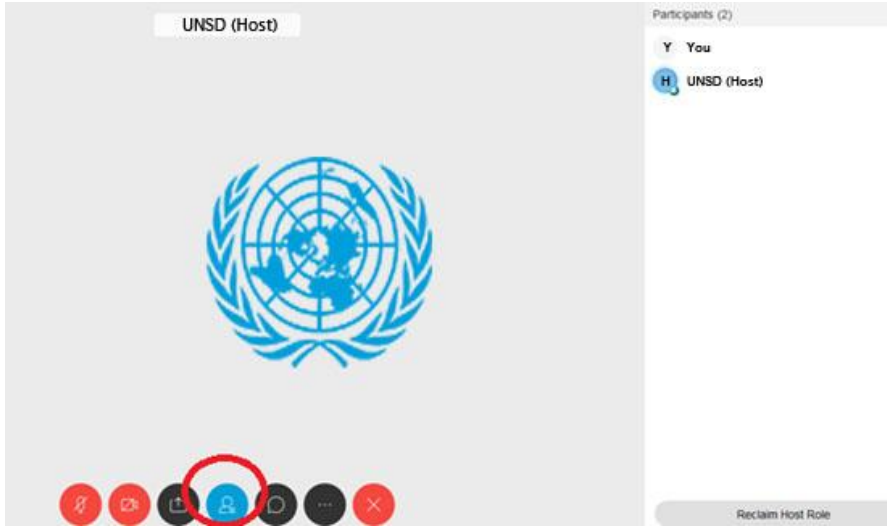
You can then choose and test the devices you want to connect with.



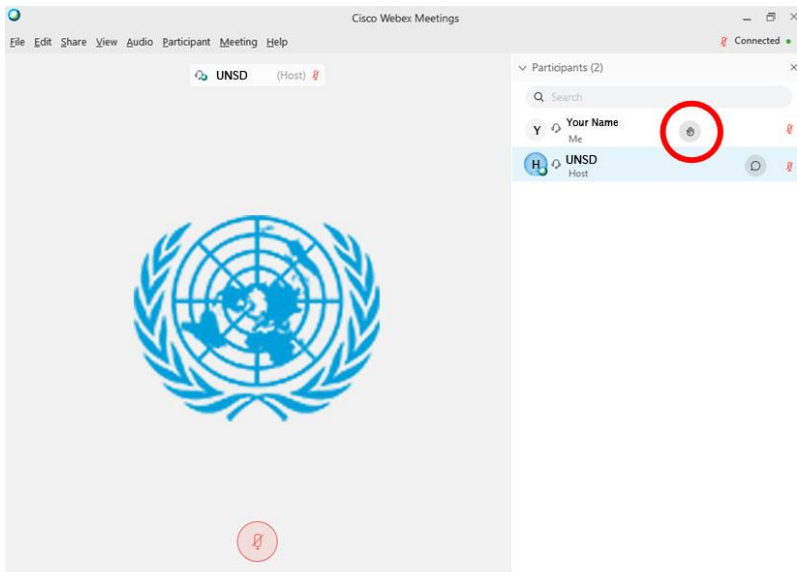
Functionalities

Presentation: Please contact the meeting organizers in advance if you plan to give a presentation during the meeting, as well as send us a copy of the slides. The meeting host will show the presentation during the meeting, and move between the slides at your prompt. You as the presenter will be only required to unmute yourself and give the oral part of the presentation.

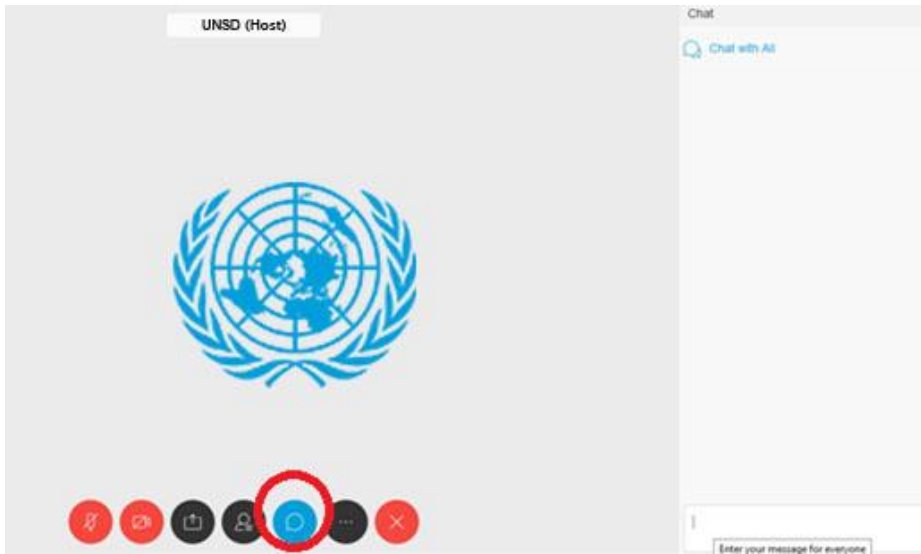
Participants List: To see the list with the host, presenters and participants in the WebEx meeting, click the participants list button.



