

# Connecting to Webex for eOrganic Webinar Attendees: Instructions and Troubleshooting

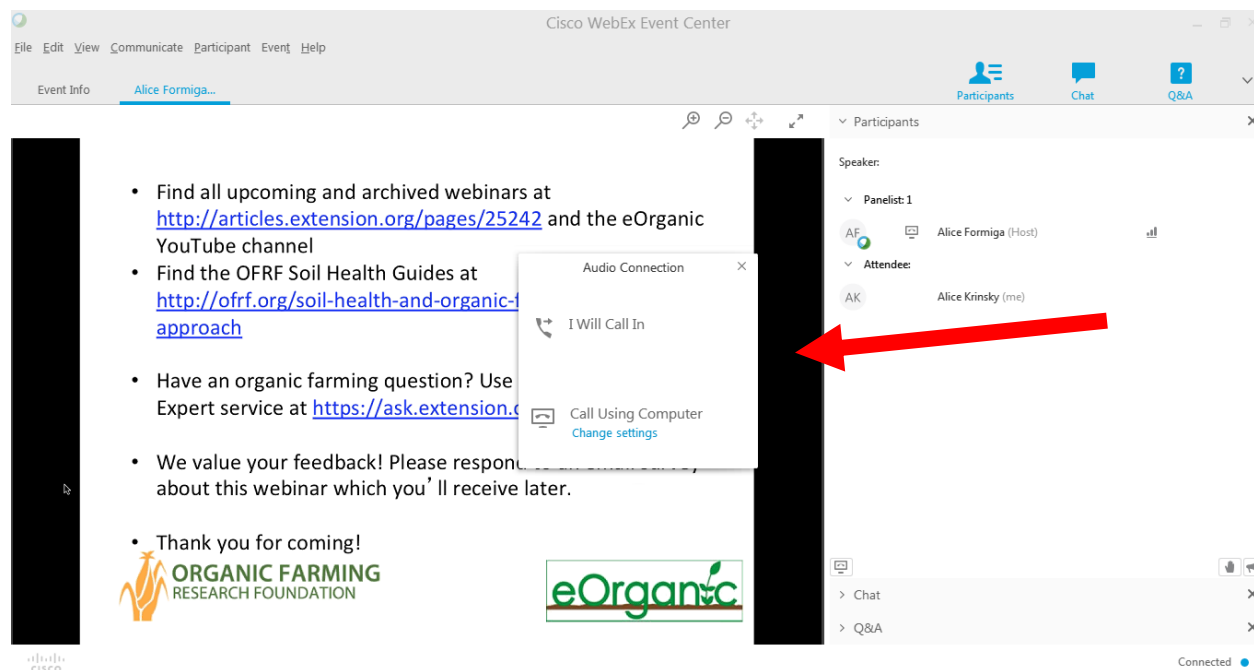
We hope this detailed guide will help anyone who has trouble getting connected to our webinars or hearing the sound! If you'd like to suggest any improvements to this guide, or have questions, please contact [alice.formiga@oregonstate.edu](mailto:alice.formiga@oregonstate.edu). Register for eOrganic webinars at <http://articles.extension.org/pages/25242>

