Table of Contents

Eastern maintains a WebEx service that can be accessed at https://easternct.webex.com.

First time users who need to run a Webex meeting should click on Sign In and create an account using the Sign Up option. Once signed in, users can create meetings. Attendees don't require an account, only the meeting organizer.

- **NOTE:** You will receive emails from Webex to confirm your account and another to create your password.

Users who need to download the client software can click the Download link that appears on the home page and choose from the desktop or mobile versions of the software. Users who attempt to access a meeting without the software will be prompted to download it at that time.

- The maximum number of participants that can be on a WebEx Meeting session is 1000 of which up to 500 can join on PSTN audio (phone), the remainder must be VoIP (Internet).

ITS has recently set Webex to have unlimited space to prevent this storage issues. The steps below describe how to download and then permanently delete your recordings off the WebEx server if you want to remove something.

1. Open a web browser and log in to Webex at https://easternct.webex.com/

2. Click the Recordings menu item

3. Click the Download arrow for the recordings you want to download
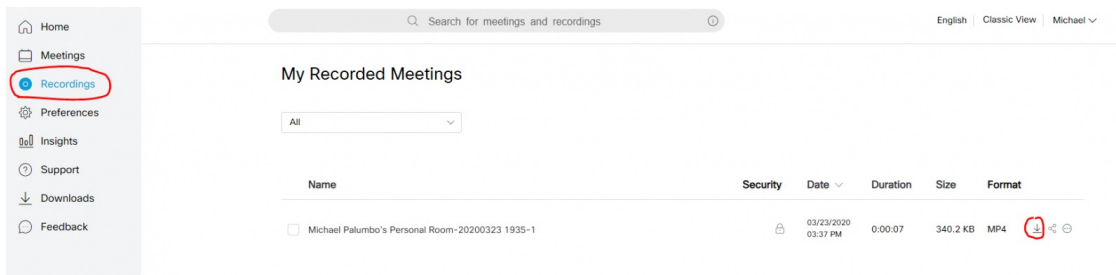
4. After you are sure you have downloaded the recordings you want to keep you need to, click the three dots in the circle at the end of the row for the recording you want to delete.

5. Click Delete from the resulting menu. (It will still be available in your Deleted items for 30 days, so if you goal is to free up more space continue to permanently delete it.)
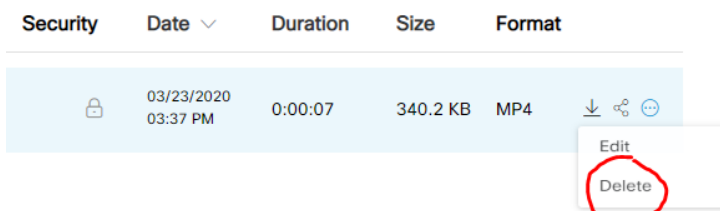
6. Pull down the drop down menu and choose Deleted.
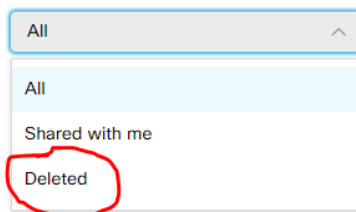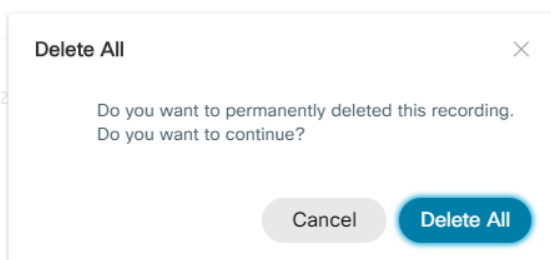

7. From the resulting screen click Delete All

8. Click Delete All from the resulting popup

9. Depending on the file format you chose, you may have to convert your file before downloading it. If you downloaded an MP4 video, you can upload that into Panopto. However, if you downloaded an ARF or WRF file, you will need to convert it to an MP4 using a coverter tool provided by Webex

Installing the Webex add-in for Office 365/Outlook

PC Users

Download the outlook add-in at https://easternct.webex.com/webappng/sites/easternct/dashboard/download. Then click download the installation file and and install the "Cisco WebEx Productivity Tools".

On Eastern owned Mac (Mac and iOS)

Download the Webex Office 365 add-in from Self Service. Instructions to access Self Service are in [Article 438: Software Center (PC) Self Service (Mac and iOS) - How To Self-Install Programs](#)

Join a Webex Meeting

The following link contains information to join a Cisco Webex meeting: https://help.webex.com/en-us/nrbgeodb/Join-a-Webex-Meeting

https://www.webex.co.in/support/getting-started.html#TC

You can copy a link to any Webex Recording and share it over email or post it in Blackboard using the steps below:

1. Log in to your Webex account via a browser at https://easternct.webex.com.
2. Click on the Recordings menu item and find the Share button to the right of the recording
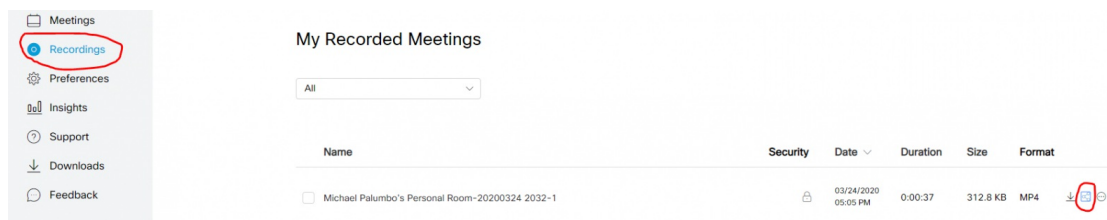
3. Click the Copy URL and Password buttin from the resulting menu.
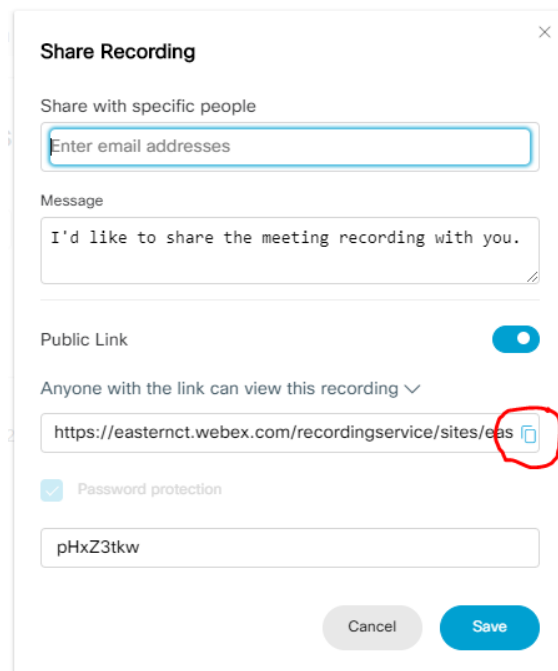
4. Paste the information in a file or email where attendees can find it. The result should look like this:

John Smith's Personal Room-20206324 2032-1
pHxZ5tkw
https://easternct.webex.com/recordingservice/sites/easternct/recording/playback/f563a5310e374046a5101e444710a274

Webex accounts are created using the instructions below, they are specific to Eastern and not related to the free accounts you can get at Webex's main site.

Note, students do not need an account to join a presentation, only the host (professor) needs an account. Students can sign up if they want to run their own web conferences for Clubs and other student organizations

Go to https://easternct.webex.com
Note: We suggest using Chrome or Firefox as your browser when setting up and using Webex for a better experience.
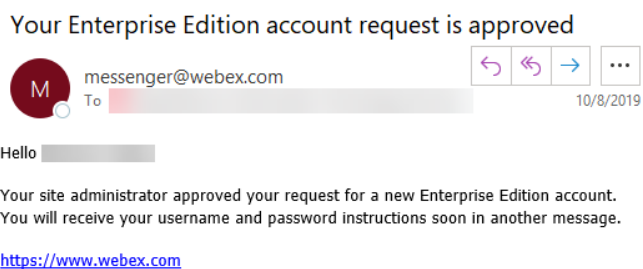
1. Click on Sign In
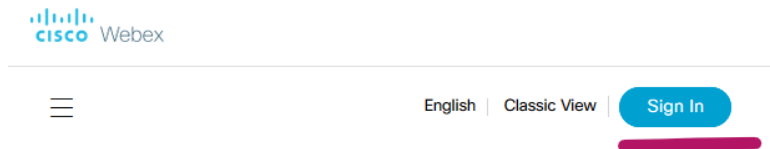
2. Click Sign Up on right.

3. Fill out the form and check all options.
   NOTE: You don't need to enter a Username.

4. You should receive three (3) follow-up emails.
   a. An email verification email, you do not need to do anything with this email.

   b. An account confirmation email: **Follow the instructions contained in this email.**

Confirmation of Webex account required

M messenger@webex.com
To

10/8/2019

Hello

To confirm your https://easternct.webex.com/easternct account, please click this link, or copy and paste the link into your browser:

https://easternct.webex.com/easternct/account_confirm.php?USID=bf2837b05ea01e2ec26ba88f9a8d984d

You must confirm the account within 3 days from the time this email was sent.

https://www.webex.com

c. **You should be presented with a web page that states that your account activation has been successful. Click OK on this page.**
d. A Welcome email: **Follow the instructions contained in this email to set up your password. Scroll to see the password button and click the password button.**

Welcome to Cisco Webex Meetings

Hi

Welcome to Webex Meetings. Now you can meet and collaborate anywhere, anytime, and on any mobile device or video system. Maximize your productivity with the best in integrated audio, video, and content sharing.

Get started

Create a password for your account so you can sign in to your Webex site and to the Cisco Webex Meetings desktop app and mobile app for a richer meeting experience.

Username: username

Webex site: easternct.webex.com

Create Password

1. Go to the Google Play store
2. Search for the Webex Cisco Meeting app
3. Click install. The app should download and install on the Chromebook.
4. Once the Webex app has been installed students should navigate to the Webex link provided by their instructor in Blackboard or via email.
5. After clicking on the link, students will be prompted to launch the Webex app.
6. Click Open and Join the meeting.