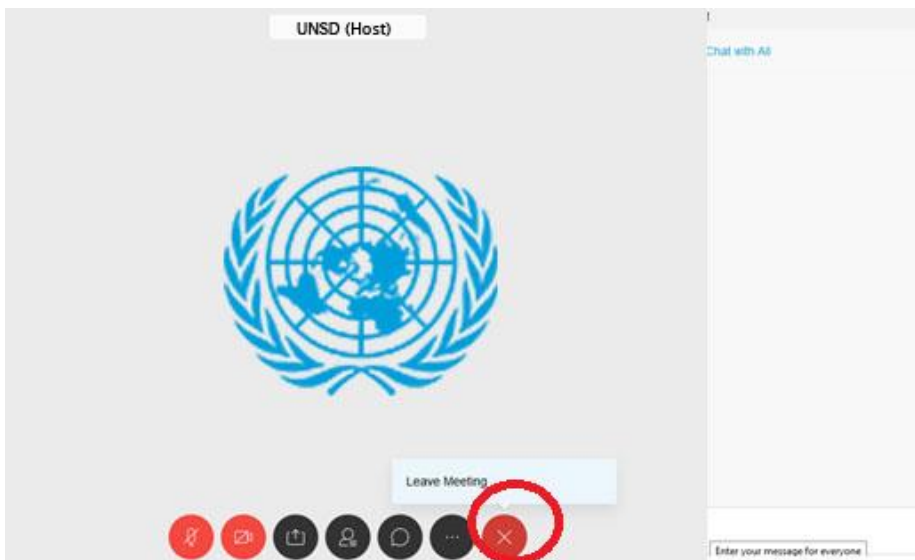
Raise Hand: To ask for the floor, please click on the "Raise hand" icon next to your name in the list of participants (see below). If you don't see this, type "Question" in the chat.



Chat: You can send messages during the meeting by using the chat function. Messages can be seen by all participants, unless you just select one person from the drop-down list.



Leave: To leave the meeting, click the "X" button.



Participate actively, but keep it short and simple

We welcome everyone's active engagement and contributions during the virtual meeting. However, quite a large number of participants will be attending the virtual meeting and the time is limited. To ensure that everyone gets a chance to speak and have her or his voice heard, please keep your questions/comments to the point to leave enough time for the other participants to provide their questions/comments. If you wish to communicate your comment/questions verbally rather than through the chat box, it might be a good idea to first write your message concisely on a piece of paper and then read it out. That will help you to be brief and to the point.

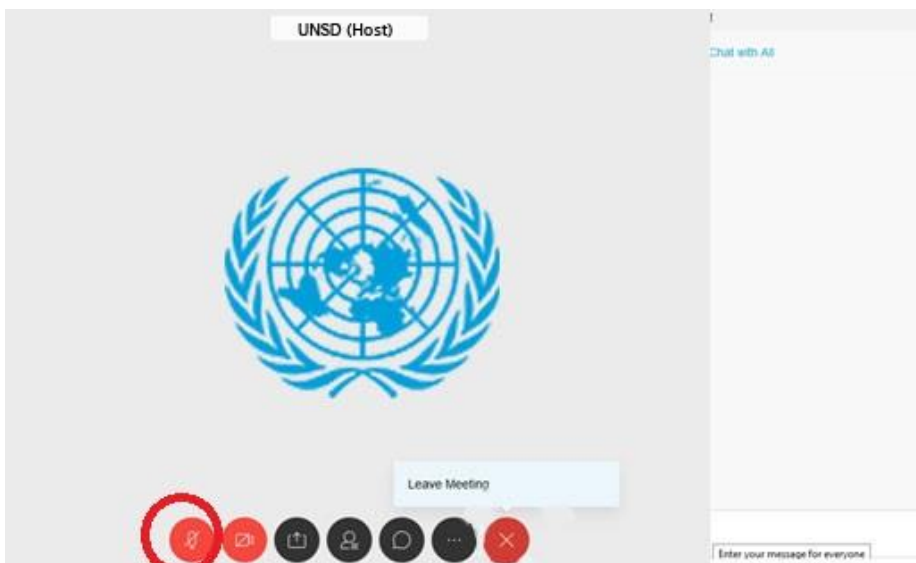


To the extent possible, please communicate one comment or question at a time instead of combining two or more messages. That will help the host and participants understand your message better.

While we look forward to hearing your various comments and questions, please space your contributions so that others can come in before you do so again.

Mute your microphone while not speaking

Since there will be a relatively large number of participants at the virtual meeting, the meeting host may mute all to improve the quality of the connection. Whenever you are given the chance to speak (after you have raised your digital hand), please unmute yourself and then mute yourself again after speaking (see below screenshot). This will ensure there is no background noise.



Use a quiet place for the meeting

Please use a quiet place for the meetings to avoid interruptions and disturbing noises.

Use headphones

Use headphones with an integrated microphone to ensure the best audio quality. Ear plugs used for smart phones can also be used.



Recording

The meeting will be recorded but not distributed publicly.