10 Things You Need to Know Before Attending an Optum Live Webex Training Session

Optum Idaho Education & Training
optum.idaho.education@optum.com
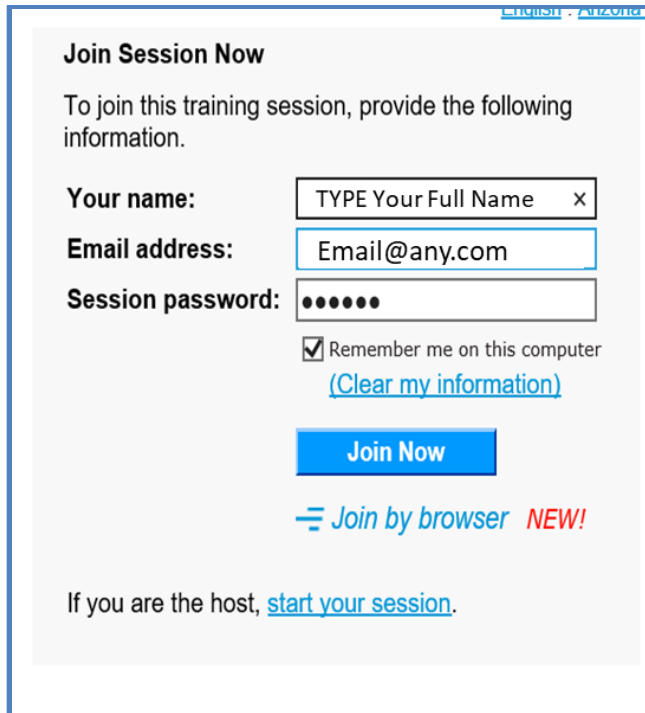June 2020

Table of Contents

Purpose

The purpose of this guide is to provide you with the etiquette and technical information necessary to ensure your participation in a LIVE Webinar is as engaging and useful as an in-person classroom training session experience.

Etiquette

- Your presence in the webinar should be the same as if you were in a classroom. Give your full attention to the presentation.
- Login 5 to 10 minutes prior to the start time of the webinar so you are prepared when it begins.
- Sit in a quiet location where you will not be disturbed.
- **Mute** your phone, unless you are asked for audio comment by the instructor.
- Wearing a headset instead of using computer audio helps to keep you focused and keeps outside noises to a minimum.

Logging In
- You MUST login from a computer to view the presentation, NOT a phone.
- Once you **CLICK** on the link to the Webex Training Session
    - You will automatically be muted.
    - Type your Full Name on the WebEx login page. (if not already pre-filled)
    - Your email address will already be entered for you.
    - **CLICK** on the webcam to initiate your camera when you have entered the presentation. See "Webcam" section on the next page for details.

Join Session Now

To join this training session, provide the following information.

Your name: TYPE Your Full Name ✕

Email address: Email@any.com

Session password: ●●●●●●

☑ Remember me on this computer
(Clear my information)

Join Now

─ *Join by browser* *NEW!*

If you are the host, start your session.

Participation

- We encourage you to actively participate. Your credit for the course is contingent upon your participation, so be sure to participate in group activities and discussions just as you would in a classroom environment.
- Send questions to the Chat box or to the Q&A if you have them.
- If there are breakout sessions, use these to discuss the scenario/issue/question with your colleagues to better understand the topic.
- Keep Chats on topic with specific questions for the instructor.
- Be prepared with handouts (if provided) and/or an ability to take notes.
- Use annotation icons when asked by the instructor. See "Annotation Tools" section on pg. 7 for more information.

NOTE: If you are multi-tasking during the presentation, the facilitator will know this and may reach out privately to ask you to stay on task.

Webcam

- The default setting in Webex is for the webcam to be off. We are emulating a classroom environment and are asking all participants to leave their webcam on during the training session so the instructor and other attendees can see you, just as they would in a classroom. Next to your login name is a camera icon. **CLICK** on this icon and your webcam will engage. At any time, you can turn the webcam on or off by clicking the webcam icon.

