KB LEVEL:	KB ARTICLE	KB NUMBER:
DSE	***How to Schedule a meeting in WebEx***	

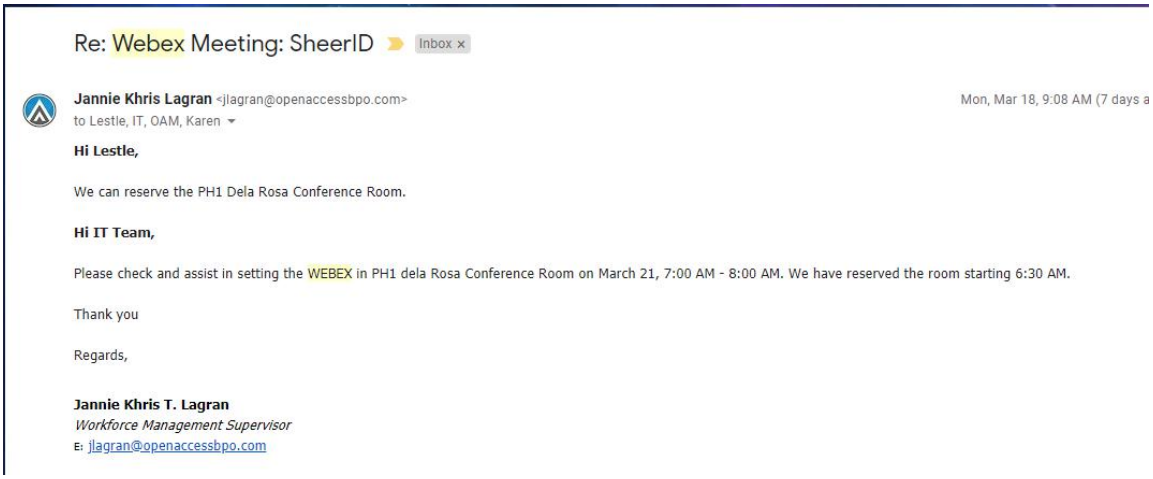
KB Category:	***Request Desktop PC App Installation***		
Author:	**Alexis B. Rivadeneira**	Date:	**June 24, 2019**

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.



Re: Webex Meeting: SheerID Inbox ×

Jannie Khris Lagran <jlagran@openaccessbpo.com> Mon, Mar 18, 9:08 AM (7 days a
to Lestle, IT, OAM, Karen

Hi Lestle,

We can reserve the PH1 Dela Rosa Conference Room.

Hi IT Team,

Please check and assist in setting the WEBEX in PH1 dela Rosa Conference Room on March 21, 7:00 AM - 8:00 AM. We have reserved the room starting 6:30 AM.

Thank you

Regards,

Jannie Khris T. Lagran
Workforce Management Supervisor
E: jlagran@openaccessbpo.com

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: 0P*******5! .

