



Public Meetings on Webex

Instructions for Public Viewers & Community Participants

1. The Webex conference tool is being used to hold meetings that support virtual and in-person (hybrid) participation.
2. Members of the public will be able to view the meeting live on Rockville 11 and in HD on the *Municipal Broadcast Network (MBN)*, channel 997 on Comcast.
3. Members of the public may also view the meeting live from the City's website by selecting Live Video Streaming on the City's Rockville11 page, or entering http://rockvillemd.granicus.com/MediaPlayer.php?publish_id=80
4. Members of the public wishing to participate in the meeting may do so by using the City's Webex platform (*pre-registration required, please refer to the agenda of the Board or Commission meeting of interest for registration contact information*).
5. Any person who requires ADA assistance in order to attend a city meeting should email ada@rockvillemd.gov or call (240) 314-8108.
 - Closed captioning will be visible to public viewers using the Live Video Streaming format, Rockville 11 or the Municipal Broadcast Network, channel 997 on Comcast.

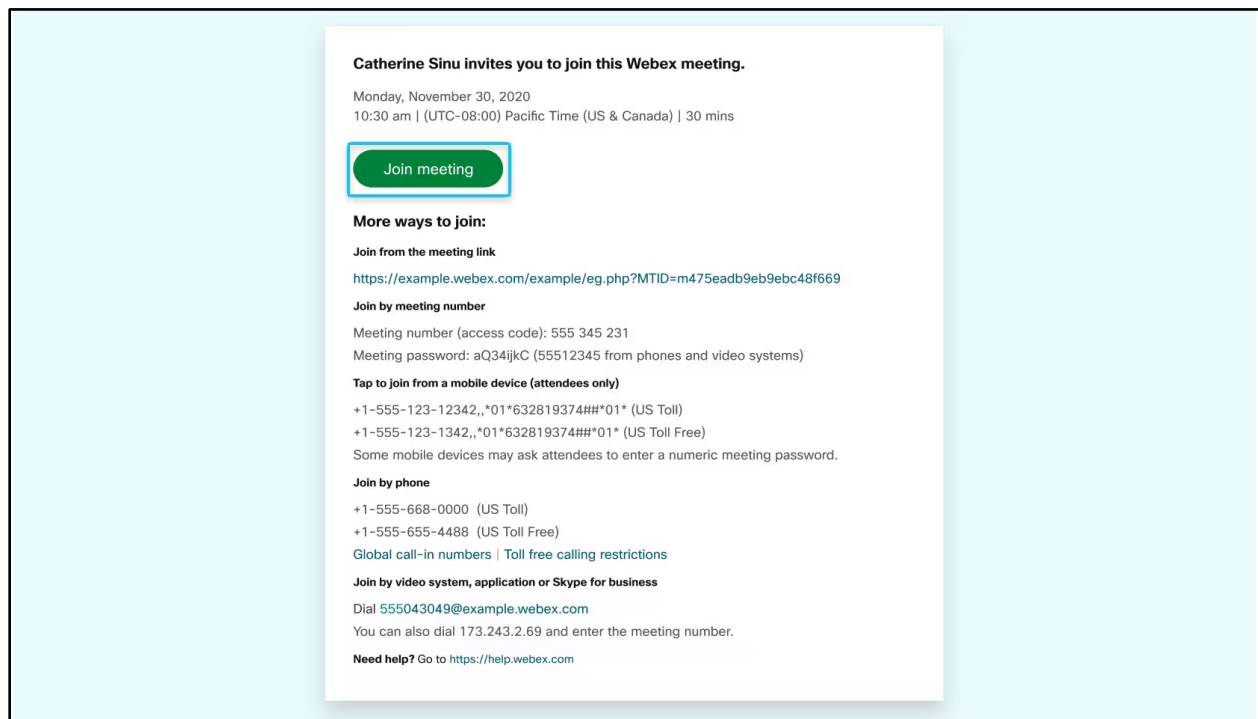
Instructions for Joining a meeting via Webex Virtually

Please plan to join the Webex session 20 minutes before the meeting starts.

Webex Email Invitation

Once you receive a Webex invitation in your email, you can use it to join your event or meeting in different ways, like from your computer, mobile device, or traditional phone. Your invitation includes the options available to you for that particular meeting.

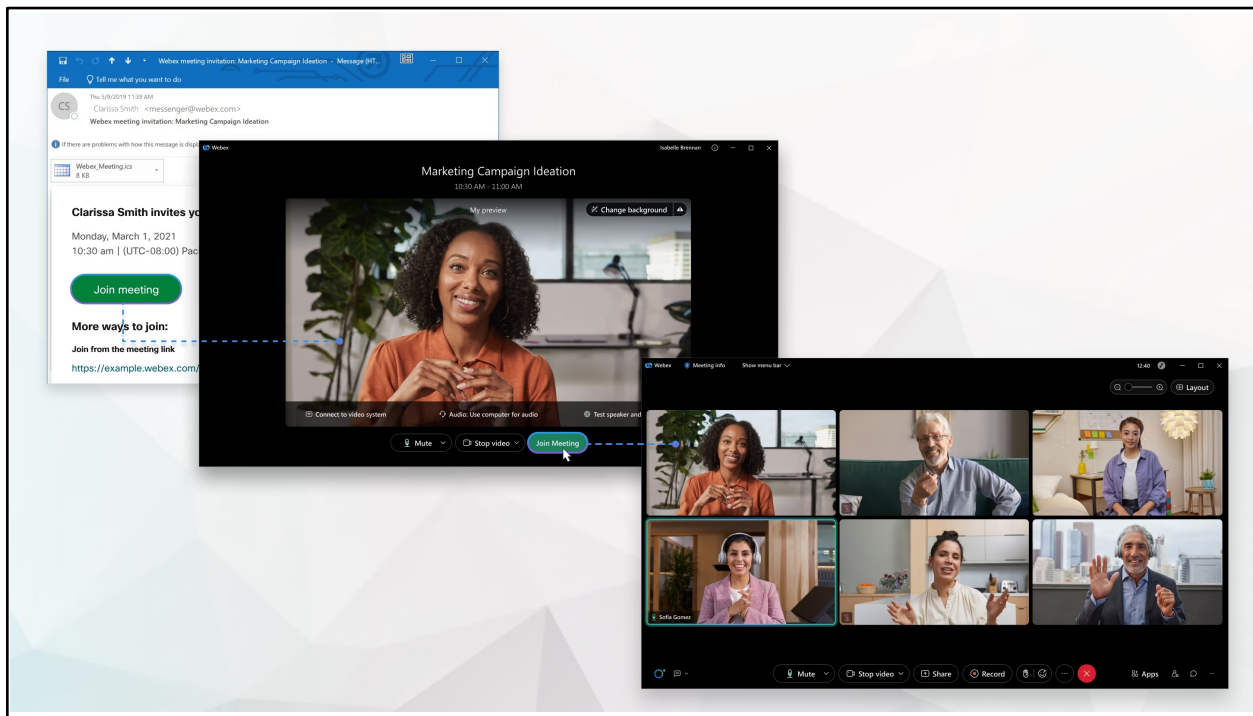
A Webex event or meeting invitation looks something like this.



