



Information Services

City of Glendale Joining a Webex Meeting

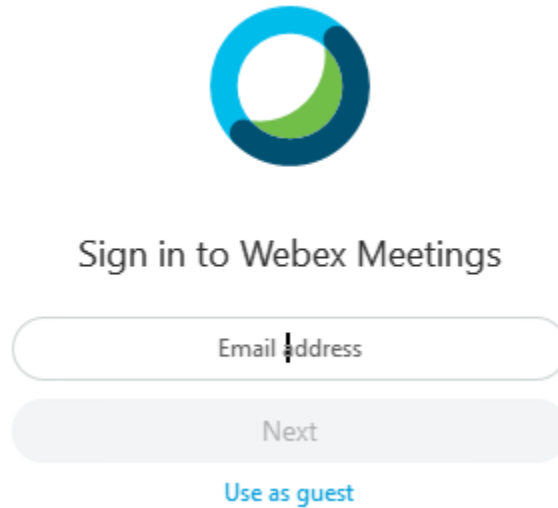
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If you are a City of Glendale employee, do not use Citrix to join a Webex meeting invite.

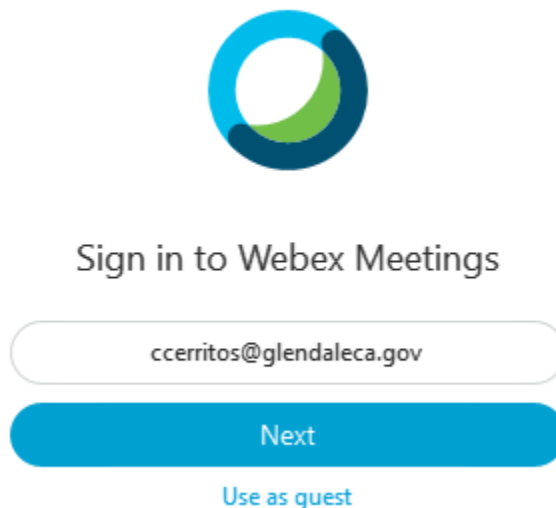
Running the Cisco Webex Meetings Client

1. You can find the Cisco Webex Meetings application on your desktop, in the **Start** window or it may start automatically when logging in.
 - If application did not open automatically in a new window, you can locate the app from your **Start** menu



If you have a host account, you can sign in to the application. All other attendees can join meetings by selecting the **Use as guest** option. You do not need to sign up for an account to join meetings you have been invited to.

2. If you are signing in, enter your email address and select **Next**. The following screen will appear.




3. Choose the option **gca.webex.com** or enter the site URL if option is not available. Click **Next** to continue.

Which Webex site do you want to use?

- cityofglendale.webex.com
- gca.my.webex.com
- gca.webex.com
- Enter your site URL:

Next

4. Enter your password and click **Sign In**



Hello ccerritos@glendaleca.gov,

Sign In

[Forgot password?](#)

How to Join a Meeting

1. Open the meeting invite in your Outlook calendar and click on the green **Join meeting** button. If joining from the Webex Meetings app, please proceed to step 2B.

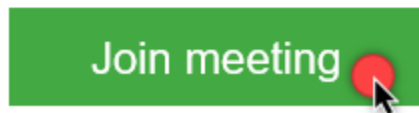
Jason Bradford invites you to join this Webex meeting.