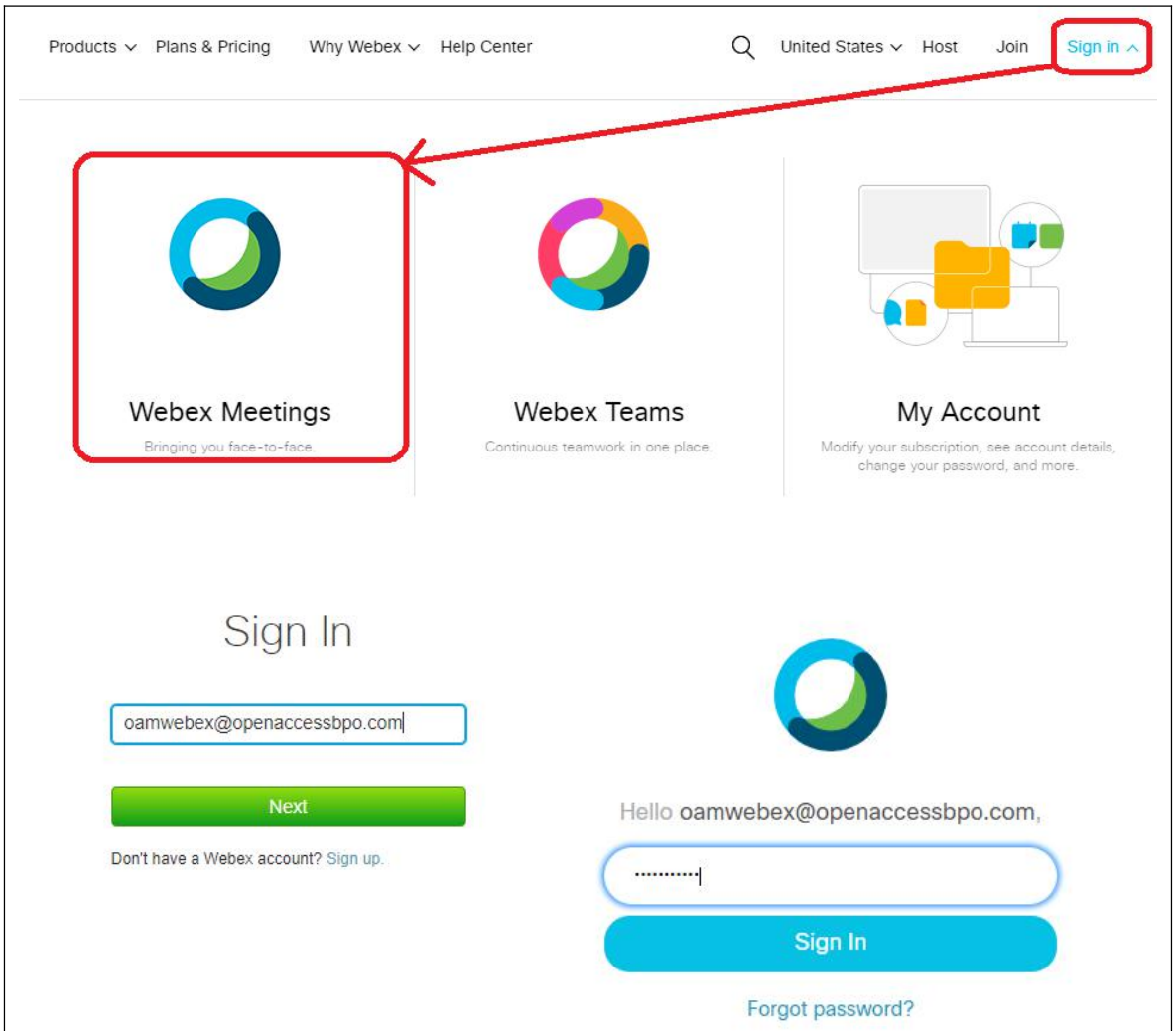


Figure 2: This figure shows the website and its login page

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.

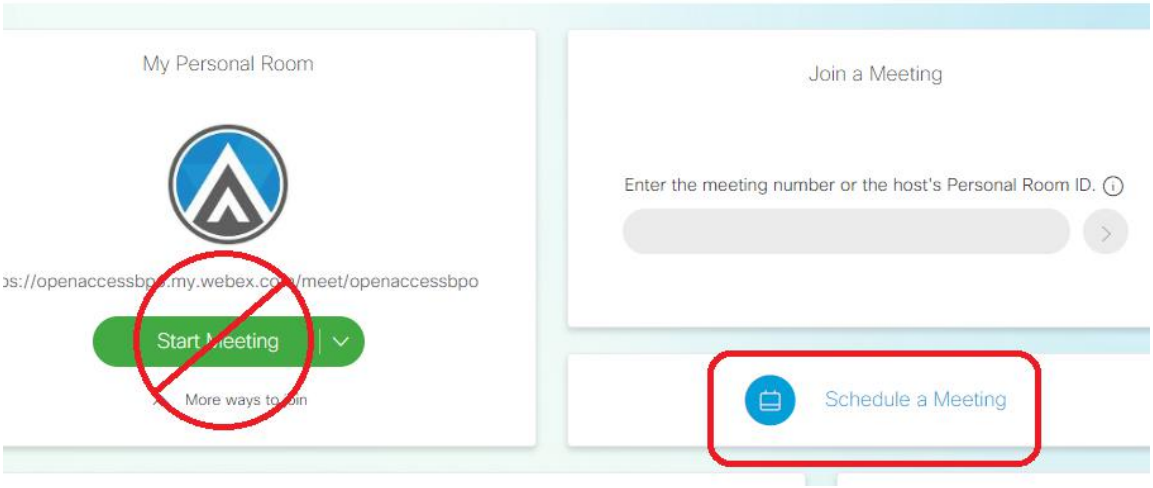


Figure 3: This figure shows the scheduled meetings and the creation of scheduled meetings.

