Real-Time Remote Manual – Cisco Webex Training Center
# Table of Contents

1. REGISTERING FOR A REAL-TIME REMOTE SESSION ................................................................. 4
2. REAL-TIME REMOTE EQUIPMENT REQUIREMENTS ............................................................. 13
3. EQUIPMENT TESTING .............................................................................................................. 14
4. INSTALLING CISCO WEBEX TRAINING CENTER ................................................................. 17
   A. Google Chrome .................................................................................................................. 17
   B. Firefox ................................................................................................................................ 20
   C. Internet Explorer ............................................................................................................... 22
   D. Safari .................................................................................................................................. 25
5. JOINING A REAL-TIME REMOTE SESSION ........................................................................ 26
   A. To Join the Session ............................................................................................................. 26
   B. Upon Joining the Session .................................................................................................. 28
   C. Testing Your Audio .......................................................................................................... 30
6. PARTICIPATING IN A REAL-TIME REMOTE SESSION ....................................................... 32
   A. Session Window ................................................................................................................. 32
   B. Full Screen View ............................................................................................................... 36
   C. Breakout Sessions / Group Activities ............................................................................... 39
7. TECHNOLOGY FREQUENTLY ASKED QUESTIONS .............................................................. 45
1. REGISTERING FOR A REAL-TIME REMOTE SESSION

To register for a real-time remote (RTR) course, follow the instructions below:

i. Go to ICCRC’s website homepage (http://www.iccrc-crcic.ca/home.cfm).

ii. Click “EDUCATION” followed by “PRACTICE MANAGEMENT EDUCATION” and “COURSE REGISTRATION” (see screen shot below).

iii. Read all of the instructions provided on the PME “COURSE REGISTRATION” webpage.

iv. Click on the title of the PME course, for which you intend to register. All available PME courses are listed at the bottom of the PME “COURSE REGISTRATION” webpage (see screen shot below).
v. Read all of the instructions provided on the relevant course description webpage. The course description webpage provides information on the PME course as well as next steps for registering for the course. For example, if you click on the “Client Account” course link, you will be directed to the “Client Account Course” page. This page provides a brief description of the course under the “What” heading, an explanation as to when the course must be taken under the “When” heading, and further direction as to how to register for the course under the “Register” heading.

vi. Click “here”, at the bottom of the page, to proceed to registration (see screen shot below).
vii. Enter your ICCRC-issued username in the field next to “Username:” and your ICCRC-issued password in the field next to “Password” (see screen shot below).

viii. Click the “Submit” button (see screen shot below).
ix. If you intend to take the course through real-time remote, click the “Real-time Remote” button at the bottom of the page (see screen shot below).

x. Read the instructions (including Steps 1-6) provided on the “Real-time Remote (RTR)” webpage, including the following hyperlinked documents:

- Technology Frequently Asked Questions,
- Expectations for completing a course via RTR,
- Real-time Remote Equipment Requirements,
- Real-Time Remote Manual—Cisco WebEx Training Center, and
- The Council’s Cancellation or No-Show Policy. (See screen shots below.)
xi. Now that you have read all of the expectations and requirements for participating in a real-time remote course, complete “Step 4” (see screen shot below) and complete the automated equipment test (see Section 3 of this manual for more information).
xii. Upon completing the automated equipment test and ensuring that your equipment works properly, complete Steps 5 & 6.

xiii. Click the “Registration” button at the bottom of the screen (see screen shot below).

xiv. Enter your membership number (i.e., your ICCRC ID number which begins with “R”) in the field below “Membership Number” and enter your password (i.e., the same 6-digit numeric password previously given to you for login to the Members Section of the ICCRC website) in the field below “Password” (see screen shot below).
Complete the “Course Registration” page by:

- Selecting the relevant course title from the dropdown box next to “Course:”;  
- Selecting the location from the dropdown box next to “Location:”;  
- Selecting your preferred date from the dropdown box next to “Date:” *(NOTE: Ensure that the date you select has “(Real-time Remote)” next to it)*;  
- Selecting the time from the dropdown box next to “Time:”;  
- Clicking inside the radial button (i.e., option button, which appears as a small circle) next to “Real-time Remote” under the “Participation Format” section;  
- Clicking inside the radial button next to the relevant description of your “Years of experience as an Immigration Consultant”;  
- Providing the telephone number you can best be reached at prior to and/or during the session, in the field next to “Emergency Telephone” number;  
- Clicking inside the radial button next to the method by which you intend to access the required course documents, which is located under “Access to Required Documents” *(NOTE: As you are attending the session via real-time remote, you do not have the option of purchasing a copy of the workbook from ICCRC upon arriving for the session)*;  
- Clicking inside the radial button next to the statement under “Required Documents Declaration” *(NOTE: For more information on the requirement to have easy access to required documents, please see the Practice Management Education Regulation)*;  
- Reading ICCRC’s “Cancellation or No-Show Policy” by clicking on the link provided; and  
- Clicking inside the box next to “I accept the terms/conditions of the ICCRC Cancellation or No-Show Policy” *(see screen shot below)*.

