



# Public Meetings on Webex

## Instructions for Public & Community Participants

- The “Webex” conference tool is being used to hold meetings as traditionally and regularly as possible in light of the COVID-19 pandemic and Governor Hogan’s Executive Order 20-03-30-01.
- Members of the public wishing to participate in the meeting may do so by using the City’s Webex platform.
- Any person who requires ADA assistance in order to attend a city meeting should contact the City’s ADA Coordinator, Janet Kelly at [jkelly@rockvillemd.gov](mailto:jkelly@rockvillemd.gov) or call (240) 314-8108.

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## Instructions for Joining a meeting via Webex Virtually

### Register for the Area Meeting using the link provided.

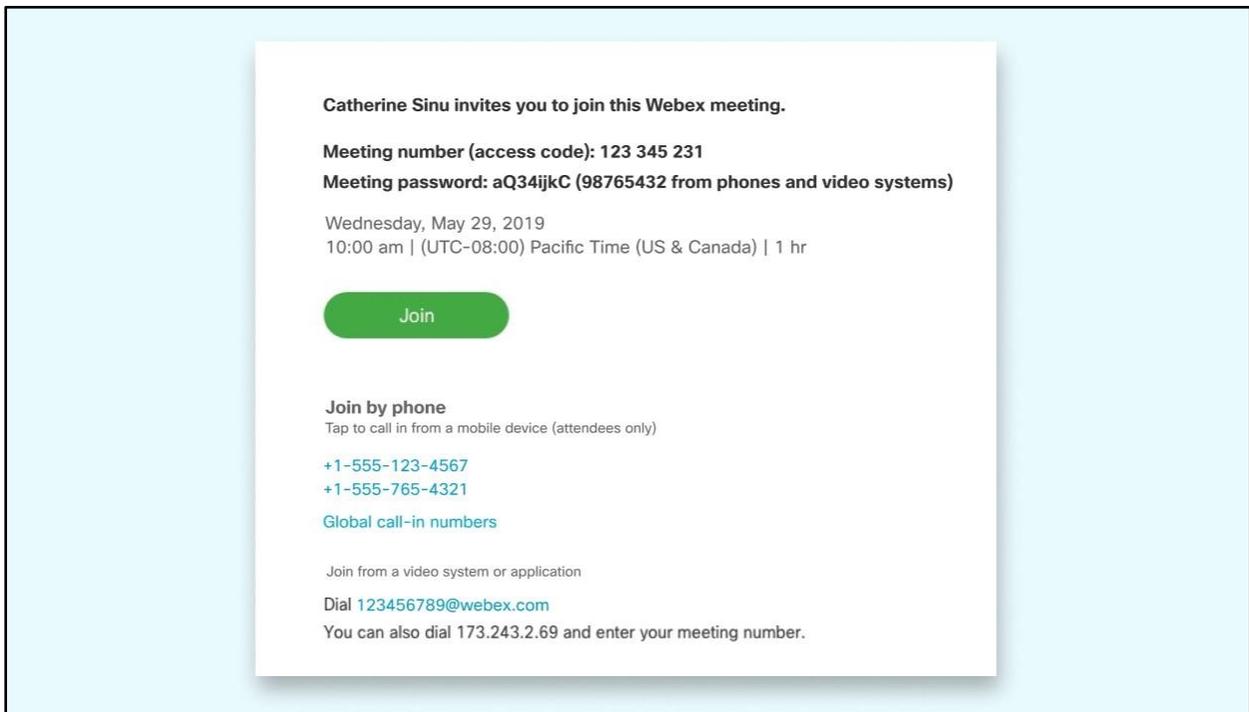
The link for the Area Meeting is located in your notification letter from the applicant and is also available on the City's website at <https://www.rockvillemd.gov/179/Development-Watch>.

Once you have register to attend the meeting, you will receive a Webex email invitation (usually from [messenger@webex.com](mailto:messenger@webex.com)) with the information you need to join the meeting.

