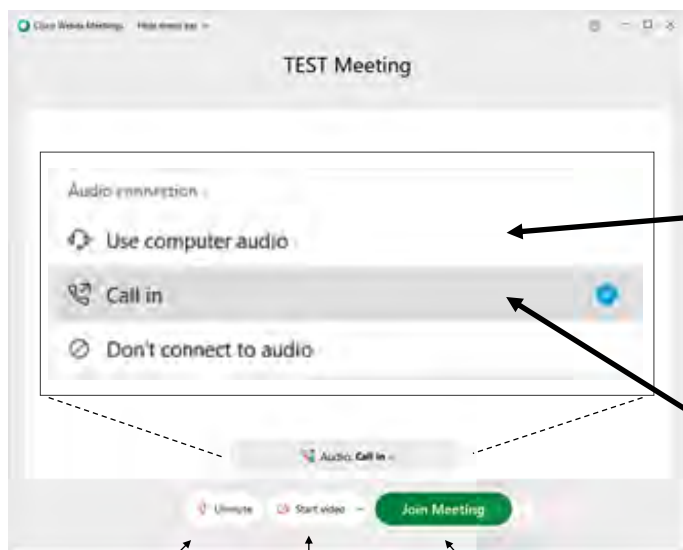# Quick Reference Guide | Using Webex Events

Join a session

To begin, click on the Webex session link that was provided. For community centre registrants, this may be in your receipt notes. You can join using a desktop computer, phone, or tablet. We recommend joining from a computer for best performance.

You will need to read and agree to the privacy notice in order to join the session. When you agree, the Webex window will launch. *More info on page 2.*

Browser Compatibility

Webex is compatible with Chrome, Chromium, Edge, Firefox, Internet Explorer, & Safari.

(1)

Select which audio type you will use for the session:

Join using computer audio

Select *Use computer audio* *f*rom the menu.

Join using phone audio

Select *Call in* from the menu.

Call-in numbers will automatically appear:

1. Call the local phone number listed
2. If an access code or attendee ID is provided, enter these when prompted.

(2)

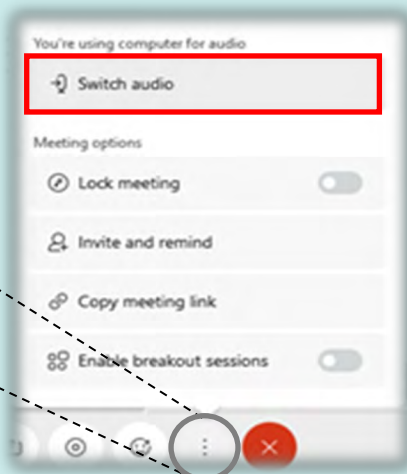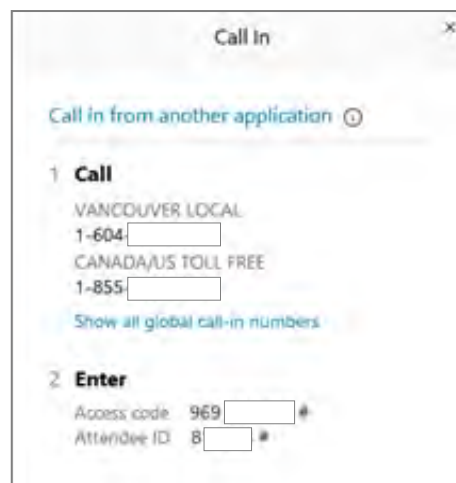To enter the session unmuted, select Unmute.

To enter the session with your camera on, select Start Video

To join the session click **Join.**

How to switch your audio choice

Click on this button on your menu bar, and select Switch audio

To troubleshoot or test your sound, click

More information & features

Audio Issues

Are you having troubles with your audio? Try these tips.

I can't hear anything.

- Check the speaker sound on your computer. Look for these common symbols located either on your screen or your keyboard.

  ON: 🔊   or OFF: 🔇

- If you have a speaker system or headphones with On/Off settings, check that they are ON.

No one can hear me.

- Check to make sure your meeting microphone is on. At the bottom of your meeting window is the mute button. When you click it, you will toggle between unmuted (green) or muted (red).

  🎤 Mute   OR   🎤 Unmute

- If using headphones, check if the mute button is activated on the headphones.

- Check your microphone settings on your computer or headphones. Turn these ON.

- For phone audio, unmute yourself using *6.

- You may be muted by the host.

Chat panel or Q&A panel

You can send messages and questions to the host and other people in the session. Click Chat to open the chat panel. By default, your chat messages go to everyone in the meeting.

To send a question that is only seen by the host, use the Q&A panel and select "Send privately". You can allow others to see your question by selecting "Send publicly".
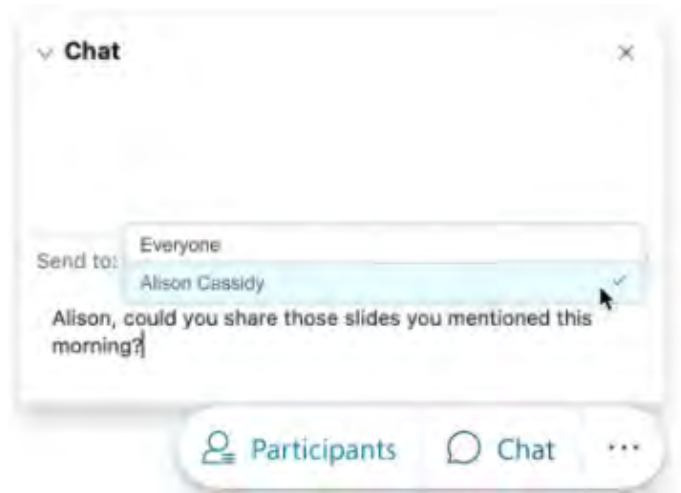
Exit Webex

To leave the session, click the red X button ❌

Note: Not all Webex features are available on all devices.

The privacy notice & your personal information

Staff will request that personal identifiable information is deleted from Cisco Webex servers after each virtual Emergency Preparedness workshop.