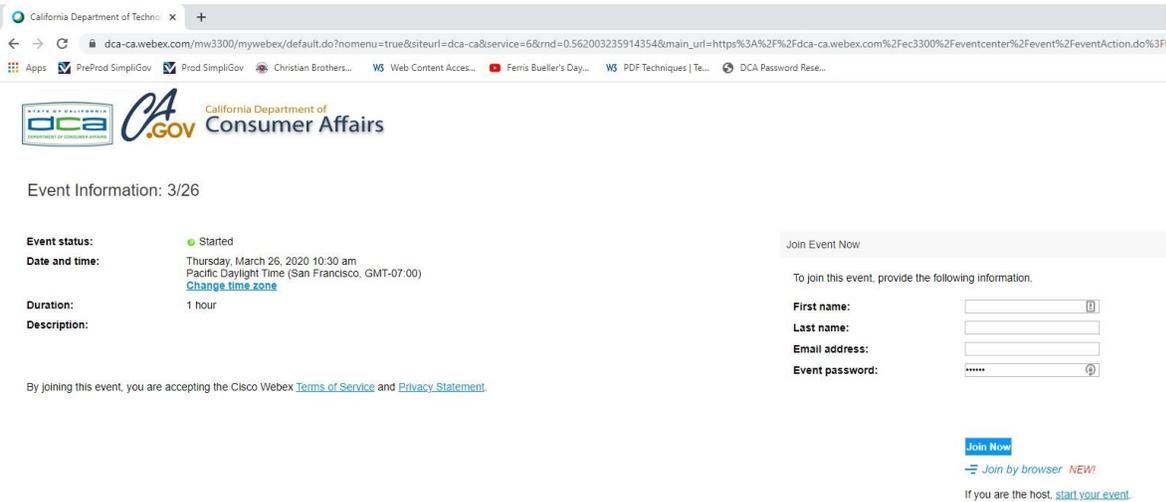


Participating in a DCA WebEx Event

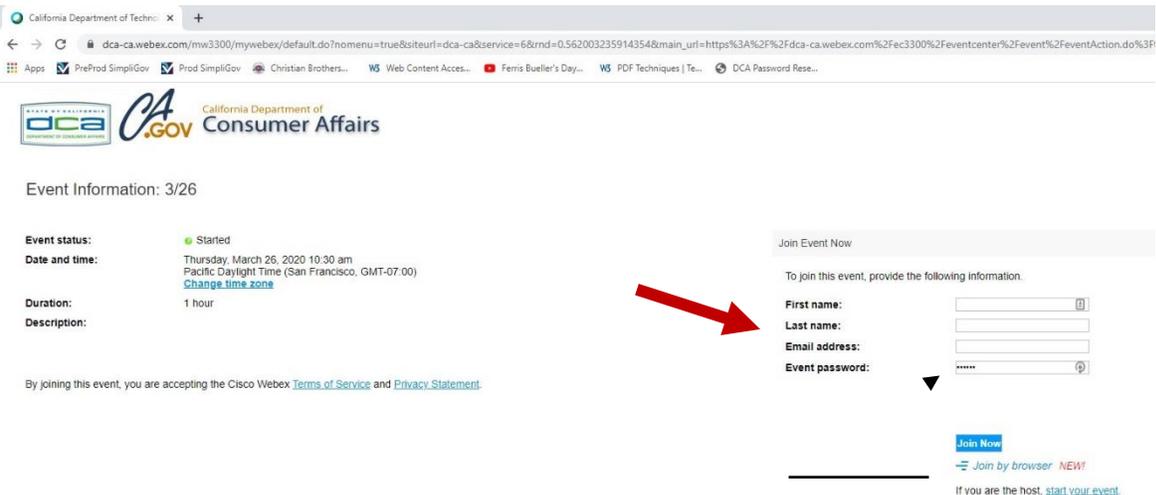
The following contains instructions on how to join a WebEx event hosted by the Department of Consumer Affairs (DCA).

1. Navigate to the WebEx event using the link provided by the DCA entity via an internet browser. An example of a link and screenshot of the webpage is provided below for reference.

<https://dca-ca.webex.com/dca-ca/onstage/g.php?MTID=eb0a73a251f0201d9d5ef3aaa9e978bb5>



2. The details of the event are presented on the left of the screen and the required information for you to complete is on the right.