### Webex Email Invitation

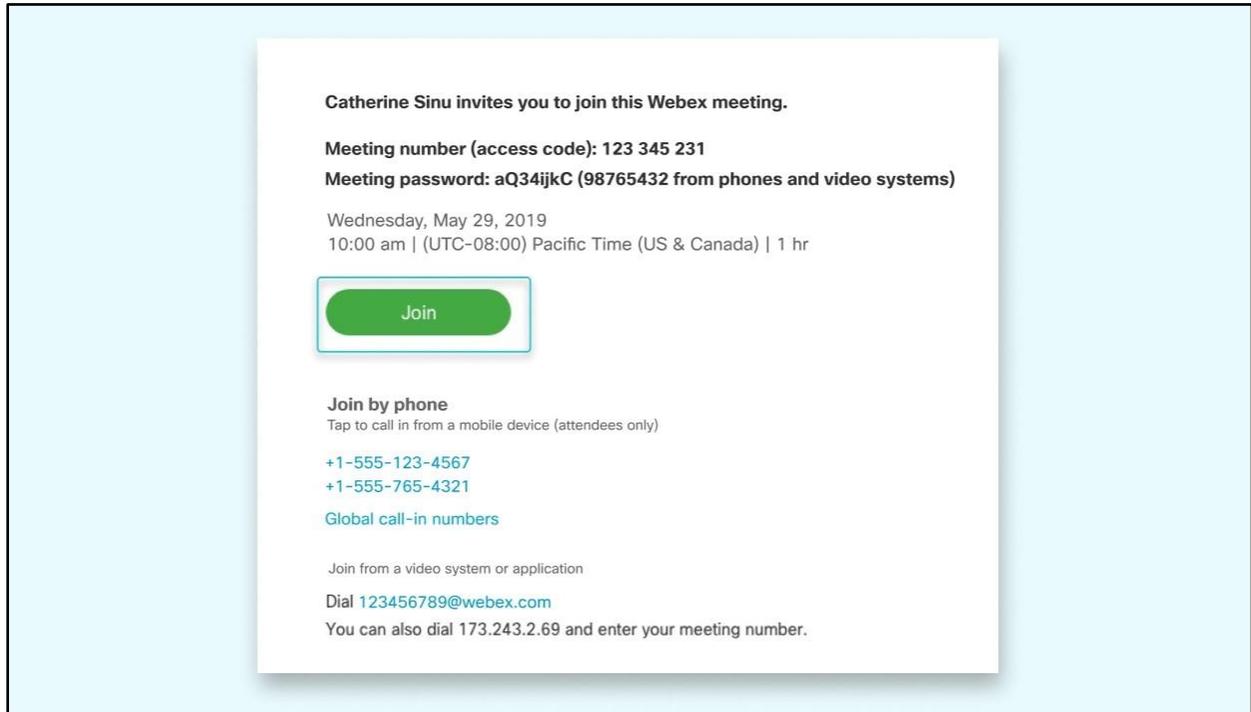
Once you receive a Webex invitation in your email, you can use it to join your event or meeting in different ways, like from your computer, mobile device, or traditional phone. Your invitation includes the options available to you for that particular meeting.

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 button in the email.



Your browser window will open to the City's Webex website, where you will need to sign-in to the meeting by completing the **Join Event Now** section. The Event Password should prefill from the email link but can be manually entered if it does not.

**NOTE: 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.**

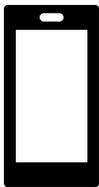
## Alternatively, you can join the Webex directly from your computer:



1. Open a browser such as google chrome
2. Type in webex.com in the address bar
3. In the upper right window click **JOIN**
4. Enter the meeting or event ID as indicated on the City's website or invitation.
5. On the right side of the window complete the **Join Event Now** section, include you First and Last name, Email address and Event or Meeting password.