Then click the “Submit” button at the bottom of the screen *(see screen shot below)*.
xvii. Review and confirm your registration details.

- Review and confirm your registration details prior to continuing with the registration process. **Important note:** The registration process is **not** complete until you have clicked “Register Now”.

- Upon reviewing your registration details:
  - If you need to change one of your selections, click the “Back” button (see screen shot below).
  - If the details are correct, click the “Register Now” button at the bottom of the screen (see screen shot below).
xviii. Read the confirmation message and click “here” where it says: “Click ‘here’ to review the materials for the course and bookmark the page for future reference” to begin preparing for your session.

- To print this confirmation message, click the “Print this page” button located at the bottom of the confirmation message. (See screen shot below.)
Additional notes:

- Upon successfully registering for a PME course, a “Confirmation of Course Registration with ICCRC” message will automatically be emailed to you, which contains a summary of your registration details and a link to the course materials so that you may prepare for your session. Please note the date and time of the session for which you have registered and plan accordingly. 
  NOTE: If you do not receive the “Confirmation of Course Registration with ICCRC” message, please email pme-fpp@iccrc-crcic.ca to confirm your course registration.

- A “PME Welcome Message” will automatically be emailed to you three (3) days prior to the session, which reminds you of your upcoming session and provides the link to the course materials and log-in details in preparation for your session. 
  NOTE: If you do not receive the “PME Welcome Message”, please email pme-fpp@iccrc-crcic.ca to confirm your course registration.

- For enquiries regarding PME courses, contact pme-fpp@iccrc-crcic.ca.

2. REAL-TIME REMOTE EQUIPMENT REQUIREMENTS

You must have the following equipment in order to participate in a RTR session. A member who does not have the required equipment will not be permitted to participate in a RTR session.

A. Operating system of Windows Vista or later / Mac OS X v10.6 or later

B. A headset with a built-in microphone

NOTE: Computer-based microphones are unacceptable for this format.

Here is a list of headsets that are known to be compatible with our real-time-remote system:
- Andrea USB Headset with Microphone (C1-1022300-50)
- Cyber Acoustics Internet Communications USB Mono Headset and Boom Mic (AC-840)
- Genius USB Headset (HS-300U)
- Klip Extreme USB Stereo Headset (KHS-850)
- Logitech USB Laptop Headset (H555)
- Logitech USB Headset (H530 981-000195)
- Logitech USB Headset (H390)
C. Internal webcam or external webcam

D. **Up-to-date web browser** with bandwidth of at least 5 Mbps (download speed) and 0.5 Mbps (upload speed).

### 3. EQUIPMENT TESTING

Step 4 of the RTR registration process directs you to complete an automated equipment test.

The automated equipment test should only take a few minutes to complete.

**To test your equipment, follow the instructions below:**

i. Go to the “Real-Time Remote (RTR)” webpage ([https://registration.iccrccrcic.ca/PME1/RealTimeRemote.cfm](https://registration.iccrccrcic.ca/PME1/RealTimeRemote.cfm)).

ii. Read “Step 4” of the “Real-time Remote (RTR)” webpage.

When you are ready to complete the equipment test:

iii. Plug in your headset with a built-in microphone and ensure your webcam is active.

iv. Enter the following website address into your internet browser: [https://iccrccrcic.webex.com/mw3100/mywebex/default.do?siteurl=iccrccrcic&service=1](https://iccrccrcic.webex.com/mw3100/mywebex/default.do?siteurl=iccrccrcic&service=1) or click “here” under Step 4 of the “Real-time Remote (RTR)” webpage. This will bring you to the ICCRC WebEx “Search Meetings” page (see screen shot below).
REAL-TIME REMOTE MANUAL

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CONSEIL DE RÉGLEMENTATION DES CONSULTANTS EN IMMIGRATION DU CANADA

Page 15 of 53
v. Locate the “Computer Testing” session in the calendar and click “Join” (see screen shot below).

![Computer Testing Session in Calendar](image1)

vi. Type your **full name** (i.e., first and last name) next to “Your name:” and your email address next to “Email address:” (see screen shot below).

vii. Click the “Join” button (see screen shot below).

![Joining Computer Testing Session](image2)
Note:

If you are logging in to Cisco WebEx or the Cisco WebEx Training Centre for the first time, you may need to install an additional piece of software to your internet browser in order for you to use this technology. Internet browser-specific (e.g., Google Chrome, Mozilla Firefox, Internet Explorer or Safari) instructions for installing this additional piece of software are available in section 4 of this manual.

viii. Once in the automated testing room, follow the instructions on the slides provided to self-test your speaker/microphone and webcam.

4. INSTALLING CISCO WEBEX TRAINING CENTER

If you are logging in to the Cisco WebEx Training Center for the first time, you may need to install an additional piece of software to your internet browser. This process may take several minutes, so we recommend that you log in 20 minutes prior to the start of your scheduled session. To install the software, follow the prompts provided through your web browser. The process for installing the software to your internet browser depends on which web browser you are using. Please see below for installation instructions that are specific to your chosen web browser.