Joining from the Webex Email Invitation On Your Computer or Mobile Device

Tap or click the **green** Join meeting button in the email. A "Starting Cisco Webex Meetings..." webpage will appear and attempt to automatically start the Webex app window below.

Depending on the web browser used, you may see additional instructions to open the Webex app. An option to join the Webex directly from the web browser is also available at the bottom of the page. The "Join from your browser" option is a good alternative if the Webex app is not working properly on your device, but some feature limitations may be encountered.



You may be prompted to enter a meeting or panelist password, which can be found directly below the meeting number on the invitation email. Enter your name and email address and click Join as a guest. Click the green Join meeting button again to enter the meeting.

NOTE: After you join, you may be automatically muted and/or your video turned off, to minimize background noise and focus the agenda content during the meeting, but you should see the Webex meeting video or content that is being shared. **When it is your turn to participate, the host will call upon you and grant the appropriate Webex permissions (voice and/or video) for that meeting.**

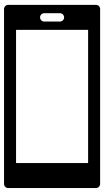
Alternatively, you can join the Webex directly from your computer:



- 1) Open a web browser such as Google Chrome.
- 2) Visit <https://www.webex.com/>
- 3) Click Join a meeting in the upper right corner.
- 4) Enter the meeting or webinar number as indicated on the City's website or invitation.
- 5) Enter your name and email address and click "Join as a guest"
- 6) Click the green Join meeting button to enter the meeting.

NOTE: After you join, you may be automatically muted and/or your video turned off, to minimize background noise and focus the agenda content during the meeting, but you should see the Webex meeting video or content that is being shared. **When it is your turn to participate, the host will call upon you and grant the appropriate Webex permissions (voice and/or video) for that meeting.**

Join the Webex directly from your Mobile Device (Smartphone, iPad, or Tablet)

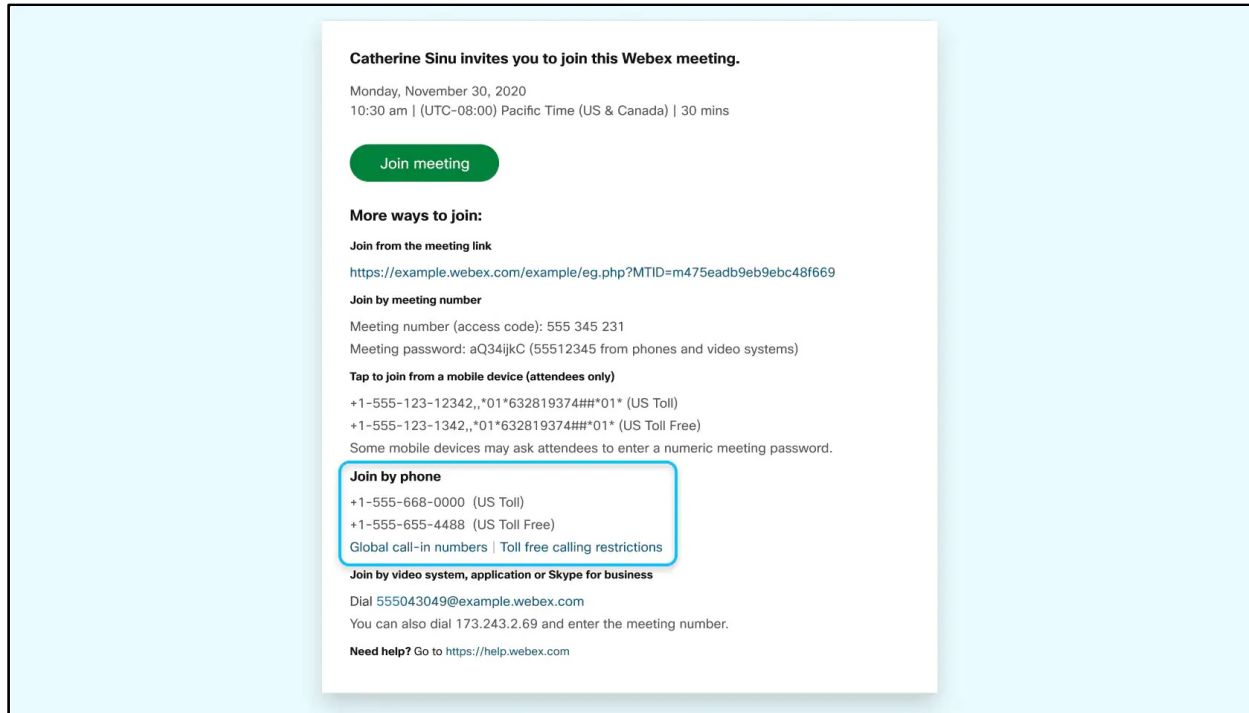


- 1) Visit <https://www.webex.com/downloads.html/> to locate the app appropriate for your mobile device
- 2) Download and install the app.
- 3) Open the app.
- 4) Click Join meeting.
- 5) Enter the meeting or webinar number as indicated on the City website or invitation.
- 6) Click the green Join button to enter the meeting.

