



## Cisco Webex Tips & Tricks

For those of you who have taken steps to activate your Webex account, thanks! In order to get Webex setup as quickly as possible for the City, TID initially implemented Webex in a standalone manner, which required each of you to create a separate password. TID is now activating **Single Sign On**, which will share the same account name and password as what you use to log into Office 365. On Friday, you will use your Office 365 password to log in to Webex. You may see a slight change in the login screens.

### Tips & Tricks:

- Are your calls dropping or are you having trouble hearing people? Because of the amount of people using Webex right now, **we recommend joining the meeting via your computer and using the computer's audio**. This uses the internet instead of phone lines. Check out this [troubleshooting guide](#) for audio. And if you can't use your computer to join the call, try calling in again! Often the second, third or fourth time will work.
- Here's a guide for proper etiquette on Webex:
  1. Before joining your first official Webex meeting, schedule a practice run with your coworker. If you're working from home, it'll be a fun way to check in. If you're at the office, it's a safe way to practice social distancing.
  2. Find a quiet room free from distractions to take your call. Background noise can be distracting to you and difficult for others joining the session.
  3. Dial in 5-10 mins before start of the session especially if you are the host.
  4. Keep your phone/laptop on mute when not speaking.

5. Give everyone the opportunity to share their ideas. (It's a little harder to speak up on a conference call!)
6. Ask members to jot down questions in the message box or to use raise hand icon if the meeting is larger than 6 people.

**Reminders about Webex activation:**

- If you think you accidentally deleted the activation email from Cisco or you are not sure if you got the email, [you can access your account here](#).
- If you work for a department **other** than Pacific Gateway, Library, or Water, and the above link **did not work for you** or you **did not** receive an activation email from Cisco, [please complete this form](#) and we will work to get you access ASAP.
- If you work for Pacific Gateway, Water, or Library, contact the Help Desk at 562-570-6100 to find your department contact for Skype for Business meetings.
- If you have questions or technical difficulties with Cisco Webex, please call the Cisco Webex helpline 24/7 at: (866) 229-3239 or [click here](#).