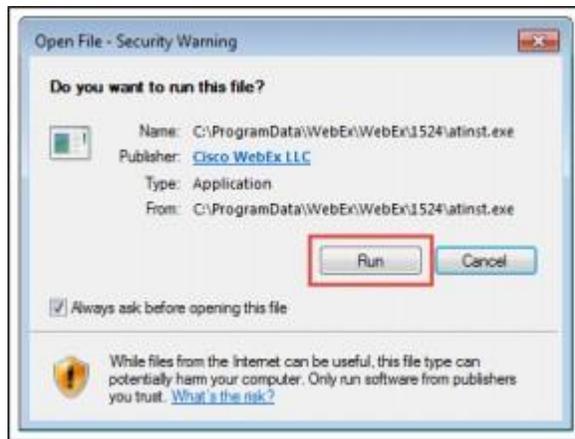


Participating in a DCA WebEx Event

3. Click the 'Join Now' button.

NOTE: The event password will be entered automatically. If you change the password by accident, close the browser and click the event link provided again.

4. If you do not have the WebEx application installed for your browser, a new window may open, so make sure your pop-up blocker is disabled. You may see a window asking you to open or run new software. Click 'Run'.



Depending on your computer's settings, you may be blocked from using the necessary software. If this is the case, click 'Cancel' and return to the browser tab that looks like the window below. You can bypass the above process.

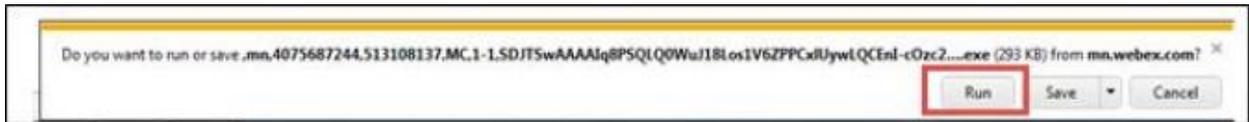
Starting Webex...



Still having trouble? [Run a temporary application](#) to join this meeting immediately.

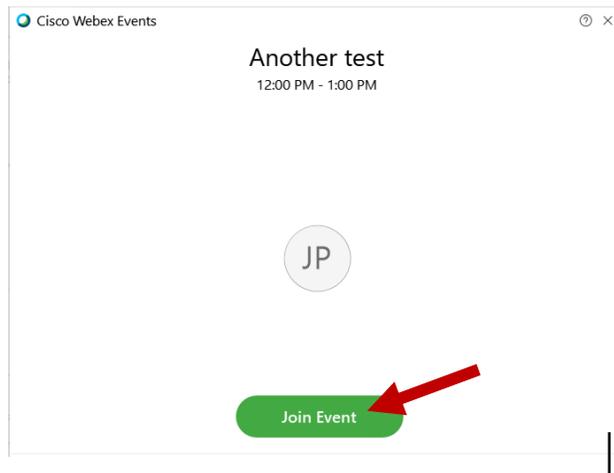
Participating in a DCA WebEx Event

5. To bypass step 4, click 'Run a temporary application'.
6. A dialog box will appear at the bottom of the page, click 'Run'.

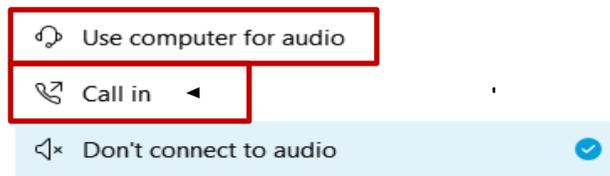


The temporary software will run, and the meeting window will open.

7. Click the audio menu below the green 'Join Event' button.



8. You can select to use either your computer speaker/microphone for audio or your phone. When the audio menu appears, click 'Call in'.