- The microphone ICON next to the webcam is for Audio. Typically, the instructor will MUTE all participants at the beginning, and will UNMUTE everyone when a question needs a verbal response. This ICON will change from red to light gray when you are unmuted.
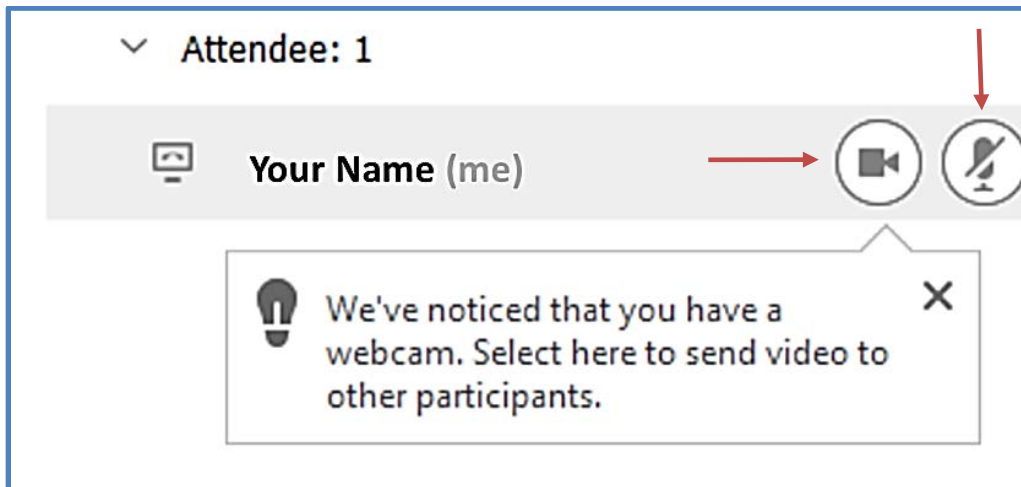
HINT: You do not have to view yourself. To turn OFF the view of yourself during the webinar, **CLICK** on the small Arrow, located in the bottom middle of your webcam frame.
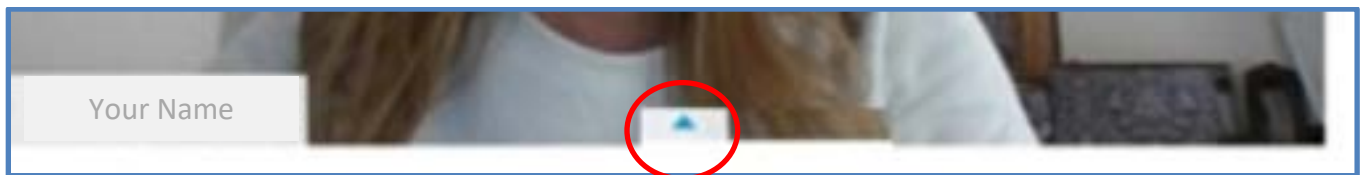

Communication Tools

Communication tools are tools that are used to communicate with the instructor during the LIVE webinar to ensure your experience is as close to a live, in-person training session as possible.

Chat

Chat is a great tool that allows you to communicate with other participants in the webinar or with the instructor or panelists. Your instructor may ask you to respond to a question via Chat, which makes this tool similar to raising your hand and contributing in a classroom.