Meeting number (access code): 141 230 667

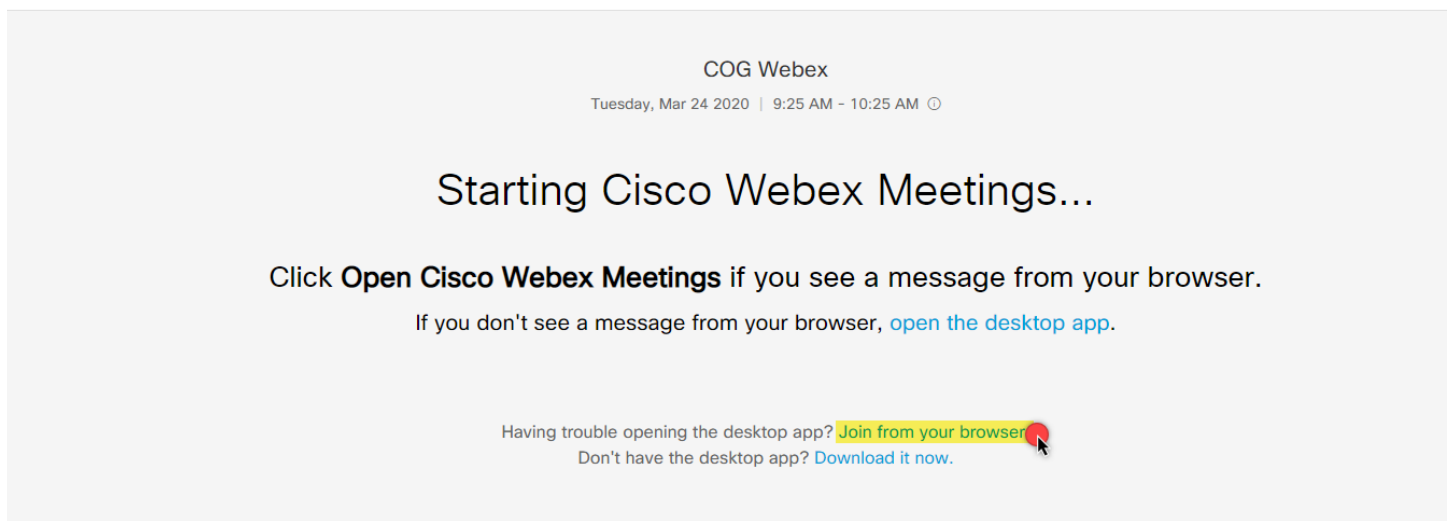
Meeting password: Xg2q9kT2QmM

Monday, March 30, 2020

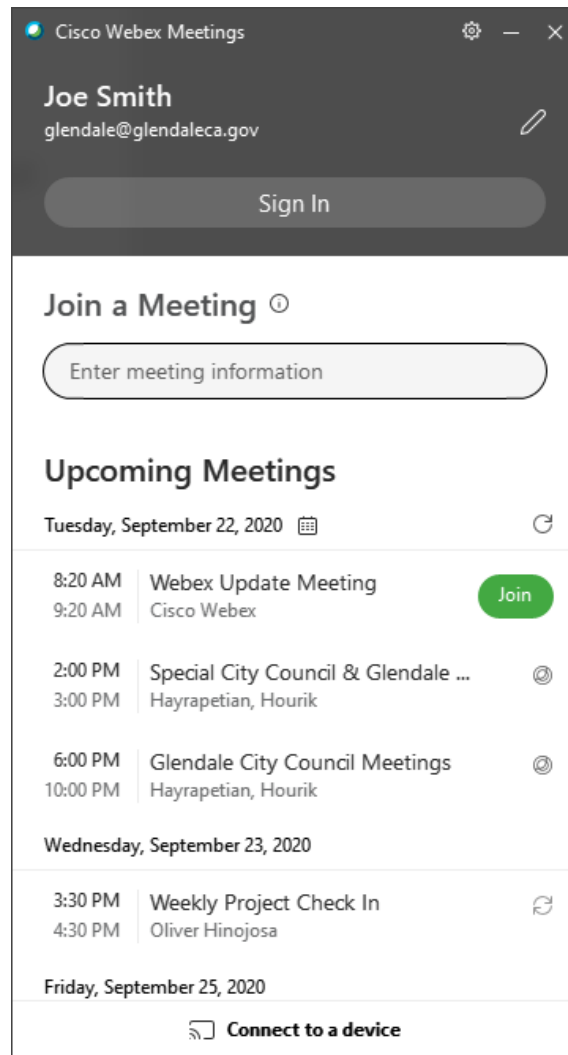
2:00 pm | (UTC-07:00) Pacific Time (US & Canada) | 1 hr



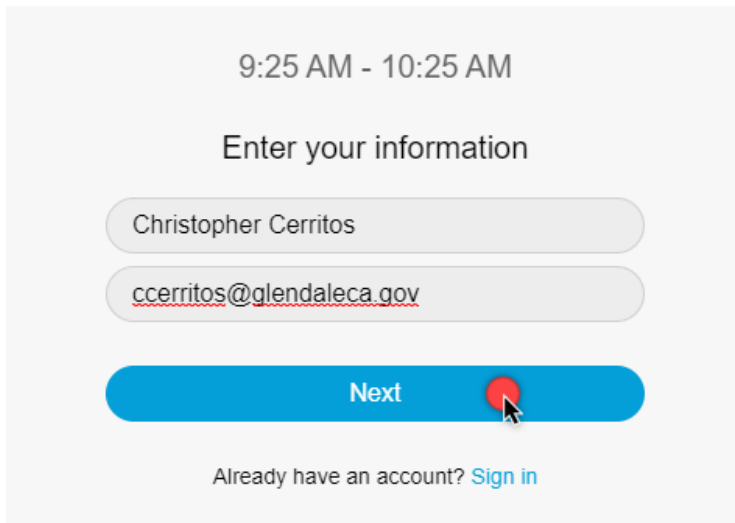
2. If connecting from a City computer using Chrome, you may see the following screen. Select **Join from your browser**. If not already installed, installation of the application will be blocked by antivirus software. Please contact the Help Desk to install application (see B option if application already installed).
 - A. You may install the desktop application on your personal device (laptop, tablet, phone); not in your Citrix remote session as you are accessing a City computer.