Note: If you have questions or concerns about installing additional software onto your internet browser, please consult with an IT professional. ICCRC is not responsible for any issues you may experience as a result of installing and using Cisco WebEx technology.

A. Google Chrome

If you are using the Google Chrome web browser, follow the steps below to install Cisco WebEx to your internet browser.

i. Click the “Add Webex to Chrome” button (see screen shot below).
ii. Click the “Add” button (see screen shot below).

iii. Allow a few minutes for the application to load. You should then be automatically directed to the computer testing session (see screen shot below).
Note: If the meeting does not start within a few minutes, click on “Run a temporary application” (see screen shot above), which will initiate a temporary fix that will allow you to enter the session.

To “Run a temporary application” on Google Chrome

i. Click “Run a temporary application”.

ii. Click “Add WebEx to Chrome” button (see screen shot below).

iii. Follow the onscreen prompts.

iv. Allow time for the application to connect (see screen shot below).
B. Firefox

If you are using the Firefox web browser, follow the steps below to install Cisco Webex to your internet browser.

i. Read the Cisco WebEx License Agreement (see link below).

ii. Click the “Download and Agree” button (see screen shot below).
iii. Follow the onscreen prompts to install the Cisco WebEx add-on (see screen shot below).

![Cisco WebEx Add-On Required to Join Meetings](image1)

iv. Allow a few minutes for the application to load. You should then be automatically directed to the computer testing session (see screen shot below).

![Starting WebEx...](image2)

Note: If the meeting does not start within a few minutes, click on “Run a temporary application” (see screen shot above), which will initiate a temporary fix that will allow you to enter the session.
To “Run a temporary application” on Firefox

i. Click “Run a temporary application”.

ii. Follow the onscreen prompts to download and run a temporary application.

iii. Allow time for the application to connect (see screen shot below).

C. Internet Explorer

If you are using the Internet Explorer web browser, follow the steps below to install Cisco WebEx to your internet browser.

i. Click the “Install" buttons (see screen shot below).
ii. Allow a few minutes to connect to Cisco WebEx (see screen shot below). You should then be automatically directed to the computer testing session (see screen shot below).

Note: If the meeting does not start within a few minutes, click on “Run a temporary application” (see screen shot above), which will initiate a temporary fix that will allow you to enter the session.
To “Run a temporary application” on Internet Explorer

i. Click “Run a temporary application”.

ii. Click the “Run” button (see screen shot below).

iii. Allow time for the application to connect to Cisco WebEx (see screen shot below). You should then be automatically directed to the computer testing session (see screen shot below).
D. Safari

If you are using the Safari web browser, follow the steps below to install Cisco WebEx to your internet browser.

i. Click the “Trust” button to install the “WebEx64 General Plugin Container”, which will allow you to enter the Cisco WebEx computer testing session (see screen shot below).

ii. Allow a few minutes for the program to install Cisco WebEx (see screen shot below).
iii. You should then be automatically directed to the computer testing session (see screen shot below).

NOTE: Safari does not have the option to run a temporary application.

5. JOINING A REAL-TIME REMOTE SESSION

Upon registering for a RTR session, you will receive a “Confirmation of Course Registration with ICCRC” message via email, which provides you with a summary of your registration details as well as information with respect to preparing for your course (e.g., course materials, expectations for the course, technology FAQs, etc.) and how to join the session (i.e., log-in details). NOTE: If you do not receive the “Confirmation of Course Registration with ICCRC” message, please email pme-fpp@iccrc-crcic.ca to confirm your course registration.

Three (3) days prior to your scheduled PME session, you will receive a “PME Welcome Message” via email, which provides you with a brief summary of your registration details as well as information on how to prepare for and join your session. NOTE: If you do not receive the “PME Welcome Message”, please email pme-fpp@iccrc-crcic.ca to confirm your course registration. It is important to keep this email, as you will need it to join your session. On the day of your scheduled session, refer to the “PME Welcome Message” e-mail in order to join your session.

A. To Join the Session

i. Click the link provided through the “PME Welcome Message” email;

ii. Click on the PME course title for which course you are registered;

iii. Click the “Real-Time Remote” button;
iv. Read all of the information provided on the “Real-Time Remote” webpage;

v. Click “here”, where it says: “Click here and then click ‘Join’”;  

vi. Identify the PME course on the “Live Sessions” webpage, for which you are registered (e.g., Client Account, as shown in the screen shot below);

vii. Click the “Join” button (see screen shot below);

viii. When prompted, type your full name (i.e., first and last name) next to “Your name:” and your email address next to “Email address:” in the box titled: “Join Session Now” (see screen shot below).

ix. Click the “Join Now” button (see screen shot below).
B. Upon Joining the Session

i. Locate the “Join This Integrated Voice Conference” box in the centre of your screen (see screen shot below).

ii. Click the “Yes” button (see screen shot below) to confirm that you want to participate in the session.
iii. Adjust the volume levels for your speaker and microphone in the grey “Volume” window (see screen shot below).

iv. Ensure the “Speaker Volume” (which is the top option and sliding bar) is positioned to the far right and that the “Mute” checkbox below it is unchecked. See screen shot below.

v. Ensure the “Microphone Volume” (which is the bottom option and sliding bar) is positioned to the far right. See screen shot below. **Note:** your microphone is automatically muted upon entry to the session and initially can only be unmuted by the instructor.