OVERVIEW:
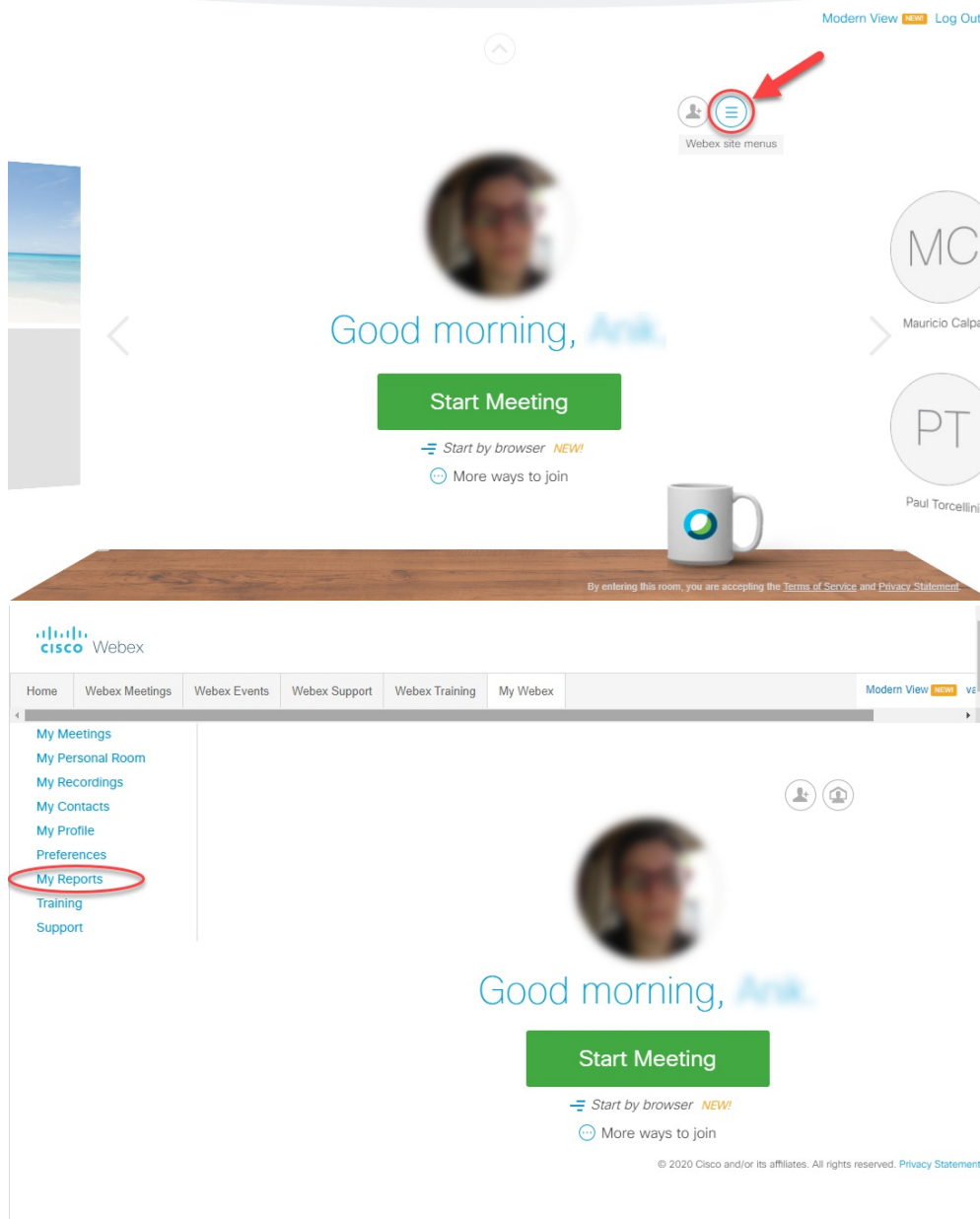This guide will walk you through the steps to view and export Webex meeting information.

1. Log in to WebEx by going to https://easternct.webex.com. Select Classic View from the menu at the top of the page.
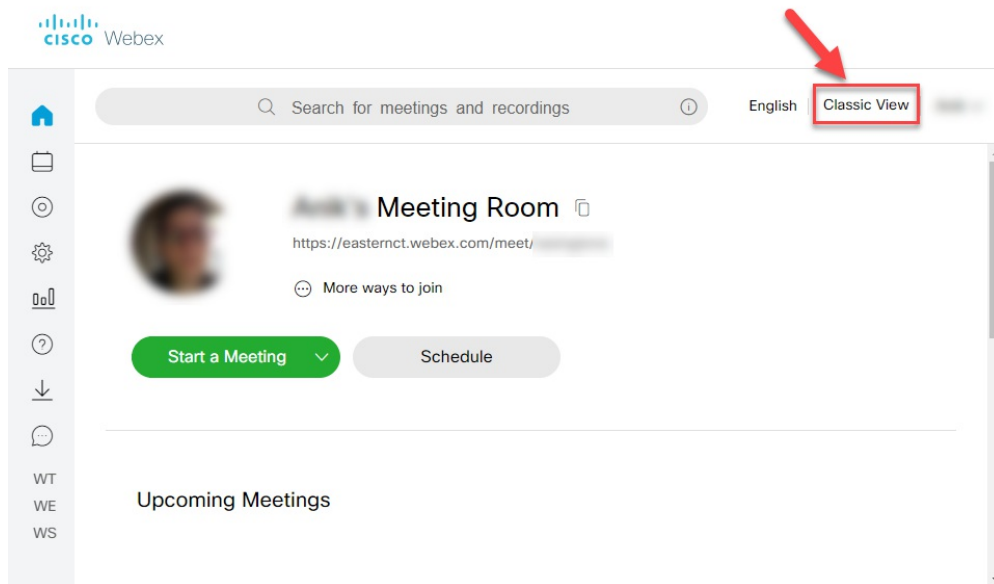
2. Select My Reports from the menu on the left side of the page. (if you do not see the left-hand menu you might need to click on the Webex site menus icon)

3. Select UsageReport.

4. Select the start and end dates for meetings you wish to view.

5. Click the Display Reports button to display your list of meetings.

6. Select your meeting from the list to view meeting information. Clicking on the name of the meeting will give you individual participant information.

Usage Summary Report

Search Results from **3/17/20** to **3/31/20**, Eastern Daylight Time (New York, GMT-04:00)
Search again

Final Usage Summary Report
Sort results by clicking on the column headers.

