

TROUBLESHOOTING TECHNICAL ISSUES

It's important that our attendees are able to join and connect to conference sessions with minimal issues, but due to the large number of attendees, **OMSSA may be unable to provide one-on-one technical support inside the conference sessions.**

We've prepared this document to help you have the best possible experience. **Please reference this document to find possible solutions to common issues.** If you continue to experience issues, please email us at education@omssa.com, and we will do our best to assist you in a timely manner.

Use the links below to jump to any place inside this document:

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JOINING / CONNECTING TO CONFERENCE SESSIONS

After registering, you should have received a calendar invite for the Conference (mornings 1, 2, and/or 3, depending on your registration package). If you have registered, but have not yet received the calendar invitation, please email us at education@omssa.com.

Join links for all sessions will be available inside the calendar items for mornings 1, 2, and 3.

On the day of the conference, please keep the appropriate calendar item open, and use the join links to connect to any session you'd like to join at the listed start time.

Once you click join, you will be taken to a page that looks like this:

Event Information: OMSSA Mental Health Forum - [Session Name]

Event status:	● Started		Join Event Now
Date and time:	Sunday, October 18, 2020 1:00 pm Eastern Daylight Time (Toronto, GMT-04:00) Change time zone	To join this event, provide the following information.	
Panelist(s) Info:	ltimoshenko@omssa.com	First name: <input type="text" value="First Name"/>	
Duration:	1 hour	Last name: <input type="text" value="Last Name"/>	
Description:		Email address: <input type="text" value="email@email.com"/>	
		Event password: <input type="password" value="....."/>	
By joining this event, you are accepting the Cisco Webex Terms of Service and Privacy Statement .		<input checked="" type="checkbox"/> Remember me on this computer <small>(Clear my information)</small>	
		Join Now	
		Join by browser NEW!	

On the Join Page:

1. Check to ensure that the event status is “**Started**” before joining (if not, please try joining again closer to the session start time).
2. Enter your first name, last name and email address
3. Enter “**omssa**” as the event password (if not already pre-entered)
4. We recommend checking **yes** to “Remember me on this computer”
5. Choose how you want to join:
 1. **Desktop App:** If you have already downloaded the Webex Desktop Application, **click the blue “Join Now”** (Join Now) **button to join**. If not, you can [download the app](#) before joining.

You may also be given the option to “**Run a temporary application**”. If so, please **follow the prompts to do so**. This is what will allow you to connect to the platform without downloading a permanent application.
 2. **Web Browser:** If you’re unable to join using the method above, you may also choose to join via your web browser. **When you’re ready to join, click the blue text that reads:**

*[Join by browser](#) **NEW!***

TROUBLE CONNECTING TO SESSIONS

If you're having trouble joining a session:

- ✓ Try [downloading and installing the Webex Desktop app](#) (if you haven't already)
- ✓ You may also be given the option to “**Run a temporary application**”. If so, please **follow the prompts to do so**. This is what will allow you to connect to the platform without downloading a permanent application.
- ✓ Try joining from a different web browser (ie. switch to Google Chrome if you're using Internet Explorer or another browser)
- ✓ If you are using a VPN (remote desktop), disconnect the VPN before connecting to the session

Starting Webex...



Still having trouble? [Run a temporary application](#) to join this meeting immediately.

SOUND / AUDIO ISSUES

If you can connect to a session, but are having trouble hearing / connecting to audio:

- ✓ Try **leaving and rejoining** the session
- ✓ Check to make sure your **computer speaker volume** is turned on and not muted
- ✓ Try **switching your audio to a phone connection**, using the instructions on the next page

A Note About Switching to Audio by Phone:

While we recommend connecting to conference audio via your computer or device, you will also have the option of connecting to conference audio by phone.

Participants can switch back and forth between computer and phone audio using the options next to the mute/unmute button in the Webex platform.

If connecting to audio by phone, **you will still need to be connected to the session via Webex to see the speakers and visual materials, and to access the Q&A, chat and polling features.**

When switching to audio by phone, **you will be required to enter the session access code and your attendee ID #**, which will be accessible to you **within the Webex Events platform** for each session.

