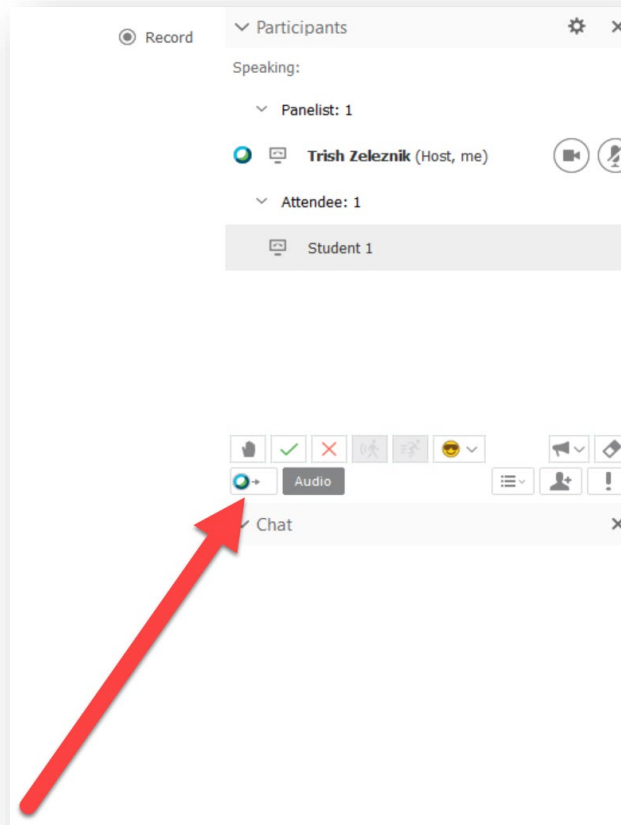
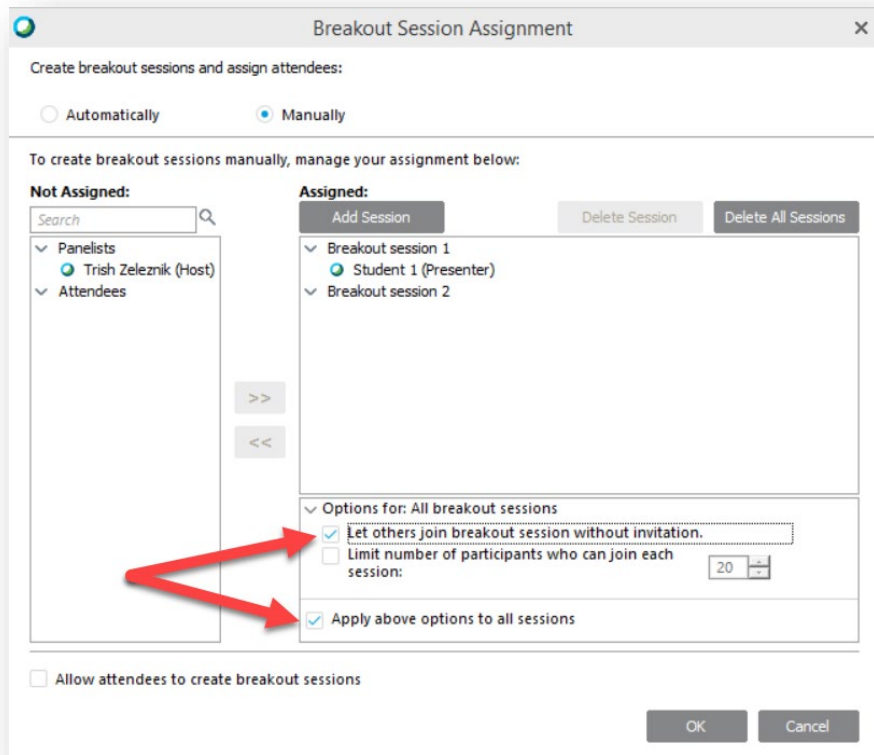


Webex Training Center Instructor Tips


- An easy way to tell what type of Webex capability a student has is by clicking on their name in the Participant's Panel. If the "pass the ball" button lights up then that student has full capability.



