

Tips for using Webex virtual meeting platform

1. If at all possible, please allow yourself at least 30 minutes to work through any connection issues, especially if you've never used Webex for virtual meetings.
2. Recommended systems for Webex

Operating system	Windows 7 - Windows 10 Mac OS X 10.9 (Mavericks) - macOS Catalina (10.15) Linux Google Chrome OS Android OS 5 (Lollipop) - Android 9 (Pie) iOS 10 - iOS 12 Windows Phone 8+, Windows 8RT+
Web browser	Google Chrome (most recent 2 versions) Mozilla Firefox (most recent 2 versions)
Internet connection	Computer: 1 Mbps or better (broadband recommended) Mobile device: 3G or better (Wi-Fi recommended for VoIP audio)
Hardware	2GB of RAM (minimum), 4GB or more of RAM (recommended) Microphone and speakers (USB headset recommended)

3. Test your internet connection at <https://fast.com>
If your speed is less than 100 mbps, follow steps 4 and 5 below
If your speed is more than 100 mbps, go to step 6 below
4. Power off all non-essential devices, or place them in Airplane Mode:
 - IPTV's, Smart TV's
 - iPad's or other computer devices
 - Do not stream music or videos while joining Webex
 - Make sure IoT and security devices aren't using the Internet
 - Close Outlook/email client (i.e. use webmail)
5. Test your internet connection again to get it as close to 100 mbps as possible <https://fast.com>
6. Close all open programs on your computer i.e. only have one program open, which would be Webex once you join
7. To join, please use the unique link that was sent to you via email by "**Webex**". Please do not share that link with anyone, and do not register for the webinar any other way. The unique link in your email from Webcasting Team will connect you directly to Webex.