WebEx Training FAQs

To get the most out of this training, we recommend that you join a few minutes early to give yourself time to download or update the WebEx tool. While not required, use of the downloaded version of WebEx will make it much easier to follow the training as well as much easier to ask questions of the panelists.

Q: How do I ask questions during the training?

A: WebEx provides a Q&A window that should be used to ask questions during the training. Please do not ask questions using the chat window as panelists are not able to see questions posted to chat. You can open the Q&A window by moving your cursor over the tool bar tab at the bottom of your browser window. Click the "…" icon (3 dots) to pop-up a menu that provides the Q&A option (see image below). The Q&A window should "float" so that you can drag it out of the way. If you have more than one monitor, you may find it convenient to move the Q&A window to a screen that is not displaying the training.

Q: How do I zoom in the WebEx to make the screens large enough to read?

A: We recommend that you plan to watch the training from a computer with the largest screen you have available. A phone screen will be extremely challenging. WebEx provides three different ways to zoom on your screen to make the presentation larger (see image at end).

- Right click anywhere on screen. A pop-up menu with a "View" option should display. Click View to open a list of zoom options for selection
- Move your mouse to the left side of the window, about half-way up (or down) the page. Plus, minus and full screen controls will appear
- Hover in the upper right corner to make the Layout control appear. Click it and then move the slider on "Full-screen view" to turn that option on

WebEx Session tools:
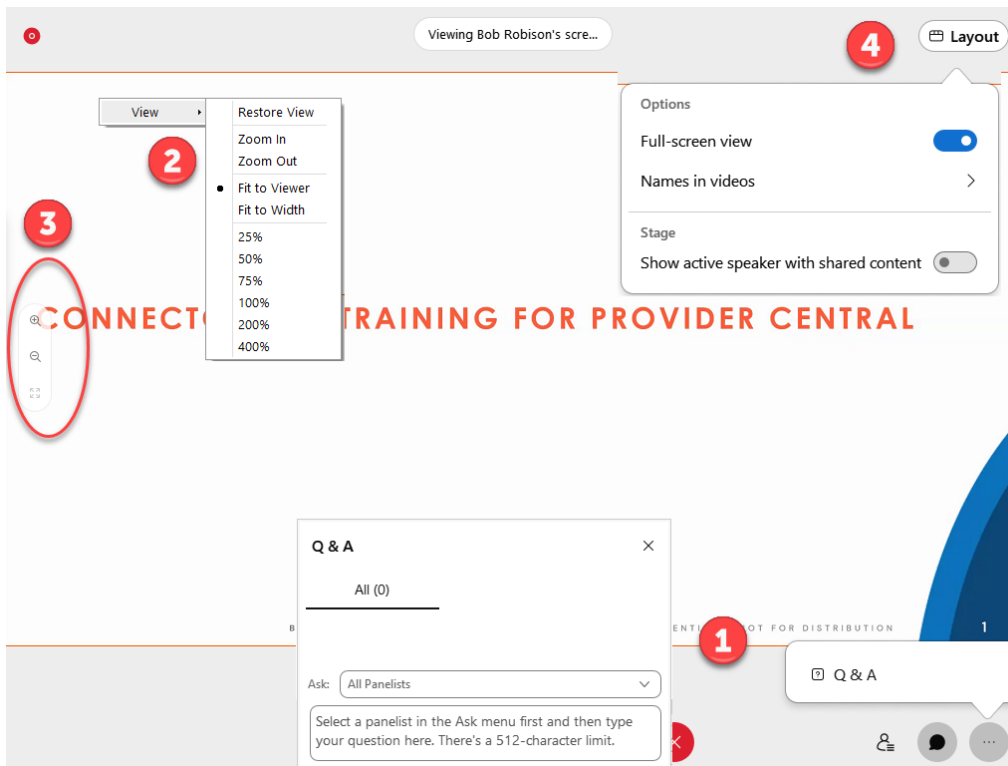
1. Click the … icon to access the Q & A feature.

2. Right click anywhere to open the View Pop-up and change the zoom level

3. Or place the mouse on the left side of the screen to make zoom controls visible

4. Hover in the upper right corner to make the Layout control appear. Click it and then move the slider on "Full-screen view" to turn that option on

Q: I am having trouble joining the WebEx training. What should I do?

A: If you are having difficulty launching the WebEx tool, try using the browser-based version of the WebEx tool by choosing the "Join by browser" link instead of the "Join Now" button. You can also use the dial-in number (844-245-7693) to access the audio portion of the training if you are having difficulty with computer audio. You will need to have the meeting id or access code provided in your training registration confirmation email. When using the browser only version of WebEx, options described above for enlarging the screen or accessing the Q&A may be limited or different than shown.
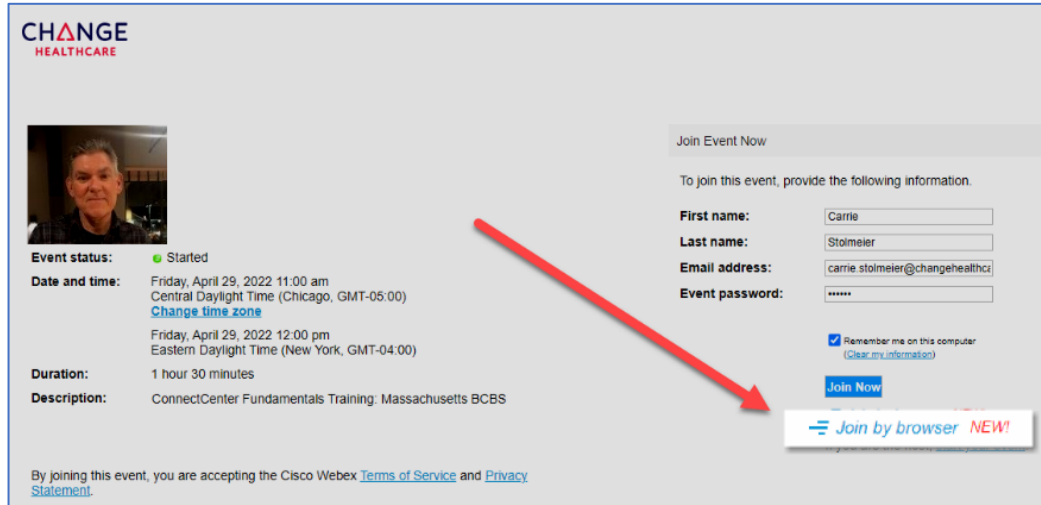
Q: Where do I find the WebEx Meeting Number or Access Code?

A: The dial-in number (844-245-7693) and meeting ID are provided in the confirmation email you received from Blue Cross Blue Shield of Massachusetts after registering.