

HOW TO PARTICIPATE IN A WEBEX HEARING

Webex App – Desktop or Web App

The State Personnel Board (SPB) recommends using the Webex Desktop App, due to various known issues and limitations with Webex's Web App: <https://help.webex.com/en-us/n0rqd8g/Cisco-Webex-Web-App-Known-Issues-and-Limitations>

Please refer to the attached Webex System Requirements for information concerning appropriate operating systems, as well as appropriate video and audio options.

Camera

Unless expressly permitted by the Presiding Administrative Law (PALJ) Judge or the Administrative Law Judge (ALJ) assigned to the hearing, all hearing participants must join the hearing through a computer or tablet that has an internal camera or an attached camera through which all other hearing participants can view the participant. (Refer to the attached Webex System Requirements, Video Supported Cameras.) Hearing participants shall not be permitted to join a hearing using a smart cellular telephone camera unless expressly authorized to do so by the PALJ or the ALJ. No participants shall be permitted to turn off their cameras during the hearing unless permitted to do so by the ALJ.

The camera should not face a window or other brightly-lit area, as that will wash out the video image and make viewing the participant difficult.

Audio

Participants will not be permitted to use their computer's or tablet's internal microphone when participating in the hearing, as those microphones create significant audio feedback that degrades the official hearing recording. The SPB strongly recommends that hearing participants utilize headsets that support Mute Integration. (Refer to the attached Webex System Requirements, Third-Party Headsets Supporting Mute Integration.)

Join a Meeting

The computer or tablet station used to join the Webex hearing should be located in a private, secluded area, free from foot traffic, background noise, and other distractions.

After you are scheduled to participate in a Webex SPB Hearing, you will receive an e-mail invitation from which you can click the "Join" link to join the hearing. Please ensure the video camera and headset/microphone are plugged in and/or otherwise operational

prior to joining the hearing. Clicking the “Join” link will launch the Webex Desktop app and connect you to the hearing.

The Webex user interface is relatively simple. Upon joining the hearing, you will be designated as a Participant, and the ALJ will be designated as the Host. Control icons are located at the bottom of the screen and will allow you to, among other things, mute your microphone and turn off the video camera. A list denoting the Host and all hearing participants will appear on the right-hand side of the screen. Video images of all attendees will appear at the top and/or bottom of the screen. The person speaking will appear in the center of the screen. Due to the small delay inherent in video conferencing, it is important to allow participants to finish speaking so as to avoid talking over one another.

As the Host, the ALJ will have the authority to mute hearing participants, as well as to disconnect hearing participants. If you want to mute your audio, click “Mute my Microphone.” You will see an icon with a slash across a microphone indicating your microphone has been muted. Click “Unmute my Microphone” when you want to start speaking. You can also click the Mute button on your headset if it has that option.

Sharing Documents

The ALJ will also have the ability to permit, in the ALJ’s sole discretion, the legal representatives and/or parties to electronically share documents during the hearing.

In order to share a document during the hearing, the person sharing the document must:

- Upload the document into the computer/tablet and load it onto the screen.
- Click the “Share” icon (circle containing a three-sided box with an upward-pointing arrow).
- A small dialogue box will appear. Click “Screen.”
- An orange bar will appear at the top of the screen informing the representative that their screen is now being shared.
- Use the orange tool bar for navigation purposes.
- Click the “Stop Sharing” link to turn off Screen Sharing.

Additional Sources

Webex Meetings can be downloaded here: <https://www.webex.com/downloads.html>

How to Join a WebEx Meeting: <https://help.webex.com/en-us/nrbgeodb/Join-a-Webex-Meeting>