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vi. Locate your name in the “Participants” panel:

- If you are using a **PC computer**, the “Session Window” will look like the screen shot below. Locate your name in the “Participants” panel, under “Attendees”, on the right hand side of the page (see screen shot below).
C. Testing Your Audio

Upon entering the session, please test your audio (speaker and microphone). The steps for testing your audio are described below.
i. Ensure that your headset is completely plugged in to your personal computer and that the headset is turned on.

ii. Click on the “Audio” tab from the top of the “Session Window” page (see screen shot below).

iii. Click “Speaker/Microphone Audio Test...” from the drop down menu (see screen shot below).

iv. Ensure that the selected speaker listed in the dropdown box next to “Speaker” and the selected microphone listed in the dropdown box next to “Microphone” matches the speaker and microphone you are using for the session (see screen shot below).

v. Click the “Test” button to test your speaker (see screen shot below). If your audio is configured properly, you should hear music playing through your headset. If you do not hear music playing through your headset, re-check that the correct speaker is selected.

vi. Speak into your headset microphone and ensure that the green self-test bar is in the “Good” or green range. If it is not, re-check that the correct microphone is selected.

vii. Click “OK” to close the “Speaker/Microphone Audio Test” window, upon successfully testing your audio and headset.
6. PARTICIPATING IN A REAL-TIME REMOTE SESSION

Explanation of the “Session Window” and “Full Screen View”

There are two different windows that may be viewed during the RTR PME course and you may navigate independently between them, as needed.

The “Session Window” is the main window for the Cisco WebEx Training Center session and contains the “Session Information”, a menu bar for controlling your “Audio”, etc., and access to the “Participants” and “Chat” panels. For more information, see section “A” below.

The “Full Screen View” is activated when the instructor launches his/her PowerPoint presentation. In this view, the PowerPoint presentation will fill the entire window, but you are still able to control your “Audio” and access the “Participants” and “Chat” panels. For more information, see section “B” below.

A. Session Window

To operate the various communication features while you are in the “Session Window”, please read and follow the instructions below.
i. **Video (i.e., Webcam)**
   To activate your video feed:
   - Open the “Participants” panel by clicking on the “Participants” tab in the top right corner of the window.
   - Locate your name in the “Participants” list, which is located on the right hand side of the page in the “Participants” panel, under “Attendees” (see screen shot below).
   - Click on the video (webcam) icon, located to the far right of your name (see screen shot below), to turn on your video (webcam). The video (webcam) icon is grey when it is not activated (i.e., turned off) and it is green when activated (i.e., turned on).

ii. **Microphone**
To mute and unmute your microphone:
   - Click the microphone icon, which is also located in the “Participants” panel, to the far right of your name (see screen shot below). The microphone icon is grey when it is not on mute and it is red when it is on mute. Put your microphone on mute yourself whenever you are not addressing the instructor or participants.
   - To unmute yourself, click the microphone icon again and it will turn grey, which means you are unmuted.

iii. **Chat**
To send a chat message to the instructor:
   - Open the “Chat” panel by clicking the “Chat” tab in the top right corner of the window (see screen shot below). The “Chat” panel typically appears directly below the “Participants” panel.
   - Type your message in the field below the “Send to:” box (see screen shot below).
• Click the “Send” button to share your message with the instructor (see screen shot below).

iv. Additional tools

For information on how to operate several additional communication tools, which are located in the tool bar, please see the inset boxes below.

Tool bar features:

1. 🖐️ To signal to the instructor that you have a question, click the hand icon.
2. ✅ To answer “yes” to a question posed by the instructor, click the green checkmark icon.
3. ❌ To answer “no” to a question posed by the instructor, click the red “X” icon.
4. ✔️ To indicate to the instructor that you are ready to proceed, click the blue forward icon.
5. ⏯️ To indicate to the instructor that you are not ready to proceed, click the blue rewind icon.
6. 😊 There is an option to share emoticons with the instructor during the session; however, this feature will not be used during the session.
Tool bar features (cont’d):

7. To view the video feeds of the other participants in the session, click on the “Thumbnail/List” icon, which is located in the lower right hand corner of the “Participants” panel (see screen shot).
   - Click “Thumbnail”, rather than “List” from the dropdown box.
   - To view all participants in the session, click the advance and back arrows on either side of the thumbnails.

Tool bar features (cont’d):

8. To participate in an instructor-initiated poll, the instructor will launch the poll and you will see the question(s) and possible responses appear in a separate panel titled “Polling”.
   - If you do not see the “Polling” panel, you may open it by clicking the “Polling” tab in the top right corner of the window (see screen shot).
   - To respond to a poll, indicate your response by clicking in the radial button to the left of the answer so that the circle is filled.
   - Upon responding to all questions, click the grey “Submit” button, which is located in the bottom right hand corner of the panel (see screen shot).
   - When all of the participants have had a chance to respond to the poll, the instructor will share the results with you. The results will automatically appear on your screen.
v. Navigate to “Full Screen View”:

- Click “Full Screen” (see screen shot below).