NOTE: After you join, you may be automatically muted and/or your video turned off, to minimize background noise and focus the agenda content during the meeting, but you should see the Webex meeting video or content that is being shared. **When it is your turn to participate, the host will call upon you and grant the appropriate Webex permissions (voice and/or video) for that meeting.**

Join from Your Phone

Look for the **Join by phone** section of the invitation and call one of the numbers listed. This is a good option if you aren't connected to a network for video. After you join, you can hear everyone talking in the meeting but will not be able to see their video or the content that they are sharing.



NOTE: After you join, you may be automatically muted to minimize background noise during the meeting, but you should hear the meeting. **When it is your turn to participate, the host will call upon you and unmute your connection (you may hear 3 beeps indicating you are no longer muted).**

Dial-in



- 1) Have your phone ready.
- 2) Dial the desired number as provided from the City website or invitation.
- 3) Follow the prompts and use the correct meeting or webinar number and password (if applicable).

NOTE: After you join, you may be automatically muted to minimize background noise during the meeting, but you should hear the meeting. **When it is your turn to participate, the host will call upon you and unmute your connection (you may hear 3 beeps indicating you are no longer muted).**

Those Needing ADA Assistance Can Participate in Webex Meetings Through 7-1-1

Community members who are deaf, hard of hearing or speech-impaired can communicate by telephone by dialing 7-1-1.

- Callers will be paired with a Communications Assistant
- Make sure to give the Communications Assistant the proper Webex meeting phone number, meeting ID and meeting password.

For more information on Maryland's 7-1-1 service visit:

<https://doit.maryland.gov/mdrelay/Pages/default.aspx>

Preparing for the Meeting and Meeting Etiquette

1. Be sure to test your internet connection, video, and microphone **in advance**. Please refer to the **“Conduct a WebEx Test”** section of this document (below).
2. Keep your device plugged in and fully charged – Webex uses a lot of battery power.
3. Close background applications:
 - a. Even if you’re not using them, applications on your device are using precious resources. Before your meeting, close any applications and browser sessions that you are not using for the best experience.
4. Join from a quiet space or use headphones if around others.
5. Mute your computer microphone or mobile device when you are not speaking.
6. Video camera tips:
 - a. Don’t use a window as a backdrop; this impacts visual quality to the viewers on the video conference
 - b. Make sure the room you are in has proper lighting
 - c. Dress appropriately
 - d. Be mindful of your background items when video conferencing.
 - e. Refer to <https://blogs.cisco.com/perspectives/how-to-look-good-on-video> for additional helpful tips.
7. Remember the Human Element
 - a. Speak professionally and respectfully to one another as you would in any other communication setting
 - b. Announce who you are prior to speaking
 - c. Overall, be aware of your behavior; people can see and hear what you are doing.
8. **Plan to join the meeting 20 minutes earlier than the meeting start time. This allows the host to perform a microphone check for participants joining by computer and verify call-in participants, prior to the meeting starting.**
9. After you join, you may be automatically muted and/or your video turned off to minimize disruptions to the meeting, but you should see the Webex meeting video or content that is being shared. When it is your turn to participate, the host will call upon you and grant the appropriate Webex permissions (voice and/or video) for that meeting.
10. **Please leave the Webex session after participating.**

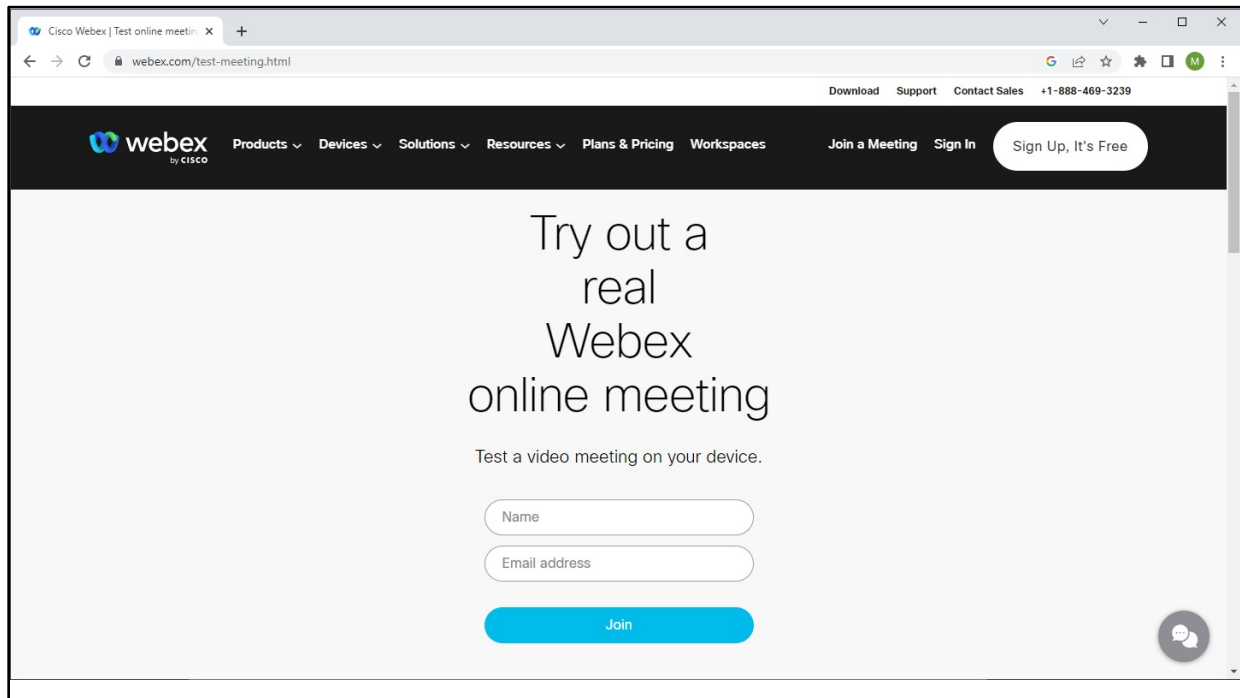
- a. To continue viewing, watch live on Rockville 11 and in HD on the Municipal Broadcast Network (MBN), channel 997 on Comcast.

