Webex Cloud User Guide

Webex is the leading enterprise solution for video conferencing, online meetings, screen shares, and webinars. Webex Cloud allows for increased capacity and capabilities when compared to our current Webex environment (Legacy). The maximum number of participants in a single Webex conference is now 1000. Of those, 200 individuals can use their webcam for video conferencing.

It can be accessed in the following ways:

1. mcw.webex.com
2. Webex Meetings desktop App (Windows or Mac)
3. Webex Meetings mobile app (iOS or Android)
4. Webex Productivity Tools (Microsoft Outlook plugin)

To download any of these apps, log in with your MCW credentials at mcw.webex.com. Then click **Downloads** in the left menu. Click the appropriate download links. Run downloaded files where necessary to complete installation.

When you are prompted to provide a Webex site URL, you MUST enter **mcw.webex.com**.

If installing on an MCW-issued laptop or desktop, administrator rights will be required to perform these installations. Contact your IT desktop support representative for assistance.

Video and Audio Connections

Webex uses your device's webcam in order to display video. If desired, you can turn off your camera when connecting to meetings.

For audio connections, you have the following options:

1. **[Recommended]** Device audio (or internet audio): This connection uses the microphone connected to your desktop, laptop, or mobile device.
2. Call me: *This feature is currently disabled and will not work.*
3. Call in: the toll-free number is 1-844-992-4726.

When you are on the MCW network, it is strongly recommended that you connect with device audio, if your MCW desktop or laptop is equipped with a webcam and microphone.

If you are unable to connect with device audio, use the Call in option.

mcw.webex.com

Navigate to mcw.webex.com and log in with your MCW email address and password. If you are off the MCW network, you will also receive a Duo multi-factor authentication prompt. Once logged in, you will be presented with your Home view.
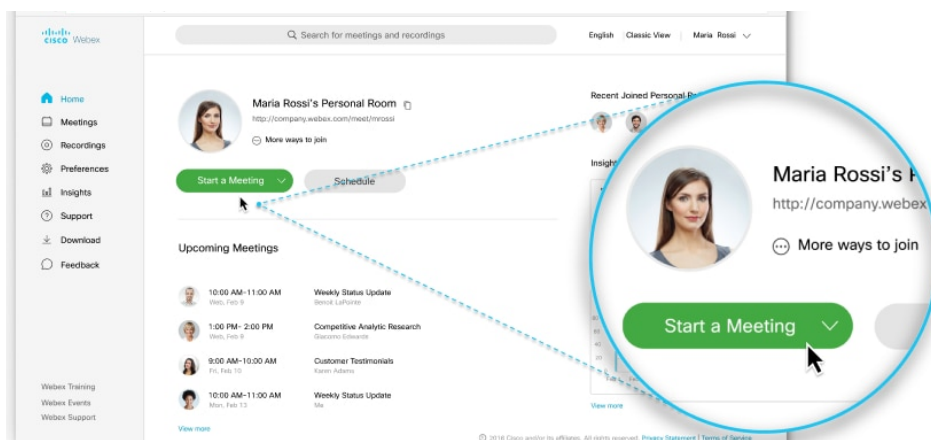
From here, you can schedule a meeting, start a meeting in your Personal Room, review your recordings, join a meeting, review Webex support documentation, or view your upcoming meetings.

Personal Room

Your Webex Personal Room is your own virtual conference space that you can use for meetings at any time. Share your link with someone to start an instant meeting – **no scheduling required!** Simply copy-and-paste your personal room link and send it to your colleague. A Personal Room includes the following benefits:

- Your Personal Room is always in the same place; the link, video address, and call-in numbers never change.
- A virtual waiting room where people wait if they try to join your Personal Room meeting ahead of time or if you have locked your Personal Room.
- You can customize your Personal Room's name and other settings at **Preferences > My Personal Room**.

Scheduling a Meeting

You can schedule a meeting through the website or the Outlook plugin. To use the website:

1. On the Home tab, click the **Schedule** button.
2. By default, the Meeting type is set to **Webex Meetings PRO1**. Leave this setting in place.
3. Meeting topic and Meeting password are required fields. The Meeting password is only used if the participant joins via the access code.
4. If desired, add attendees' email addresses. You can add MCW individuals by entering their name, starting with their first name.

Once the meeting is created, identified attendees will receive a meeting invite. Otherwise, you can copy-and-paste the Meeting link and send it to your participants. When clicking this link, participants will not need to use the meeting number or password. Only when participants have just the meeting number would the password be required.

Grant Permission for Others to Schedule on Your Behalf

If you need to give permission to another individual to schedule Webex meetings on your behalf, you must grant them access to do so. Once logged into mcw.webex.com:

1. Click **Preferences** in the left menu and then click on the **Scheduling** tab.
2. In the **Scheduling permission** field, enter the MCW email address of each person to whom you need to grant permission. Separate multiple individuals with a comma or semicolon. Click **Save**.