## Joining a Webinar

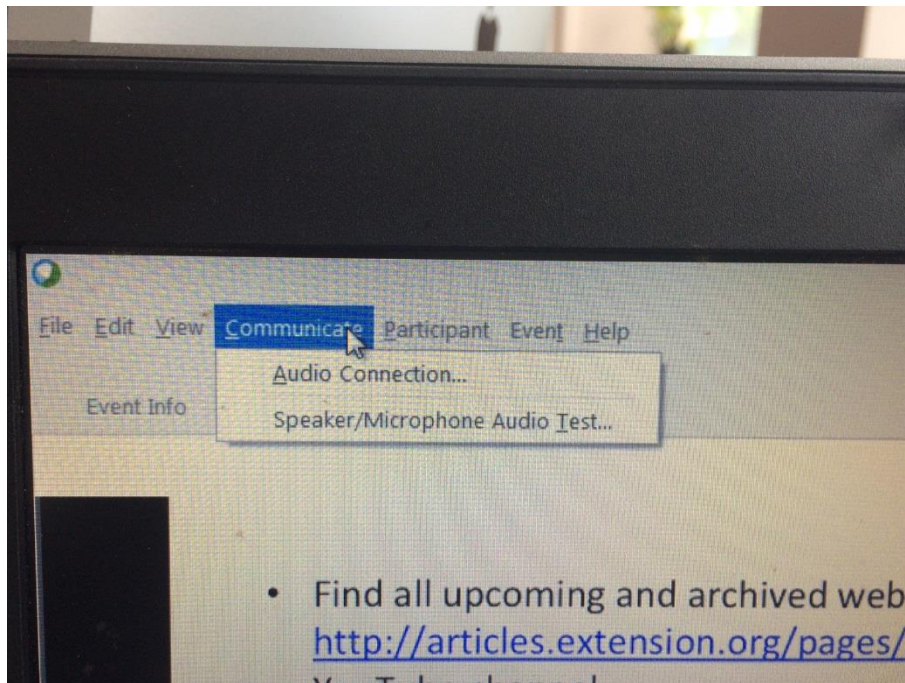
In the invitation or reminder email that you received after you registered for the webinar from [messenger@webex.com](mailto:messenger@webex.com) there is a link to join the webinar. It says "Click here to join the online event". Click that! We recommend doing this 10 minutes before start time. It may ask you to enter your name and email and then click to join the event.

## Connect to Audio

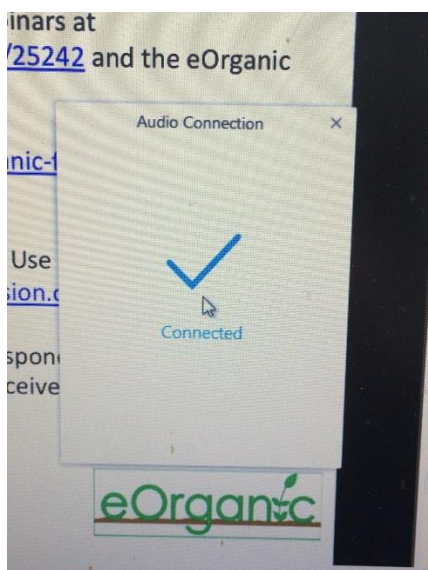
When you are connected, a box should appear that says "Audio Connection" that gives you 2 choices: "I will call in" or "Call Using Computer". Here is what the Audio Connection box looks like.



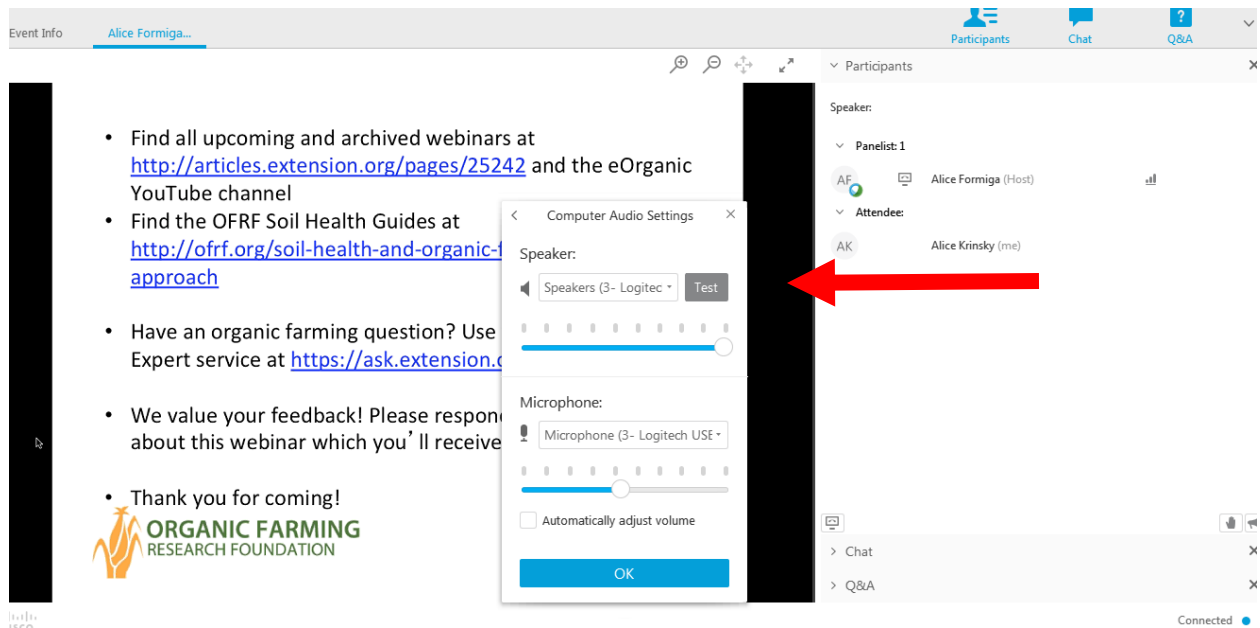
If you don't see the Audio Connection box, you can get it to come back by going to the top of the screen and clicking "Communicate", and the "Audio Connection", and that should bring it up.