- B. Your Outlook calendar will synchronize with Webex Meetings. Therefore, all meeting invites will appear in your calendar. Make sure you enter your City email address when signing in as a guest.
- i. Find the meeting, it will show a green **Join** button when the host has started it. Skip to step 5.



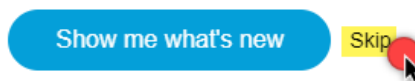
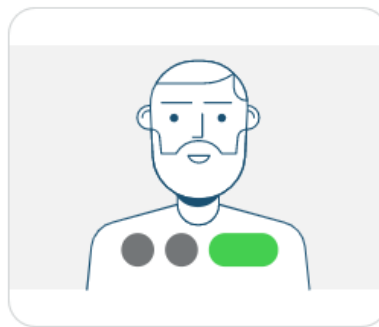
3. Enter your name and email address.
- A. **NOTE** – the name you enter will be visible to all participants. Select **Next** when you are ready.
 - B. **You do not need to sign in or sign up to join meetings from your invite**



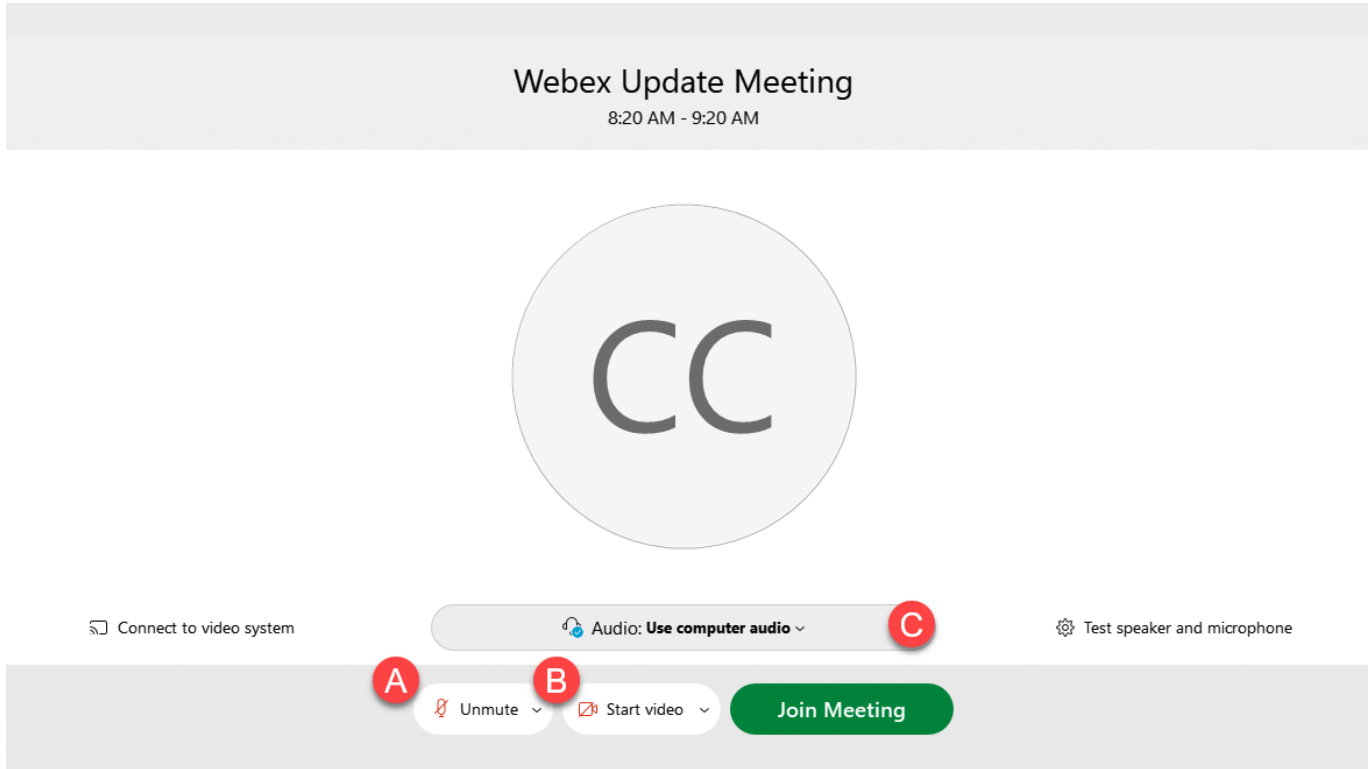
4. Click on **Skip** on the startup window to close the welcome message

New Audio and Video Preview Window

Now you can check and adjust your audio and video settings before you join the meeting.