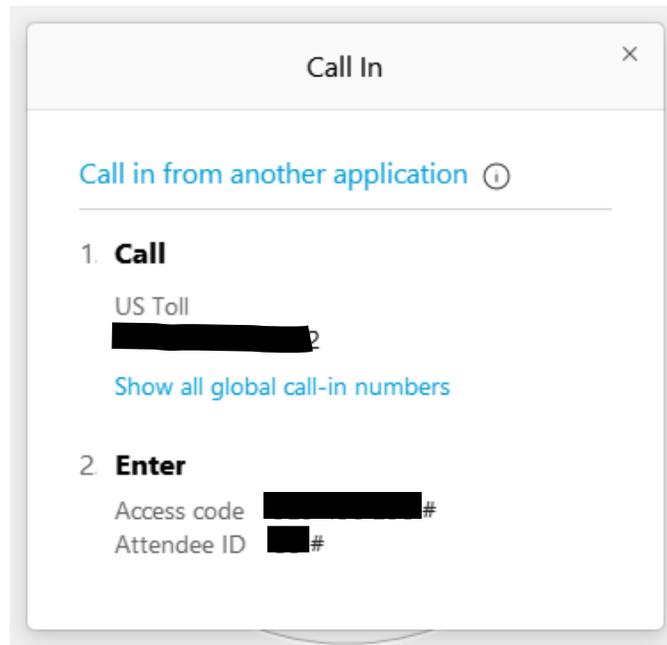


If you choose to use your phone for audio and select the "call in" option above, the audio conference call in information will be available after you join the Event.

Participating in a DCA WebEx Event

9. If you choose to log into the meeting using your phone instead of a computer/tablet, call in with the details provided.

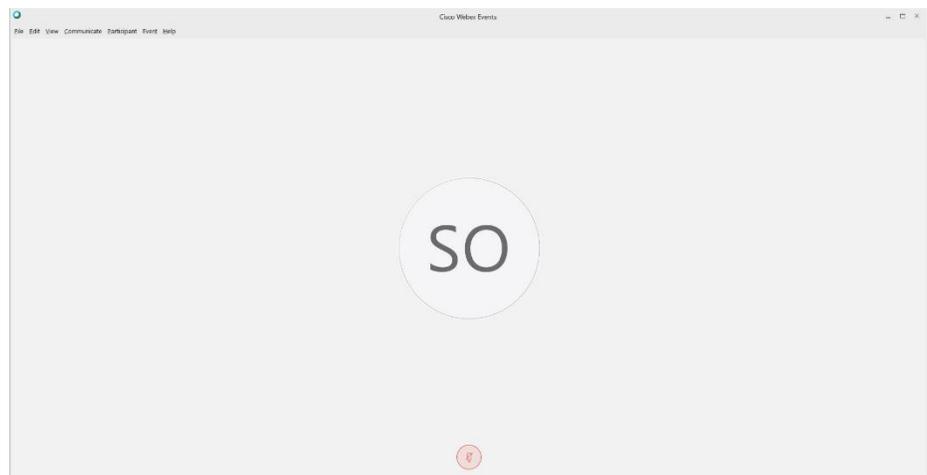
Note: If calling internationally, please click on "Show all global call-in numbers".



NOTE: The audio conference is the preferred method. Using your computer's microphone and speakers is not recommended.

Once you successfully call into the audio conference with the information provided, your screen will look like the screen below and you have joined the event.

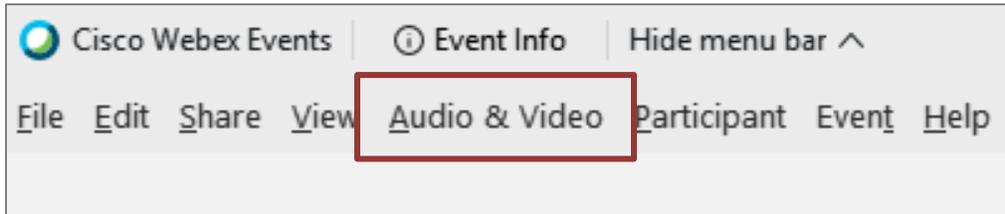
NOTE: Your audio line is muted and can only be unmuted by the event host.



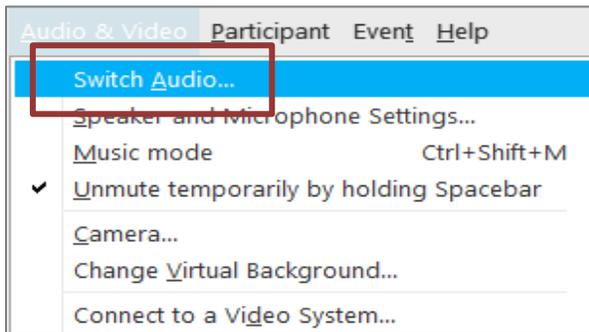
Participating in a DCA WebEx Event

If you join the meeting using your computer's microphone and audio, or you didn't connect audio at all, you can still set that up while you are in the meeting.