Printer-friendly Format | Export Report

Topic	Meeting Type	Date ⬧	Start time	Duration	Invited	Registered	Attended	Tele
Anik's Meeting Room	PRO	3/27/20	12:18 pm	1 min	0	N/A	2	Detail
Anik's Meeting Room	PRO	3/25/20	12:43 pm	5 mins	0	N/A	2	Detail
Anik's Meeting Room	PRO	3/24/20	10:02 pm	17 mins	0	N/A	1	No
Anik's Meeting Room	PRO	3/24/20	3:16 pm	4 mins	0	N/A	1	No
Anik's Meeting Room	PRO	3/24/20	1:59 pm	34 mins	0	N/A	2	No
Anik's Meeting Room	PRO	3/24/20	10:33 am	4 mins	0	N/A	3	No
Anik's Meeting Room	PRO	3/23/20	3:17 pm	2 mins	0	N/A	1	Detail
CIT – Training	AUO	3/23/20	11:30 am	4 mins	2	N/A	1	Yes
Anik's Meeting Room	PRO	3/23/20	11:20 am	1 min	0	N/A	1	Detail
Anik's Meeting Room	PRO	3/23/20	9:20 am	3 mins	0	N/A	1	Detail
Anik's Meeting Room	PRO	3/19/20	10:10 am	308 mins	0	N/A	2	Detail
Anik's Meeting Room	PRO	3/19/20	10:06 am	4 mins	0	N/A	1	Detail
BlackBoard - Beginner Training	PRO	3/18/20	3:48 pm	1 min	2	N/A	1	Detail
BlackBoard - Beginner Training	PRO	3/18/20	3:23 pm	1 min	2	N/A	1	Detail
BlackBoard - Beginner Training	PRO	3/18/20	3:14 pm	6 mins	2	N/A	3	Detail
Anik's Meeting Room	PRO	3/18/20	10:54 am	28 mins	0	N/A	2	Detail
Anik's Meeting Room	PRO	3/18/20	10:13 am	36 mins	0	N/A	3	Detail
Anik's Meeting Room	PRO	3/17/20	3:55 pm	13 mins	0	N/A	1	Detail
Anik's Meeting Room	PRO	3/17/20	10:59 am	40 mins	0	N/A	4	Detail

All sessions in Eastern Daylight Time (New York, GMT-04:00)

Participant 1
Name:	John Smith	Email:	cowlese@easternct.edu
Invited:	No	Registered:	N/A
Date:	3/17/20	Start time:	11:00 am
End time:	11:15 am	Duration:	15 mins
Company:		Title:	
Phone Number:		Address 1:	
Address 2:		City:	
State/Province:		Country/region:	
ZIP/Postal Code:		Network joined from:	External

Participant 2
Name:	Jane Smith	Email:	oseib@easternct.edu
Invited:	No	Registered:	N/A
Date:	3/17/20	Start time:	11:01 am
End time:	11:39 am	Duration:	38 mins
Company:		Title:	
Phone Number:		Address 1:	
Address 2:		City:	
State/Province:		Country/region:	
ZIP/Postal Code:		Network joined from:	External

Participant 3
Name:	Joe Brown	Email:	booth@easternct.edu
Invited:	No	Registered:	N/A
Date:	3/17/20	Start time:	11:00 am
End time:	11:15 am	Duration:	15 mins
Company:		Title:	
Phone Number:		Address 1:	
Address 2:		City:	
State/Province:		Country/region:	
ZIP/Postal Code:		Network joined from:	External

Participant 4
Name:	Sally Brown	Email:	vasingtona@easternct.edu
Invited:	No	Registered:	N/A
Date:	3/17/20	Start time:	10:59 am
End time:	11:39 am	Duration:	40 mins

7. You can export this information, click the Export Report button from the previous screen to download meeting info into an Excel file.

Usage Summary Report

Search Results from **3/17/20** to **3/31/20**, Eastern Daylight Time (New York, GMT-04:00)
Search again

Final Usage Summary Report

Sort results by clicking on the column headers.

Printer-friendly Format | **Export Report**

Topic	Meeting Type	Date ⬥	Start time	Duration	Invited	Registered	Attended	Tele
Anik's Meeting Room	PRO	3/27/20	12:18 pm	1 min	0	N/A	2	Detail
Anik's Meeting Room	PRO	3/25/20	12:43 pm	5 mins	0	N/A	2	Detail
Anik's Meeting Room	PRO	3/24/20	10:02 pm	17 mins	0	N/A	1	No
Anik's Meeting Room	PRO	3/24/20	3:16 pm	4 mins	0	N/A	1	No
Anik's Meeting Room	PRO	3/24/20	1:59 pm	34 mins	0	N/A	2	No
Anik's Meeting Room	PRO	3/24/20	10:33 am	4 mins	0	N/A	3	No
Anik's Meeting Room	PRO	3/23/20	3:17 pm	2 mins	0	N/A	1	Detail
CIT - Training	AUO	3/23/20	11:30 am	4 mins	2	N/A	1	Yes
Anik's Meeting Room	PRO	3/23/20	11:20 am	1 min	0	N/A	1	Detail
Anik's Meeting Room	PRO	3/23/20	9:20 am	3 mins	0	N/A	1	Detail
Anik's Meeting Room	PRO	3/19/20	10:10 am	308 mins	0	N/A	2	Detail
Anik's Meeting Room	PRO	3/19/20	10:06 am	4 mins	0	N/A	1	Detail
BlackBoard - Beginner Training	PRO	3/18/20	3:48 pm	1 min	2	N/A	1	Detail
BlackBoard - Beginner Training	PRO	3/18/20	3:23 pm	1 min	2	N/A	1	Detail
BlackBoard - Beginner Training	PRO	3/18/20	3:14 pm	6 mins	2	N/A	3	Detail
Anik's Meeting Room	PRO	3/18/20	10:54 am	28 mins	0	N/A	2	Detail
Anik's Meeting Room	PRO	3/18/20	10:13 am	36 mins	0	N/A	3	Detail
Anik's Meeting Room	PRO	3/17/20	3:55 pm	13 mins	0	N/A	1	Detail
Anik's Meeting Room	PRO	3/17/20	10:59 am	40 mins	0	N/A	4	Detail

8. Open the Excel report to view meeting info. Participant information is located in column B in the spreadsheet.

This article covers creating a breakout session in Webex Training, facilitating breakout sessions, and sharing a past breakout session.