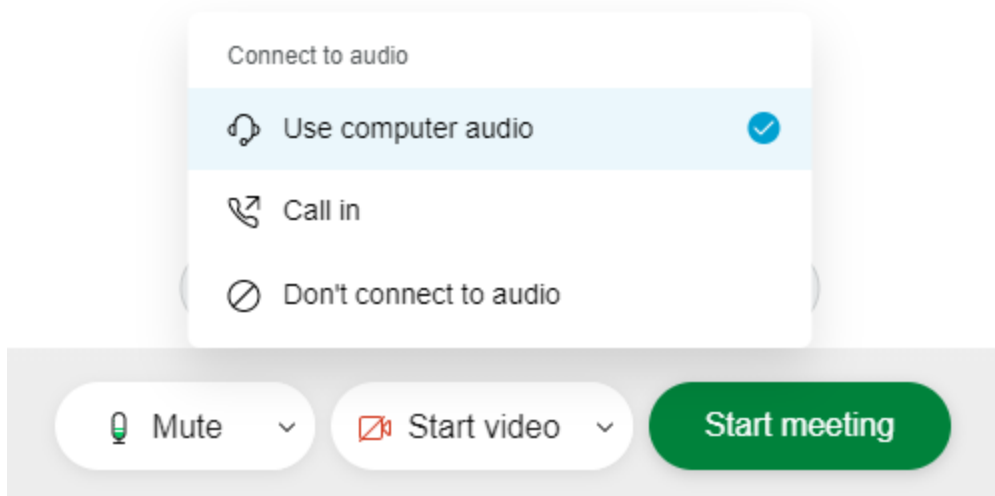
5. Before you click the **Join Meeting** button in green, you'll need to check the following:
 - A. Make sure the mic button is **not** red
 - B. Toggle the camera off if you do not wish to display
 - C. Select your audio option by clicking on the button in the center



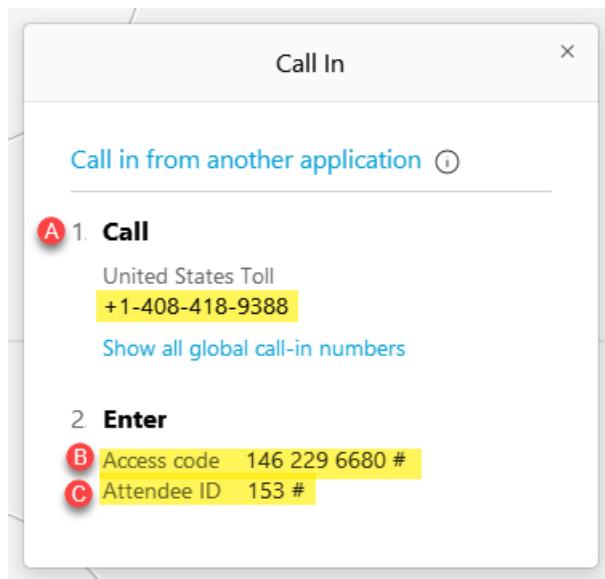
Connect Audio

Now you will have to select your audio option:

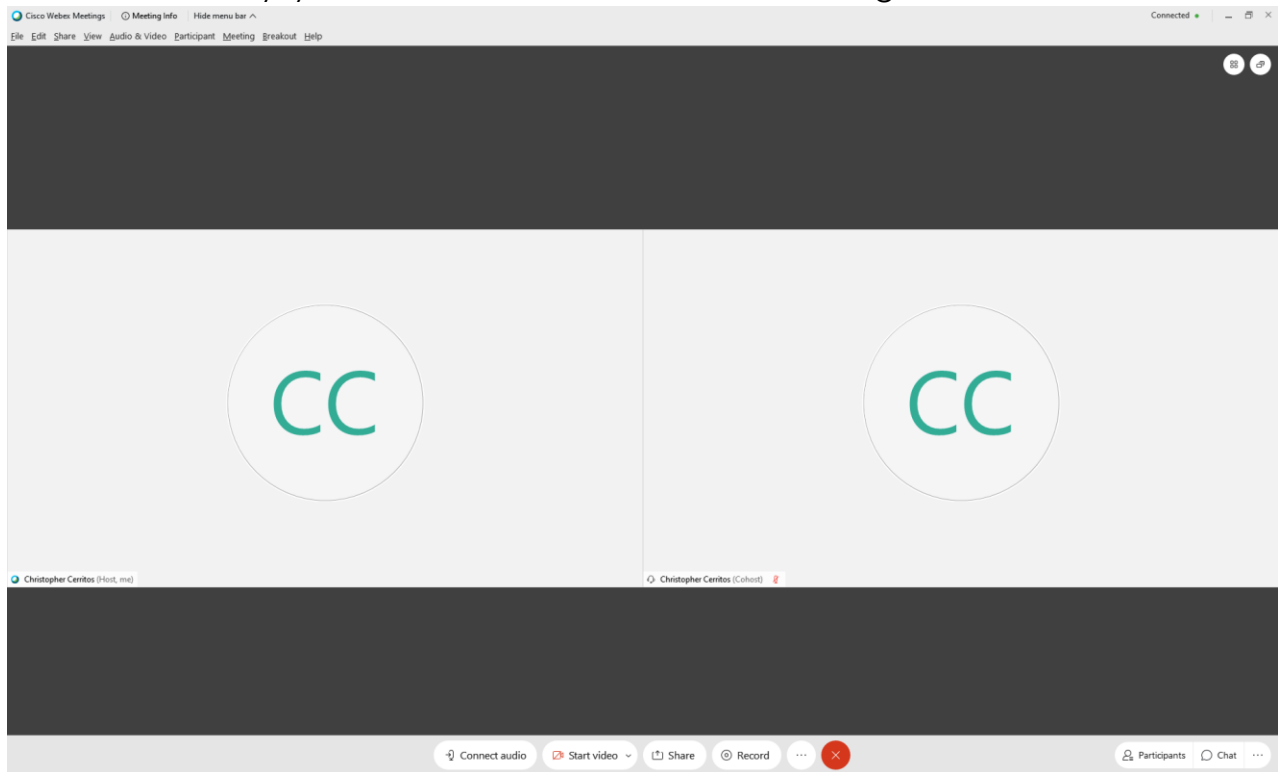
- 1) To use your mic on your device, select (C) **Using computer audio** and ensure **Using computer audio** is checked (*Only works if you are using an external device, not through your Citrix remote session (see more at the bottom of this document)*)
- 2) To use your phone for the meeting, select (C) **Using computer audio** and then select **Call in** (*suggested method when remoteing to your work PC via Citrix, additional Call in instructions on the next page*)
- 3) Then click the green **Join Meeting** button



6. If you chose the **Call in** option,
 - A. Dial the number shown on the screen
 - B. Enter the access code followed by the pound key (#)
 - C. Enter your attendee ID number followed by pound key (#)

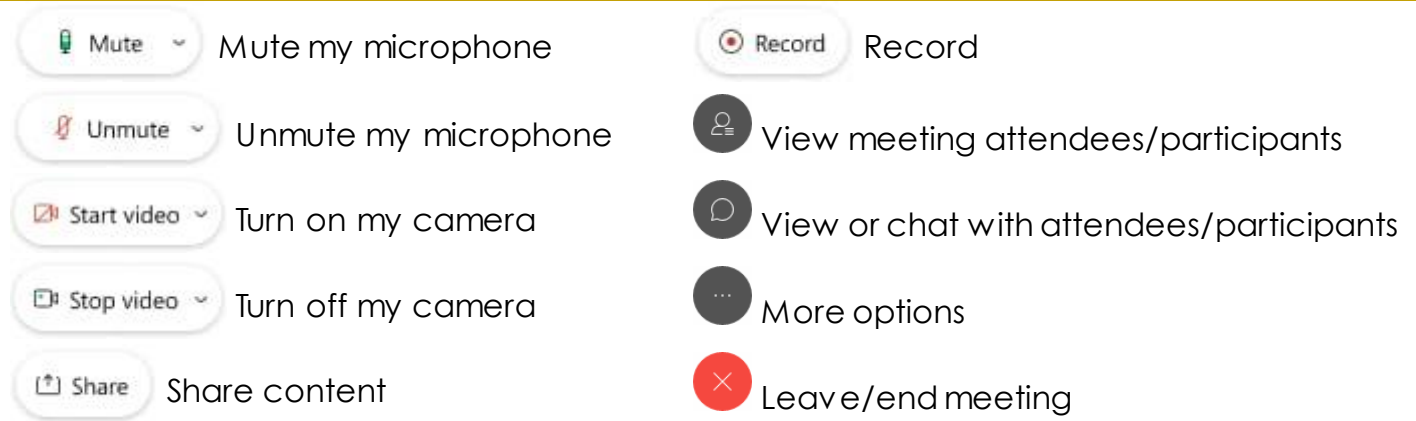


7. If done correctly, you should see a screen similar to image below



If you don't see the meeting control buttons, simply hover your mouse towards the bottom of the window and the buttons will appear.

