

# Cisco WebEx Webinar Access Instructions

## New to Cisco WebEx?

There are two ways to connect to a WebEx webinar.

- 1) Download and install the WebEx add-on browser extension; and
- 2) Join using your browser's built-in HTML 5 audio/video capabilities.

**We recommend Method 1 (install the WebEx browser extension) as Method 2 may limit your ability to use WebEx's advanced webinar features such as chat and your ability to configure your audio preferences if you have multiple audio devices connected to your computer (such as the computer speakers and a headset).** Method 2 (join using just your browser) only works with newer browsers from Internet Explorer, Edge, FireFox, Chrome and Safari that support the latest HTML 5 audio/video capabilities and again, may NOT work with all computer audio options or WebEx's advanced functionality such as WebEx chat.

### **Method 1 - Download and install the WebEx add-on browser extension:**

If you are new to Cisco's WebEx meeting and webinar platform or if it's been a while since you last joined a WebEx meeting, you'll need to setup and configure your computer to use the latest WebEx add-on browser extension. **It's best to perform this process at least an hour before the scheduled start time of the live webinar event.**

The best way to setup and configure your computer is by joining the Cisco's WebEx test meeting. When you join the test meeting, you'll be prompted to download and install the WebEx add-on extension and then instructed on how to configure your computer's audio.

To get started, click this link: <https://www.webex.com/test-meeting.html> ← **Get Started**

**NOTE: When you click the above link, it will open a new window in your default web browser. If your default web browser is NOT the browser you use to view webinars, you'll need to copy/paste the link above into the browser you will use to join the live webinar.**

### **Additional instructions when joining Cisco's test WebEx meeting:**

The following explains some of the dialog boxes you'll receive when trying to download and install the WebEx add-on extension. These prompts were captured using the FireFox browser. If you use a different browser, your prompts will be slightly different.

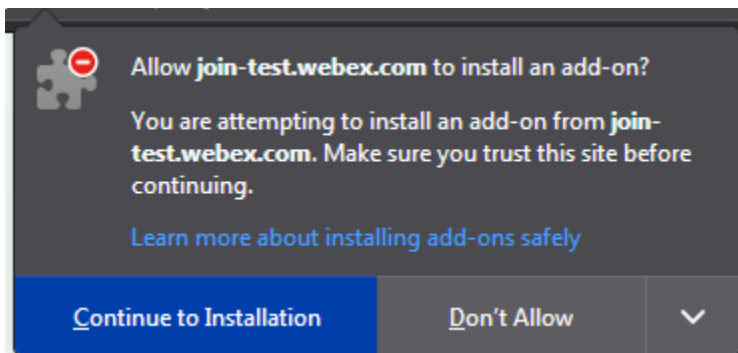
1. When joining the test meeting from the above link, you'll be prompted for your name and email address. Enter your information and then click 'Join'.

# Try out a real Webex online meeting.

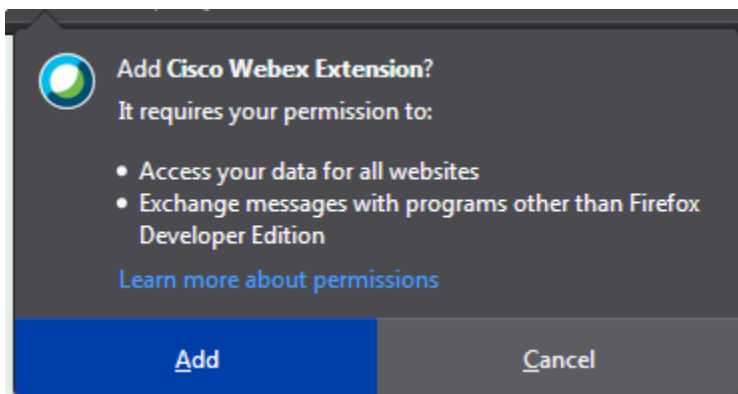
Test a video meeting on your device.

Join

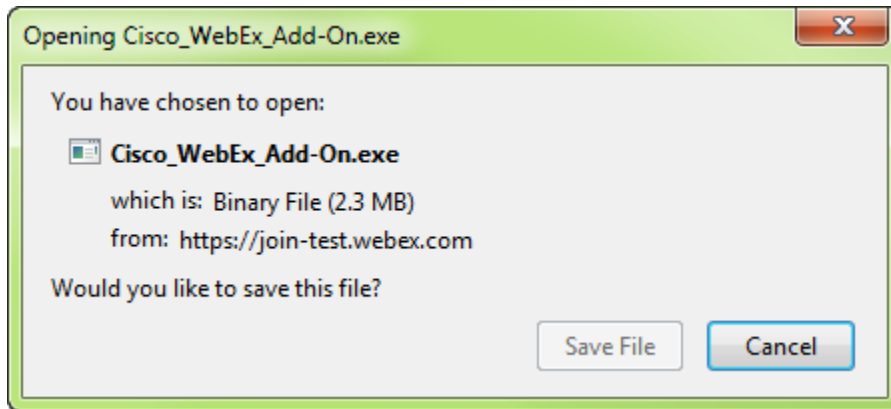
2. WebEx requires a browser add-on to be installed on your computer. When prompted, select 'Continue to Installation' to install the WebEx add-on.



