**WebEx User Instructions**

**Host Account;** The Frederick Help Desk can be contacted to assist users with acquiring a personal WebEx Host account. Users may also request from the Frederick Help Desk to have a WebEx meeting created on behalf of them if they do not wish to have a Host account.

Note: Users requesting a WebEx meeting be created on their behalf, will need to contact the Frederick Help Desk or Conference Center Group email box 24 hours prior to meeting start date and time.

**WebEx System Requirements**

Outside user computers will need to meet the following parameters in order to conduct a successful WebEx meeting. Please confirm with outside users/presenters the following parameters can be met with their computers.

* Computer has WiFi capabilities.
* PC COMPUTER
  + Computer is using one of the following Operating System Versions.
    - Windows Vista, Windows 7, Windows 8, Windows 8.1, Windows Server 2008, Windows Server 2008 R2, Windows 10
* MAC (Apple) COMPUTER
  + Computer is using one of the following Operating System Versions.
    - Mac OS X: 10.7, 10.8, 10.9, 10.10, 10.11, 10.12
      * Mac OS X 10.6 or below not supported.
* INTERNET BROWSER
  + Computer is using one of the following Internet Browser Software Versions.
    - Internet Explorer: 7, 8, 10, 11
    - Mozilla
    - Firefox: Latest (Firefox 64-bit not supported)
    - Safari: (Mac versions 5, 6, 7, 8, 9, 10)
    - Chrome: Latest

**For scheduling or placing a WebEx Support Request,**

(Please provide the following information in request)

* 1. **Date:**
  2. **Time:** (Duration)
  3. **Title:**
  4. **Location of meeting**: (Building and Room Number)
  5. Does the requestor/host have their own Host Account? (Yes or No)
     1. Will we use their Host Account or a Tech’s Host Account?
     2. Need to arrange for alternate hosts? (Yes or No)
  6. **Audio** (Will meeting be heard through computer or phone?)
  7. **WebEx Recorded**? (Yes or No)
     1. Responsible for downloading/storing video?

(is it in tech’s host account or end user’s host account?)

Note: - Recording will need to be 508 compliant (closed captioned) if posting on a Gov’t website.

- Users may contact SPGM for editing and conversion of recording.

- Costs may be associated with request.

* 1. **Attendee Email**
     1. Requestor will be provided and responsible for sending out WebEx attendee email.
  2. **Non-conference center laptops**

**(Please review WebEx system requirements with outside user to confirm compatibility)**

* + 1. Will they be requesting to use their own laptop? (Yes or No)
    2. Do they need a separate WebCam provided? (Yes or No)
  1. **What format is the presentation?**
     1. Computer Type: (PC or Mac)
     2. Program: (PowerPoint, Keynote, or Other)
  2. Other audio visual need or request.

**Information needed for requesting a Webex Host account.**

**(Please make note in request to have an NCI WebEx account created.)**

1. **User needs to host WebEx meetings. (Yes)**
2. **First Name**
3. **Last Name**
4. **Username**
5. **Email Address (must be** [**firstname.lastname@nih.gov**](mailto:firstname.lastname@nih.gov)**)**
6. **Telephone #**
7. **POC/AO (If Request is for a Contractor)**
8. **Company (If Request is for a Contractor)**

**The following Host instructions can then be used to schedule/attend a WebEx meeting:**

**Host Instructions**

1. Test your system in advance by going to <http://www.webex.com/test-meeting.html> and entering your name and email address.
2. You should receive a message in return stating, “Congratulations! Your system is now set up properly.”

**Host Scheduling a Meeting**

1. Go to <http://cbiit.webex.com/> and choose “Host a Meeting” in the top right corner.
2. Enter your username and WebEx password you were issued via NCI’s host account email.
3. Click Meeting Center tab, then expand Host a Meeting.
4. Click Schedule a Meeting.
5. Create meeting topic and password to be relayed to your meetings attendees.
6. Assign a date/time for your meeting.
7. Choose “Send a copy of invitation to me.”  This will contain the information you will later forward to your attendees.
8. When online form is complete, click “Schedule Meeting.”  This will schedule your meeting for the date/time specified.
9. When the informational email arrives from WebEx containing meeting details, forward the informational email to any/all appropriate attendees.

**Starting a Meeting**

1. On the meeting date/time, log in at <http://cbiit.webex.com/> with your host username and password.
2. Choose My WebEx tab at the top.
3. Locate your meeting and choose Start. Use Share Desktop feature to share visuals with attendees.

**Attendee Instructions**

1. Test your system in advance by going to <http://www.webex.com/test-meeting.html> and entering your name and email address.
2. You should receive a message in return stating, “Congratulations! Your system is now set up properly.”
3. Your host should be sending you a meeting number and password for the WebEx meeting.
4. On the meeting date/time, follow the link in the email from your host and enter meeting ID and/or password as requested to join the meeting.
5. If audio feature is needed, you may use the phone number and meeting ID/password given in the host email to listen in by phone.