Some icons that you may see during the meeting session are as follows, you can turn on and off the controls by clicking on the icons:



Some icons are highlighted in blue to notify you that you have selected it or have it opened.



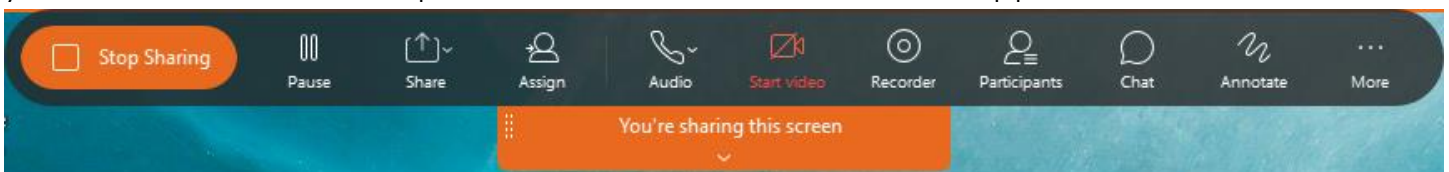
Chat window is open; typically located on the right side of your screen



Participants window is open; also located on the right side of your screen

You can close selected options by clicking the blue highlighted icon.

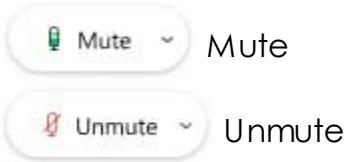
When sharing your screen in the desktop application, your icons will be on top. Simply hover your mouse towards the top of the screen and the buttons will appear.



Mute or Unmute

You can use the mute and unmute functions to prevent unwanted noise in your meeting. During a meeting, you can mute or unmute yourself, other attendees, and background noise.

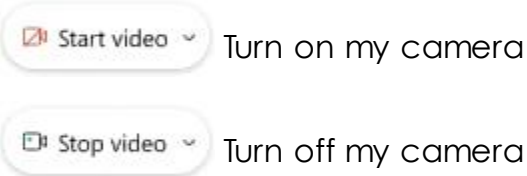
To mute or unmute yourself, select the Mute or Unmute icon.




Turn Camera On or Off

You can use the camera on and off functions. During a meeting, you can turn on or off your camera.

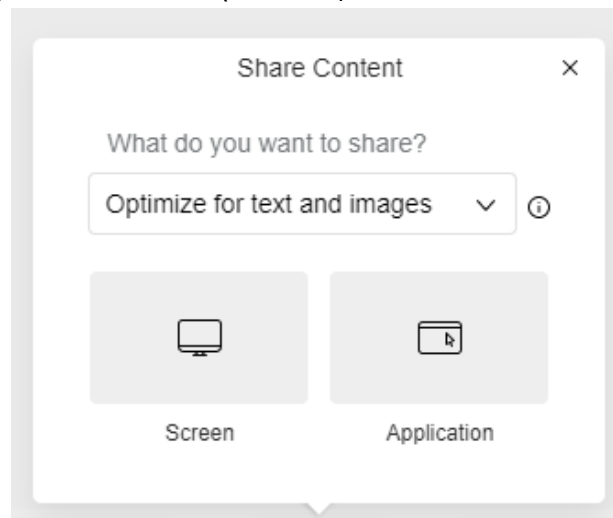
To turn on or off your camera, select the camera icon.



