

Using WebEx for Distance Education Classes

Some Distance Education (DE) courses may use WebEx online meeting platform to connect the instructor and students for live online class sessions.

How to Connect to Your Class WebEx Sessions:

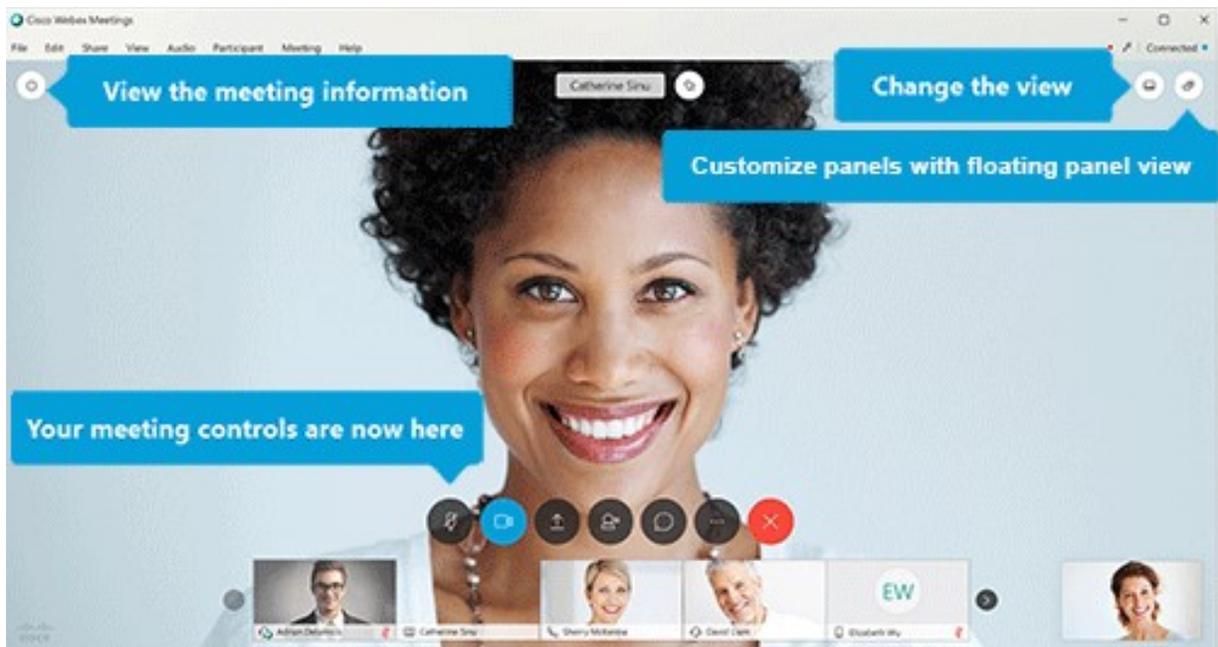
You will receive a WebEx link for your class in one of two ways:

1. Your instructor will send you a WebEx link by email, add it in the class syllabus, or embed it in your class Canvas page. You can use this link to enter the class sessions at the scheduled times.
2. You will receive a meeting invitation sent from your instructor via WebEx to your CWU email. Follow the instructions and use the “join” button to enter the class sessions at the scheduled times.

If you do not receive a WebEx link or meeting invite, contact your instructor for assistance.

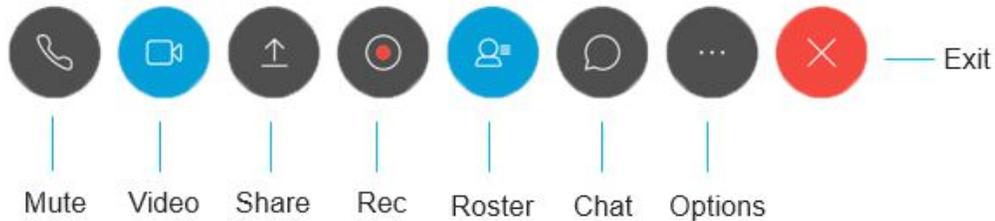
WebEx Layout:

The WebEx user interface is simple but may have been updated to a different view than you have used in the past – The main presentation is centralized while other participants and meeting options are located on the edges of the screen.



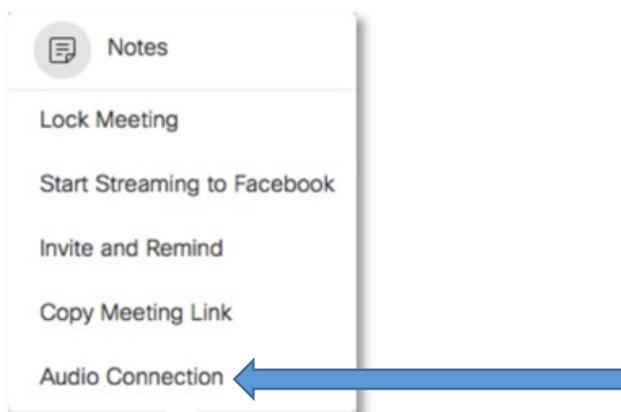
Control Panel:

- Primary meeting controls are located at the bottom center of the WebEx screen; these may auto-hide after you've been in the meeting for awhile. If you need to use them at any time, you can wake them by moving your mouse or trackpad.



