Instructions for joining the WebEx webinar

WebEx is the online-meeting/conferencing application tool being used to facilitate the CoreHR Upgrade webinars. This document provides guidance specifically for the CoreHR upgrade webinars.

⚠️ Please plug in a headset/headphones to your PC before/as you join the webinar! We recommend you use Chrome browser for this webinar.

Most participants will only need to follow section 1 and section 2 of this document. A Troubleshooting section has been included in case of any sound issues.

1. JOINING THE WEBINAR

a. Click the Join Meeting button option (or the meeting URL link) from your email.

Depending on your browser and / or settings, you should see one of the following two screens.

- **Option 1**
  - i. If you see the following, click ‘Go here’. **Do not click ‘Install’**.
  - ii. Click Run a temporary application.
  - iii. Click Run.

Proceed to section 2. Audio and Video Connection.

- **Option 2**
  - i. If you see the following message, click Run a temporary application.
  - ii. Click Run.

Proceed to section 2. Audio and Video Connection.

b. Enter your details and click ‘Join’/’Join Meeting’. Your name will be visible to all participants.

Depending on the screen you see displayed below, follow the instructions accordingly.

If neither of the below options comes up, go to section 2. Audio and Video Connection.
2. **AUDIO AND VIDEO CONNECTION**

   a. One of the windows below will be displayed; follow the instructions accordingly:

   - Ensure ‘Call Using Computer’ is selected.
   - The video will be disabled. If you get the option to choose a video connection, **do not** select it.
   - Click ‘Connect Audio’.

   **You have now joined and can participate in the webinar. Welcome!**

   - If you see this screen display instead, go to the instructions **outlined below** (Troubleshooting – sound issues).

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**TROUBLESHOOTING – SOUND ISSUES**

1. If you see this screen, it means your sound settings are not being recognised by WebEx:

   2. Click ‘Connect Audio’

   3. You will get one of the following two screens (NB the background image may vary):

   NB You should now see the Cisco WebEx Meetings Application running from your Taskbar:
4. Select/click ‘Switch to Desktop App’. *If you cannot see this option, go to the menu bar at the bottom and click on the button with the three dots and choose it from there.*

5. A new web page will open. Click ‘Add WebEx to Chrome’.

6. The following message will then display. Click ‘Add to Chrome’:

7. Click ‘Add extension’.
8. When a pop-up window appears, click ‘Save’. You will then see the following box appear in the bottom left of your WebEx screen. Click on it.

9. Another pop-up window will appear - click ‘Run’. You will then return to the WebEx ‘Audio and Video Connection’ window:

   NB Whilst the microphone might still not be detected, this isn’t necessary for this webinar, and so you can proceed, as your speakers/headphones should now work.

   If you click ‘More options’, you will see that the speakers are now enabled and the sound can be tested.

10. Click ‘Connect Audio’

   NB If you plug in your headphones at this stage, you will see the following message displayed:

11. You should now be able to participate in the webinar without any sound issues. Welcome!

3. ‘I WILL CALL IN’ (NOT RECOMMENDED)

   If you need to use the telephone for the webinar, select ‘I Will Call In’ in the Audio Connection:

   Follow the instructions on the screen.
Key features for this webinar

**Microphone** - must be on mute (i.e., highlighted red). If unmuted, click on this icon to mute again.

**Participants** – displays a list of live participants. We recommend this is **not selected**.

**Chat** – enables written interaction between the host and all the participants. Click icon to enable the chat window on the right-hand side of the screen.

Click here to maximise screen. Double-click within the screen to exit.