**NOTE: 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.**

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

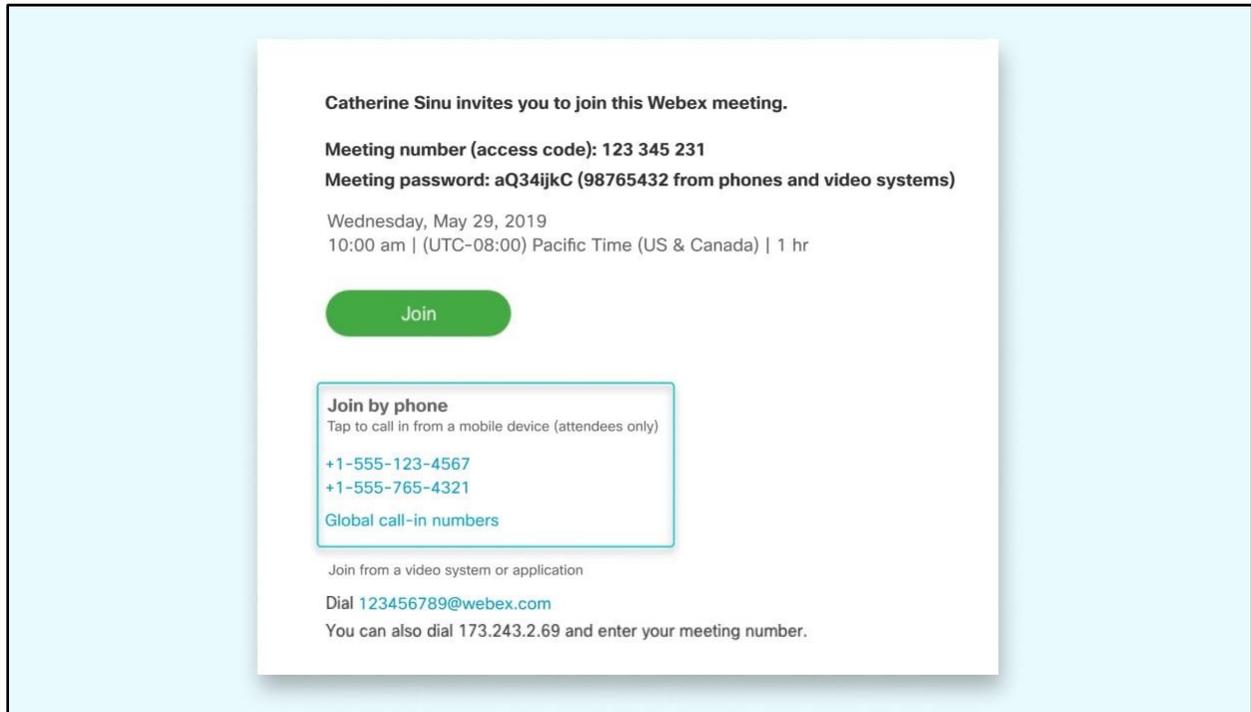


1. Visit <https://www.webex.com/downloads.html/> to locate the app appropriate for your mobile device
2. Download and Install the app
3. Open the app
4. Click Join a meeting
5. Enter the meeting ID as indicated on your Webex invitation.
6. Click **JOIN** in the upper right corner.

**NOTE: 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.**

## Join from Your Phone

Look for the **Join by phone or Join the audio conference only** 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 disruptions to 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's Webex invitation or website
3. Follow the prompts and use the correct meeting ID and meeting password (if applicable)

**NOTE:** After you join, you may be automatically muted to minimize disruptions to 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 as Well**

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

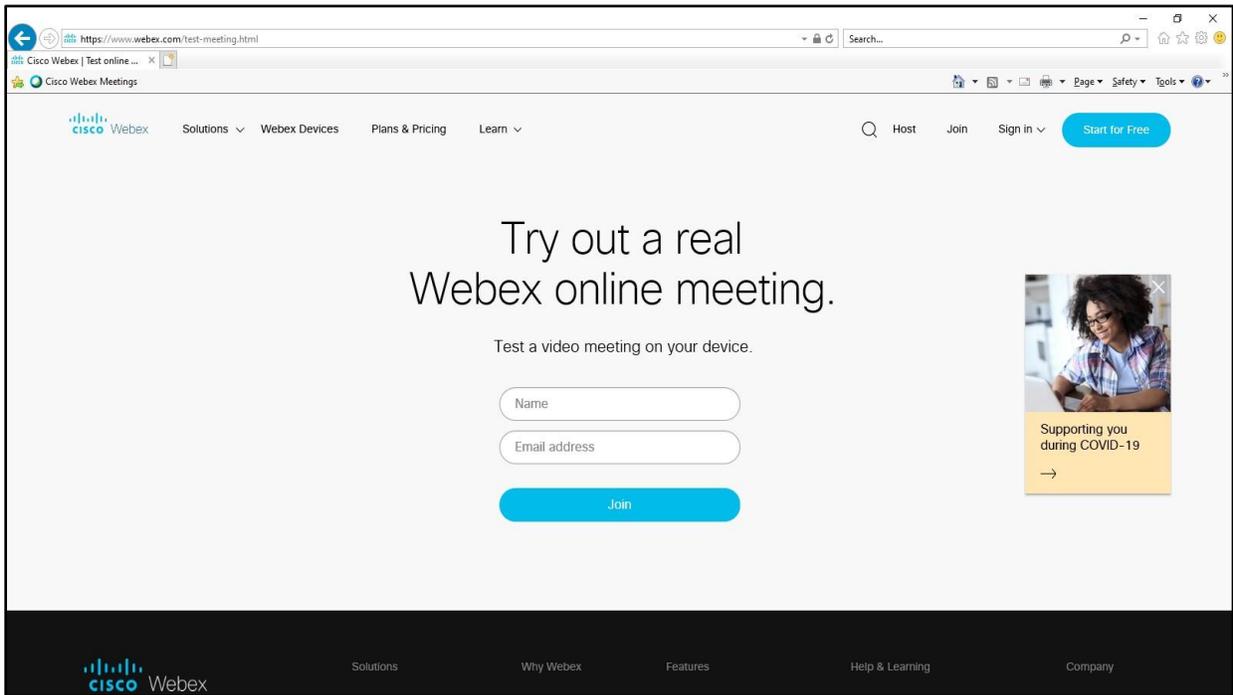
1. Be sure to test your internet connection, video, and microphone **in advance**.  
Please refer to the “**Conduct a WebEx Test**” section of this document (below).
2. Keep your device plugged in and fully charged – Webex uses a lot of battery power.
3. Close background applications:
  - a. Even if 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 cellphone 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
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. 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.

