

Welcome to Webex Meetings!

To get you started the Illinois Department of Innovation and Technology is providing the following information and training opportunities for HOST account holders of either of the State of Illinois Webex portals.

The DOIT Consolidated Agencies, Webex Meetings HOST Portal is <https://illinois.webex.com/>

If your agency IT is consolidated under the enterprise @illinois.gov domain, A State of Illinois Active Directory Username and Password is required to log into and use your HOST account.

The Non-consolidated Webex Meetings HOST Portal is <https://illinois2.webex.com/>

If your entity is yet to consolidated or is independent and yet buys services from DOIT, you will need to follow additional setup instructions provided by the Webex administrator when your account has been created.

What is Webex Meetings?

Webex Meetings is an online collaboration solution that allows you to virtually meet with 1 to 1000 other people from your home, office or on the go!

Webex meetings requires a computer or cell phone with high speed Internet access. By HOSTing your own sessions with colleagues or customers or participating in meeting sessions HOSTed by others, you will be able to see and share video and information from dozens of applications including Microsoft Word and Excel just to name a few. By allowing the Webex session to call you via the “Call Me” feature, you will save toll charges and will be able to hear and talk to the presenter and other participants.

Note: Due to circumstances resulting from COVID-19, a historic number of employees are rapidly transitioning to remote work. Webex meetings have never been more vital for staying connected. This is also putting a tremendous strain on regional internet service providers and telephony providers which may result in telephony incidents or service degradation at certain peak times.

General Reference

Webex Meetings Cisco Help Center/Getting Started Online Reference.

<https://help.webex.com/landing/gettingstarted>

Training

<https://www2.illinois.gov/sites/doit/media/events/Pages/webextraining2.aspx>

For general assistance check out the Department of Innovation and Technology Remote Work site.

<https://www2.illinois.gov/sites/doit/services/catalog/collaboration/Pages/Remote-Work.aspx>

Remote Work Tips

Here are a few tips to get the best meeting experience in any situation:

Disconnect from your VPN: Your employer may have provided you with a VPN (virtual private network) service that allows you to use the company network while working remotely. You can use Webex Meetings outside of VPN for the best experience.

Choose audio over video: Webex will suggest or automatically lower your resolution and may eventually turn off your video to adapt to your network quality. You can also do this at any time. Learn more at <http://cs.co/slow-connection>.

Build in breaks: You can get a faster join experience by joining 5 minutes early or even better yet - schedule meetings on the 15th or 45th minute of the hour.

Switch to call-in audio: If your internet audio and video experience or call me/call back does not work, you can keep collaborating. Call in using the dial-in numbers in your meeting invitation to join via your cell phone or landline. If the primary phone number that is provided is temporarily unavailable, the invite includes a long list of other global call-in numbers you can try. Learn more at <http://cs.co/dial-in>.

More tips are available in our best practices guide at <http://cs.co/best-practices>. For more end user guides, please visit <https://www.webex.com/business-continuity/business-continuity-end-user.html>

Best Practices

Webex Meetings:

- join meetings at least 5 to 15 minutes in advance to ensure no issue connecting
- Prepare before each session by opening applications and documents to be shared
- Attempt to find a quiet place to minimize background noise affecting you and the other session participants
- Consider using a headset (a Bluetooth headset such as is used with a cell phone is a great example)
- Consider “Mute All On Entry” (Using the Participates drop down menu)
- Set the meeting ground rules at the beginning such as meeting etiquette, how Questions will be handled, etc.
- Be sure to obtain the FREE Webex Meetings mobile app
- If you or participants run into session connection or audio issues simply attempt to reconnect.
- If Audio issues are encountered attempt one of the 3 options several times, issues are typically overcome quickly.

Webex Events:

- join meetings at least 5 to 15 minutes in advance to ensure no issue connecting
- Define staff to be responsible for different ROLES during the Webex Session (Agencies must provide their own resources)
- Roles include Sound Monitoring, Chat Monitoring, Presenter(s), Closed Captionist
- Do not use Entry or Exit Tones, Beeps or Name Introductions
- Mute All On Entry
- Consider locking the Mute for Event Participants
- Decide if and how you will include a Q&A portion of the meeting and thus leverage Chat and or Raise Hand Features.

DOIT Customer Service Center (CSC)

Springfield: 217-524-DoIT (217-524-3648) | Chicago: 312-814-DoIT (312-814-3648)

Standard Support Service Hours, Mon–Fri: 800 a.m. – 5:00 p.m.