To access Webex Training log into your Eastern's Webex account at https://easternct.webex.com/ and click the Webex training link at the bottom left-hand side of the menu.

The following video provides a general overview of breakout sessions.

- https://www.youtube.com/watch?v=4T4JqMxREkU

Step One: Creating Breakout Sessions

In the WebEx menu bar at the top of the screen during a virtual classroom session, navigate to **Breakout**.

1. Click Breakout to open the drop-down menu.

2. Click Breakout Session Assignment.
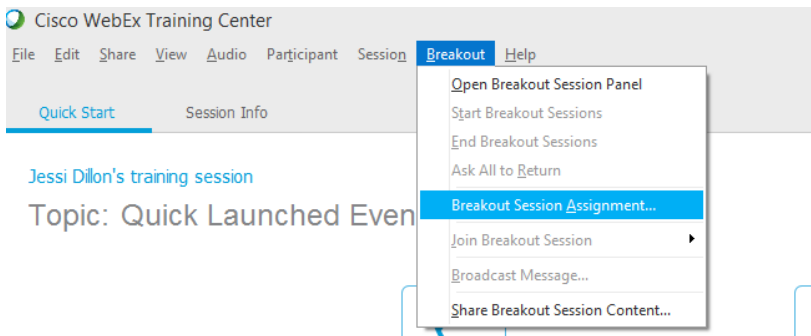
You can assign students Automatically or Manually to breakout sessions. An automatic assignment will create groups of a specified size (for example, four students per group) of randomly selected students. Manual assignment lets you choose which students are in each group.

3. Click to choose the Automatically or Manually option for assigning students
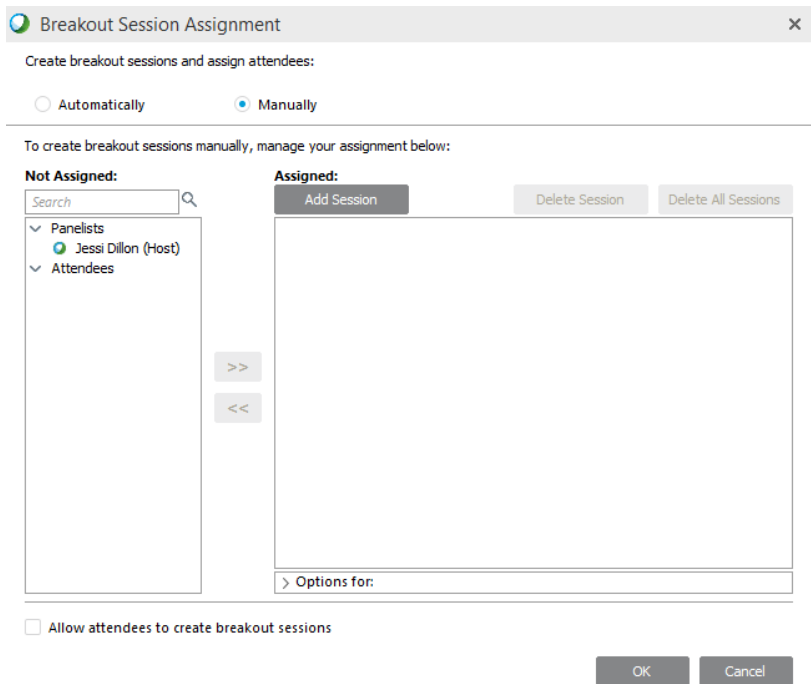
1.1 Automatically Assigned Breakout Sessions

1. Select Automatically in the Breakout Session Assignment window.
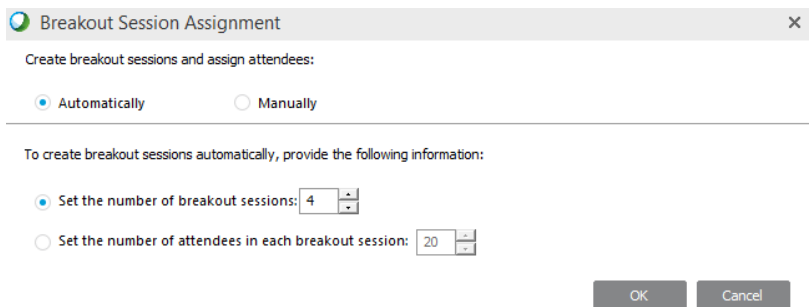
You can determine the size of automatically assigned breakout sessions by choosing to limit the number of breakout sessions or limiting the number of attendees in each breakout session.

For example, in a class with 20 students, if you set the number of breakout sessions to 4, your students will be randomly assigned to 4 groups with 5 students in each group. However, if you

set the number of attendees in each breakout session to 10, your students will be assigned to 2 groups with 10 students in each group.

With automatically assigned sessions, all students who connect to the WebEx session will be randomly added to a breakout session.

1.2 Manually Assigned Breakout Sessions

1. Select Manually in the Breakout Session Assignment window.

2. Click Add Session for each breakout session that you would like to have, and label each session with a group name of your choice. Repeat this until you have the required number of groups.