Conduct a Webex Test

To conduct a WebEx test visit: <https://www.webex.com/test-meeting.html>

It is very important to do this ahead of time to verify that Webex works on your computer.

Enter in your name and email address, then click Join.



The screenshot shows a web browser window with the Cisco Webex logo and navigation links at the top. The main content area features the text "Try out a real Webex online meeting" and "Test a video meeting on your device." Below this, there are two input fields labeled "Name" and "Email address", and a blue "Join" button. A small chat icon is visible in the bottom right corner.

Cisco Webex | Test online meeting x +

webex.com/test-meeting.html

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Try out a
real
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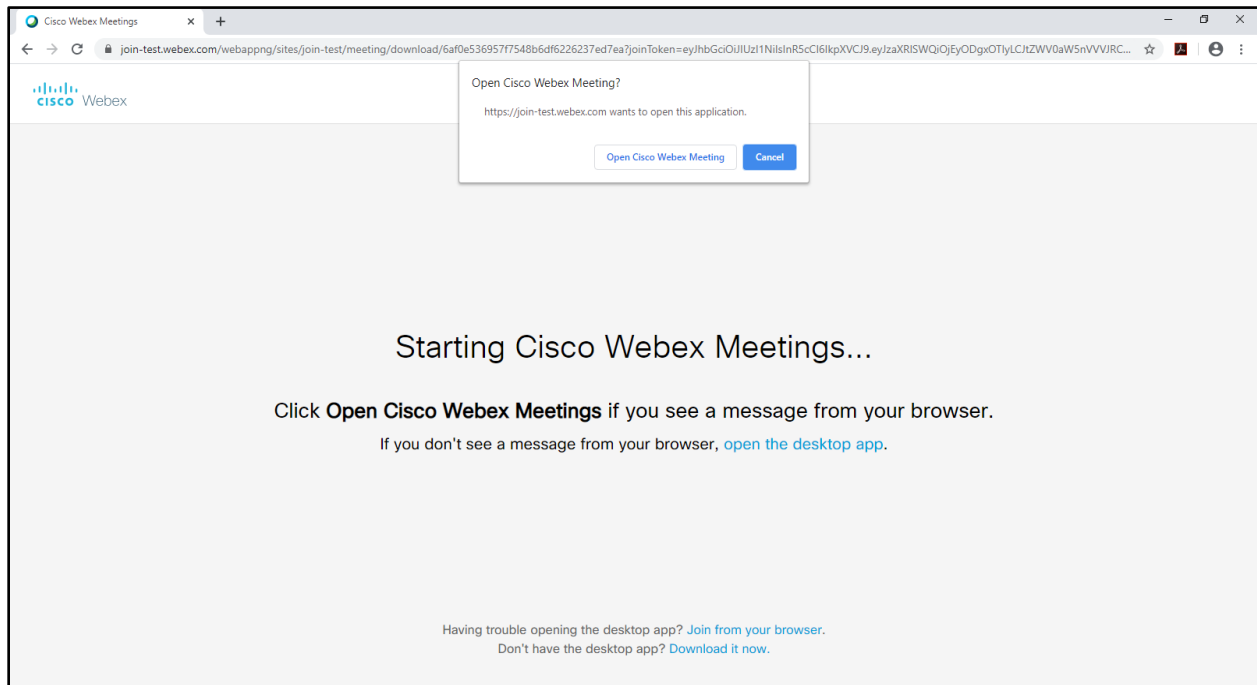
Test a video meeting on your device.