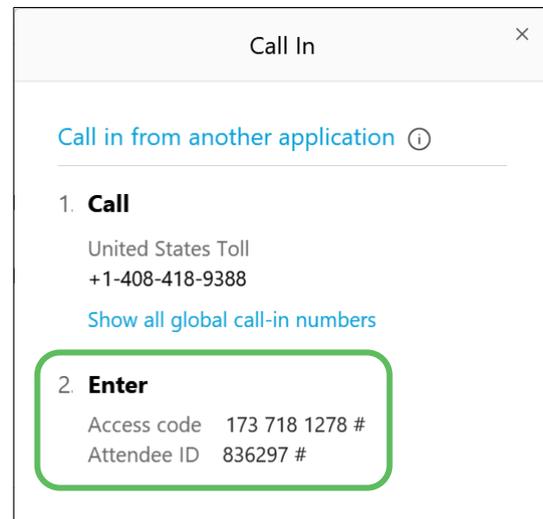
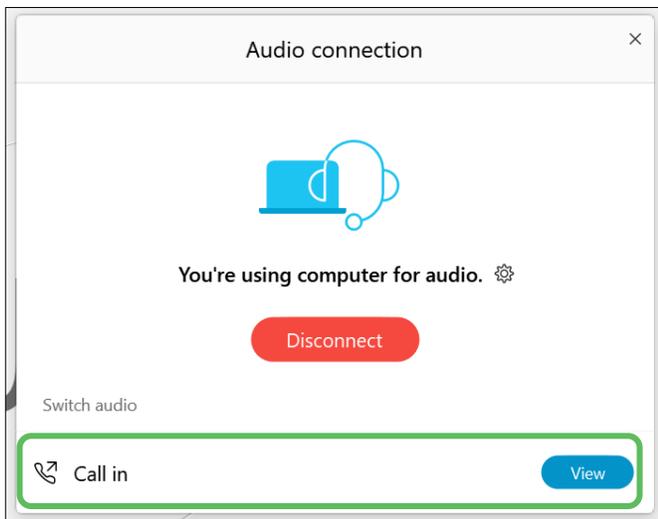
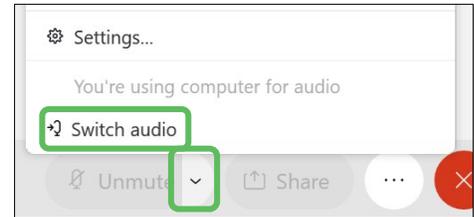
Toll-free call in numbers are not available at this time. Webex provides local dial-in numbers for the following Ontario locations:

- Toronto
- Ottawa
- Hamilton
- London

Those outside these areas may still use the call-in numbers above, but **these calls may be subject to long-distance fees**, depending on your phone service. To avoid calling fees, we strongly recommend connecting by your computer audio.

Switching to Audio by Phone

1. On the bottom of your screen, **click the down arrow next to the greyed-out “unmute” button**
2. In the menu that appears, click **Switch Audio**
3. In the pop-up window, **hover over Call in**, and then **click the blue View button**
4. **Call in from your phone using one of the phone numbers below:**
 - Toronto: **416-216-5643**
 - Hamilton: **365-204-2000**
 - Ottawa: **613-714-9906**
 - London: **226-828-9662**
5. **Enter #1** to proceed in English
6. **Enter the Access code** (displayed on your Webex meeting screen) and **press #**
7. **Enter your Attendee ID** (displayed on your Webex meeting screen) and **press #**
8. You should now be able to hear the session audio through your phone



