

How do I create a WebEx account?

Submit a request for an account by going to meetny.webex.com. Click on the “Log In” button on the right side of the page and follow the instructions under “I do not have an account.”

What if I don't see my agency in the dropdown list?

Type in your agency name if it is not available in the dropdown.

What is the cost for each of the uniteNY WebEx services (Meeting Center, Event Center, Support Center, and Training Center)?

There is no cost to state agencies.

Can my agency request as many host user accounts as needed?

Yes.

Which WebEx services account should I request?

You should request the **Meeting Center** which is the default account for WebEx audio and online conferences (meetings).

Can I request additional access other than Meeting Center (e.g., Training Center)?

Yes. For **Event Center** and **Support Center**, attempt to schedule a session. You will get a message that you do not have host privileges for that service, but will be prompted to request them. For **Training Center**, please submit a request for access through your Service Desk. You can also submit a request for **Event Center** and **Support Center** through a Service Desk request.

How many people can participate in each of the WebEx Centers?

Meeting Center supports up to 500 participants in a session.

Event Center supports up to 500 participants and connects host to audience with real time, online webinars and on-demand recorded presentations which can be played back on demand.

Support Center supports up to five participants in a session.

Training Center supports up to 500 participant interactive classes and training online, with video, breakout sessions, and hands-on learning labs.

Is there training available for WebEx?

The quick reference guide located at the URL below is the only training available at this time.

https://www.its.ny.gov/sites/default/files/documents/webex_guide_rev_20150326.pdf

You can also access WebEx University for additional guides and video training features. <http://university.webex.com/training/student/content/welcome.do>

Do we need to always access the service with a computer?

For creating and managing the meeting, yes. After that you can have audio-only access by phone as long as you have the meeting information (phone number to call, meeting ID, and meeting password).

Can I set up the meeting online then call in from somewhere to host a conference call?

Yes. You must have the call-in number and meeting ID.

Is there a toll-free number for participants outside the local 518 calling area?

Yes, there is a toll-free number. For participants outside the 518 calling area, dial: 1-844-633-8697. Alternate Toll Free - (For callers not able to call the 844 Toll Free Number): 1-866-776-3553. However, participants that don't want to dial the phone number can have WebEx call them at a number of their choice. You simply click on the web URL for the meeting and you will be prompted by the MeetNY Conference to choose to have the system call you directly. You will then be prompted to input your phone number and will get a call from the system. This is also the case if you download the WebEx mobile app for your smart phone.

Can I set up WebEx audio-only meetings?

When you set up a WebEx meeting and it generates your meeting, you will have both online and audio options and you can do either one (i.e., you can do audio-only just as you used to do with InterCall, or you can do the meeting online).

Is this intended to replace video conferences, Live Meeting, etc.?

WebEx is not intended to replace video conferences between devices like Tandberg and Polycom. However, the MeetNY WebEx offering is intended to replace existing subscriptions of NYS government entities that utilize third party audio and web conferencing services such as InterCall, LiveMeeting, WebEx, Lync, GoTo Meeting, etc.

Are there closed captioning and transcription options to satisfy accessibility requirements?

No.

Is ITS providing reference guides or FAQ documents for agency staff to post?

All reference guides and FAQs are posted at <http://www.its.ny.gov/telecommunications>.

We currently have many InterCall users. Can they be added to WebEx by someone at WebEx if we provide a list with their current InterCall information? That is, are you doing bulk conversion?

No, we are not doing bulk conversions. Each host user needs to request an account by following the steps in “How do I create a WebEx account?” above. You may also refer to the WebEx User Guide located on the ITS website at https://www.its.ny.gov/sites/default/files/documents/webex_guide_rev_20150326.pdf.

How long after requesting an account does it take to receive your account information?

It normally takes between 24 and 48 hours.

When does uniteNY WebEx go live?

uniteNY WebEx is live now. If you haven't already, you should set up and start using a WebEx account and immediately discontinue use of any other conferencing service to initiate savings for your agency.

Will someone be expected to review who has signed up for access to confirm the identity of authorized staff?

Yes, the uniteNY WebEx administrators (Admins) can generate a report of account owners/usage for agencies.