3. During installation of the WebEx add-on extension, you'll be asked for your permission to add the extension to your browser. When prompted, select 'Add'.

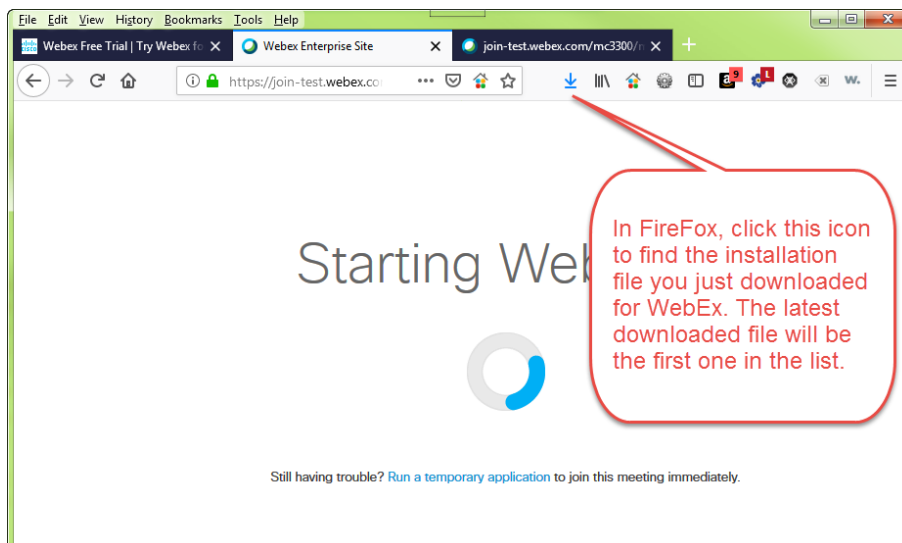


- Your browser will now download the WebEx extension. When prompted, select 'Save File'.

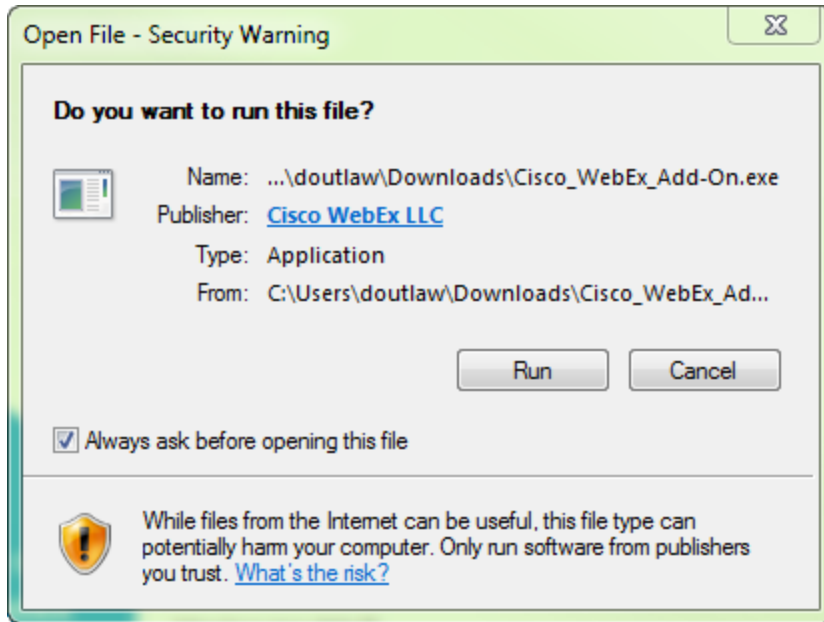


- After the installation file downloads (takes about 30 seconds), now open your browser's download panel and select/click on the Cisco\_WebEx\_Add-On.exe file you just downloaded. When prompted, select 'Run' to begin the installation process.