Meeting Options

Once a meeting has begun, the following functions are can be performed off the menu bar:

File	Open and share a file to the meeting Open poll questions
Share	Share content (any of your open windows or monitors) Share web browser (display a web page)
View	Adjust the meeting window and panels
Audio	Change your audio connection Adjust your speaker, microphone, or camera
Participant	Mute yourself Mute all participants or mute all upon entry into the meeting Enable/disable entry tone Allow participants to share their screens Assign participant privileges (see below) Assign roles to participants (host, presenter, attendee) Expel participants
Meeting	Start a recording, stop a recording, save a recording, display a welcome message for attendees, options for chat, and lock a meeting

The meeting toolbar becomes visible when you hover your cursor near the bottom of the meeting window. From this toolbar you can perform the following:

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	Mute/Unmute your microphone
	Start/Stop your video camera
	Share content. You can choose one of your monitors or any of your open windows.
	Recorder. When enabled, a red-dot will appear in the upper-right of the meeting window to signify that the meeting is being recorded. *You must notify your participants that the meeting will be recorded.*
	Opens or closes the Participants window. As host, you can use this panel to mute/unmute participants.
	Opens the chat window. You can monitor conversations occurring during the meeting or send private messages to the host or other users.
	More options (see below)
	Leave the meeting

Meeting Options

During a meeting, click the ellipses button at the bottom of the screen to perform any of these functions:

- Take notes that are only visible to you.
- Lock the meeting so no unauthorized individuals can access the meeting.
- Send out reminders to attendees that the meeting is starting or invite new attendees.
- Copy the meeting link to send in an email.
- Change your Audio Connection
- Adjust the settings for your Speaker, Microphone, and Camera
- Connect to a nearby video device

Participant Privileges

The host can allow or deny participants from performing certain abilities during the meeting. Please note that these changes are made for all users ONLY.
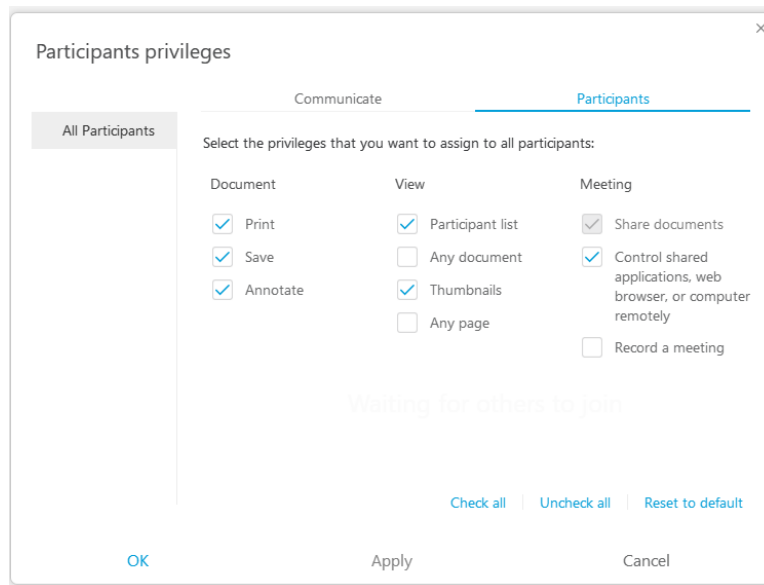
Audience Polling

During a meeting you can poll participants by presenting them with a questionnaire. Conducting a poll can be useful for gathering feedback from participants, allowing participants to vote on a proposal, test knowledge of a topic, etc.

To create a poll question:

1. Add the polling panel to the right-hand column. To do this, click **View > Panels > Manage Panels.** Select **Polling** from the available panels, then click **Add >**, then click **OK** to add the polling interface to the meeting.
2. In the Question section, select the question type: **Multiple choice – Single Answer, Multiple choice – Multiple Answer,** or **Short Answer.** Then click **New.**
3. Enter the text of the question. To add answers, click **Add** in the Answer section. Repeat for as many questions and answers as needed.
4. Click **Open Poll** to have participants respond to the question. By default, participants will have 5 minutes to complete the questions. Click **Close Poll** to finish the poll before the timer runs out.
5. You then can display the results to the participants.

Recordings

When you click the Record button in a meeting, it will be recorded and preserved for later playback. To access your recordings, click **Recordings** in the left menu when logged in via the web interface. They are also available in the mobile app. From here, you can play, download, share, or delete the meeting.

How to Get Support

If you have any issues trying to join or schedule meetings in Legacy, the solution is to move the meeting to Webex Cloud.

If you have any questions regarding Webex, please contact your department's IT support representative.