- You can Chat with the instructor, or with specific individuals in the group privately by **CLICK**ing on the "Send To" button using the drop down. The default "Send To" recipient is HOST.
- Type in your message and **CLICK** Send.
- The Chat box can be collapsed using the down arrow and closed by using the X. Please keep the Chat box open for any questions and communications with your host.
- Remember to keep Chats on topic.
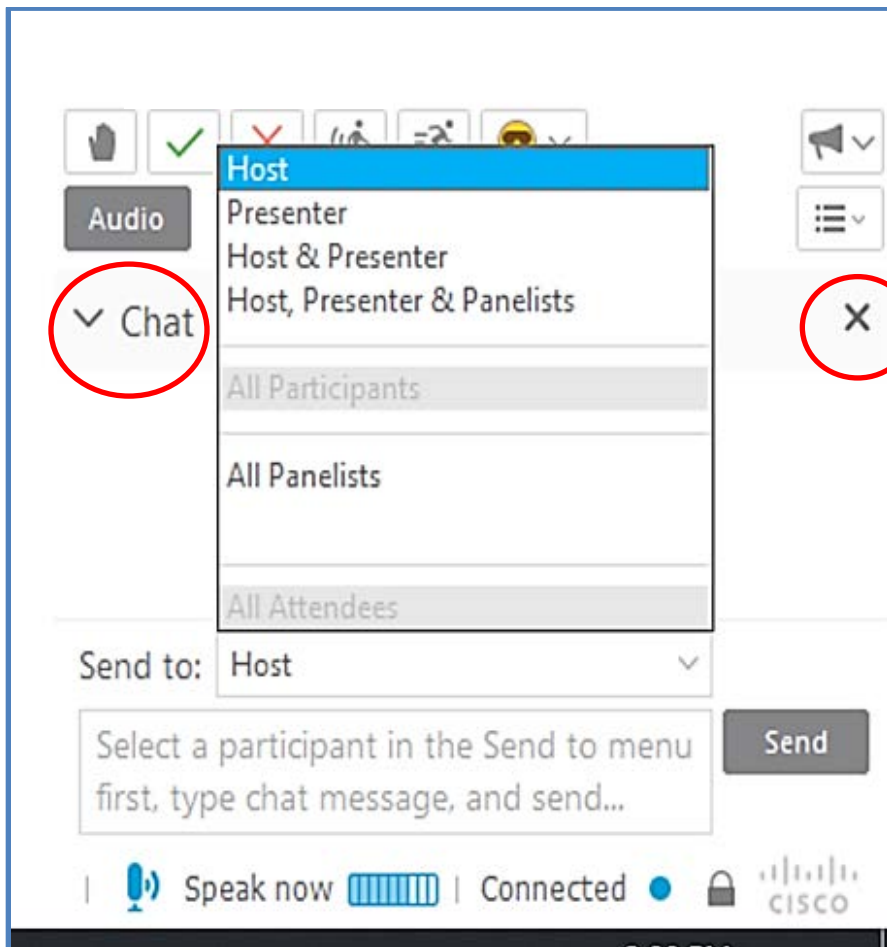
Q&A Panel

The Q&A Panel allows questions to go directly to the group of panelists and the instructor without other participants seeing the question. se the drop-down menu to ask your question to all the panelists so you are assured of your question being answered.

- Q&A will show all questions asked from all participants once they have been answered. If you don't want to view all the questions and answers, toggle the response in the Q&A section to view only your questions.
- It may be beneficial to see everyone's questions and the panelist's responses, so that questions are not repeated.
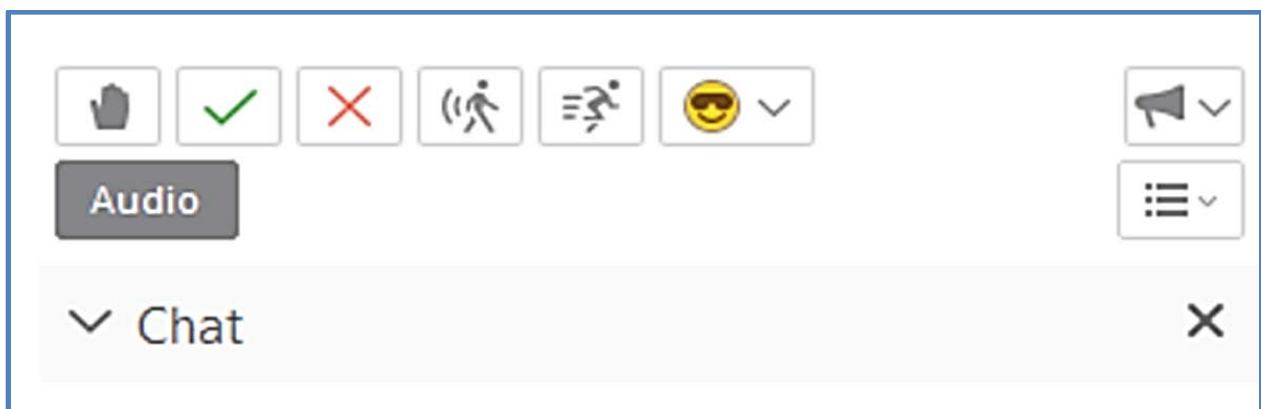
- When the panelist answers it, the response will be seen by all participants.