- Call-in user ###-###-#### represents an unidentified telephone connection (audio-only) into your session. In Webex Training, call-in users cannot join breakout sessions so it is important that they get connected to Webex using Call Me, I Will Call In, or Call Using Computer. If they cannot join via the temporary application, they can try to join via web browser. It is important to note that while an attendee may connect in the main classroom using the above audio only method, the **breakout sessions do not support audio-only connections**.
- Every day once you open the session remember to enable chat if you choose to do so. Chat amongst attendees is not on by default. Go to the menu on the top left, select **Participant**, select **Assign Privileges** from the dropdown menu then under the Communications section select the box next to **All Attendees** then select **OK**.
- Remember to allow attendees to join breakout session without permission. To do this go to the menu on the top left, select **Breakout** and then select **Breakout Session Assignment** from the dropdown menu. Click on the > caret **Options for:** at the bottom. Click on the **Apply options to all sessions** option then on **Let others join breakout session without invitation**. Select **OK**.



Issue	Resolution
<p>A web browser student cannot see what is being shared in a breakout session.</p>	<p>Make sure the presenter is not sharing a file or application. Make sure they share their desktop. If the problem persists create a new breakout session for that team and have join the new session.</p>
<p>If a student gets kicked out of a breakout session (returning them to the main classroom meeting)</p>	<p>For temp app users: The student should go to the breakout session panel and click on the name of their session and select the grey Join button on the bottom right. If they cannot, have them disconnect from the main meeting room and reconnect. Once back in, have the student try to join their breakout session again.</p> <p>For web browser users: Have the student click on the button with the 4 squares/boxes (Breakout Session icon). This will open up the breakout room panel on the right. They need to click on the Join button next to their breakout session. If they cannot, have them disconnect from the main session and reconnect. Once back in, have</p>

	the student try to join their breakout session again.
If a student's audio connection does not transfer to a breakout session	<p>For temp app users: Have the student click on the audio button in the breakout session. Then they need to select Leave Audio Conference and once they are disconnected have them reconnect audio by clicking on the grey Audio button.</p> <p>For web browser users: Have the student click on the button with the three dots (More Options button), click on Audio Connection then select Disconnect Audio. Once their audio is disconnected, have them click on the button with the phone icon and reconnect audio.</p> <p>If audio is still not transferring, have the student change their audio source. Have them hange to a phone if they are using your computer audio.</p>
If a team's breakout session ends unexpectedly (returning them to the main classroom meeting)	Ask the Presenter (person with the ball) to begin the session by selecting Start . If there is no presenter, assign one by clicking on their name in the breakout session panel (bottom right) and selecting Make Presenter and have them start the session. The other students should be able to join at this point. You cannot restart a breakout session without having a presenter assigned.
If a team cannot change presenters during their breakout session	Have the Presenter (person with the Webex ball) click on the name of the person they want to make a presenter. After doing this have then click on the button with the webex "ball" and the arrow pointing right  . They need to make sure to pass control to a fellow student that can share content (running the temporary app or has app installed).

Reminders:

1. Always invite at least on additional Webex account holder to serve as a secondary host to include the CM/CMRR, Backup Instructor, Trish Zeleznik, trish.zeleznik@dau.edu; Dennis Eisenstein, dennis.eisenstein@dau.edu.
2. The host must remain logged into the main meeting room (and not sharing data) for breakout sessions to work.
3. If the primary host is notified of a computer refresh, they must notify and invite the secondary host to take over the main meeting. The primary host needs to right-click on that secondary host's name, select "change role to" then select "Host" from the dropdown.

4. In the event an attendee loses audio connection, they individually set up a conference call using a service like freeconferencecall.com or have one of their team mates conference them in using pre-established organizational phone bridges.
5. Do not use the main meeting room as a temporary breakout session in any case. If anyone tries to share content, they will get a pop-up message stating that sharing is disabled while breakout sessions are in progress. This can also cause all of the breakout sessions to end.
6. We strongly suggest that students consider working from home and utilizing a personal computer versus a government machine and utilize the computer they intend to use for the class during the connection test.
7. We also suggest that you do not use pre-registration when setting up your class. We have seen multiple issues with lost / incorrect URL's.
8. Some NMCI users are seeing a "no click" in the URL when they try to join a session. Please make sure they remove the "no click_" from the URL and it should work.
9. DCMA, DLA, DISA, PEO-EIS, DTRA, AA-Rock Island, and MDA users need to follow the instructions to log in but select "Join by Browser" instead of the "Join Now" when joining a session unless they use their personal computers.
10. If possible, avoid making an NMCI user the presenter in a breakout session.
11. If you need assistance, please email vilthelp@dau.edu.