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.

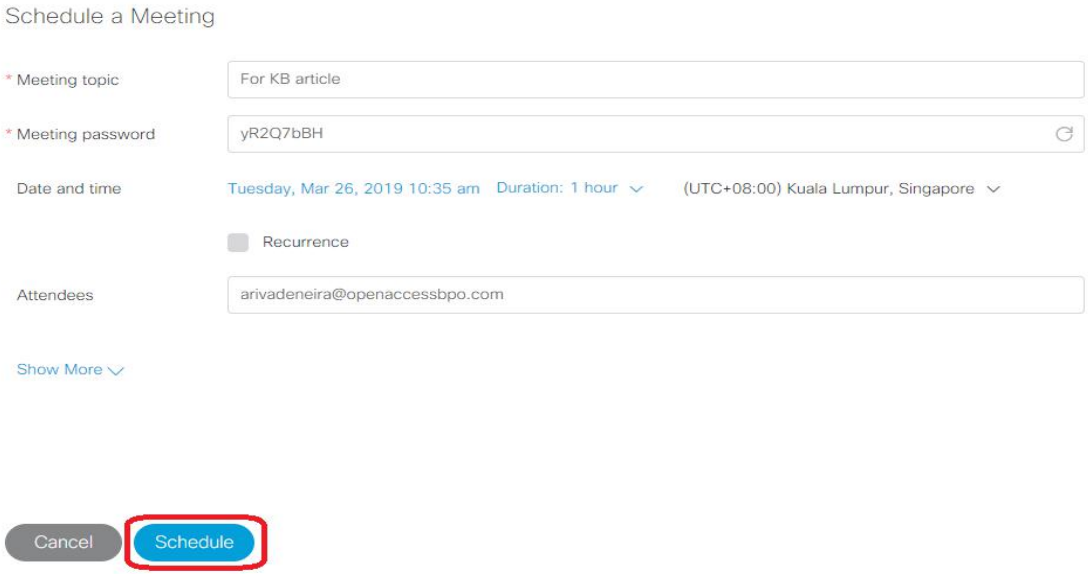


Figure 4: This figure shows the form page where the information about the meeting will be.

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.