NOTE: A panelist is someone that is part of the presentation team.
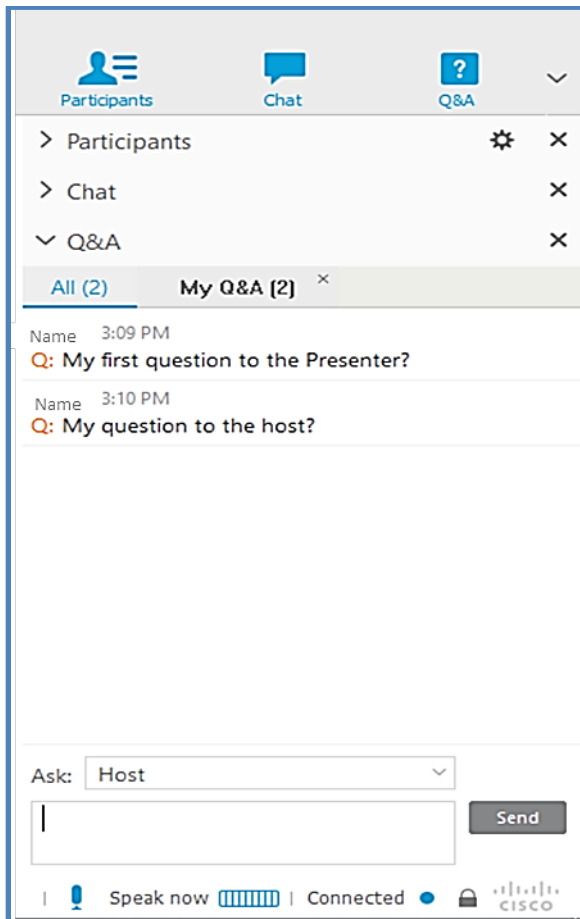
Feedback Icons
The icons below are a quick and easy way to respond to your instructor and will show up below the participant list. They are defined in order of appearance.

- o Raise hand – allows you to raise your hand to a comment or a question from the instructor.
- o Green check mark – used when the instructor is asking if you agree.
- o Red check mark – used when the instructor asks if you disagree.
- o Walking icon – used to ask the instructor to slow down the presentation.
- o Running icon – used to ask the instructor to speed up the presentation.
- o Emoticons palette – a way to communicate with your instructor. If you need to walk away from the webinar for a moment, **CLICK** on an emoji to let the instructor know, so they don't call on you specifically.
- o Response (looks like a blowhorn) – provides a count of raised hands, and green and red checkmarks. The instructor can clear out the responses.
- o Audio – allows you to turn audio on if the instructor allows it.

Annotation Tools

On occasion, the instructor may ask for feedback from you. This can be done using the annotation tools. The instructor may present a Whiteboard or a PowerPoint slide to allow you to provide a response. This is a fun way to give your opinion on a question and to view other participants answers using a visual cue. Use the annotation tools shown below for your response. These are located at the top left of your screen.

 CLICK on a tool to engage it, then **CLICK** on the presentation screen.

- o Pointer – allows you to point at text being presented. Will display with your name in your preferred color.
- o T – allows you to type in text to answer any questions from the presenter.
- o Line – allows you to draw lines.
- o Box – allows you to draw shapes.
- o Highlighter – allows you to highlight specific text.
- o Colored Box – allows you to change the color of your pen from a palette.
- o Eraser – erases all your comments/annotations.

Polling

An instructor may ask a polling question during the presentation. Polling questions are used to gauge your fellow participants viewpoint on certain topics, issues or questions. These may be used throughout the session and we ask for your participation whenever possible. The question will be in either multiple choice or yes/no format.

When the question displays on your screen, **CLICK** to select your response and then **CLICK** SUBMIT.