## Conduct a Webex Test

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

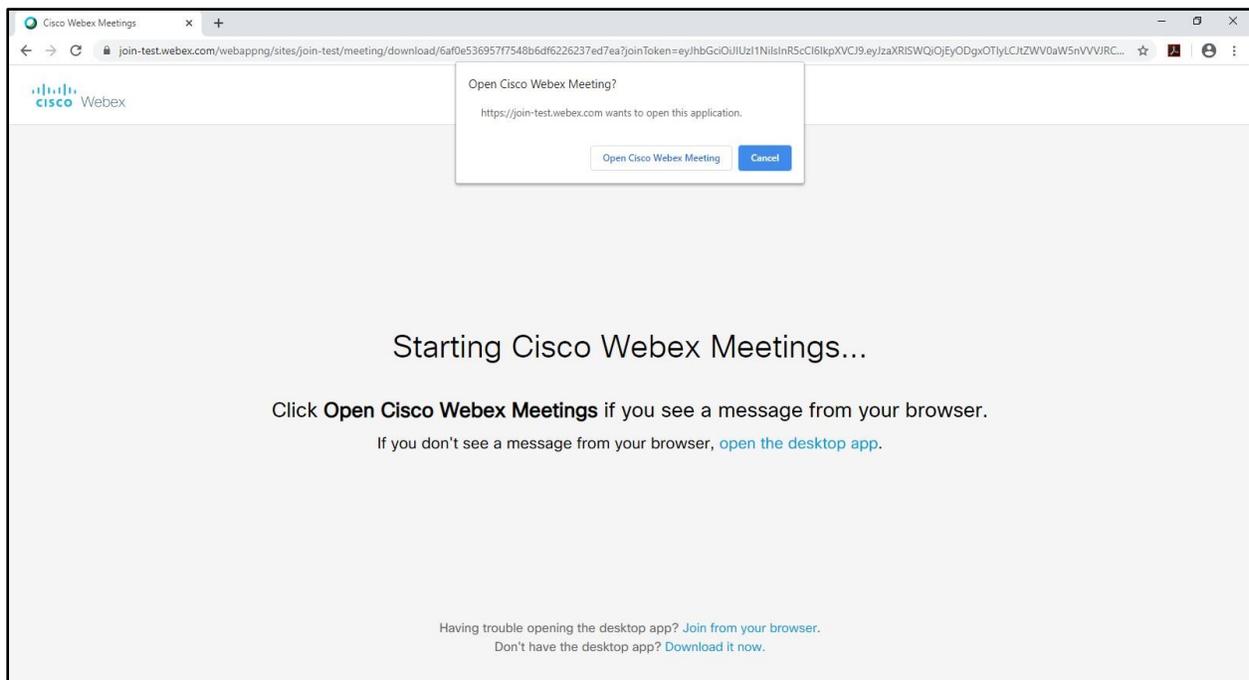
It is very important to do this ahead of time to verify that Webex works on your computer.