Note: Make sure to actually click on “Call Using Computer” in the Audio Connection box. When you are connected the box should have a big check mark and say “Connected”, and then you should then be able to hear.



If you have a headset plugged in, the Audio Connection box has the option to “change settings” and use a drop-down menu to choose whether you want the sound to come through your headset or computer speakers. It will allow you to test the speaker. Don’t worry about the microphone since you won’t be needing it. You can change the setting and then click “Call using computer”.



If it hasn't said that your audio is connected and you can't hear, click on "Call Using Computer" in that Audio Connection box, and hopefully that check mark will appear. If necessary, try again by clicking "Communicate" and "Audio Connection" at the top of the screen as illustrated in the second picture in this document and then click "Call Using Computer" again if you need to.

Make sure your headset and/or computer speakers are not muted (on the headset volume control or computer)!

To listen in by phone, click "I will call in" on the Audio Connection box. It will give you a number to call on your phone and some codes for the webinar. Enter those and the box will say that you are connected, and you should be able to hear.

## Frequently asked questions

**Am I muted?** Yes, all attendees should be able to hear the presenters, but we can't hear you. This minimizes interference with the speakers for everyone listening. So you can play music in the background, your dog can bark, and no one will be disturbed.

**The webinar window disappeared from my screen. Where is it?** Look for an icon at the bottom of your computer screen that looks like a green and white ball. Click on that and the window should be visible.

**What are the system requirements?** Here is a link to the [system requirements](#).

**Can I do a test in advance to see if my system is compatible with Webex?** Yes. Here is a site where you can [do a test](#).

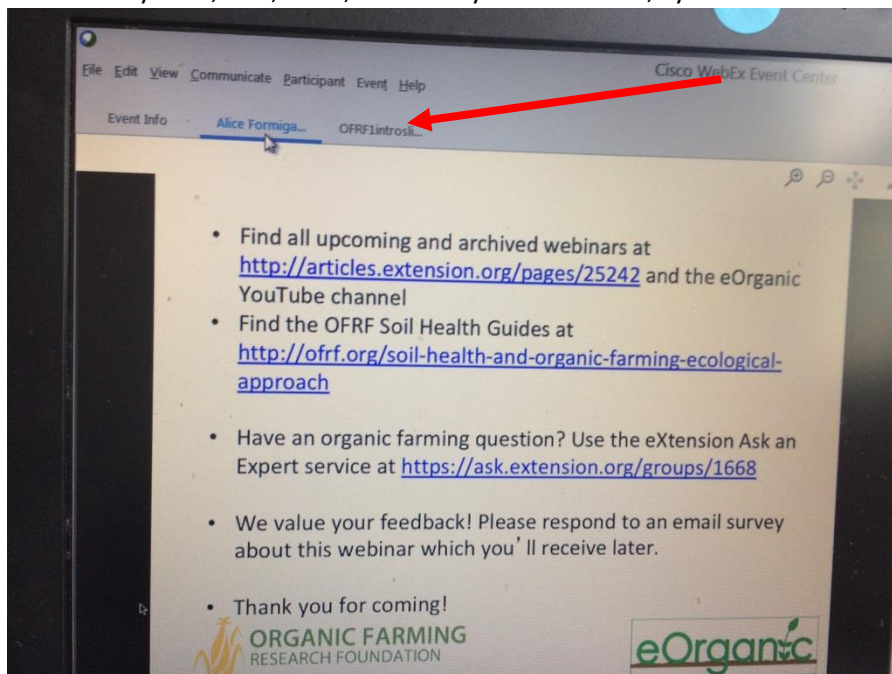
**I can't connect!** First, if you have another browser, try using that. You can also try on another computer or tablet if you have access to one. Make sure you actually entered your name and email if it asked for it and clicked the button or link to "join the online event".