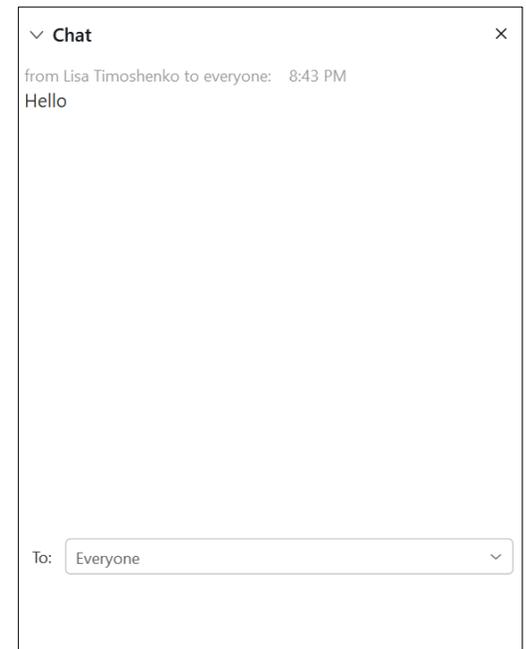
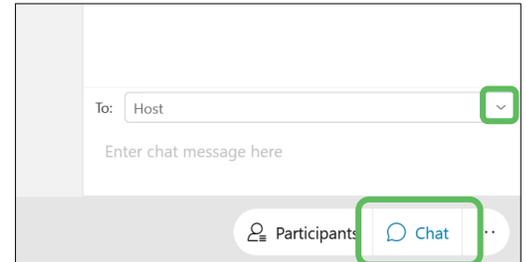
Note! The access codes in the image above are an example only. The correct access code and attendee ID can be found inside of the Webex event window when you follow the instructions above.

USING THE CHAT

Throughout the conference, participants can submit comments, reactions and insights through the chat.

1. Click the **Chat** button at the bottom right of your meeting window to open the chat box
2. Ensure **“Everyone”** is selected in the **“To:”** field to ensure your comment is seen by all (host, speakers, and attendees)
3. Type your question or comment into the chat box and **press Enter on your keyboard to send**

NOTE: Please **do not use the chat to submit questions**. Instead, please use the dedicated **Q&A box** to submit tech questions, conference questions, or questions for the speakers.



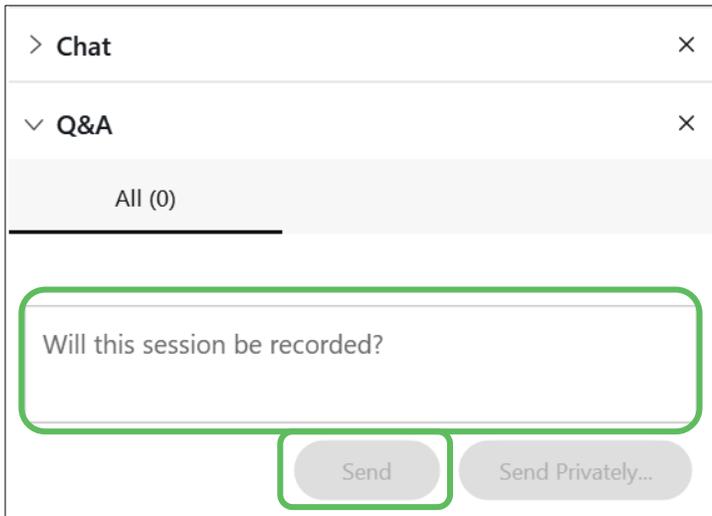
ASKING QUESTIONS

Please use the dedicated Q&A box on the right-side panel to submit questions (tech questions, conference questions, or questions for speakers).

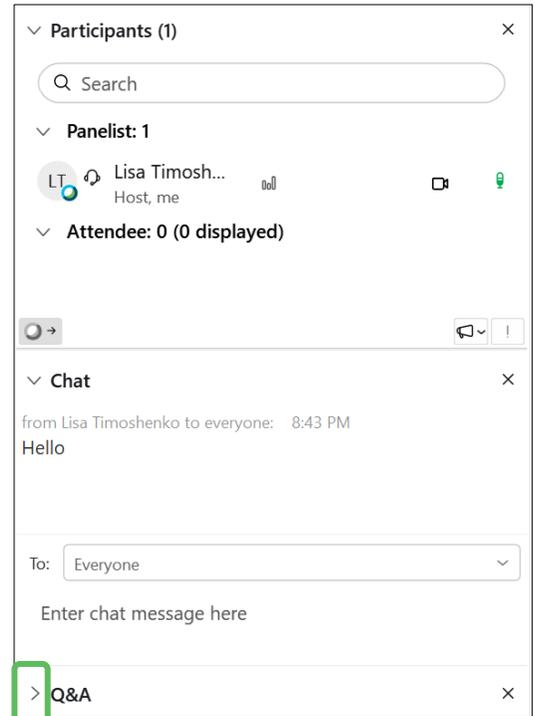
1. Click the **arrow** next to “Q&A” to open the Q&A box
2. **Type your question** into the box and **click “Send”** to submit the question

The host will then assign your question to the appropriate person.