Name

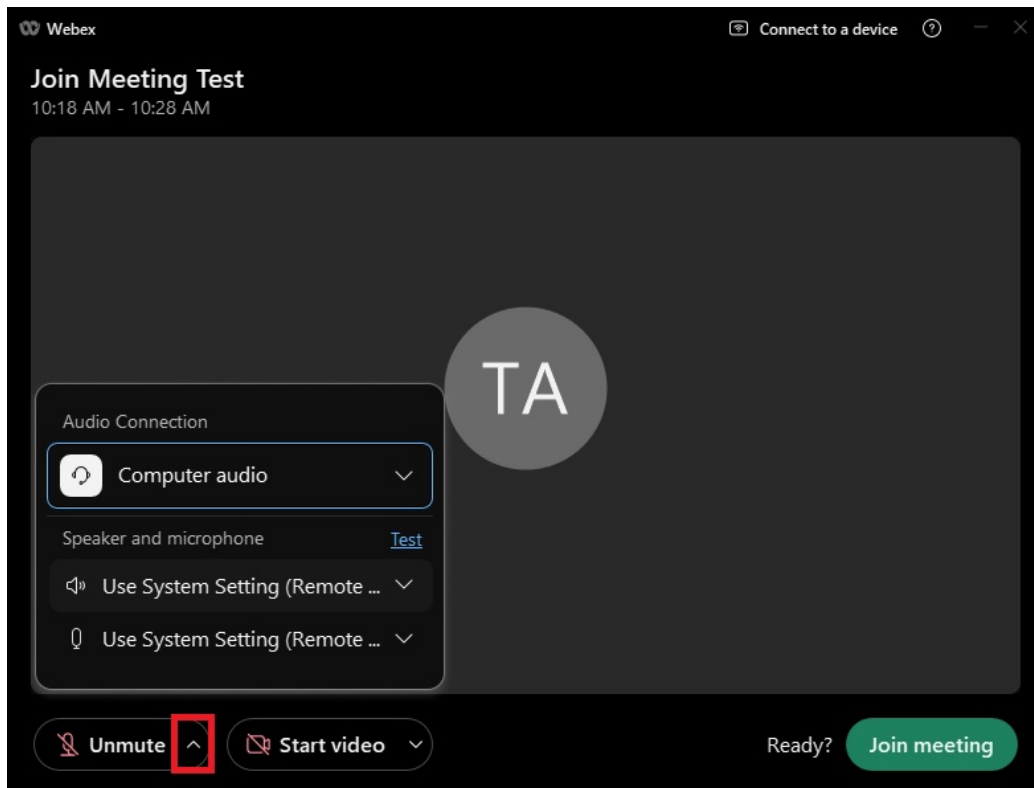
Email address

Join

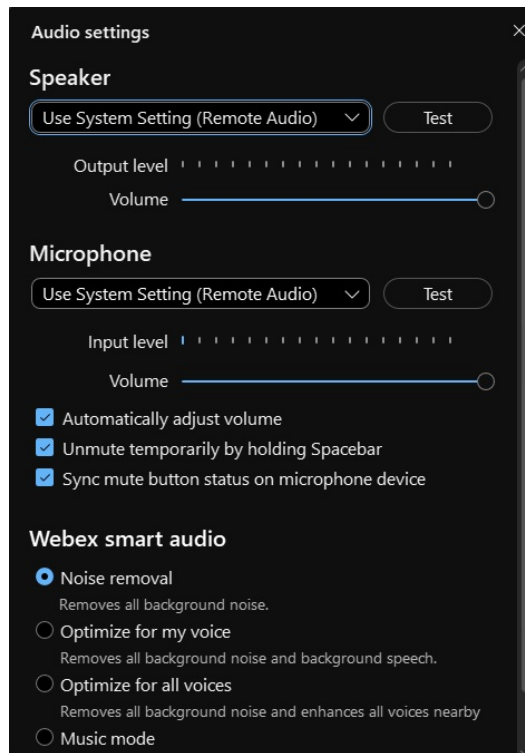
Click **Open Cisco Webex Meeting** (this may appear differently depending on your web browser, Google Chrome is used in this example).



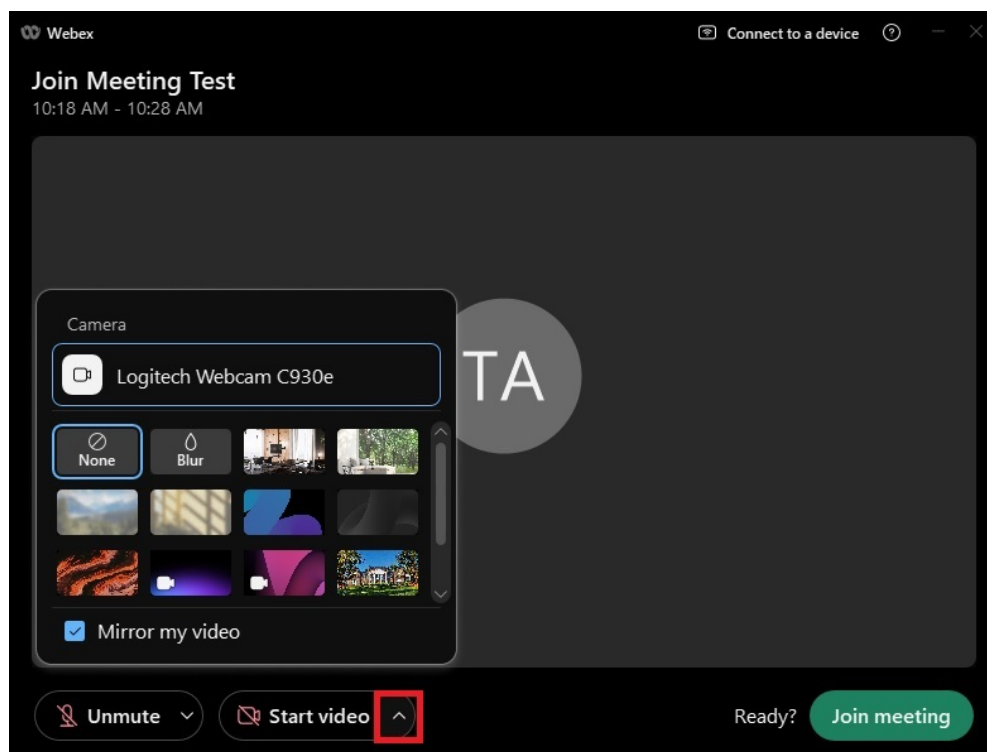
Click the caret arrow next to the mute/unmute button to check your speaker and microphone. Alternate devices can be switched to here if you have more than one available.