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

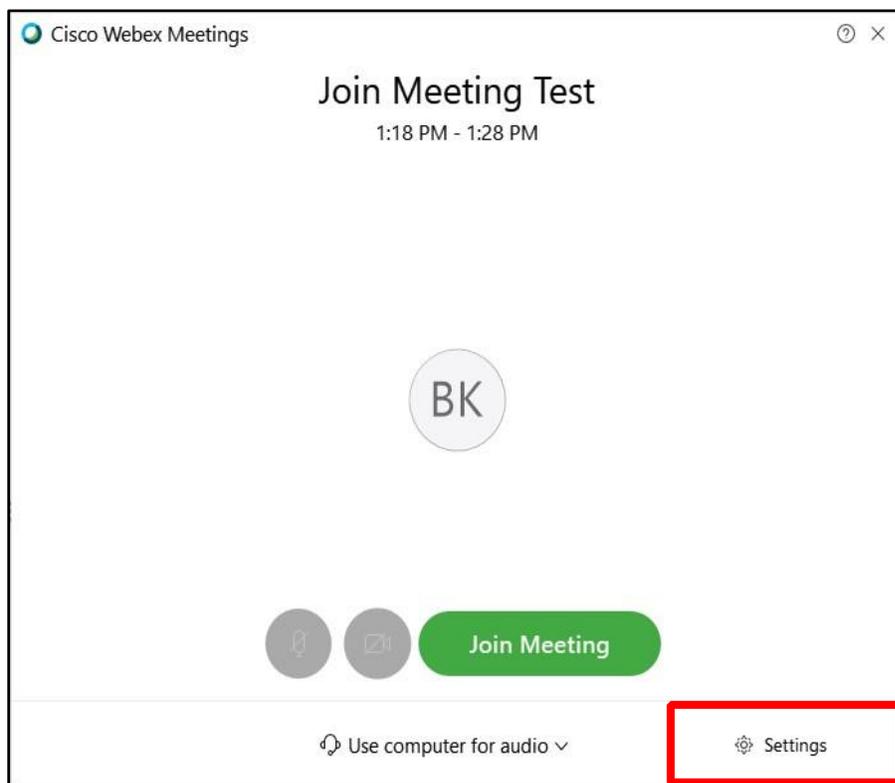


The screenshot shows a web browser window displaying the Cisco Webex test meeting page. The browser's address bar shows the URL <https://www.webex.com/test-meeting.html>. The page features the Cisco Webex logo in the top left corner, followed by navigation links for Solutions, Webex Devices, Plans & Pricing, and Learn. On the right side of the header, there are links for Host, Join, Sign in, and a Start for Free button. The main content area has a large heading that reads "Try out a real Webex online meeting." Below this heading is the subtext "Test a video meeting on your device." There are two input fields: "Name" and "Email address", both with rounded rectangular borders. Below these fields is a prominent blue "Join" button. To the right of the input fields is a small image of a woman with glasses, with a yellow callout box below it that says "Supporting you during COVID-19" and includes a right-pointing arrow. The footer of the page contains the Cisco Webex logo on the left and navigation links for Solutions, Why Webex, Features, Help & Learning, and Company on the right.

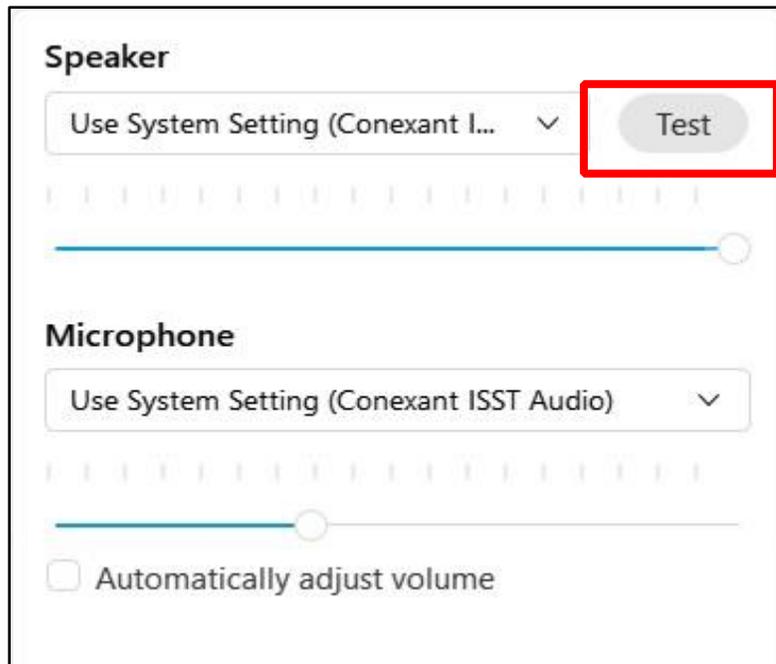
Click **Open Cisco Webex Meeting** (this may display if using Chrome).



