Webex Training Center – Student Tips

Issue	Solution
My session is no loading or taking a long time to load.	The first thing you want to do is to make sure you have the correct URL. If your instructor required registration, make sure you have your registration link. If you experience issues joining, try to clear your cache/browsing history in your browser. Close out your browser and try to join the meeting. If you continue to experience issues you may want to try a reboot of your computer. If you cannot join via the temporary application, try joining via web browser as a backup. Instead of select the "Join Now" button select "Join by browser" when initially joining the session.
How do I share content?	If you joined via the temporary application you can share content. If you joined via web browser you cannot share content. To share content you must have presenter privileges. To gain presenter privileges you must have the "Webex ball" to the left of your name in the Participants panel. Ask the current presenter to pass you the ball. To pass the ball, the current presenter needs to click on the name of the person they want to make the presenter, then click on the "Make Presenter" button (see image below). The presenter can also click and drag the ball to your name.
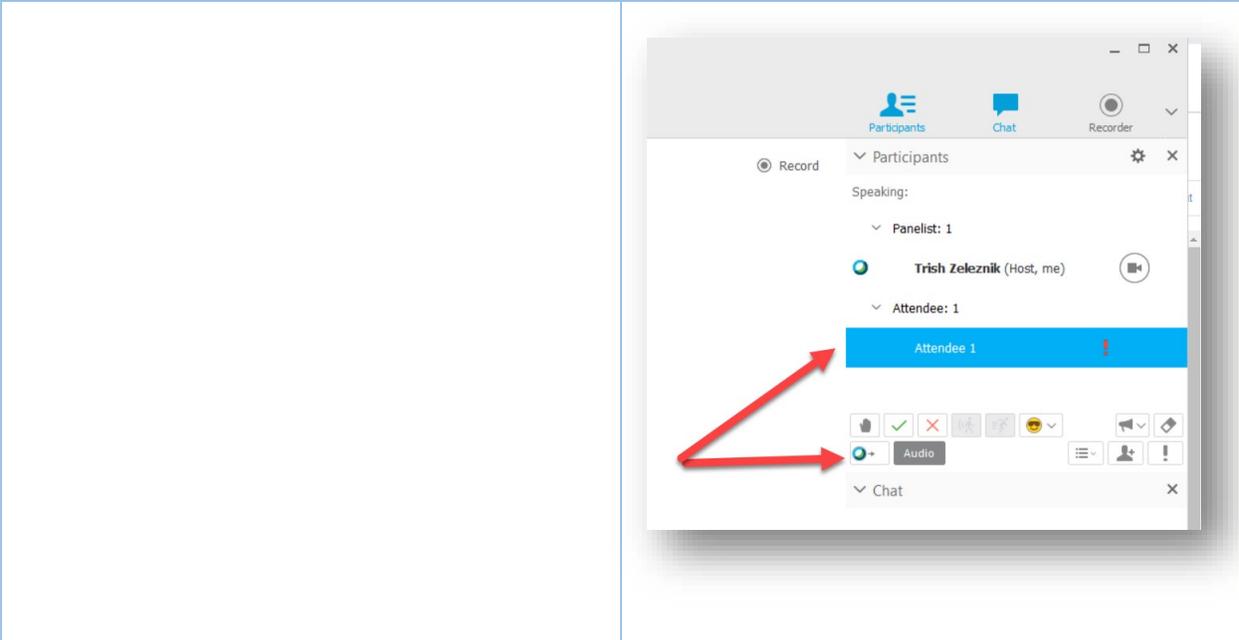
Where are my controls/panels when I share content?	If you are sharing your screen or an application, remember that your controls hide. Move your curser (mouse) to the top of your active monitor to have the controls menu drop down.
I got kicked out of a breakout session. How do I rejoin it?	If you accidentally get kicked out of your breakout session you will be back in the main session. Rejoin your session by going to the breakout session panel, clicking on the title of your session and selecting "Join" on the bottom right. If you joined via web browser, click on the button (at the bottom in the control panel) with the 4 squares to open the breakout session panel. Select the appropriate breakout session and select "Join" to join the session.

If you see that the "Join" button is greyed out Webex may not be detecting your virtual presence. Leave the meeting by selecting File on the top left and select "Leave Training Session" then completely close all browsers. You may need to clear your browsing history. Come back into the meeting and join the session again. |
| My audio did not transfer to the breakout session. What can I do? | If your audio does not transfer to the breakout session try disconnecting and reconnecting your audio in the breakout. If you joined via the temporary application select the audio tab on the top left or the audio button under the Participants panel. Disconnect then reconnect your audio. |

	If you joined via the web browser, click on the button with the three dots, select "Audio Connection" select "Disconnect Audio" and disconnect your audio connection then reconnect it by selecting on the button with the phone icon in the row of buttons at the bottom of your screen.
	If your audio is still not transferring try to change your audio source. Change to a phone if you are using your computer audio.
	If your audio continues to have issues, Webex may not be detecting your virtual presence. Leave the meeting by selecting File on the top left and select "Leave Training Session" then completely close all browsers. If you joined via web browser simply click on the red X button at the bottom of your screen.
	Before rejoining try clearing your browsing history. Come back into the meeting and join the session again. The audio prompts will pop up.
I cannot see what the Presenter is sharing.	If you joined via web browser and cannot see what the Presenter is sharing, ask them to share their desktop/screen. If you still cannot see what is being shared contact your instructor.

Reminders:

1. You can use your personal computer to access Webex. You only need an internet connection.

2. If you are an NMCI user and are using your work computer to access Webex, you may see a "no click" in the URL when you try to join a session. Please make sure you remove the "no click_" from the URL and it should work.

3. If you are a DCMA, DLA, DISA, DTRA, PEO-EIS, AA-Rock Island, and MDA user, follow the instructions provided by your instructor to join, but select "Join by Browser" instead of the "Join Now" button.

4. Let your instructor know if you have Webex issues.