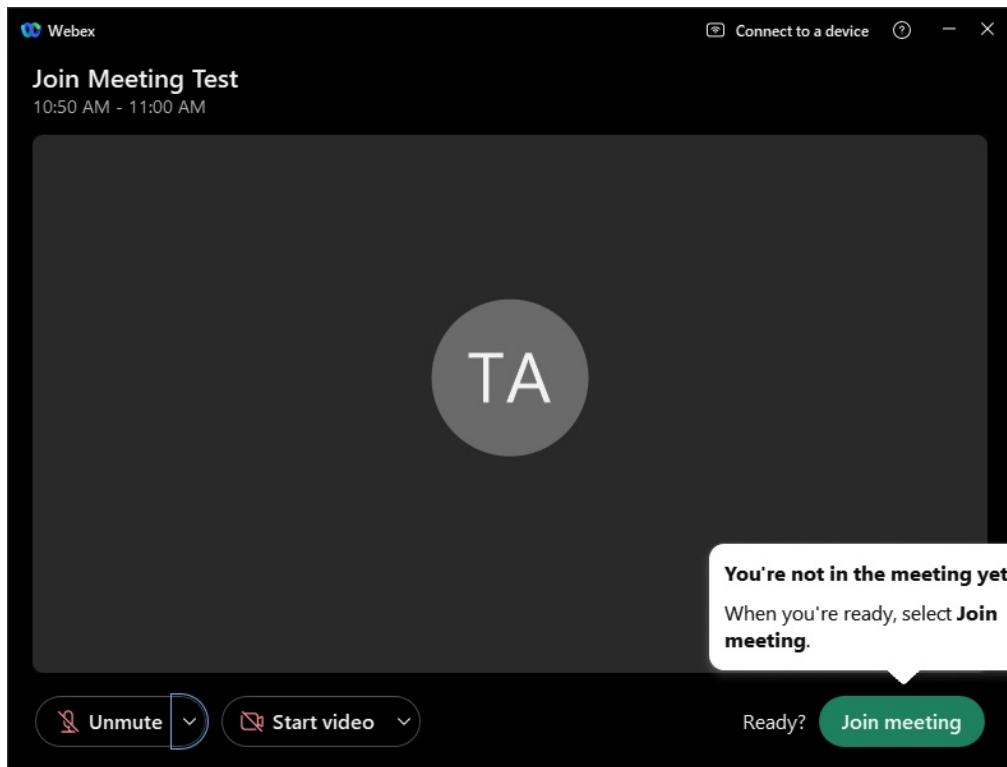
Click Test. The Microphone Test allows you to speak for a few seconds, then plays it back on your speakers. The other options let you customize the volume levels on your device.



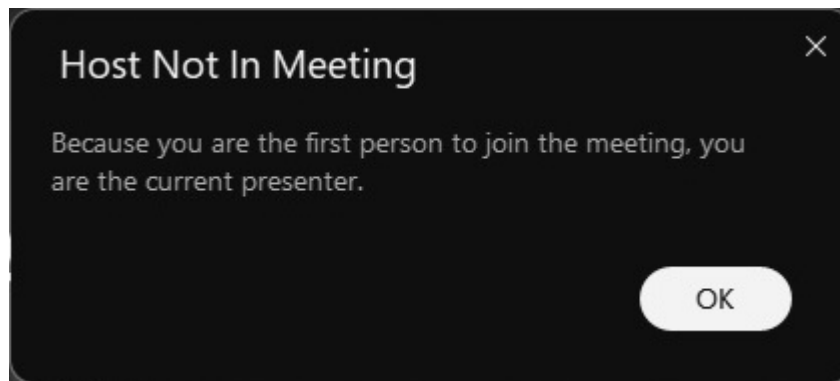
Similar options are available to test your camera using the caret arrow next to Start/Stop Video.



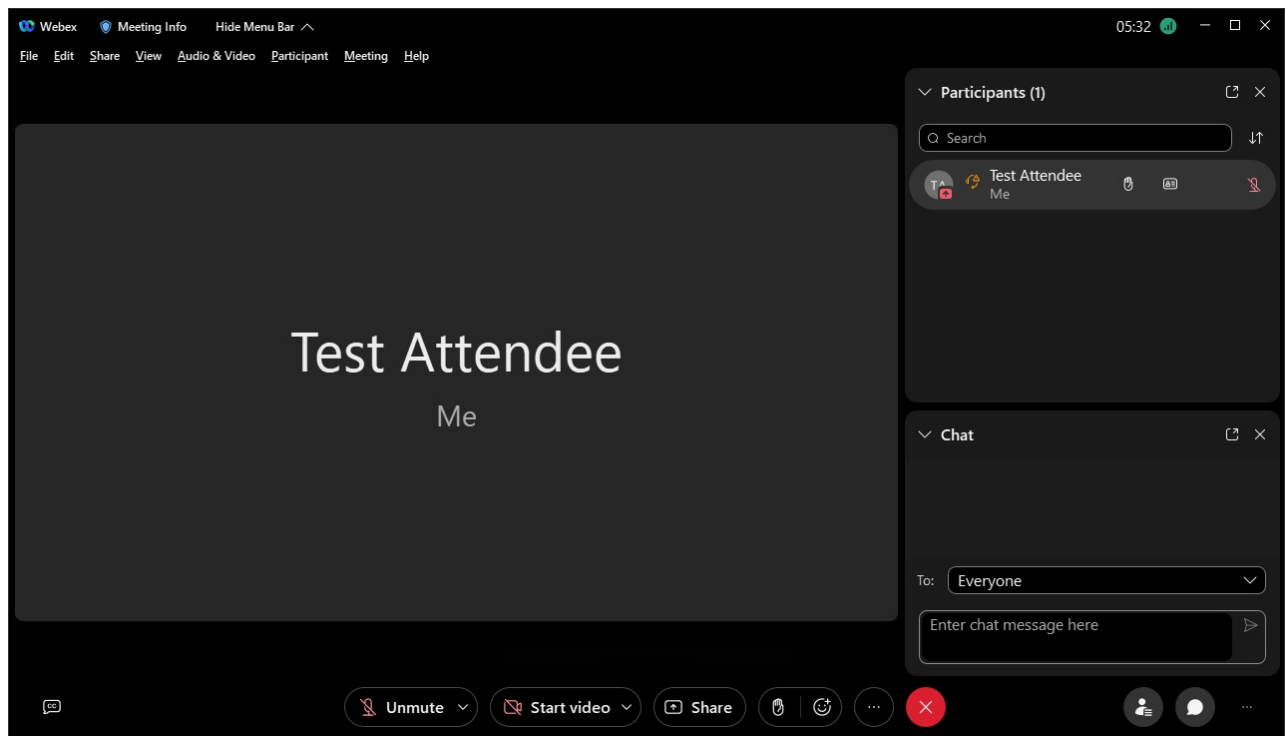
Click Join Meeting.



