WebEx Frequently Asked Questions – Meeting Center

Below are FAQ’s related to Mason’s version of WebEx Meeting Center. Please see Cisco’s Help Central for general WebEx questions: https://collaborationhelp.cisco.com/article/en-us/73lgs2

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Account Access
1. How do I request WebEx account?
   a. To obtain a WebEx account you must be a current Mason staff or faculty member.
   b. To request your host account, fill out the form in the EasyVista Service Portal.

2. How do I sign into my account?
   a. To join a WebEx meeting, you do not have to be signed in. To host a meeting or schedule/create a meeting, you will need to sign in.

   Using a web browser, navigate to gmu.webex.com. In the top right corner, click “Log In.” This will redirect you to Mason Federated Services where you will enter your Patriot Pass credentials to authenticate. If this is your first time logging in, you may be prompted to accept or reject the information the website is sending to WebEx. Click Accept.

3. Why am I unable to access Training Center, Event Center, or Support Center?
   a. Currently, ITS has deployed WebEx Meeting Center only. Event Center and Training Center will be deployed at a later date. Support Center will be available upon request in the future for IT coordinators and individuals with support-related roles. If you are interested in participating in the pilot to test these centers, please email cvt@gmu.edu.
**Scheduling a Meeting**

4. Can I host interviews using WebEx?
   a. Yes; WebEx is a great tool for conducting interviews where candidates are joining remotely. Please review Mason’s HR policies on interviewing and make sure you complete the search committee training. Please also review the WebEx Best Practices to learn more about coordinating interviews.
   b. If your committee will be together in one physical space, we recommend coordinating a WebEx integrated space through CVT, or using a camera and microphone from our Approved Devices list. Alternatively, all participants (the committee members and candidates) can join the meeting remotely via WebEx.

5. Can I invite people to my meeting who do not have accounts?
   a. Yes, you can invite anyone to a WebEx meeting. You can schedule them in the meeting, provide them with a link to the meeting, or provide them with the meeting number they can use at gmu.webex.com to join.

6. How do I assign an alternative host for my meeting?

**Meeting Features**

7. Can I give a participant in my meeting remote access of my device?
   a. No, the functionality that enables remote access to be given through WebEx has been turned off for security reasons.

8. How can I improve audio quality?
   a. If your microphone is picking up excess background noise, you can disable automatic volume control. To do this, select the audio drop-down menu from the top navigation of the meeting. Then select “Computer Audio Settings,” and then uncheck “Automatically adjust volume” box.
   b. It is best to have your audio and mic through the same device, for example, if you are using a headset for the microphone and the audio is coming from your computer speakers, it may cause some echo or feedback.

9. How can I ensure a quality call?
   a. Appropriate venue:
      i. It is important to select the right venue for your meeting or event. If this is a meeting where everyone will join via a device of their choosing, make sure it is a quiet place with a reliable connection.
      ii. If this is a meeting where some individuals will be remote and others will attend in person, please work with Collaborative Video
Technologies (cvt@gmu.edu) to schedule a space that is equipped and integrates with WebEx.

b. Make sure everything is up to date:
   i. If you are having trouble connecting, first check your Internet connection. If that is stable and the issue still exists, check if your browser or operating system need to be updated. To see if your current version complies with WebEx, check the WebEx system requirements here https://help.webex.com/docs/DOC-6336.

10. What is the protocol for recording?
   a. Recording a class or event where students are present:
      i. WebEx allows for recording sessions. University employees are advised that if recordings include student information (e.g. student images, full names, or grades), this information must be removed before the video may be shared outside of the university. Videos may be shared internally with the university for academic reasons, as long as sensitive information (e.g. student grades) is removed. This is a requirement of FERPA, the federal Family Educational Rights and Privacy Act, which protects the privacy of student educational records. (20 U.S.C. § 1232g; 34 CFR Part 99)
   
   b. Recording interviews:
      i. Per HR policy, all interviews that are recorded must be downloaded by the requesting party to a CD or flash drive and included with all the paperwork generated by a search committee. It is not the responsibility of ITS, CVT, or the WebEx administrators to be compliant with record retention. For more information on using WebEx for interviews, please reference the Best Practices for WebEx (coming soon).

Physical Meeting Spaces

11. How do I book a physical room for a WebEx meeting?
   a. Please see the list of rooms that are integrated with WebEx as well as directions on how to dial into the WebEx Meeting from the room. All room reservations for spaces that are compatible with WebEx need to be submitted to CVT using the 25 Live request form. View the instructions for requesting videoconference space. Please indicate in the comment section that you plan to use WebEx so the appropriate space will be reserved.
   
   b. Please note, you may only connect to personal meeting rooms and to Meeting Center meetings from a room system. Training Center and Event Center are not compatible with room systems.
12. How do I use WebEx in a room that is not equipped for a videoconference?
   a. If you are in a space that is not equipped with the video and audio portion of WebEx, the only instance in which you can use WebEx is to share files or your screen. In this scenario, the professor or meeting host would initiate the session on the computer in the room and everyone would join with their audio and video muted. The presenter role is passed to whoever needs to share a file, application, or their screen.

13. How do I use WebEx with video and audio in a room that is not equipped for a videoconference?
   a. For a quality experience, it is recommended that you work with CVT to secure a space that is integrated with WebEx. (See the list of spaces). If a room is not available, it is recommended that you use a camera and mic from the list of Approved Devices. Please note, if you are not in an approved space or using an approved device, ITS is not able to provide support for the physical equipment.

**Attending with a Mobile Device**

14. Will WebEx use my data?
   a. If you are using the application on a mobile device or tablet and not connected to Wi-Fi, data will be used to join and participate in a WebEx meeting.

15. Why can’t I listen to audio and share my documents at the same time from a mobile device or tablet?
   a. If you use a CDMA network such as Sprint or Verizon, network limitations may prevent you from having a voice call and using data services at the same time. In this case, joining the audio portion of the meeting through a voice call means you will not be able to view updates to the participant list or shared presentations. If you have access to Wi-Fi or 4G networks, it may be possible to use voice and data services simultaneously. Alternatively, consider using VoIP (if available on your device) to connect to your meeting audio.

16. Are there fees associated with audio calls?
   a. Mason has a “Toll Active User Plus” subscription which offers the following:
      i. Bridge country toll dial-in
      ii. Bridge country callback
iii. Global toll dial-in

Mason pays the toll-free rate for audio usage. Participants may be charged for long distance by their telephone company if the toll-free number they call into is outside of the region or country they are calling from. Participants will only be charged for calls if they do not have long distance coverage.