Who are the WebEx admins?

WebEx admins are a team of WebEx site managers who maintain and provision accounts for requestors.

Who provides user support?

Users should call the ITS Enterprise Service Desk for support at (518) 408-6487 or (800) 697-1323.

How do I reset my WebEx password?

Go to meetNY.webex.com and click on the "I forgot My Password" link.

I received an email to "Contact the Site Administrator." The email does not identify the site administrator. How do I determine who the site administrator is and how to contact them?

You can contact the site administrator by selecting "Reply" to the email you received. In the email you can request more information about why you received the email.

I have a WebEx account through Interval and other colleagues use free WebEx. Do we still need to switch to uniteNY WebEx?

Yes, you do, and it is free.

Can a meeting start automatically?

No, but anyone can start an audio conference as long as they have the call-in number and meeting ID. For an online conference, the host can designate an alternate host when they setup the meeting. That alternate host must have a WebEx account to start the conference because they need to enter their WebEx user ID and password to start the meeting. Alternatively, a host or alternate can start the meeting, then pass it on to another participant to be an instant alternate.

Can someone else run my meeting?

Anyone can start an audio conference as long as they have the call-in number and meeting ID. For an online conference, the host can designate an alternate host when they setup the meeting. That alternate host must have a WebEx account to start the conference because they need to enter their WebEx user ID and password to start the meeting. Alternatively, a host or alternate can start the meeting, and then pass it on to another participant to be an instant alternate.

Will my meeting end automatically if it runs over the scheduled time?

No, a meeting can continue for up to 24 hours as long as there is at least one participant in the meeting. However, a meeting ends when the host or alternate host leaves the meeting.

Can a helpdesk staff have "SUPERUSER" type access to start a meeting when the originator is not available?

No, there is no "SUPERUSER" type access.

How many WebEx sessions can I schedule at a time as a host-user?

You can schedule only one WebEx session at a time.

I currently do webinars using other systems (e.g., Adobe Connect). Can I do webinars with uniteNY WebEx?

Yes, you can do webinars in WebEx with the basic Meeting Center account.

Can WebEx integrate with Microsoft Outlook or Lotus Notes?

Yes, WebEx integrates with Microsoft Outlook (all Centers) and with Lotus Notes (Meeting Center only).

Can I compare the various WebEx Centers to understand what each one offers?

Yes, you may use this link to access a Product Comparison Chart:
http://www.cisco.com/en/US/prod/ps10352/product_comparison.html.

Do I need PC administrator rights to install the WebEx MS Outlook Productivity Tools?

Yes, please consult your local IT Support for help installing Productivity Tools.

Is it possible to restrict attendees from unmuting themselves?

Yes, Event Center is the only Center in WebEx that does not permit attendees to unmute themselves, as long as the “Mute on Entry” option is selected in the advanced scheduler. Although Meeting Center and Training Center permit the host to select “Mute on Entry” when scheduling, both Centers permit the attendees to unmute themselves at any time.

Admin FAQs

Can any of the Admin settings be changed (e.g., change password setting requirement for training, meetings, etc., to “optional”)?

No, this is currently not an option.

How much recording storage allocation is allowed before overage charges are incurred?

The current limitation is 1,000 MB (1 GB) per person.

How much personal document storage is allowed before overage charges are incurred?

Personal document storage is included in the 1,000 MB (1 GB) per person limit.

Are there going to be naming conventions and other considerations now that all agencies will be using one site? For example, naming conventions for sessions and shared tests?

No, there are no naming conventions at this time. The session IDs created for each meeting are the unique identifiers. If desired, the host who creates the session can enter a friendly name and description for the session.

If participants are experiencing issues during a training session, what WebEx technical support number should they call?

Session support calls should be directed to the ITS Enterprise Service Desk at (518) 408-6487 or (800) 697-1323.

I am a WebEx administrator. Where should I go for “how to” training on administering WebEx users?

Please refer to the "Overview of User Management" chapter in the online Cisco WebEx Administrator Guide located here:

<http://www.webex.com/webexconnect/orgadmin/help/index.htm>