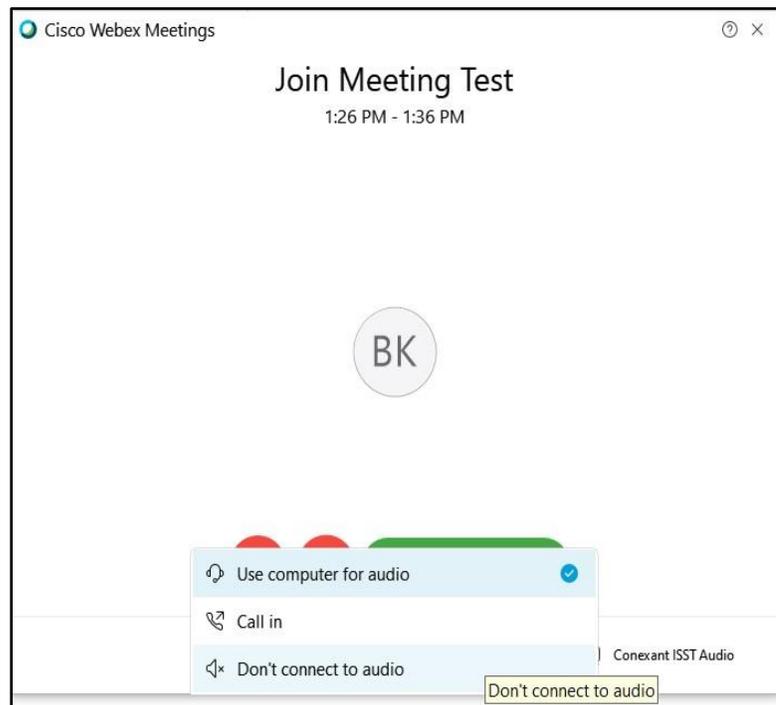
Hover over the name next to the speaker symbol in the bottom right corner and it will turn into "**Settings**." Click **Settings** and you can test your speakers and microphone.



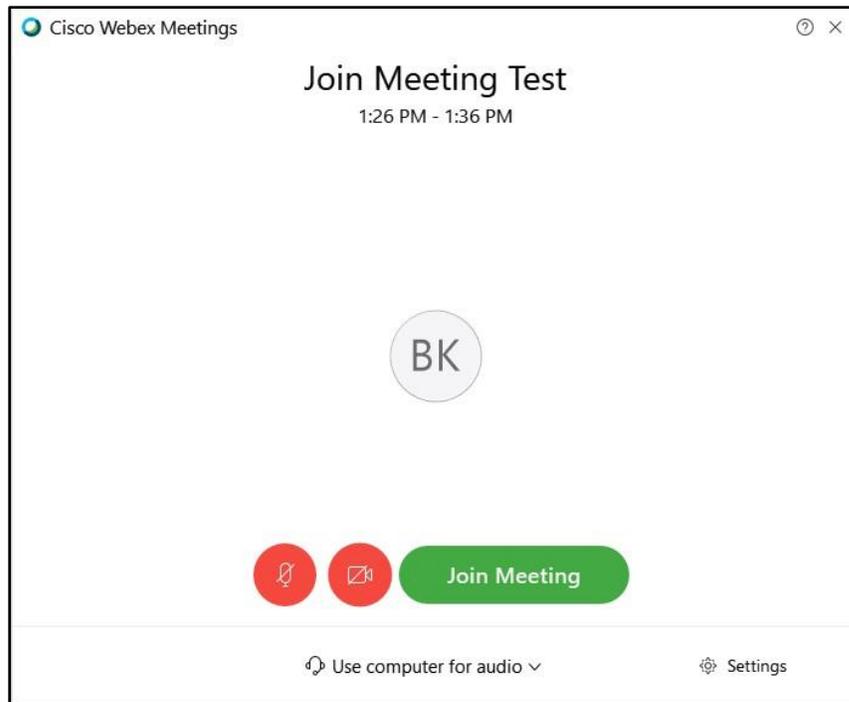
Click Test.



