

# WEBEX MEETING FAQs

## FACULTY/STAFF – Getting Started

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### **What is the difference between a Webex Personal Room and a Webex Meeting?**

Your personal room is your virtual office/classroom – with the same link every time (secured by locking the room). A Webex Meeting is a more ‘official’ meeting space with a different meeting link every time (besides reoccurring meetings) and offers additional features/settings.

### **Should teachers use personal rooms for scheduled classes?**

Yes. Classes should be held in Personal Rooms. For added security these personal rooms are locked by default, allowing the teacher to admit students. Because personal meeting links don’t change, there is no need to schedule a reoccurring meeting, unless desired.

### **Does Webex work with external guests?**

Yes. There’s no need for your guest to have a Webex account to participate in a Webex meeting or class.

### **How do I get the applications?**

On district issued devices, Webex Meetings Desktop Application and Productivity Tool can be installed via the Self Service. For personal devices, obtain the application via Google Play, App Store, etc.



# WEBEX MEETING FAQs

## FACULTY/STAFF – Access

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### **Is Webex secure?**

The Webex platform offers end to end encryption and meets top security standards. Personal Room sessions will also always be virtually 'locked' for the host/teacher to admit only those that should be there.

### **How do I log in?**

With your standard EPISD credentials (entire EPISD email address as username).

### **Can I access the meeting/class without downloading the app?**

Yes, on a computer, you can access the meeting/class directly from your web browser, without having to download the app. Mobile devices, such as iPads and cell phones, require the app to be installed.

### **Is there a limit of participants per meeting?**

Each session may have up to 1,000 participants.



# WEBEX MEETING FAQs

## FACULTY/STAFF – During Class

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### **Can participants/students join before the host/teacher?**

No. Participants/students will be placed into the lobby to wait until the host/teacher starts the session and admits them.

### **Can participants/students raise their hand?**

Yes, they can raise their hand by hovering over their name in the participant panel!

### **Can participants/students unmute themselves?**

Yes, participants/students can unmute themselves in this first phase of the rollout. However, if they are being disruptive, hosts/teachers have the ability to 'expel' them from the session.

### **Are small group breakout rooms possible?**

Webex breakout rooms will be available in the next phase of our rollout. For now, use Microsoft Teams or Schoology can be used.

### **How many people can be seen at once in grid view?**

You can see up to 25 participants at a time.



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## FACULTY/STAFF – During Class

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### **What feature restrictions do we have for students?**

The main features include, mute on entry, student-to-student one-on-one chat, content sharing, annotation rights, video feed and audio. For disruptive students, instructors can expel them from the class.

### **Can you schedule with Productivity Tools in both Outlook and O365 online?**

Yes. Productivity tools make scheduling both Personal Rooms and Webex meetings a breeze. You can also schedule directly in the Webex site [episd.webex.com](https://episd.webex.com) if you'd prefer more options.

### **Can we use a virtual background with Webex?**

Yes, those who have iOS devices with an A9 processor or above, will have the ability to do virtual backgrounds and background blurring.

### **Is there a way to track attendance easily?**

Attendance can be tracked by viewing the participant panel, downloading the meeting report from your Webex site or viewing participants in the recording.



# WEBEX MEETING FAQs

## FACULTY/STAFF – Troubleshooting

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### **What if I can't hear the audio on my computer?**

Check to make sure your speakers are on. Ensure that your speakers are not muted. Check the volume level. Make sure you've connected your audio in the meeting settings.

### **I can hear the class, but I can't see the video?**

If your internet connection is not fast enough, the video might be disrupted but the audio is able to continue. Check to be sure no other programs or applications are running on your computer to maximize speed.

### **Who will be the EPISD contact for Webex troubleshooting?**

The IT support desk will be available to assist.

Tel: (915) 230-2601 or visit [episd.zendesk.com](https://episd.zendesk.com)