B. Full Screen View

To operate the various communication features while you are in “Full Screen View”, please read and follow the instructions below.

Place your cursor over the horizontal green bar, which is centered at the top of the screen. A toolbar will appear (see screen shot below).
i. **Video (i.e., Webcam)**
   To activate your video feed:
   - Click the “Participants” icon in the toolbar (see screen shot below) and a participant panel will appear to the right of the screen.
   - Locate your name in the participant list, under “Attendees” and click the “Video” icon to the right of your name.
   - Check to see that the “Video” icon is green (which means active) and not grey (which means inactive).

ii. **Microphone**
   To mute and unmute your microphone:
   - Click the “Mute Me” icon in the toolbar (see screen shot below). The icon will turn red and read “Unmute Me” when the microphone is muted.
   - Click the “Unmute Me” icon to unmute the microphone.

iii. **Chat**
   To send a chat message to the instructor:
   - Click the “Chat” icon in the toolbar (see screen shot below) and the “Chat” panel will appear.
   - Type your message in the field below the “Send to:” box.
   - Click the “Send” button to share your message with the instructor.
iv. Additional tools

For information on how to operate several additional communication tools, which are located in the tool bar (see screen shot below), please see the box below.

**Tool bar features:**

1. To return to the “Session Window”, click the blue “Return” button.

   ![Return Button](image)

2. To adjust your audio (i.e., microphone or speaker), click the “Audio” button.

   ![Audio Button](image)

3. There is an option to annotate during the presentation; however, this feature will not be used during the session.

   ![Annotation Button](image)
C. Breakout Sessions / Group Activities

During the session there may be small group activities. In order to participate in these activities, the instructor will assign you to a particular “Breakout Session”. A “Breakout Session” is a separate, small group session in which you can collaboratively work on the assigned task with several other participants.

When introducing a group activity, the instructor will inform you that you will shortly be placed in the “Breakout Session”.

To join the “Breakout Session”:

To join the “Breakout Session”, unmute yourself before you leave the main room (i.e., the classroom) and then follow the prompts that appear in the pop-up windows on your screen. You will see two separate pop-up messages. For more information, see below.

i. Click “Yes” in response to both pop-up messages (see screen shots below). **NOTE**: Entering a “Breakout Session” does not require that you log-in to a separate application.

- The participant who was assigned the role of presenter by the instructor must click the grey “Yes” button in the pop-up window in response to the question: “You have been assigned as a presenter for a breakout session. Do you want to start the session now?” (See screen shot below.)

- The other participants in the “Breakout Session” (other than the person assigned the role of “Presenter”) must click the grey “Yes” button in the pop-up window in response to the question: “(Name of participant) has invited you to a breakout session. Do you want to join the breakout session?” (See screen shot below)
• The “Breakout Session” should quickly open upon clicking “Yes” to the above prompt.
• Once the “Breakout Session” opens, a “Voice Conference” pop-up window will appear informing you that your voice conference will be switched from the main session to the “Breakout Session” and asking you to confirm that you wish to continue.
• Click the grey “Yes” button to continue (see screen shot below).

• Adjust the volume levels for your speaker and microphone, as needed (see Section 5.B.iii-v of this Manual for more detail).
• If you mistakenly leave the breakout session, retrieve the “PME Welcome Message” email to re-join the class. Provided the break-out sessions are still in progress, you will automatically be directed to your break-out session upon re-joining the session and will need to follow the instructions above under the Section “To join the ‘Breakout Session’”.

To Participate in a “Breakout Session”:

i. Features

Features:

• The green and blue circle icon indicates who the “Presenter” is (see screen shot).
• Although there is an option to “End Breakout Session”, please do not end the session until instructed by the instructor to do so (see screen shot).
• You may “Ask for Help” from the instructor by clicking the hand icon (see screen shot).

ii. Sharing Applications

• The “Presenter” may share his/her desktop, Files, Applications, the WebEx Whiteboard (explained below), Web Content and Web Browser. To share:
  o Click on the “Share” tab, which is the third option from the left in the menu at the top of the page.
  o Select the format you wish to share from the list of options (see screen shot). The content will then be shared with all participants in the “Breakout Session”.
iii. Re-assigning the role of “Presenter”

To assign the role of “Presenter” to another participant, the current “Presenter” must:

- Click on the name of the participant who will become the new “Presenter” so that the row in which his/her name appears in the “Participants” panel is greyed out, and then
- Click on the grey “Make Presenter” button (see screen shot below).

iv. Messages from Instructor

- During the “Breakout Session”, you may receive messages from the instructor. After reading the message, you may close the message box by clicking the “OK” button (see screen shot below).

v. Whiteboard

The “Presenter” and other participants are able to use the “Whiteboard” feature during the “Breakout Session”. To use the whiteboard, follow the instructions below:
• Click on the “Share” tab, which is the third tab from left, on the top left hand corner of your screen. A dropdown box will appear.
• Select “Whiteboard” (see screen shot below).