- If a written answer is provided, it will appear underneath your question once submitted.
- If a verbal answer is provided, the question will be marked as “answered verbally”.



A screenshot of a software interface showing a 'Chat' window at the top and a 'Q&A' window below it. The 'Q&A' window has a title bar with a right-pointing arrow and a close button. Below the title bar, it says 'All (0)'. A large text input box contains the question 'Will this session be recorded?'. Below the input box are two buttons: 'Send' and 'Send Privately...'. The 'Send' button is highlighted with a green border.



A screenshot of a meeting control panel. It features a 'Participants (1)' section with a search bar and a list of participants including 'Panelist: 1' (Lisa Timoshenko, Host, me) and 'Attendee: 0 (0 displayed)'. Below this is a 'Chat' window showing a message from Lisa Timoshenko: 'Hello'. At the bottom, there is a 'Q&A' section with a right-pointing arrow and a close button, which is highlighted with a green border.

COMPLETING POLLS

If/when a poll is launched in one of your sessions, it will appear in the right-side menu under the **Polling** heading. To best view the poll, you may want to close or minimize the Chat and Participants tabs using the arrows next to “Chat” and “Participants”.

To complete a poll:

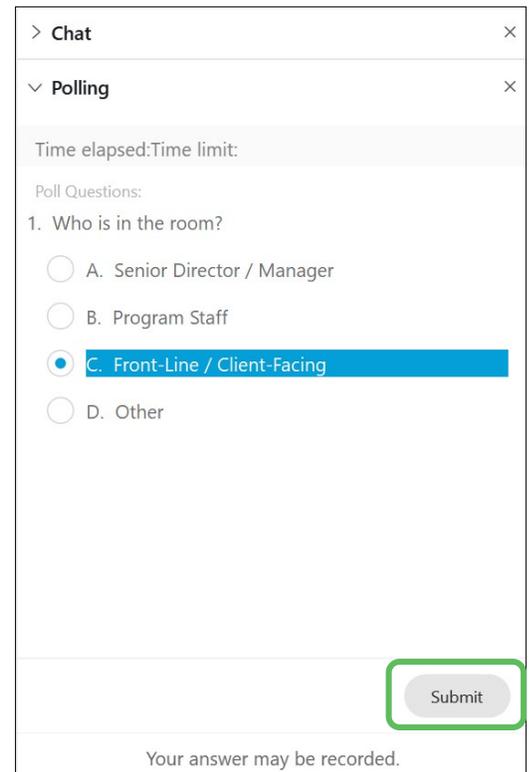
1. Look to the Polling heading in your right-side menu
2. **Click to select your answer** choice (note that there may be more than one question)
3. **Click Submit** to submit your answer(s)

Once the poll has closed, the host will share the results with all attendees. You will then be able to see a summary of the poll results in the same Polling box.

Issues Accessing Polls and Chat

If you have joined the session by web browser (instead of the desktop app), you may be unable to see, access or use the chat and polls. Unfortunately, these features are unavailable through some web browsers.

To avoid this issue, we recommend that you [download the desktop app](#), or join the meeting via Google Chrome with the [Webex extension for Google Chrome](#) already installed.



The screenshot shows a right-side menu with a 'Chat' tab and a 'Polling' tab. The 'Polling' tab is active and displays a poll question: '1. Who is in the room?'. There are four radio button options: 'A. Senior Director / Manager', 'B. Program Staff', 'C. Front-Line / Client-Facing', and 'D. Other'. Option 'C' is selected and highlighted with a blue bar. At the bottom right of the poll box is a 'Submit' button, which is highlighted with a green border. Below the poll box, a message reads 'Your answer may be recorded.'