This guide is intended to help you understand how you can access webinars offered by the Office of Education Abroad via WebEx and offers some troubleshooting tips in case you’re having any technical difficulties. We strongly recommend you review this guide well before the webinar you have registered for begins. Use the following links to navigate this document.

- **Accessing a WebEx Webinar**
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Accessing a WebEx Webinar

The OEA uses WebEx software to host its webinars. You will receive automated emails from Webex about the webinar(s) once you have registered. Please save these emails for your reference before your webinar(s) and check your spam folder if you think you did not receive the emails.

Use a Desktop Computer

We have found that trying to access the webinar from a Smartphone or tablet may present some issues that we’re not able to address in this guide. Please access webinars via a desktop or laptop computer.

Internet Connection

Be sure you have a solid internet connection in order to access the webinar.

Joining the Webinar

You’re typically able to join the webinar up to 10 minutes prior to the webinar start time. You do not need a webcam or microphone to access the webinar (and will automatically be muted upon joining)

1. Click the “join webinar” link in the automated emails you received from Webex (i.e., your confirmation and reminder emails)
2. Upon joining the webinar, your browser will likely ask you to add an extension in order to access the webinar. Please add the extension.
3. If adding the extension doesn’t work, exit your browser and click the “Join Now” link in your email again to access the webinar. This time, instead of downloading and adding an extension, click the “Run Temporarily” option.
4. If you still cannot access the webinar, try the aforementioned steps in a different browser.

Audio

Upon joining the webinar, a box should pop up that says the following:

![Join This Integrated Voice Conference](image-url)
Please click “yes” to the question prompt if it asks whether or not you would like to participate in the Integrated Voice Conference. You will not be able to hear the webinar if you click No.

It may notify you that no microphone is detected on your system - that is okay, you do not need a microphone. Click OK. Typically a volume box will then appear. Please note that in order to hear the webinar, you will need speakers or headphones. Please be sure that the volume is turned up on this box in addition to your speakers on your computer. You will be muted during the webinar.

Remember: You will not hear anything until the webinar official begins. If you still do not hear the presenter after the start time of the webinar, or if you accidently clicked “no” to joining the integrated voice conference, try the following:

- At the top of your browser, there should be a "Communicate" tab.
  - Click this and then click "Speaker/Microphone audio test. A box will pop up.
  - Make sure the volume bar is up and click "test." You should hear a jingle. If so, your audio is connected correctly.
  - Please ignore the notification that there is no microphone detected (if this appears) as you do not need access to a microphone.

Questions During the Webinar

Technical Difficulties

If you are having technical issues during the webinar, unfortunately, the presenter will not be able to assist you. You’re welcome to call the Office of Education Abroad at UNC Charlotte at 704-687-7747, but please note that our staff will not be able to advise further outside of the information indicated in this guide.

Questions About Webinar Content

Please hold your questions until the end of the webinar. The presenter will allot time for Q&A at the end of the presentation. Questions entered during the presentation will likely not be addressed until the end.

Use the Chat or Q&A box to submit questions when prompted:

- **Chat box:** At the top of your screen you will see a "Chat" option.
  - From here, you can communicate with the presenter if necessary or prompted.
  - Type in your message in the chat box, choose who you would like to send your message to, and click "Send."
  - Anything you input into this box is public, meaning other students attending the webinar can see it.
- **Q&A box:** At the top of your screen you will see a "Q&A" option.
From here, you can communicate with the presenter if necessary or if prompted.
Type in your message in the box, choose who you would like to send your message to, and click "Send."
Anything you input into this box is public, meaning other students attending the webinar can see it.

Other Webex Troubleshooting Resources

- UNC Charlotte's Webex FAQs

Accessibility

The Office of Education Abroad at UNC Charlotte is committed to making its materials accessible to all users. If you require an accessible version of the webinar content, please contact edabroad@uncc.edu.