Audio Settings:

- To connect to audio during a WebEx meeting, you can use your phone or your computer (with a headset or microphone).
- To choose or configure your audio device, select the options icon  and choose "Audio Connection" from the corresponding menu:



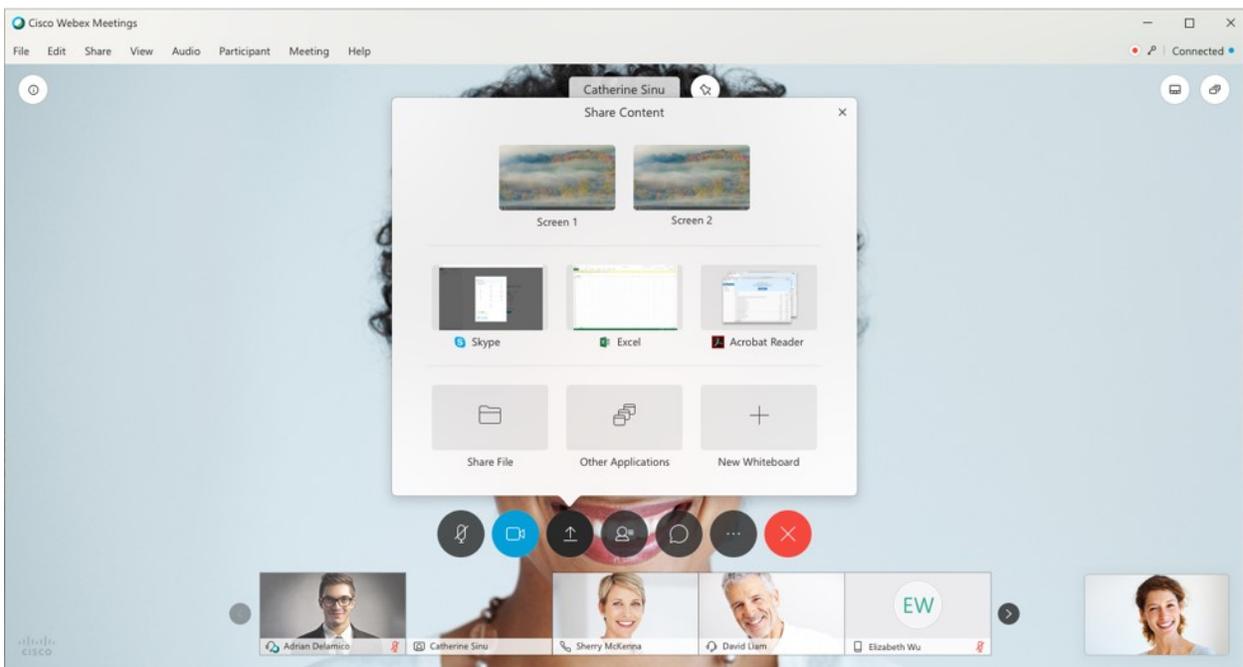
- You can use the phone/mute icon  to mute and un-mute yourself, you should remain muted unless prompted by the instructor.

Video Settings:

- When you join a WebEx meeting, your video is off by default.
- To allow your instructor and other students to see you, select the camera icon  to start your webcam.
- You can reselect the same icon to turn your video off.

Sharing your Screen:

- If your instructor asks you to share your screen, select the share icon .
- You will become the presenter and can share content by selecting the appropriate item from the following screen which will display your open windows and programs:



Only share your screen when you are asked to do so by your instructor.

Troubleshooting:

- Recommended browsers for WebEx: **Google Chrome, Mozilla Firefox, and Microsoft Edge**. If you are using a different browser and experience issues, switch to one of these.
- If you are experiencing issues with the WebEx interface not appearing: enable pop-ups or allow the WebEx pop-up at the top right of your browser window.
- If you have been disconnected from the meeting and cannot re-enter: contact the instructor to send you another invitation via WebEx.
- If you are using an external microphone or webcam and have become disconnected from the audio or video: disconnect and then reconnect the hardware to your computer. You may need to exit and re-enter the WebEx meeting.
- If you continue to experience issues during a class session: contact the class DE host via WebEx's built-in chat at the top right of the meeting window for assistance.
- Hardware specifications and recommended solutions for WebEx can be found on the Multimodal Learning WebEx Help page:
<http://www.cwu.edu/multimodal-learning/webex-guides>

Distance Education Support Contacts:

Ellensburg:

Frank Jones

Frank.Jones@cwu.edu

Des Moines:

Pete Cusumano

Peter.Cusumano@cwu.edu

Lynnwood:

Maury Webber

Maury.Webber@cwu.edu