

Use this worksheet to collect key information before scheduling your meeting.

What will you accomplish in this meeting:	
When is the meeting (Date and Time):	
What will be presented in the meeting:	
When is the practice session (Date and Time):	
Who needs to attend this meeting:	
Who will Host the Meeting:	
Who are the Presenters:	
Where are the presentations located: <i>Tip:</i> Place files in an easy to find folder on your desktop.	
What applications will be shared: <i>Tip:</i> Open the application(s) before the meeting starts.	
How many people will attend online: <i>Note:</i> For meetings with more than 25 participants, we recommend you use WebEx Global Assist Services*.	
What type of teleconferencing will be needed: <i>Note:</i> For calls with more than 125 participants, we recommend using a third party vendor.	

Training

<http://university.webex.com>

- Live, Instructor Led
- Self-Paced

<http://howdoi.webex.com>

- Topic specific tutorials
- “Show Me” style

Support

Technical Support Phone Numbers

- (866) 863-3904 Toll-Free/domestic (US & Canada)
- (408) 435-7088 International

- www.webex.com/support

Large or High Profile Meetings

Engage our experts!

*When you enlist the services of the WebEx Global Assist team we:

- Provide hands-on assistance
- Provide production support
- **Meet with you to plan and prepare for the meeting**
- Stay with you throughout the session or event to take care of the details.
- Leave you free to focus on making a great presentation

For more information go to:

<http://www.webex.com/support/assists.html>

A day or two before the meeting:

- Create a practice meeting.** If possible, join the meeting on a *second* computer as an attendee and practice your presentation to see what your attendees will see.
- Confirm that meeting invitations were sent.** Occasionally you may schedule a meeting but forget to actually invite anyone! If you include yourself on the attendee list, you will receive an email message that you can forward to others if necessary. **Note:** You can also use the Invite button in the Meeting Manager to send last minute invitations.

15-30 minutes before the meeting:

- Set Instant Messenger applications to *Away* or *In Meeting* and disable Email and Calendar reminders.** If you are Sharing Desktop, attendees can see any instant message or reminder that pops up. If you are sharing application or web content, attendees will be distracted by a 'waffle screen' on top of their meeting window.
- Join the meeting early and Share your documents.** That way attendees won't have to wait as you load files into WebEx. However, it is best NOT to Share Applications or Share Desktop until after attendees join the meeting so attendees can see relevant information they may need to join your session.
- Write down the Host Key and Meeting Number.** In case your browser window crashes, you will need this information to transfer or reclaim the host role and proceed with your meeting.
- Check your Attendee Privileges** to see if they can annotate, chat, save, or anything else you want them to be able to do.
- If possible, join the meeting as an attendee on a second computer** (preferably one you can see). Then you will not only know what your attendees see, but you can join as Host from that computer if your presentation computer fails.

In-meeting tips: *Do they see what I see?*

- If you share:
 - Desktop, Application or Web Browser**, attendees see your *mouse pointer*.
 - Presentations/Documents, Whiteboard or Web Content**, attendees *cannot* see your mouse pointer, use the **Pointer Tool** (on Annotation toolbar) instead.
 - Web Browser**, attendees see the web pages you display.
 - Web Content**, attendees can interact with web pages themselves.
- Attendees only see **text** you type with the Text tool, **after you click away** from what you typed.
- If you need to enlarge your display, use **Full Screen** rather than Zoom In. To effectively use Zoom In, you must click Synchronize Displays for All for attendees to see that you zoomed.
 - Note:** Full screen hides attendees' taskbars. If they ask, they can double-click to see their taskbars again.
- Synchronize Displays for All** puts the meeting window on top of all other windows. Use sparingly so as not to annoy your attendees.
- If attendees cannot see your entire display, have them use **View>Fit in Viewer** option from the Floating Icon Tray (in full screen mode). This will resize the content to fit their computer display resolution.
- When in doubt about which sharing options to use, use Share Desktop. It will display EVERYTHING on your computer. **Note:** All notifications and instant messages will also be displayed.