Share Content

To share content during a meeting, from the meeting control panel, select Share 

1. During a meeting, select **Share** 
2. Choose the screen option to share (see step 3B for Webex Meetings app)

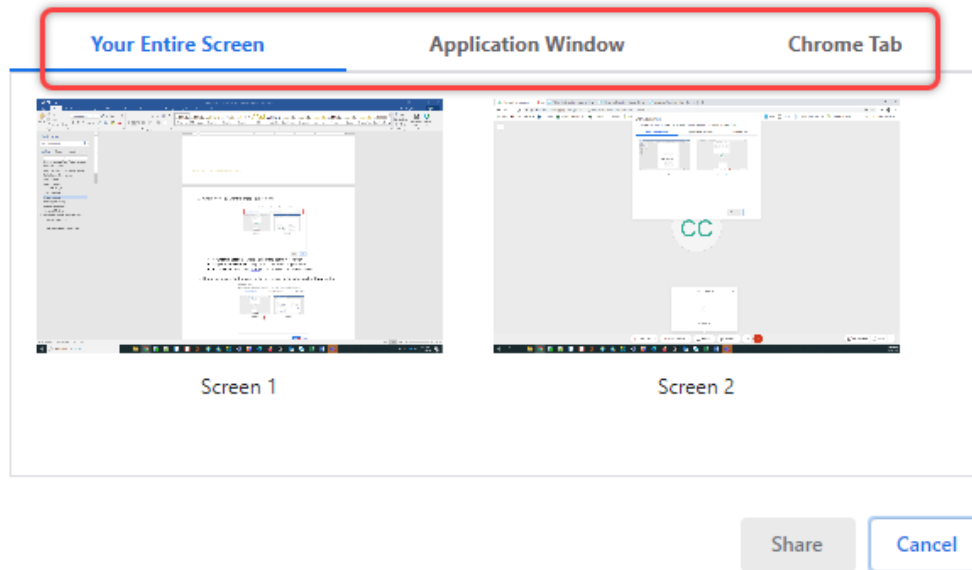


3. Chose how you want to share your screen:

A. In Chrome:

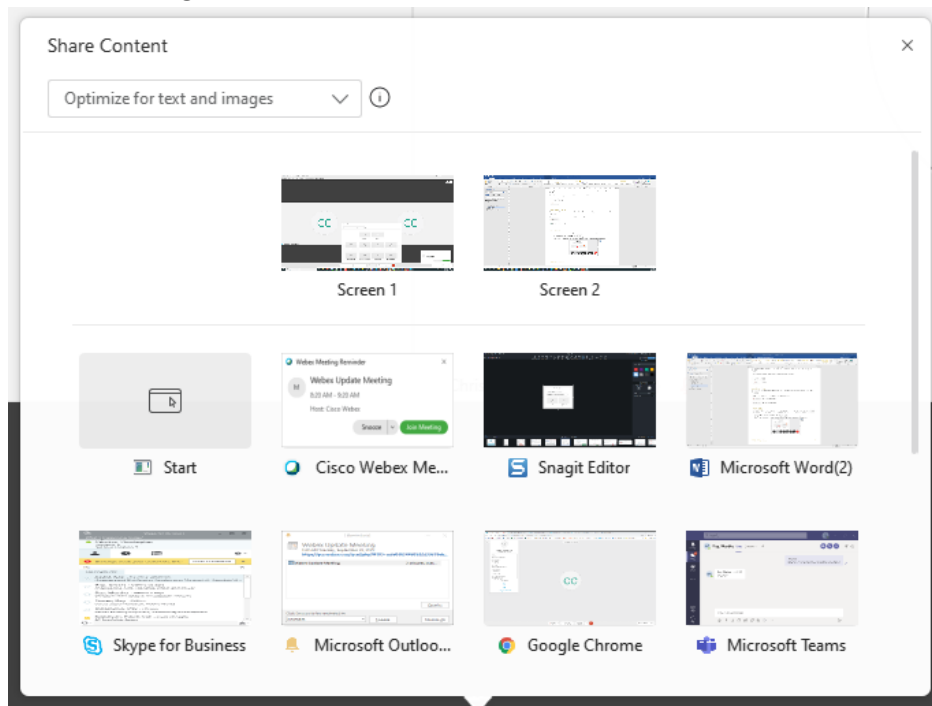
Share your screen

gca.webex.com wants to share the contents of your screen. Choose what you'd like to share.



- i. **Your Entire Screen** – Share your entire computer screen
- ii. **Application Window** – Only share a selected application
- iii. **Chrome Tab** – Any tab opened in your current Chrome browser

B. Webex Meetings app:

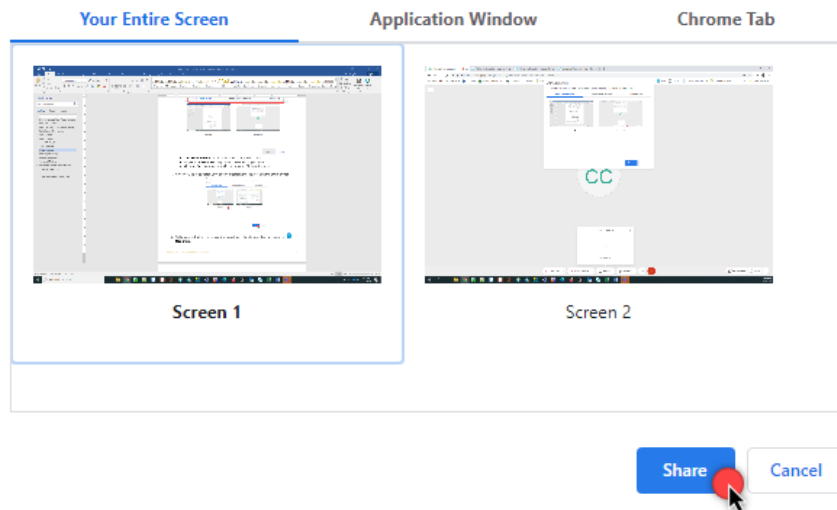


- i. Choose Screen 1 or 2 to share your screen contents OR
- ii. Choose an application window to only share your selected application

