

KB LEVEL:  DSE	KB ARTICLE	KB NUMBER:
	<i>How to Schedule a meeting in WebEx</i>	

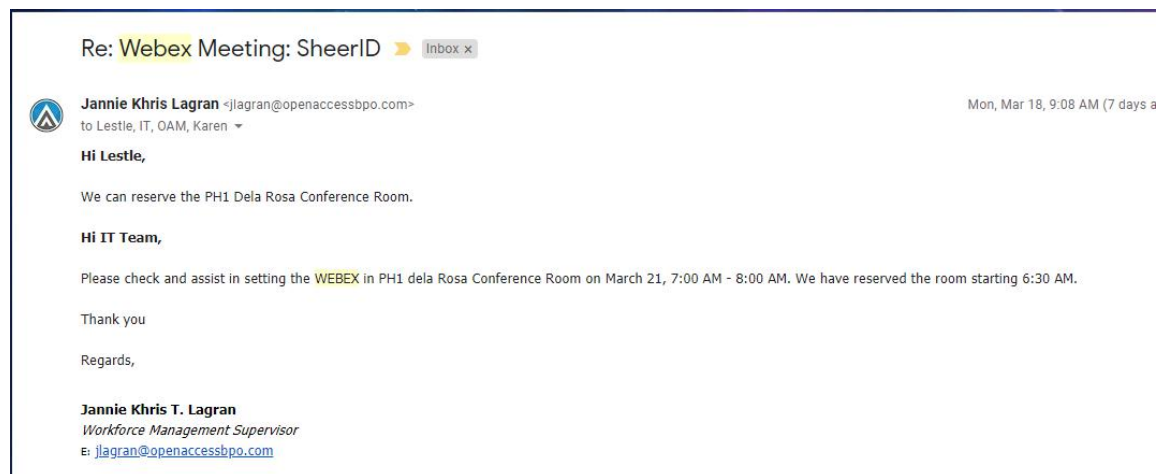
KB Category:	<i>Request Desktop PC App Installation</i>		
Author:	Alexis B. Rivadeneira	Date:	June 24, 2019

Problem Description:	Requests in scheduling a meeting in WebEx
Symptoms and Cause of the issue:	NA

#### Procedures:

Step 1: Acknowledge the email and create a ticket for the assistance regarding the request to schedule a meeting via WebEx.

**Note:** That any request regarding the scheduling of WebEx must be approved by **WorkForce Team**, if request is sent directly to IT, loop in Work force team for approval.



**Figure 1:** This figure shows the request sent via email.

Step 2: Once email is acknowledged and ticketed, go to a web browser and type in "<https://www.webex.com/>" and click on sign in button and it will redirect to the login page. On the Login page, login the IT managed webex account with username: oamwebex@openaccessbpo.com and password: OP\*\*\*\*\*5! .

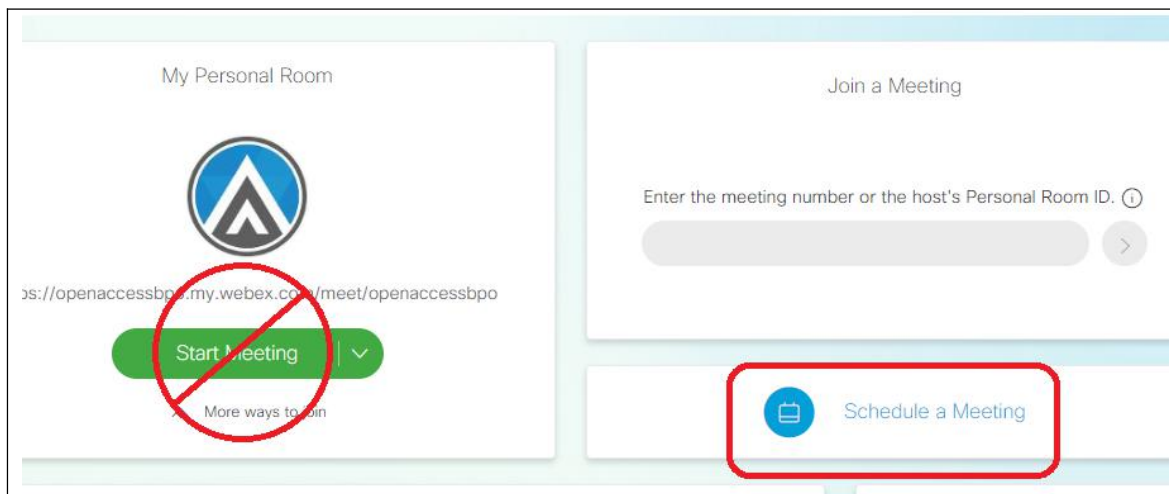
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**Figure 2:** This figure shows the website and its login page

Step 3: Once logged in, click on the button “Schedule a Meeting” then it will redirect to a new page where the support will input the information’s provided by the requester.

**Note:** do not use the “Start Meeting” when creating a scheduled meeting, else it will automatically start a meeting immediately.

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**Figure 3:** This figure shows the scheduled meetings and the creation of scheduled meetings.

Step 4: After clicking the button “Schedule a Meeting” it will proceed to Schedule a Meeting page where the support will input the given information’s about the meeting. Once done filling up click on the button “Schedule”. And once done scheduling the meeting make sure to logout the account which can be found on the top left corner of the page.

Schedule a Meeting

\* Meeting topic: For KB article

\* Meeting password: yR2Q7bBH

Date and time: Tuesday, Mar 26, 2019 10:35 am Duration: 1 hour (UTC+08:00) Kuala Lumpur, Singapore

☐ Recurrence

Attendees: arivadeneira@openaccessbpo.com




Show More

Cancel Schedule

**Figure 4:** This figure shows the form page where the information about the meeting will be.

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Step 5: After creating a scheduled meeting, a form of the meeting that can be copied and sent as an invitation to the client or to the requester.

For KB article




Hosted by Open Access

10:25 am - 11:25 am | Tuesday, Mar 26 2019 | (UTC+08:00) Kuala Lumpur, Singapore

Start Meeting

Meeting Information
Copy

Meeting link:
<https://openaccessbpo.my.webex.com/openaccessbpo.my/j.php?MTID=m165b1367cd8f6eeb4b29974bba9b037f>

Meeting number:
290 688 853

Password:
fHeg4HQ3

Host key:
359015

Agenda:
For KB

More ways to join

Join by video system
Dial 290688853@openaccessbpo.my.webex.com  
You can also dial 173.243.2.68 and enter your meeting number.

Join by phone
Use VoIP only

**Figure 5:** This figure shows the copy of the form that can be sent as an invitation.

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### Verification:

Step 1: To verify if the scheduled meeting is created, check on the upcoming meetings tab.

The screenshot displays the WebEx user interface. The 'Upcoming Meetings' section is highlighted with a red rectangular box. It shows a meeting scheduled for Tuesday, March 26, from 10:25 am to 11:25 am, with 'Open Access' and 'For KB article' details. A 'Start' button is visible next to the meeting entry. Other visible sections include 'My Personal Room' with a 'Start Meeting' button, 'Join a Meeting' with an input field for meeting numbers, and a 'Weekly Meeting Report' showing 5 meetings and 91 minutes hosted last week.

**Note:** Once the meeting is scheduled assist the requester for hosting the meeting and test the conference audio/video equipment.