NOTE: The instructor my choose to show the results of the responses. If so, they will look like:
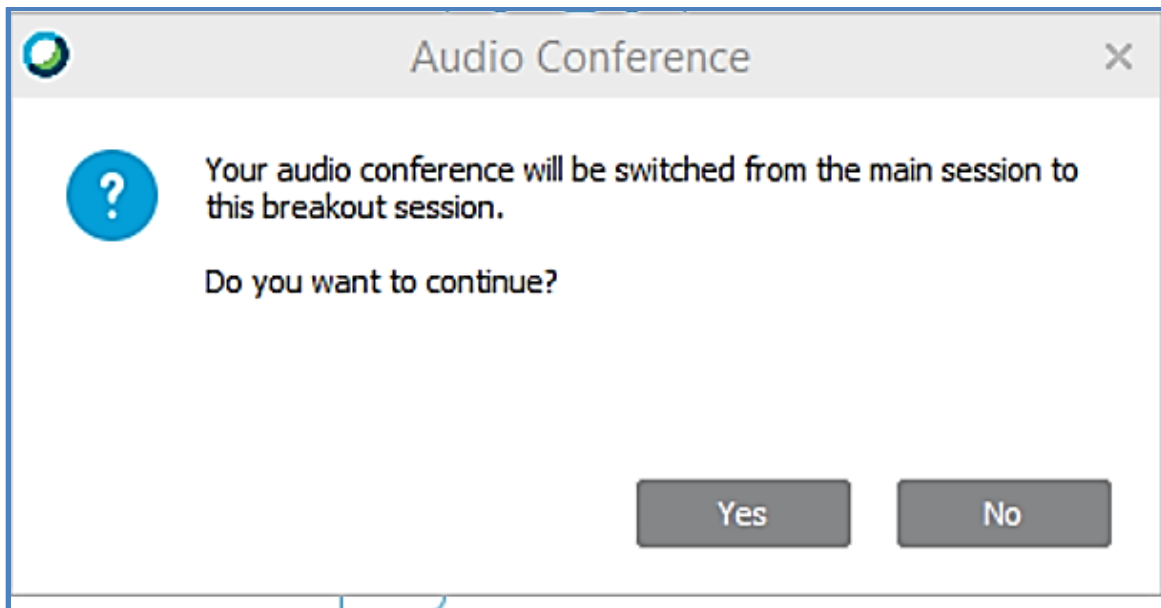
Break Out Sessions

Depending on the training, the instructor may request that you participate in a break-out session, or separate session that involves a small group of participants from your larger training. When it is time to participate in a Breakout session, you will automatically be transferred to your session.

- A timer will be displayed on the main screen, letting you know when it is time to come back to the main presentation. Each Breakout group will have a presenter assigned by the instructor. This is a requirement of Webex, and it gives one person the ability to capture ideas from other breakout participants on a whiteboard or by sharing their screen with the group.
- Once the presenter has clicked on YES to enter the room, the other participants will be allowed to join. The message for participants will be similar to the message for the presenter below, except that it will say "You have been invited to a Breakout Session".
- To Enter a Breakout Session, **CLICK** Yes to confirm that you want the session to start now.

Breakout Session ×

You have been assigned as a presenter for a breakout session. Do you want to start the session now?

Yes   No
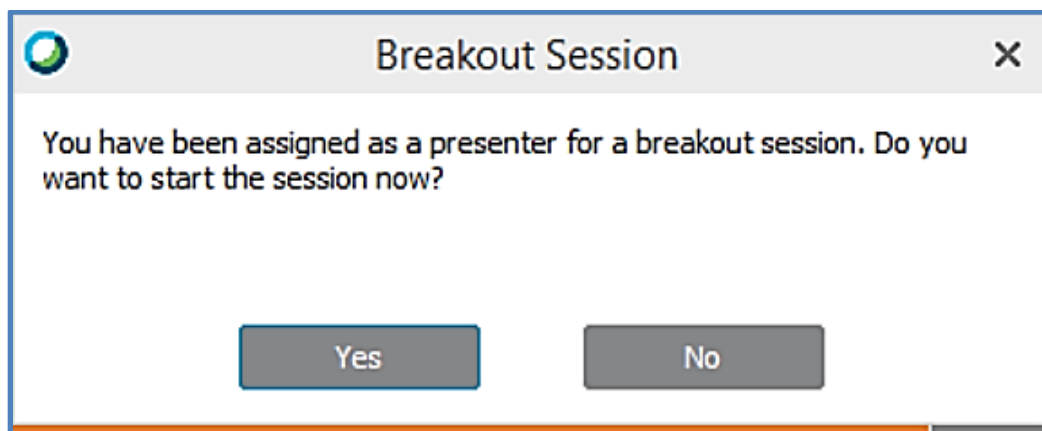
- Next, you will be asked if you want to move your Audio. **CLICK** YES, as you want to be able to hear the discussion with ONLY the participants in your breakout room, and not the entire group.