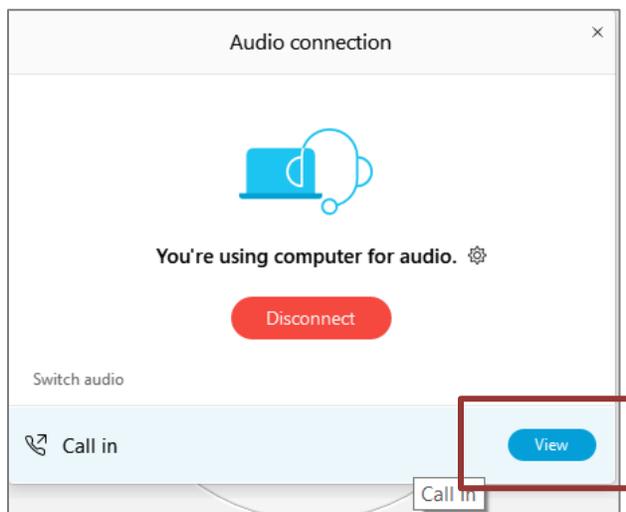
1. Select 'Audio & Video' from the menu bar at the top of your Webex screen.



2. Select 'Switch Audio' from the drop-down menu.



3. The 'Call In' information can be displayed by selecting 'View'



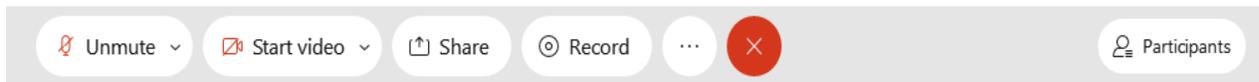
You will then be presented the dial in information for you to call in from any phone.

Participating in a DCA WebEx Event

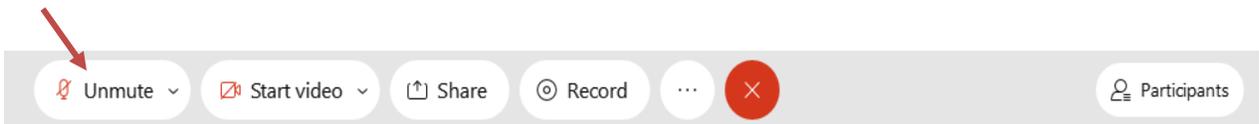
The following contains instructions on how to utilize Webex features.

Microphone

If you are logged in using the link, you should see the command row at the bottom middle of your Webex screen. Some devices may display this command row in other areas of your screen.



Click on the microphone icon to mute and unmute yourself. You can also mute and unmute yourself using microphone icon next to your name from the participant panel.



Note: If you connected your audio through your phone, your mute and unmute button should be controlled from your computer or tablet. If you are having trouble unmuting yourself, you may be muted through your phone.

The green microphone indicates your microphone is open and meeting participants can hear you. If your microphone is red, you are muted.



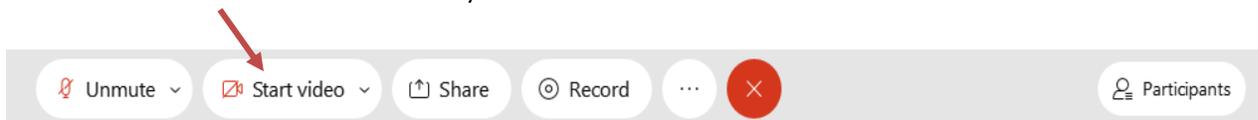
Green microphone
=
Unmuted
People can hear you speak



Red microphone
=
Muted
No one can hear you speak

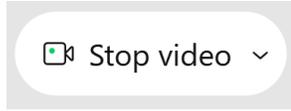
Video/Camera

Click on the video icon to turn your camera on and off.

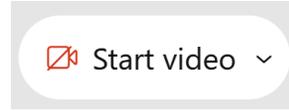


Participating in a DCA WebEx Event

The green camera button indicates your video is on and meeting participants can see you. If your camera button is red, it is off and you cannot be seen.



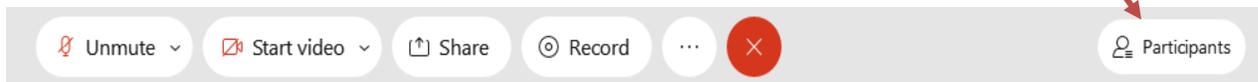
Green dot inside camera
=
Video is on
People can see you



Red outlined camera
=
Video is off
No one can see you

Meeting Participants

To see who is in the meeting, you can access the participant list by clicking on the participant icon on the command row.