**I can't hear anything!** As discussed above, go to the top of the screen, click "Communicate", and "Audio Connection". Make sure to actually click on where it says "Call Using Computer". When you are connected the box should appear with a big check mark and say "Connected". Make sure your headset or computer speakers are not muted! Make sure if you are using a headset, that your headset is selected. If nothing at all works, go back up to "Communicate", "Audio Connection" and click "I will call in" to connect by phone.

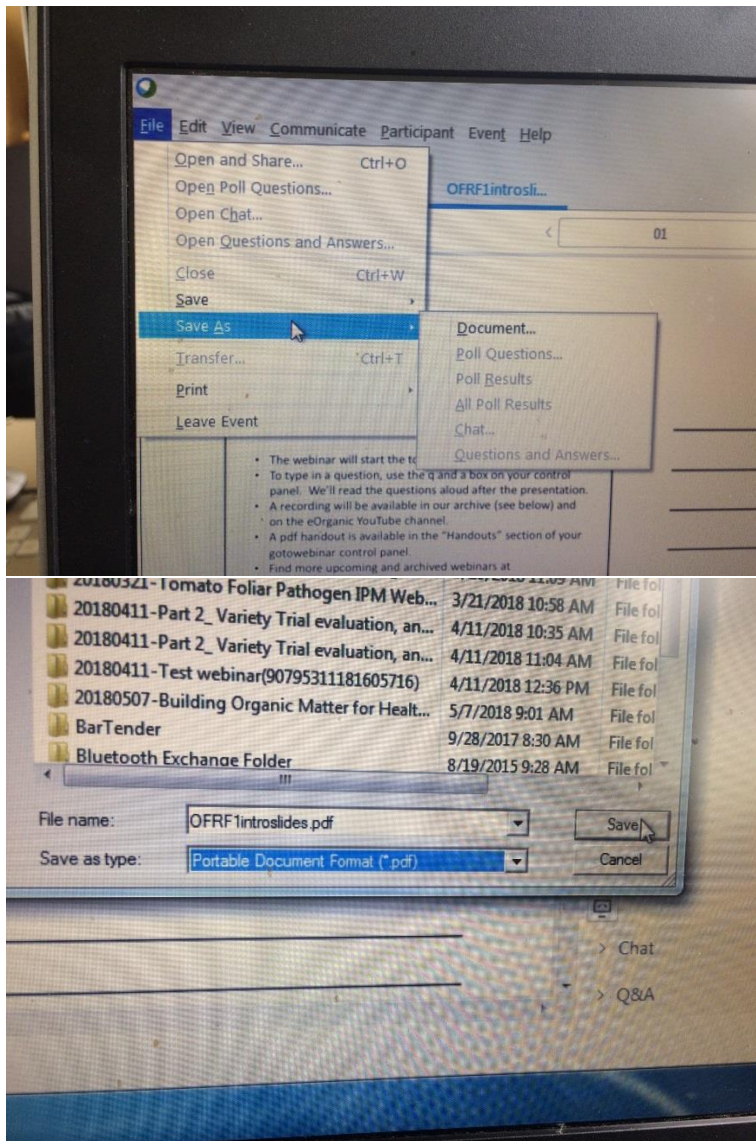
If nothing at all works, your system may not be compatible with the program. We are recording the event and will post it on the [eOrganic YouTube channel](#) as soon as possible, usually within a week of the live event!

### How do I download the slide handout?

Before or during the webinar, you can download a slide handout. At the top of the screen, underneath where it says File, Edit, View, etc." it says "Event Info", "your name" and the title of the slide handout.



Click on the title of the slide handout. You can then click "File, Save as", and Save it as a pdf to your computer.



To return to viewing the webinar, click on your name at the top of the screen and you'll see the webinar Powerpoint being displayed.

