DPO WebEx Training FAQs

The Data Practices Office compiled the following questions and answers to assist you with common issues that arise in our WebEx trainings. If you have never used WebEx before, you may be prompted to install a WebEx Add-On in your browser when you initially join the event.

Q. Do I need to call in with my phone?

A. No, you can listen to the event audio through your computer. When you enter the event, you will be asked to select an Audio Connection. If you’d like to listen to the presentation through your computer’s speakers, click “Call Using Computer” in the drop down menu. If you’ve already closed out of the initial “Audio Connection” screen, you can access the audio settings from the “Audio” tab at the top of your WebEx Event screen.

Q. I made my audio selection but I still can’t hear the presentation, what should I do?

A. At the top of your WebEx Event screen, click on the “Audio” tab. Click “Audio Connection.” Then click “Change Settings.” Next to the “Speaker” option, click “test.” If the bars light up blue, your speakers should be working, and it may be a volume issue (make sure the sound on your computer is not muted), or if you have multiple audio options, try selecting a different option in the speaker drop down menu.

If you are still unable to hear the presentation, you can listen to the training by clicking the “Audio” tab. Click “Audio Connection.” Then click “Switch Audio.” You can choose to have WebEx call you, or choose to call in using a toll free number with your access code and attendee ID. You will then be able to listen to the audio through your phone, while watching the PowerPoint and engaging in any interactive polling and questions through your WebEx screen.

Q. How do I ask a question during an event?

A. If you scroll over the bottom of the presentation screen you should see “…” in a circle icon. Click this icon, and choose the Q&A tab. This will open the Question and Answer panel on the right side of your screen. Enter your question into the dialogue box, in the drop down menu click send to “all panelists,” and hit send. The event host will receive your question.

Q. I accidentally exited the event, what should I do?

A. You can rejoin the event by clicking on the event link in the reminder email sent to you prior to the event.