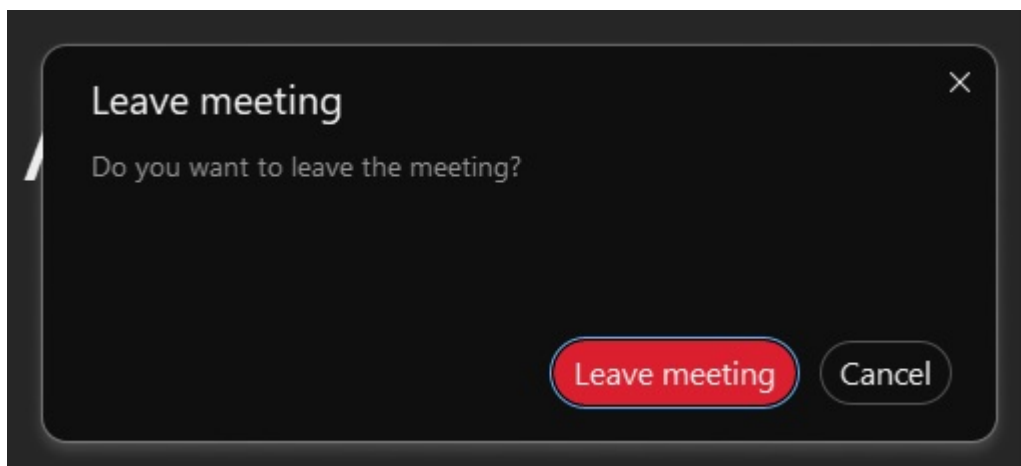
Click OK.



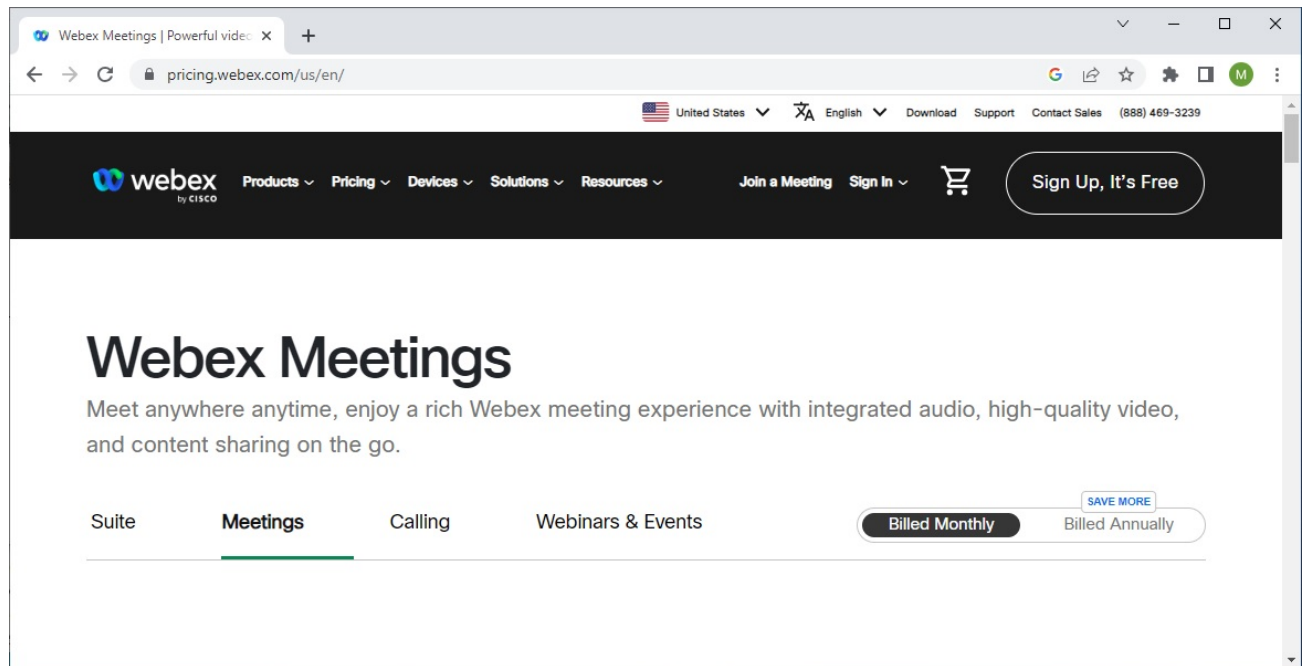
You are now joined in the test meeting! Other features are now available, with the most common being the Automated Closed Captions in the bottom left corner, Raise Hand button (to the right of Share), and the Participants and Chat windows in the lower right hand corner.



After familiarizing yourself with the features available, click the X to Leave the test meeting, then click **Leave Meeting**.



The Webex website will open detailing features available to the platform. This can be closed as a Webex account is not required to participate in meetings.