3. Select the Session and the name of the student to assign a specific student the session.

4. Click the arrow button to add students to the session.

5. The first student in the group is assigned the role of Presenter for that breakout session.

To change Presenter, right-click on the name of the student you would like to appoint as the Presenter and select Make Presenter.

1.3 Manage Student Access

You can allow students to move between groups and create their own, but this is optional. Students won't be able to set up their own groups unless you select these options.

1. If you would like students to form their own groups, click Allow attendees to create breakout sessions at the bottom of the page. This will let students self-select into groups that they create.

2. If you would like students to join a breakout session on their own, select any breakout session and click Let others join breakout session without invitation.


3. You will also be able to also Limit the number of participants who can join each session to keep student-created group sizes reasonable.

4. Decide if you would like to apply these options for all sessions. This is useful if you want students to self-allocate into their own groups.

Step Two: Facilitating Breakout Sessions

1. On the Breakout Session panel, click Start to commence intragroup discussions.

Breakout session presenters will receive a prompt asking them if they would like to start their session. After a Breakout session Presenter has accepted the invitation, other members of the session will receive a prompt asking them if they would like to join the session. All students are then switched from the main audio teleconference to the breakout session teleconference.
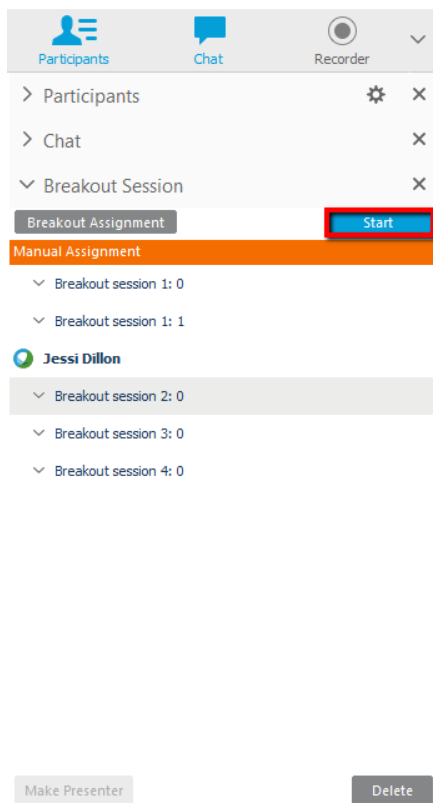
2. Hosts have the option of joining one breakout session at a time. To join a Breakout session of your choice, click on the Breakout session you wish to join and click Join. You will then be connected to that session.
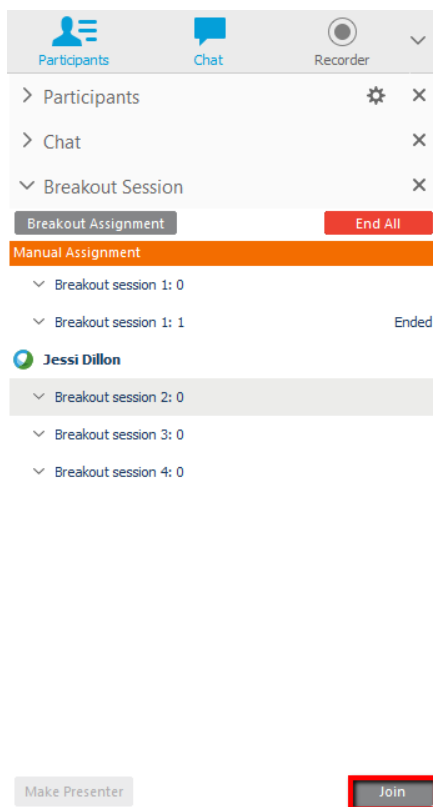
Communication tools such as Chat, Feedback, Annotation, and Audio work the same as in the main training session except that students communicate within their breakout sessions only. Likewise, sharing in a breakout session is similar to sharing in the main session. You can share documents, whiteboards, applications, and information on the web. Desktop sharing is also an option if you wish.

All students can ask the Host for assistance at any time. A Raise Hand icon appearing next to the student's name indicates that the student is asking for assistance from the Host / Main Presenter.
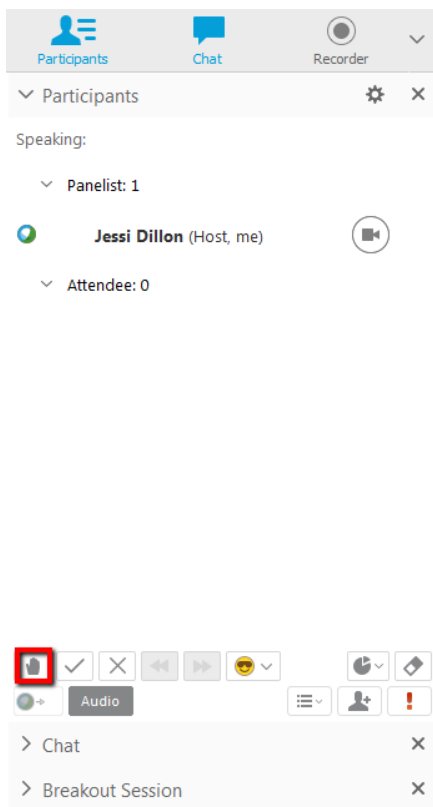
Step Three: Sharing a Past Breakout Session

To bring a Breakout Session to a close, navigate to Breakout from the WebEx menu bar. You can select End Breakout Sessions or Ask all to Return. If you choose to End Breakout Sessions, students will be notified that their breakout session will end in approximately 30 seconds.
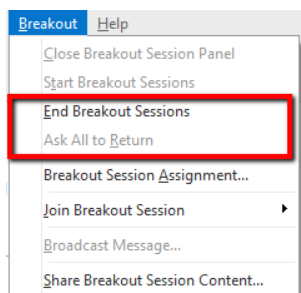
If you choose to Ask All to Return, students have the choice of whether to return to the main session or continue remaining in the breakout session.

