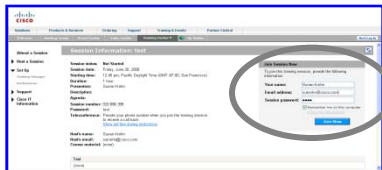


Joining a Session

From Email Invite or Reminder:

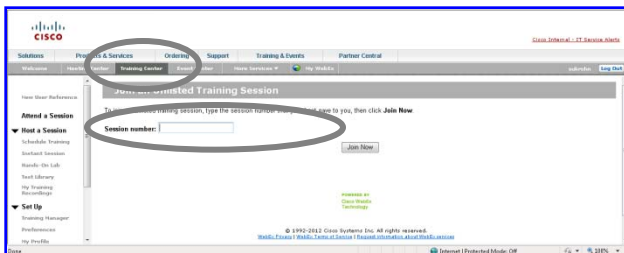
- Go to *To join the training session* and select the "Go To" Link provided
- Enter your *Name*. This will be the name seen on the participant list for the session so enter your first and last name for identification purposes.
- Enter your *Email*. This is your Cisco email address. Ex: sukrohn@cisco.com
- Enter your *Password*. The password is located in the email invite or reminder.
- Select *Join Now*



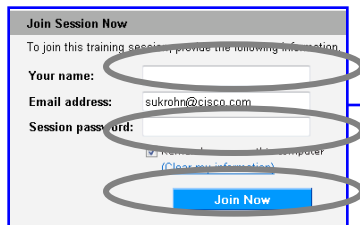
- You will join your training session.

From WebEx:

- Go to <https://www.cisco.webex.com> and select the "Training Center" tab



- Enter *Your name* (please enter first and last name - this will be the name that the instructor and other participants will see).
- Enter *Session Password* (this will be located in your email giving you access to the course after registering via EMS).
- Select *Join Now*
- You will join your training session.



Teleconference

You will not be able to hear the training session without also connecting to the audio. The majority of WebEx training sessions will utilize the teleconference capability.

From the Training Session:

Host offers call back option

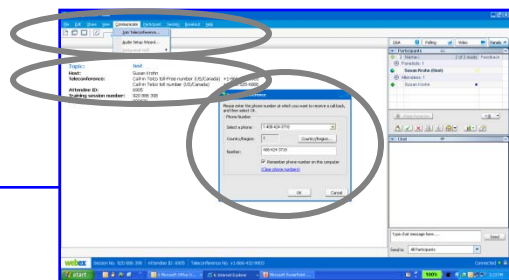
- If your host has selected the option for attendees to receive call back, you will see a *Join Teleconference* dialog box open upon entering the training session. If you do not see this pop-up or accidentally close it, select the Join Teleconference option from the Communications drop-down menu and it will appear. If you have used this feature previously it will be pre-populated here. If not, you can enter it. Select OK. You will receive an immediate callback.

- Press 1 to be placed into the conference
- You will join the teleconference.

NOTE: There is an option in the middle of the pop-up to change the country code, if required.

Host does not offer call back option

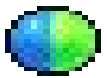
- Call the teleconference number located on the info tab upon entering your training session, Enter your Training Session Number followed by the # key. Enter your unique Attendee ID Number followed by the # key.



- You will join the teleconference.

If you are unable to join the session but will listen to AUDIO ONLY go to Email Invite or Reminder:

- Go to *To join the teleconference*
- Dial the number for your country. You will also have a link for all global access numbers if your country is not listed.
- Enter the *Session number* as it appears in your email and press the # key.
- You will join the teleconference.



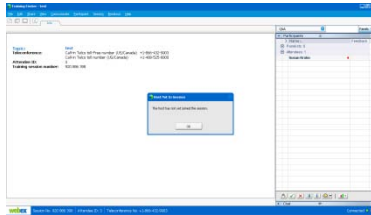
Troubleshooting Tips

You have not registered or have not received the WebEx information to join the session:

- Send email to mailer: las-cs-support

Your host has not yet started the session:

- Your host will set-up the training session allowing attendees to enter either 5, 10, 15, 20, 25 or 30 minutes before the start time. If you attempt to join the session before the timeframe denoted you will receive a message that the host has not yet started the session.



You are unable to join or receive a message that the class has been cancelled or is over – try these options:

- Close all browsers and reopen a new one. Enter the “join” WebEx link into the browser (copy and paste instead of clicking on the link in the message)
- Alternate browser type (ex: if you are using Firefox try IE, etc)
- Reboot
- Send email to Instructor and copy mailer: las-cs-support

Troubleshooting Tips

You see a message on your browser noting that the session has ended.

NOTE: This may happen when you are rejoining a session that has been scheduled as a recurring WebEx session.

- Scroll down to the bottom of the page. Select the “Back” button – not to be confused with or the same as the back arrow at the top left corner of the browser page. You will go to a page requesting the 9-digit session number. Enter and select “Join” or “Okay”.

Still unable to join:

- Call GTRC and select the option for WebEx support

System Recommendations

- Hardwire connection vs wireless is preferred to avoid network disruptions.
- Landline phone connection is preferred for audio quality. Cell phone could have echo and feedback. Soft phone could have breakup and chopiness. Either cell phone or soft phone could drop connection.
- MAC will have a slightly different look-and-feel but basically the same functionality. Video is not currently supported by WebEx for MAC.