The Breakout room will look like your current session.
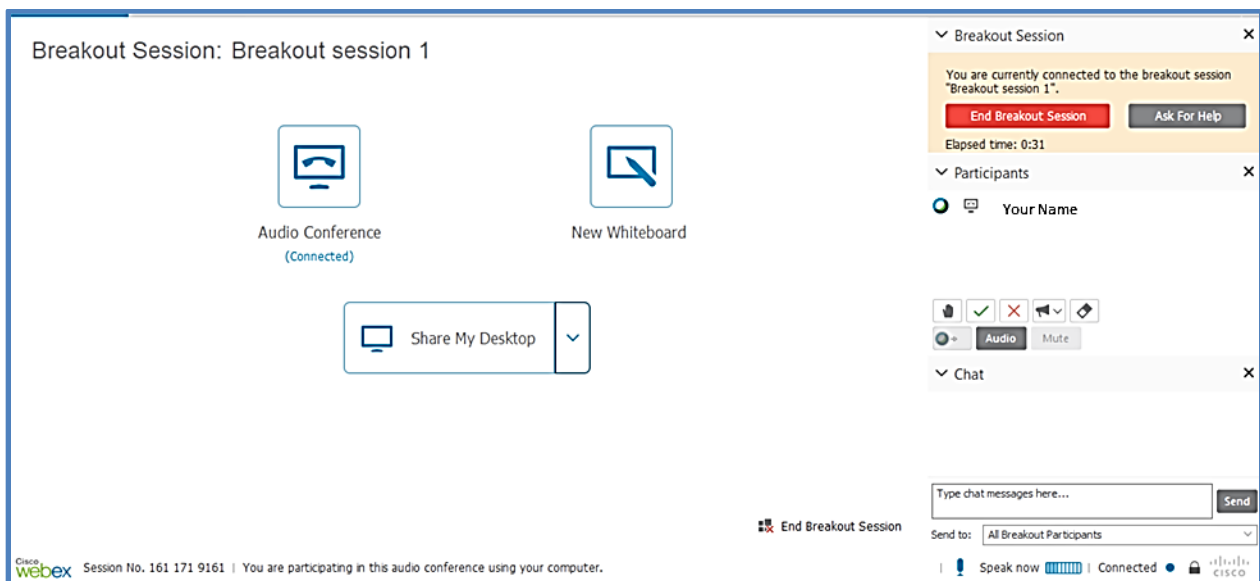
- The instructor will put a timer on the breakout session (displayed above the participant list) to let you know how much time is left for discussion. You will automatically be transferred back into the main presentation room when the Breakout session has timed out.
- The instructor or panelists can enter any of the rooms to help or answer questions.
- All Breakout session participants can speak to one another. The instructor cannot hear your conversation unless they have joined, and you can see their name in your Breakout session list of participants.
- You can also use Chat to contact the instructor if any help is needed.

- If you are the Breakout session presenter, you can
    - **CLICK** the SHARE button to share your screen if desired.
    - **CLICK** on Whiteboard to capture ideas.
- Just like in the main presentation room
    - You will see a list of participants.
    - Annotation and Chat are available.
    - If you have questions, you can **CLICK** on the Ask for Help button
- When finished, **CLICK** on End Breakout Session, this will take you back to the main session.

Questions

If you have any questions, please email the Optum Idaho Education and Training team. If you are having technical difficulties, please try logging out and back in again before contacting us.