After breakout sessions have ended, you may invite groups to share their content.

To invite individual groups to share the content of their Breakout session:

1. Navigate to the Breakout menu.

2. Click Share Breakout Session Content...
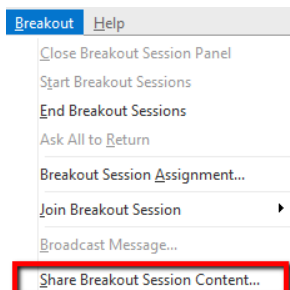
From the Share Breakout Session Content window, choose a group. The name of the group's last presenter will appear as the Last Presenter. The presenter will be notified of this request. The presenter will also have the option of selecting the content to share.
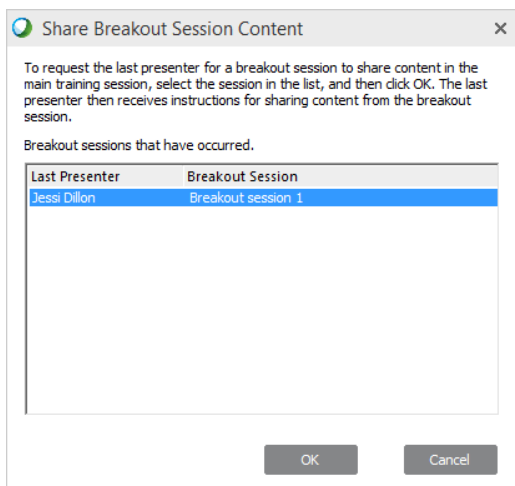
The content shared will appear as a tab in the main WebEx session to all students.
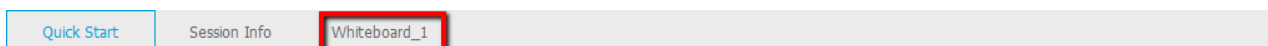
The following link contains information from Webex about recording:

- Record a Webex Meeting: https://help.webex.com/en-us/n62735y/Record-a-Webex-Meeting
- Recording a Webex Training Session: https://help.webex.com/en-us/nr5o5yb/Recording-a-Webex-Training-Session

The following link contains information on how to use Breakout Sessions in Webex Meetings: https://help.webex.com/en-us/nroo6fs/Webex-Meetings-Breakout-Sessions
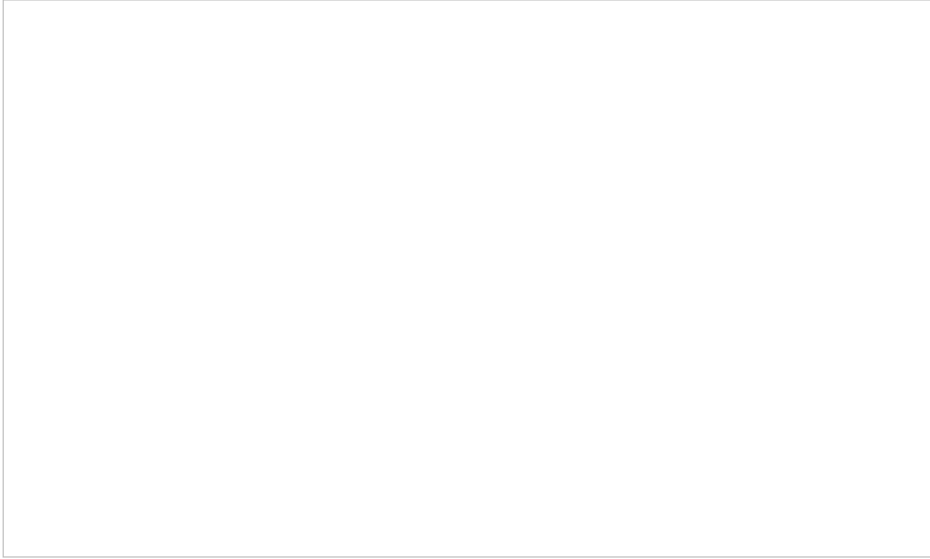
Due to the increased use of web conferencing tools and the possibility of disruptive participants, it is important to know how meeting organizers can take precautions and respond if such an event occurs. The information below gives an overview of the subject and the steps that can be taken to remedy it with each of our Web Conferencing tools. First we recommend reviewing whether the web conferencing tool you've chosen is the best for the particular audience. We recommend Webex for public events (with chat and participant audio disabled), MS Teams is best for an audience of Eastern account holders, and Blackboard Collaborate is best for classes. Please refer to Article 621: Choosing a Web Conferencing Tool for more details

All meetings should be password protected, and the distribution of that password should be carefully controlled.

The offending party is often called a hacker and disrupts the chat or audio/visual aspect of the meeting. However, most times they are not hackers, they are simply unwanted participants who are using the tool as any other participant and have been given the meeting access information in some fashion. This can occur if your meeting link is public or if valid participants shared the information with others. The best method of prevention is to regulate access by restricting your distribution of the meeting link and/or password to those who RSVP or register via some other method. If that's not possible or desirable, a publicly accessible event should be one way, with chat and mics disabled for the duration of the presentation or else monitored by the host/organizer while some oneelse presents. Using the steps below will allow a host to mitigate disruption.

Webex

Disable Chat

To disable the chat panel within an active Event:

- Within the event, select the Event menu.
- Select Options.
- In the Event Options window, deselect the checkbox marked Chat.
- Click OK.