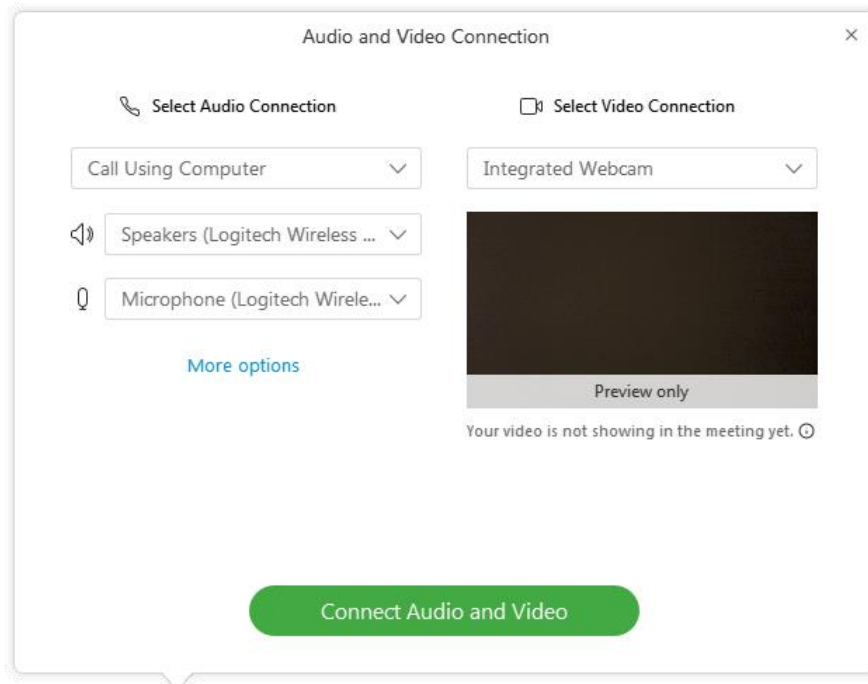
If using the FireFox browser, the browser's download panel can be found at the top of the browser (see screen below). If using the Chrome browser, the browser's download panel can be found at the bottom left corner of the browser window.



Once you find the downloaded file, click it and you'll be prompted to 'run' it.



6. You should now be connected to the WebEx test meeting where you will be instructed to setup your audio and video.

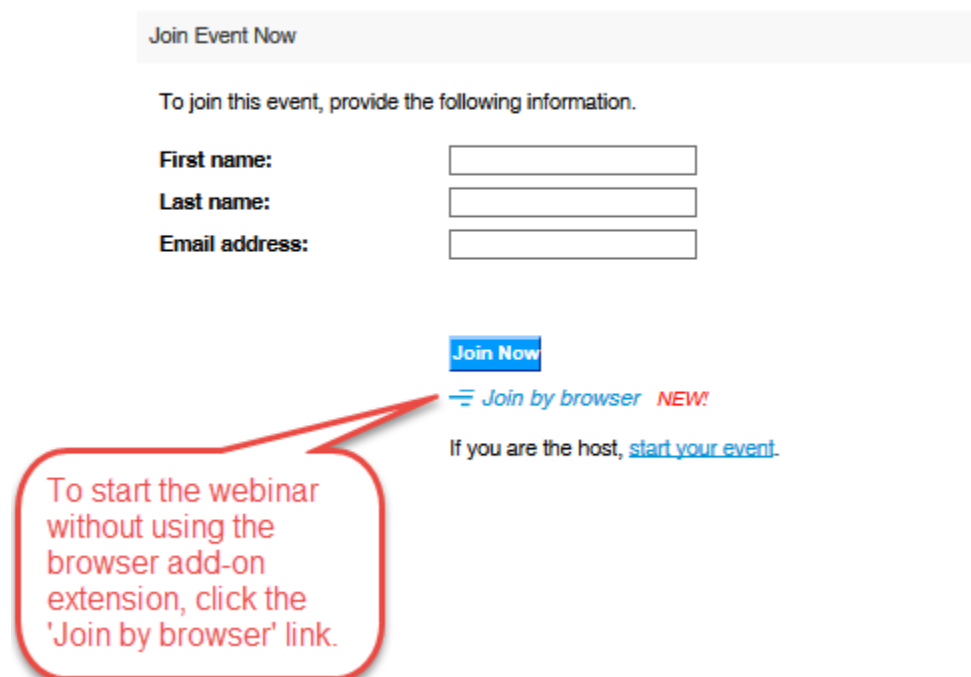


Once you complete the audio setup above you can leave the test meeting and close the test meeting browser window. Your computer is now ready to join a WebEx hosted webinar on The Webinar Portal.

## Method 2 – Join the webinar just using your browser’s built-in features:

If you elect to join just using your browser’s built-in audio/visual features, you’ll need to make sure you have the latest Internet Explorer, FireFox, Chrome or Safari browser installed and set as your default browser. **This method may limit your ability to use advanced WebEx functionality such as WebEx’s chat. It may also limit your ability to configure your audio options if you have multiple audio devices setup on your computer (such as the computer’s speakers and a headset).**

To use this method when joining a WebEx webinar, make sure you click the ‘Join by browser’ link when you reach the WebEx form that prompts for your name and email address.



The screenshot shows a 'Join Event Now' form with three input fields for 'First name:', 'Last name:', and 'Email address:'. Below the fields is a blue 'Join Now' button. To the right of the button is a link that says 'Join by browser NEW!' with a small icon. Below that link is the text 'If you are the host, start your event.' A red callout box with a pointer to the 'Join by browser' link contains the text: 'To start the webinar without using the browser add-on extension, click the 'Join by browser' link.'

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If you need additional assistance getting Cisco WebEx installed and configured on your computer, you can contact the WebEx technical support team at 866-229-3239 or visit the WebEx help center at <https://help.webex.com> .