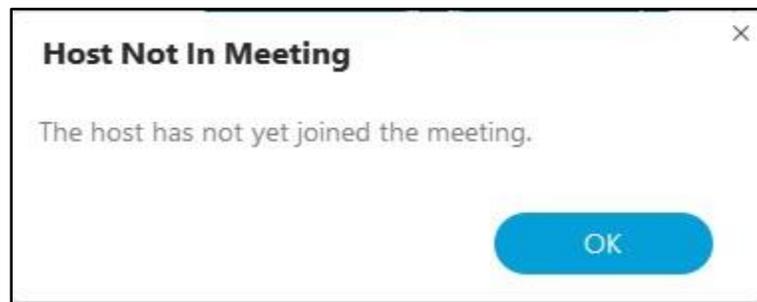
Change how you connect to audio at the bottom.



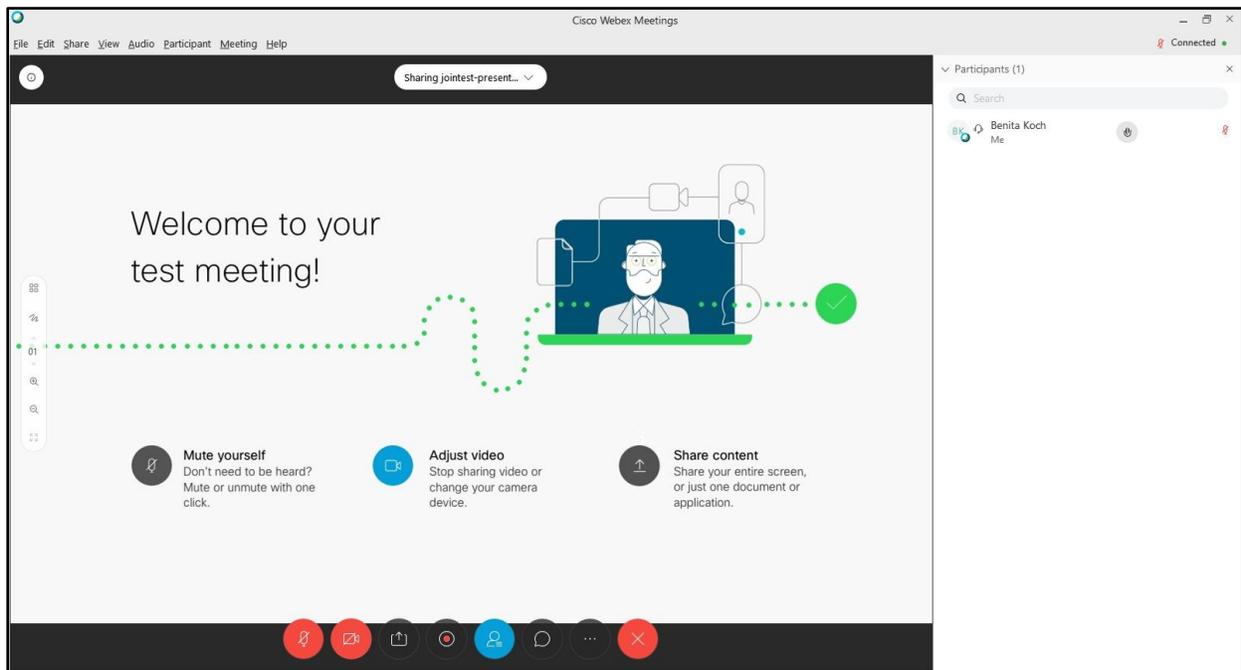
Click Join Meeting.