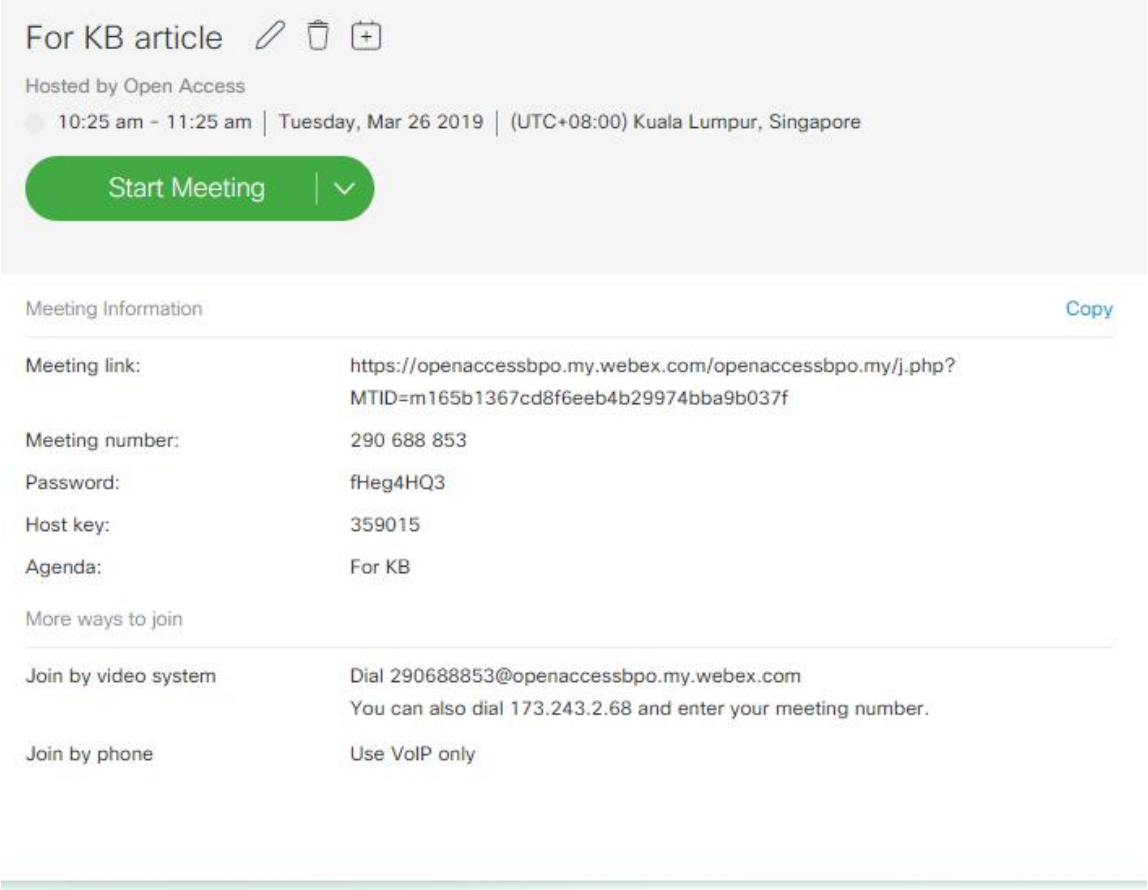
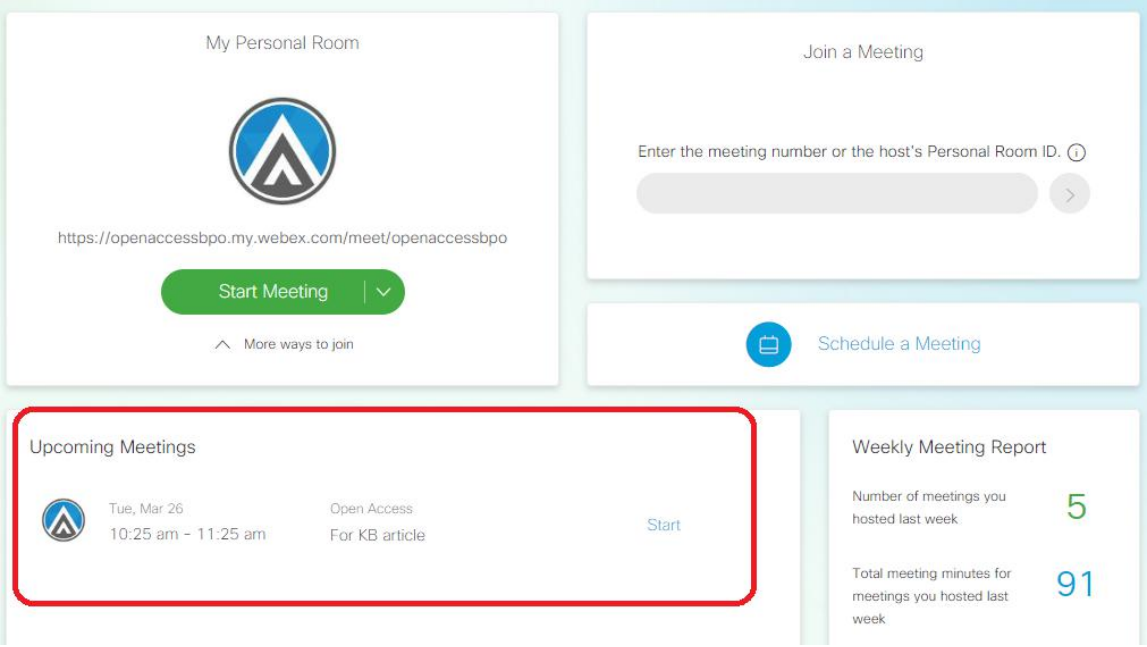


Figure 5: This figure shows the copy of the form that can be sent as an invitation.

Verification:

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



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