4. Once you have selected your option of screen sharing, click on the **Share** button

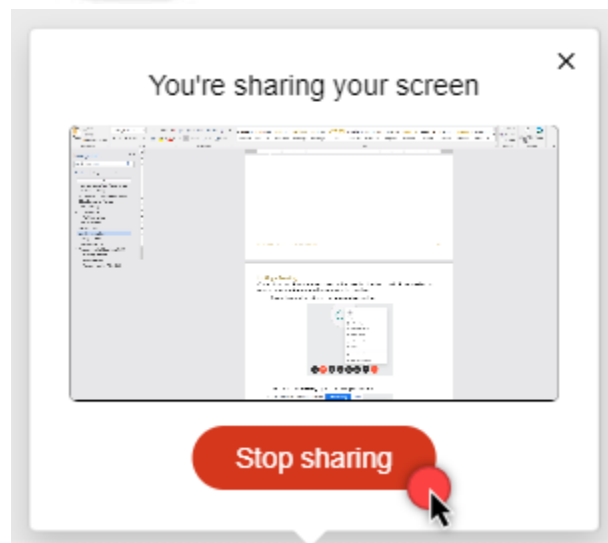
Share your screen

gca.webex.com wants to share the contents of your screen. Choose what you'd like to share.

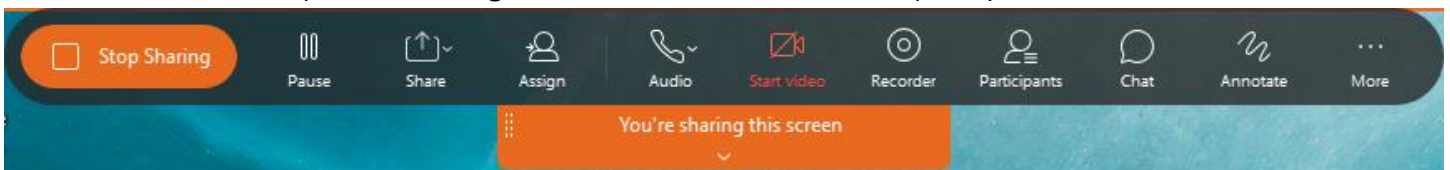


5. To stop sharing in:

a. Chrome - select the  **Share** button and click **Stop sharing**.





b. Desktop - the orange button located at the top of your screen.



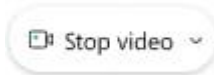

Tips and Tricks

❖ Use a headset with microphone for optimal audio quality

❖ Mute yourself

- Ideal to join a meeting with microphone muted; unmute only when you wish to speak
- Muting yourself when not speaking prevents background noise around you from distracting others in the meeting
- You can mute your microphone when you are not speaking 
- Unmute your microphone when you wish to speak 

❖ Look out for camera

- Reduce clutter and double check for personal items you didn't intend to share in your background
- Think about where your webcam is positioned and keep it at eye height for the most natural look
- Be aware when the camera is on; people will see you and what you are doing when you have turned it on
- Turn off camera 
- Turn on camera 

❖ Refrain from multitasking while in the meeting

❖ Close email and any instant messaging applications if you are sharing your desktop

❖ Find the best workspace

❖ Arrive early to your virtual meeting!

Remote Meeting Using Citrix

- ❖ Remoting into your laptop/PC at work to launch the Webex Meetings application or web browser meeting will cause microphone and audio issues
 - As a result, microphone and camera **WILL NOT** function properly since they are being accessed through the device you are remoting into
 - You can use the **Call in** option to hear and talk during the meeting
 - Call in information will be provided after choosing this option
 - You can still use your laptop/PC in Citrix to view meeting participants, chat, or presentations from other members

- ❖ It is suggested that you launch the meeting through the Webex application or browser on your own local laptop/PC. You do not need to remote in to Citrix to join a meeting.
 - You can download the Webex Meetings application from <https://www.webex.com/downloads.html/>
 - Select Download for Windows or Mac
 - Run application and set up audio and/or camera
 - Sign in as guest using your City email address if you will be attending meetings
 - You can join meetings via <https://gca.webex.com/> using Chrome (**you do not need to sign up or log in**)
 - Enter the meeting number or the host's Personal Room ID
 - Enable Chrome access to microphone and/or camera