Muting Participants

Muting all participants and preventing them from unmuting can be set at the beginning of the presentation and changed after the presentation if you want to allow questions.

- To mute everyone but yourself and the presenter at once, from the Participant menu, select Mute All or Unmute All.
- To mute participants automatically when they join the meeting, go to the Participants panel and click Mute on entry.
- You can choose to prevent attendees from unmuting themselves until you grant them permission to. From the Participant panel, click More options and uncheck Allow attendees to unmute themselves. When unchecked, attendees can't unmute themselves until you allow them to.

Locking a Meeting

Locking the meeting once all attendees have joined the meeting prevents more attendees from joining. Hosts can lock or unlock the meeting at any time while the session is in progress. If you have to expel a participant, having the meeting locked will prevent them from coming back in.

- During the meeting, go to More □ and then select Lock meeting. You'll see the lock icon at the top of your screen to let you know that the meeting is locked.
- To unlock the meeting, go to More □ and select Unlock meeting.
- Alternately you can go to the Meeting menu and choose Lock Meeting.

Expelling a Participant

Expelling a participant will remove them from the meeting. They will be notified that they have been removed, and if the meeting is locked they can not re enter the meeting. If the disruption is via audio, and you can't identify the participant right away, you can mute all participants while you investigate (see instructions above).

- During the meeting, click ⎯⎯ to access the People list and then right-click the person's name to remove them:
  - Click Remove from Meeting to remove someone from a Webex scheduled meeting or a Webex Personal Room meeting, or to remove a guest from a Webex team meeting.
 - Click Remove from Space to remove a member of the space from a Webex team meeting.

For more best practices using Webex as a host, please refer to the link below.

- https://help.webex.com/en-us/8zi8tq/Cisco-Webex-Best-Practices-for-Secure-Meetings-Hosts

MS Teams

MS Teams cannot mute all participants and prevent them from unmuting, nor can it shut down the chat. The tool isn't designed for public events, but rather meetings between colleagues. MS Teams has a setting that requires participants to have an Eastern account, and offenders can be held accountable. There is a method for inviting a guest participant, but not for distribution to mass audiences. If you remove a participant, they will be able to rejoin. Creating your meeting by using the Lobby will effectively prevent a participant from rejoining, but it requires prior setup and more management of admitting participants. The link below shows the process in more detail.

Remove a Participant
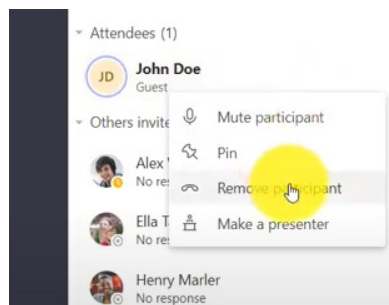
Set meeting to use Lobby

https://www.youtube.com/watch?v=_jj0XgB-P84

Collaborate

Blackboard Collaborate sessions can be configured to not allow attendees to use their mics, cameras, or chat. However, the sessions are limited to the enrolled students by default and therefore attendees can be held accountable. There is a method to invite a guest speaker, but not mass audiences. If your guest link gets into the hand of disruptive participants, you can remove the participants and disable the link using the steps below. If the attendee joined from a course, they are notified about the disconnection and aren't allowed to reconnect. If the session is open ended

like the course room, the attendee can rejoin after the moderator has left and rejoined the session. The attendee can join the session again the next time the moderator joins.

Turn off Chat, Mics, and Cameras

To turn off chat, mics, and cameras, open the session settings and uncheck Share Audio, Share Video, and Post Chat Messages.
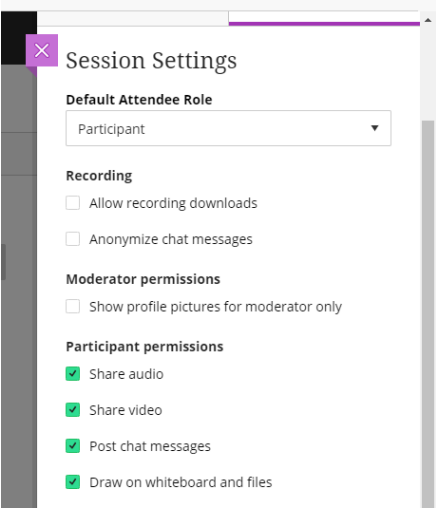
Remove Attendee

Point to an attendee in the Attendees panel and select Attendee controls. Select Remove from session.

https://help.blackboard.com/Collaborate/Ultra/Moderator/Moderate_Sessions/Manage_Attendees#remove-attendees_OTP-10_

Turn off Guest Access

This setting is off by default, but if you turned it on and now need to turn it off, follow these steps:

- From the Blackboard course, click on the Course Room or Session and uncheck Guest Access on the resulting sidebar.
- Click Save

  -

Prevent Webex Participants From Using Cameras

When you launch the meeting go immediately to the menu on top and select Meetings -> Options -> General tab -> and check or uncheck the box for allowing video for participants. Then click Apply

For MAC

You need to do this at the time of the meeting. (after launching the meeting as a Host)

Go to Menu, Webex Meetings, select Preferences, Tools, and uncheck Allow all participants to turn on video. Then Click OK

Prevent Webex Participants From Using Cameras

When you launch the meeting go immediately to the menu on top and select Meetings -> Options -> General tab -> and check or uncheck the box for allowing video for participants. Then click Apply

For MAC

You need to do this at the time of the meeting. (after launching the meeting as a Host)

Go to Menu, Webex Meetings, select Preferences, Tools, and uncheck Allow all participants to turn on video. Then Click OK

Webex allows you to customize who can chat and how.

Click on Participant > Assign Privileges