Upon returning to the whole group session, the “Presenter” may be invited by the instructor to share the group’s whiteboard(s) with the whole group. To share the group’s whiteboard(s) with the whole group, follow the instructions below:

• The “Presenter” may then type notes, write using the marker, insert shapes and colours and erase when required (see screen shot below).
• A “Share Breakout Session Content” pop-up window will be sent by the instructor to the “Presenter” (see screen shot below).
• Click on the content to be shared (e.g., “Whiteboard”) (see screen shot below).
• Click the grey “OK” button, which is located at the bottom of the pop-up window (see screen shot below).

To end the “Breakout Session”:

i. Request to End Session Message

When the “Breakout Session” is about to end, you will receive a pop-up message asking you to end the breakout session and return to the whole group session.

• Click the grey “End Session” button in the “Breakout Session Manager” pop-up window (see screen shot below).

ii. End of Session Reminder Message

You will then receive another pop-up window, notifying you that the “Breakout Session” will end in 30 seconds and you will automatically be returned to the main session (see screen shot below).

• Click the grey “Close” button.
Re-entering the Whole Group Session:

Upon re-entering the whole group session, please ensure that your video (webcam) is turned on (i.e., activated) and that your microphone is put on mute.

- For instructions on how to turn your video (webcam) on, please see Question 6 of Section 7 (“Technology Frequently Asked Questions”) of this document.
- For instructions on how to put your microphone on mute, please see Question 10 of Section 7 (“Technology Frequently Asked Questions”) of this document.

7. TECHNOLOGY FREQUENTLY ASKED QUESTIONS

1. I am trying to join the session, but am unable to log in
2. I am trying to join the session but the word “Join” doesn’t appear to the far right of the title of the session and the Name and Email Address fields are ‘greyed out’ (i.e., not active)
3. I cannot hear the Practice Management Instructor (PMI) and/or other members
4. The Practice Management Instructor (PMI) and/or other members cannot hear me
5. I cannot see the Practice Management Instructor (PMI) and/or other members
6. I can see the Practice Management Instructor (PMI) and/or other members, but not myself
7. I am hearing static
8. My voice is distorted/intermittent when speaking
9. My audio/video feed is cutting in and out
10. I cannot put my microphone on mute
11. I have Firewall issues
12. I would like to test my equipment prior to the session
13. I have an issue not addressed above

1. I am trying to join the session, but am unable to log in

Check to see that it is the correct date and time to join the session.

If it is the correct date and time, follow the steps below to log in to the session:
  - Close all other windows and applications.
• Click [here](#) and then click “Join”, which is located to the far right of the title of the session you are trying to join (e.g., Retainer Agreement Course, etc.).

• When prompted, type your **full name** (i.e., first and last name) next to “Your name:” and your email address next to “Email address:” in the box titled: “Join Session Now”, which is located to the far right of the screen.

• Click “Join Now”.

If the problem continues, contact the Education Coordinator at 1-877-836-7543 or 289-348-0422 (press 3).

According to the **Expectations for completing a course via RTR**: “All sessions start on time. You will not be allowed in to the session if you log in after the scheduled start time.” If the session has begun, you will not be able to log in and must contact the Education Coordinator to register again for the course. Please refer to ICCRC’s **Cancellation or No-show Policy** for more information.

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2. I am trying to join the session but the word “Join” doesn’t appear to the far right of the title of the session and the Name and Email Address fields are ‘greyed out’ (i.e., not active)

You are trying to join the wrong session, or it is not the correct time to log in to your session.

Check to see that you are joining the correct session and that you are joining at the correct time.

If the problem continues, contact the Education Coordinator at 1-877-836-7543 or 289-348-0422 (press 3).

According to the **Expectations for completing a course via RTR**: “All sessions start on time. You will not be allowed in to the session if you log in after the scheduled start time.” If the session has begun, you will not be able to log in and must contact the Education Coordinator to register again for the course. Please refer to ICCRC’s **Cancellation or No-show Policy** for more information.

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3. I cannot hear the Practice Management Instructor (PMI) and/or other members

To attempt to resolve this issue, try the following:

• Check the volume controls on your personal computer and headset and ensure they are not muted.

• Check the connection from your headset to your personal computer. Ensure your headset is completely plugged in to your personal computer.
• Check the “Speaker Volume” controls in Cisco WebEx Training Center by following the steps below:
  - If you are in “Full Screen View”:
    o Place your cursor over the horizontal green bar, which is centered at the top of the screen and a toolbar will appear.
    o Click the “Audio” icon (which is the third option from the left) and a grey window will appear.
    o Check the “Speaker Volume” (which is the top option and sliding bar) and ensure that the bar is positioned to the far right and that the “Mute” checkbox below it is unchecked.
  - If you are in the “Session Window”:
    o Click “Audio” (which is located in the menu bar at the top of the screen) and a drop down menu will appear.
    o Click “Integrated Voice Conference” and a sub menu will appear.
    o Click “Volume…” and a grey window will appear.
    o Check the “Speaker Volume” (which is the top option and sliding bar) and ensure that the bar is positioned to the far right and that the “Mute” checkbox below it is unchecked.

