

**Participant Tip Sheet**  
**CAHPS Research Meeting**  
Wednesday, October 7, 2020  
11:00 am – 4:00 pm EST

### General Tips & Notes

1. Please restart your computer prior to the meeting.
2. Close all background applications on your computer (e.g., Spotify, Microsoft Teams, Skype, etc.) as this can slow down the internet speed of your computer.
3. The slides and other meeting materials are on the “Event” login page for you to download. This is the page you will see prior to joining the event (see “Downloading Event Material” instructions below).
4. Log into the event outside of your work VPN/Network/Portal. Copy and paste the Webex meeting URL into the Web Browser of your home computer if you are working from home (do NOT try to click on the meeting invite link from inside a remote work VPN/Network/Portal).
5. **The meeting password is CAHPS20.**
6. You will be muted throughout the event, except during Moderated Open Discussion, when those who use the “raise hand” feature may be called upon and unmuted to speak, as time permits. Only speakers will have their video on.
7. If you have any issues during the event, you can chat and we will respond. If you are having difficulty logging in to the event, you can email [cahps1@westat.com](mailto:cahps1@westat.com).

### Webex Instructions

#### DOWNLOADING EVENT MATERIAL

**Step 1:** When you click on your event link, you will go to the Event Login page.

**Step 2:** On the Event Login page you will see this, on the left side:

**Description:**

**\*\*\*Download event material below\*\*\***

**Event material:**

If you obtained an event password from the host, enter it below and click **View Info**:

**View Info**

**Step 3:** Enter the meeting password **CAHPS20** and click on “View Info.”

**Step 4:** You can download the Agenda, Slides, Speaker Bios, Participant Tip Sheet and Participants List at any time prior and during the meeting.

**Step 5:** When it is time to join the event, please click on “Join Event” on the right side and proceed with the next steps below.

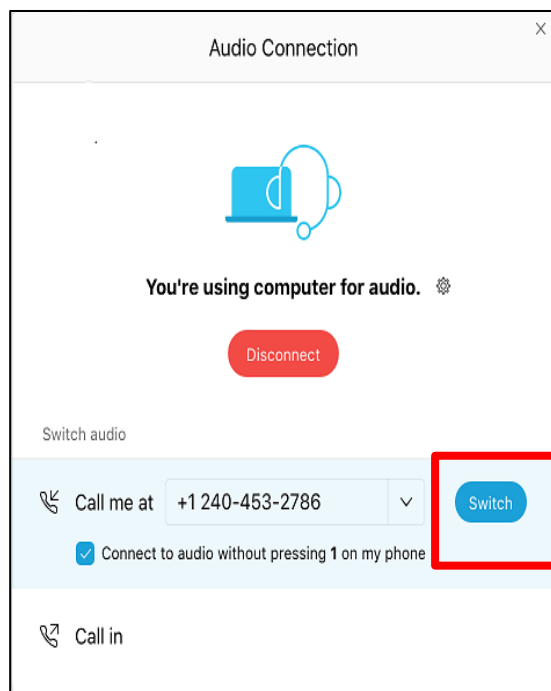
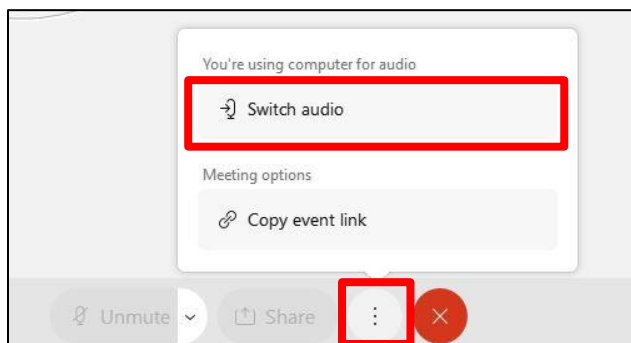
#### LOGGING IN & SETTING UP AUDIO

**Step 1:** Use the URL in the meeting invite you received via email. The meeting password is **CAHPS20** (if needed).

**Step 2:** A pop-up should appear about how to connect to audio.

**Please select “Use Computer for Audio”**

If the pop-up doesn't appear, you can select your audio option by selecting the three dots on the bottom of your screen and selecting "Switch Audio." When the Switch Audio box appears, enter your phone number and have WebEx call you.



## **ASKING A QUESTION OR MAKING A COMMENT**

### **To chat a question or comment**

Select "Chat" at the lower right of your screen. Then type in the box that opens. Make sure "All Panelists" is selected prior to hitting Enter on your keyboard. Your typed questions or comments will be read aloud so the speakers can answer.



## To raise your hand to speak

Select “Participants” in the lower right of your screen to open the participants list. Select the (very small) “Raise Hand” icon above the participants list on the right hand side.



During Moderated Open Discussion, we may call upon you to ask your question aloud. We will alternate between taking questions and comments from the chat to unmuting those with raised hands, and continue as time permits.

Please click the “Raise Hand” icon again to “unraise” your hand. We will clear all raised hands at the end of each moderated open discussion.



## CHANGING YOUR VIEW IN WEBEX

There are multiple viewing options in WebEx. We recommend viewing in the “side by side” or “gallery” views. Select the circle at the top right of your screen that has a gray rectangle inside.



Three options will then appear: gallery view, side by side, and pop out. Gallery view shows all panelists displaying their video, as well as the slides.



Gallery view

Side by side view allows you to view the slides and speaker side by side.



Side by side view

To go back to the default gallery view, click your cursor on the Webex screen and hit the Esc button on your keyboard once, or twice if needed.