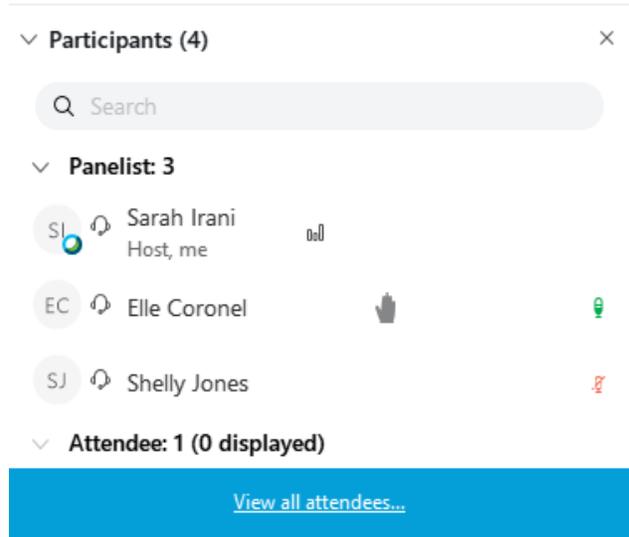


By clicking on this icon, it should display the participant list on the right side of your screen.

This is an example of a participant list that will display on the right side of your screen.

Icons will appear next to individual names to indicate if they are muted, speaking or background noise, or have their hand raised.

This is helpful to distinguish who is speaking or who is trying to contribute to the conversation. In addition, it is helpful if you state your name before speaking.



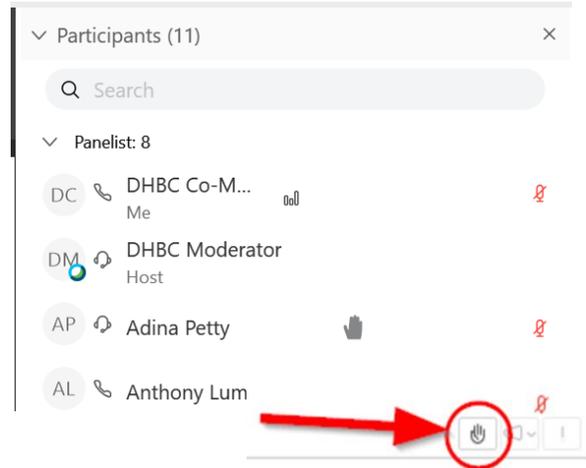
Hand-Raise

In order to use the hand-raise feature you need to have the participant panel open. At the bottom right corner of the participant panel there will be a small icon that looks like a hand outline. You can click on this icon to raise and lower your hand.

Participating in a DCA WebEx Event

When a hand is raised, you will see a hand icon next to the individuals name in the participant panel.

Note: Please be mindful to lower your hand after you've been called on



Webex Etiquette

Microphones

- Please mute your microphone when not speaking. Panelists will have the ability to un-mute themselves when they need to speak. We ask that you mute yourself again when you are not speaking to avoid background noises.
- It is helpful if you state your name before speaking as it can be helpful in identifying who is speaking.
- Allow for a bit of a lag time when unmuting your microphone then speaking, and when asking a question or making a comment and waiting for a response.

Web Cameras: Do ...

- Be well groomed (dress professionally, top and bottom)
- Be aware of your background (try using the virtual backgrounds)
- Engage with the camera (shows you are participating in the meeting)
- Stop your video before momentarily disengaging or walking away from your seat
- Be aware of your facial expressions (especially when there are discussions or comments you do not agree with)
- Ensure your camera is on a stable surface (if using tablets/phones, do not hold the device in hand while camera is on)
- Remember that when you are muted and not speaking, you, your demeanor, and your activities can still be seen

Participating in a DCA WebEx Event

Web Cameras: Don't ...

- Drive a vehicle, practice your profession, or do other activities that can communicate that you are disengaged (this includes texting, emailing, and engaging in extraneous conversations)
- Have artistic or decorative statements in your visual background that do not represent the department's view or neutrality stance (political views for example)
- Eat when your video camera is on (beverages are acceptable)
- Talk on your phone when camera is on even if your microphone is muted (consider stopping your video)
- Allow your pets to wander into the view of the camera (consider placing them in another room)