• Upon joining the session, you may have selected “No” to the question: “Your Presenter has started an integrated voice conference. Do you want to participate?” To resolve this issue:
  - If you are in “Full Screen View”:
    o Place your cursor over the horizontal green bar, which is centered at the top of the screen and a toolbar will appear.
    o Click the dropdown arrow to the far right of the toolbar and a dropdown menu will appear.
    o Click “Integrated Voice Conference” and a submenu will appear.
    o Click “Join Conference”.
  - If you are in the “Session Window”:
    o Click “Audio” (which is located in the menu bar at the top of the screen) and a drop down menu will appear.
    o Click “Integrated Voice Conference” and a sub menu will appear.
    o Click “Join Conference”.

If the issue is not resolved by following the suggestions above, you may be experiencing firewall issues. See question #11 for more information.

If the problem continues, contact the Education Coordinator at 1-877-836-7543 or 289-348-0422 (press 3).
4. The Practice Management Instructor (PMI) and/or other members cannot hear me

To attempt to resolve this issue, try the following:

- Check the volume controls on your personal computer and headset and ensure they are not muted.

- Check the connection from your headset to your personal computer. Ensure your headset is completely plugged in to your personal computer.

- Check the “Microphone Volume” controls in *Cisco WebEx Training Center* by following the steps below:
  - **If you are in “Full Screen View”:**
    - Place your cursor over the horizontal green bar, which is centered at the top of the screen and a toolbar will appear.
    - Click the “Audio” icon (which is the third option from the left) and a grey window will appear.
    - Check the “Microphone Volume” (which is the bottom option and sliding bar) and ensure that the bar is positioned to the far right and that the “Mute” checkbox below it is unchecked. The sliding bar will automatically adjust based on the volume of your voice. You should also see the green volume meter light up when you speak.
  - **If you are in the “Session Window”:**
    - Click “Audio” (which is located in the menu bar at the top of the screen) and a drop down menu will appear.
    - Click “Integrated Voice Conference” and a sub menu will appear.
    - Click “Volume…” and a grey window will appear.
    - Check the “Microphone Volume” (which is the bottom option and sliding bar) and ensure that the bar is positioned to the far right and that the “Mute” checkbox below it is unchecked. The sliding bar will automatically adjust based on the volume of your voice. You should also see the green volume meter light up when you speak.

- Upon joining the session, you may have selected “No” to the question: “Your Presenter has started an integrated voice conference. Do you want to participate?” To resolve this issue:
  - **If you are in “Full Screen View”:**
    - Place your cursor over the horizontal green bar, which is centered at the top of the screen and a toolbar will appear.
    - Click the dropdown arrow to the far right of the toolbar and a dropdown menu will appear.
    - Click “Integrated Voice Conference” and a sub menu will appear.
    - Click “Join Conference”.
  - **If you in the “Session Window”:**
    - Click “Audio” (which is located in the menu bar at the top of the screen) and a drop down menu will appear.
    - Click “Integrated Voice Conference” and a sub menu will appear.
    - Click “Join Conference”.

If the issue is not resolved by following the suggestions above, you may be experiencing firewall issues. See question #11 for more information.

If the problem continues, contact the Education Coordinator at 1-877-836-7543 or 289-348-0422 (press 3).

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5. I cannot see the Practice Management Instructor (PMI) and/or other members

To attempt to resolve this issue, try the following:

- Check to see that the “Thumbnail/List” icon is set to “Thumbnail” view by following the steps below:
  - **If you are in “Full Screen View”:**
    - Place your cursor over the horizontal green bar, which is centered at the top of the screen, and a toolbar will appear.
    - Click the “Participants” icon (which is the fifth option from the left) and a participant panel will appear to the right of the screen.
    - Click the “Thumbnail/List” icon in the lower right hand corner of the “Participants” panel and a drop down menu will appear.
    - Click “Thumbnails”, rather than “List”. To view all participants in the session, click the advance and back arrows on either side of the thumbnails.
  - **If you are in the “Session Window”:**
    - The “Participants” panel should appear to the far right of the screen.
    - Click the “Thumbnail/List” icon located in the lower right hand corner of the “Participants” panel, which appears directly above the “Chat” panel, and a drop down menu will appear.
    - Click “Thumbnails”, rather than “List”. To view all participants in the session, click the advance and back arrows on either side of the thumbnails.

If the issue is not resolved by following the suggestions above, you may be experiencing firewall issues. See question #11 for more information.

If the problem continues, contact the Education Coordinator at 1-877-836-7543 or 289-348-0422 (press 3).

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6. I can see the Practice Management Instructor (PMI) and/or other members, but not myself

To attempt to resolve this issue, try the following:

- Check to see that no other applications are using your webcam (e.g., Skype, etc.).
- Check to see that the “Video” icon is activated by following the steps below:
  - **If you are in “Full Screen View”:**
- Place your cursor over the horizontal green bar, which is centered at the top of the screen, and a toolbar will appear.
- Click the “Participants” icon (which is the fifth option from the left) and a participant panel will appear to the right of the screen.
- Locate your name in the participant list and click the “Video” icon to the right of your name.
- Check to see that the “Video” icon is green (which means active) and not grey (which means inactive).