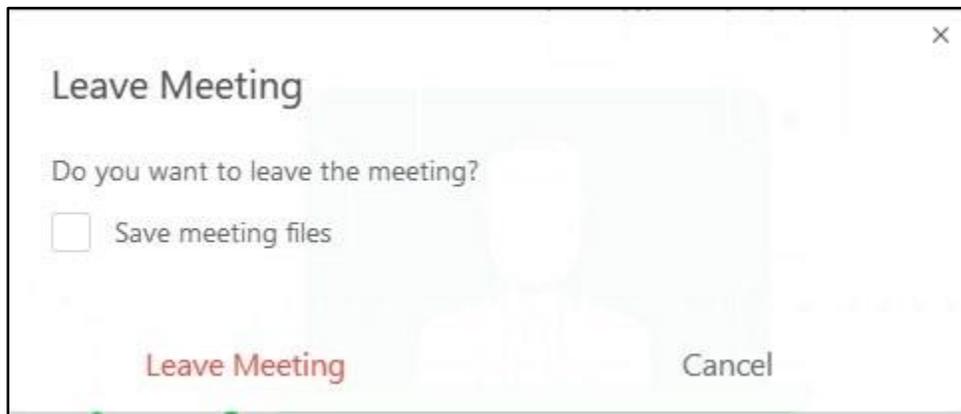
Click OK.



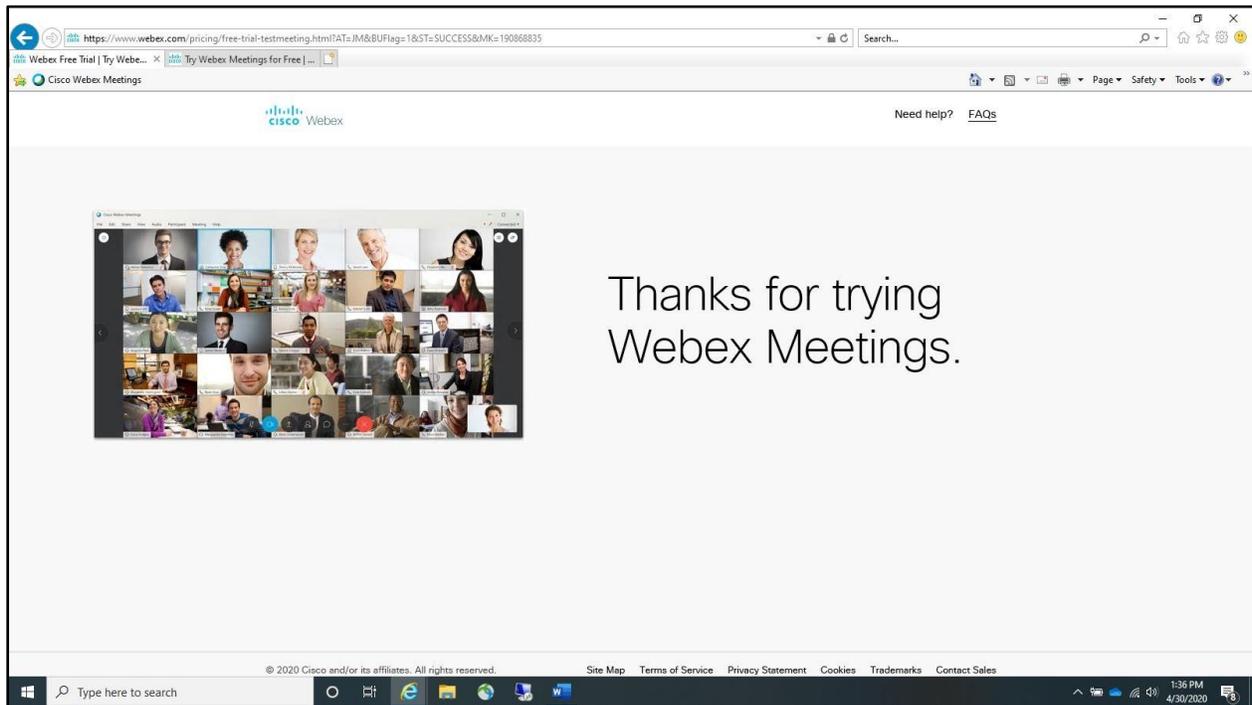
Move your mouse to the bottom center of the video display, the floating icon tray will appear. Click a bubble to toggle on/off that setting or display a menu of options.



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



The Thanks for trying Webex Meetings window displays.



## 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 and where do I find it?**

The meeting 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'll still need to supply the password, if it has been set for the specific meeting.

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

### **Meeting 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 letter 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.

### **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.

### **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.

### **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 [cs.co/slow-connection](https://cs.co/slow-connection).