FAQs

I never received the email invitation for the meeting

The email invitation which includes a link to join the Webex session may be sent by the host of your meeting. This email may be sent to your spam folder or blocked by your email program. First, check your spam folder for the email.

We also recommend whitelisting this email address to prevent any future emails from being blocked.

What is the meeting number or webinar number and where do I find it?

The meeting or webinar number is a nine-digit unique identifier that allows you to enter the correct meeting when calling in to a WebEx session. The meeting number also allows you to join a meeting for which you do not have a link. You will still need to supply the password when joining without a meeting link or if you have been assigned panelist access for a webinar.

The meeting or webinar number is found in your WebEx email invitation. It can also be found on the Meeting or Webinar Info tab within a WebEx session. Or ask the meeting host for the number.

WebEx phone number has a busy signal.

Try another phone number. Local telephone service providers may be experiencing high traffic. Refer to your Webex meeting invitation, Webex provides multiple phone numbers so you can get into your meeting.

I'm unable to login

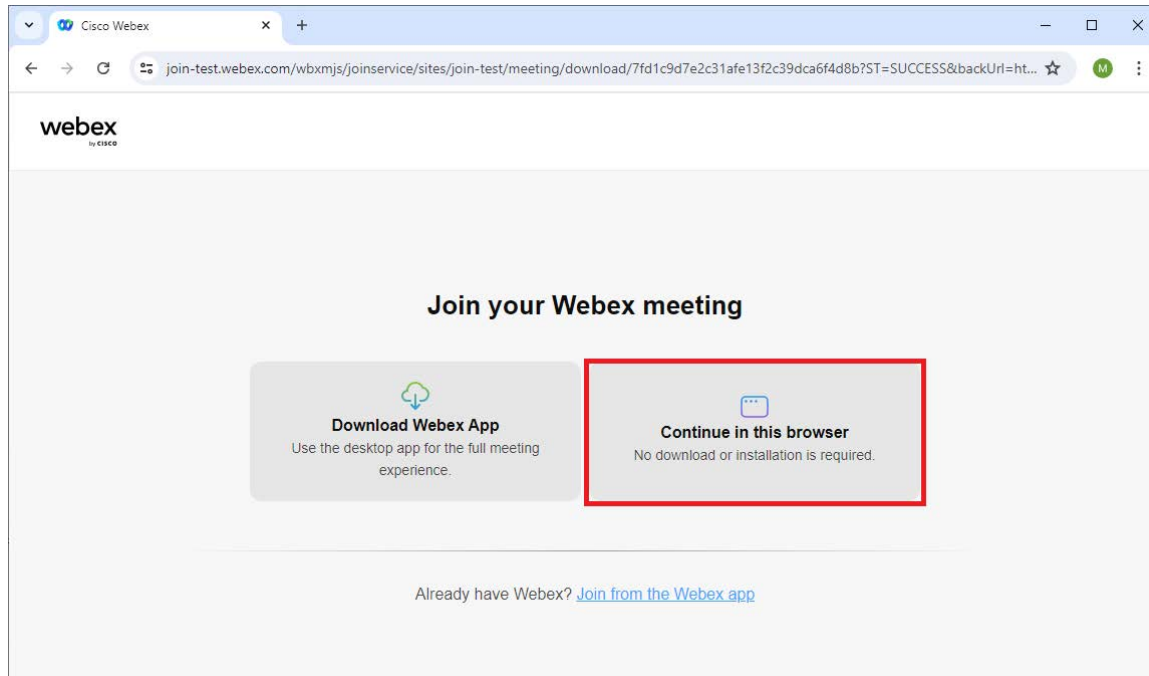
- Verify that you are entering your email address in all lowercase letters and that you are using the correct password.
- Open a new browser window and copy and paste the meeting URL from the invitation email into the browser Address bar.

I can't hear anything after joining the Webex session

- Confirm that your speakers are not muted.
- Exit and try rejoining the Webex session.
- Exit and try rejoining with a different browser.
- Exit and restart your computer and try rejoining.
- Dial into the audio conference via the phone numbers provided on your Webex invitation.

The Webex App Is Not Opening My Meeting

- This webpage is usually seen when attempting to join a meeting, but is not opening the Webex app. Try to Download the Webex app first and rejoin the meeting. The Continue in this browser option can be used to join the meeting directly in the browser if needed.



Webex session loads slowly

- Log off and log back in again.
- Close all applications except the Webex window.
- Clear the web browser cache and delete temporary files and cookies.
- Verify that the issue is not with your Internet Service Provider (ISP) by browsing to a web page you access frequently to determine if response time is slow.

Your browser crashes

- Close your browser window and try to rejoin the meeting.
- Exit and try rejoining with a different browser.
- Exit and restart your computer and try rejoining.
- If you cannot rejoin, dial into the audio conference via the phone numbers provided on your Webex invitation or stay on the phone if you dialed in.

WebEx can be used from anywhere that you have an internet connection

Depending on the speed of your connection, you may experience some loss of quality or other issues.

Poor internet connection can affect your meeting experience

Using a non-business class Internet connection, such as a home DSL, hotel, cafe, or airport wireless can cause issues. Video may slow down or audio may drop out, especially when sharing content. If you are on a marginal connection, try turning off your video, especially if you are sharing content. Webex will suggest or automatically lower your resolution and may eventually turn off your video.

Close background applications. Even if you're not using them, applications on your device are using precious resources. Before your meeting, close any applications and browser sessions that you are not using for the best experience.

Use your phone for audio only. Find dial-in numbers in your meeting invite. Local telephone service providers may be experiencing high traffic. To help, Webex provides multiple phone numbers so you can get into your meeting. Find alternative global call-in numbers in your meeting invitation.

Learn more at <https://cs.co/slow-connection>