-If you are in the “Session Window”:
  - The “Participants” panel should appear to the far right of the screen.
  - Locate your name in the participant list and click the “Video” icon to the right of your name.
  - Check to see that the “Video” icon is green (which means active) and not grey (which means inactive).

- Click here to test your webcam to determine if it works properly. This link will take you to a private testing room where you can activate your webcam and receive automated diagnostic feedback.

If the issue is not resolved by following the suggestions above, you may be experiencing firewall issues. See question #11 for more information.

If the problem continues, contact the Education Coordinator at 1-877-836-7543 or 289-348-0422 (press 3).

7. I am hearing static

To attempt to resolve this issue, try the following:

- Check the connection from your headset to your personal computer. Ensure your headset is completely plugged in to your personal computer.

- Turn down the volume on your headset and raise the volume on the desktop taskbar of your personal computer by manipulating the volume icon.

- Check the “Speaker Volume” controls in Cisco WebEx Training Center by following the steps below:
  -If you are in “Full Screen View”:
    - Place your cursor over the horizontal green bar, which is centered at the top of the screen and a toolbar will appear.
    - Click the “Audio” icon (which is the third option from the left) and a grey window will appear.
    - Check the “Speaker Volume” (which is the top option and sliding bar) and ensure that the bar is positioned to the far right and that the “Mute” checkbox below it is unchecked.
-If you are in the “Session Window”:
  - Click “Audio” (which is located in the menu bar at the top of the screen) and a drop down menu will appear.
  - Click “Integrated Voice Conference” and a sub menu will appear.
  - Click “Volume…” and a grey window will appear.
  - Check the “Speaker Volume” (which is the top option and sliding bar) and ensure that the bar is positioned to the far right and that the “Mute” checkbox below it is unchecked.

If the problem continues, contact the Education Coordinator at 1-877-836-7543 or 289-348-0422 (press 3).

8. My voice is distorted/intermittent when speaking

To attempt to resolve this issue, try the following:

- Check the connection from your headset to your personal computer. Ensure your headset is completely plugged in to your personal computer.

- Close all windows and applications other than Cisco WebEx Training Center.

If the problem continues, contact the Education Coordinator at 1-877-836-7543 or 289-348-0422 (press 3).

9. My audio/video feed is cutting in and out

To attempt to resolve this issue, try the following:

- Close all windows and applications other than Cisco WebEx Training Center.

- If you have an Ethernet/network port, connect your Ethernet/network cable directly to your internet hub/router/modem. Then disable your wireless connection (Wi-Fi).

- Open a new web page and ensure your internet speed is at least 5 Mbps (download speed) and 0.5 Mbps (upload speed). To check the speed of your bandwidth, click here.

If the problem continues, contact the Education Coordinator at 1-877-836-7543 or 289-348-0422 (press 3).
10. I cannot put my microphone on mute

To attempt to resolve this issue, try the following:

- Check the “Microphone Volume” controls in Cisco WebEx Training Center by following the steps below:
  - If you are in “Full Screen View”:
    o Place your cursor over the horizontal green bar, which is centered at the top of the screen and a toolbar will appear.
    o Click the “Mute Me” icon (which is the fourth option from the left). The icon will turn red and read “Unmute Me” when the microphone is muted. [NOTE: To unmute, click the “Unmute Me” icon.]
  - If you are in the “Session Window”:
    o The “Participants” panel should appear to the far right of the screen.
    o Locate your name in the “Participants” panel and click the “Mute” icon to the right of your name. Ensure the “Mute” icon is red (which means active) and not grey (which means inactive). [NOTE: Upon joining the session, you are automatically placed on mute and can only be unmuted by the instructor. Once the instructor has unmuted you, you can unmute yourself at any point during the session by clicking the “Mute” icon and ensuring it is grey.]

If the problem continues, contact the Education Coordinator at 1-877-836-7543 or 289-348-0422 (press 3).

11. I have Firewall issues

If you are experiencing difficulty with your video/audio, your firewall may be blocking the outgoing/incoming port that is required. For more information on resolving firewall issues, click on the relevant link below:

Firewall configuration for Windows Vista
Firewall configuration for Windows 7
Firewall configuration for Windows 8/8.1
Firewall configuration for Mac OS X v10.6 or later

12. I would like to test my equipment prior to the session

To test your equipment prior to the session, follow the instructions below:

- Close all other windows and applications.
• Click here and then click “Join” next to the session titled: “Computer Testing”. *(Notes: a) The testing room is open Monday-Friday; b) The log in prompt at the top right of the page is for Instructors only; and c) There is a limit as to how many people are admitted into the testing room at a time. In the event you are unable to join, wait several minutes and try again.)*

• When prompted, type your full name (i.e., first and last name) next to “Your name:” and your email address next to “Email address:”.

• Click “Join Now”.

• Once in the live testing room, follow the instructions on the slides provided to self-test your speaker/microphone and webcam.

13. I have an issue not addressed above

Contact the Education Coordinator at 1-877-836-7543 or 289-348-0422 (press 3).