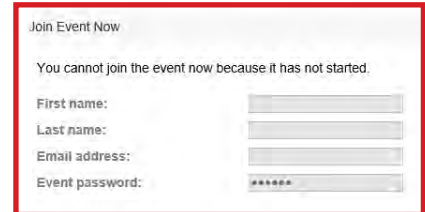
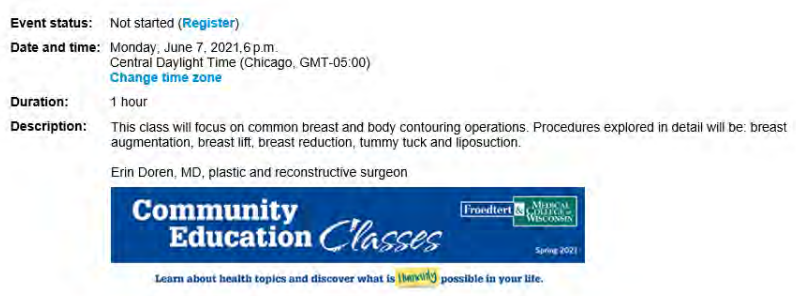


Virtual Community Education Classes Computer Instructions

Froedtert & the Medical College of Wisconsin Community Education Classes are offered **virtually**, keeping you connected and informed when safety and convenience are a priority.

Thank you for your participation in our online Community Education classes. To successfully join our virtual classes, please follow these steps.

1. Immediately after registering, you will receive an e-mail from **messenger@webex.com** with the required link to join the virtual class. **Please save this e-mail.** If you do not receive the e-mail, please reach out to **communityeducation@froedtert.com** 24 hours prior to your class to resolve the issue. An example of the e-mail you will receive can be found on the right.
2. On the night of your class, **click the “Join Event” link** (red box in picture above) found within the e-mail. **Please join 15 minutes before the class begins to have time to troubleshoot if there is a connection problem.** You will be directed to a webpage that will look like the example below:



By joining this event, you are accepting the Cisco Webex [Terms of Service](#) and [Privacy Statement](#).

NOTE: On the right side of your screen, **fill out the “Join Event Now” info** (red box in picture above), which includes your first and last name, e-mail address and the event password. Always use the e-mail address you registered with. If prompted to enter, the event password will be 1234. **If the boxes are gray and you are unable to enter your information, please wait a few minutes, refresh your page and try again.** This means the presenter has not yet started the class.

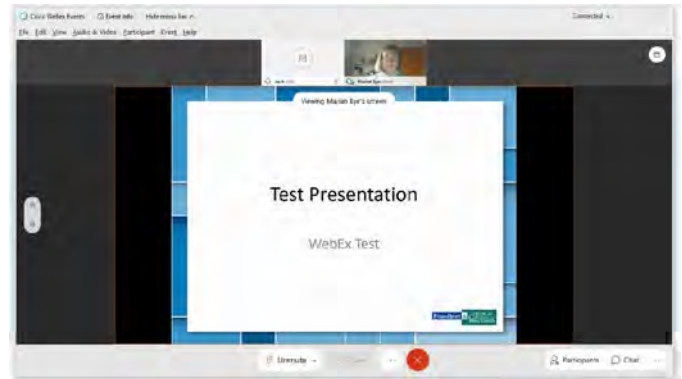
3. Click on “Join Now.” A webpage similar to the one on the right will appear:

NOTE: **Install the Cisco WebEx extension by following the instructions on your screen OR if you do not wish to download the extension or have trouble with downloading, click on Run a temporary application,** which will likely be found at the bottom of your screen (underlined in red in picture on right).



Virtual Community Education Classes Computer Instructions

- Once you have downloaded the extension or run the temporary application, you will be able to join the virtual class. After you have joined, your screen will look similar to the example on the right. You will see the presenter and the presentation.

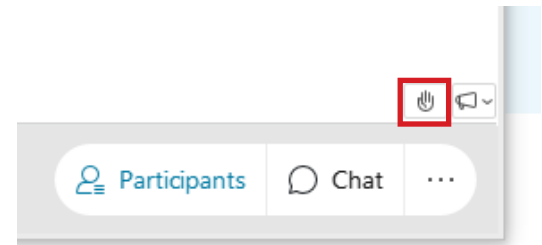


NOTE: You will be MUTED when you enter the class.
The presenter and the other attendees will not be able to see or hear you.

- To ask a question during the class, use the online chat or raise your hand. These options will likely be on the bottom right of your screen.

To chat: Click the chat button and type your question. This question will then be sent to the host.

To raise your hand: Click the participants' button, and then click the small hand icon (see in red box to the right). When you raise your hand, the host will be notified and you will be unmuted, allowing you to speak to the presenter and the class.



- When the class is over, you may close your browser.
- You will receive a survey a day or two after your class. Please share your thoughts on your overall experience and any suggestions for improvement. We truly appreciate your feedback.

Additional troubleshooting resources

Main WebEx tech support site: <https://help.webex.com/en-us/>

Other WebEx articles:

[Try a TEST MEETING!](#)

[Stuck? View this TROUBLESHOOTING article](#)

[Tips on how to connect to WebEx audio](#)

For additional support, you may contact Cisco WebEx directly: **1-866-229-3239** (Available 24 hours a day, 7 days a week).

Froedtert Health complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Attention: If you speak another language, assistance services, free of charge, are available to you. Call: 414-805-3000 (TTY: 1-800-947-3529)

Español (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al: 414-805-3000 (TTY: 1-800-947-3529)

Hmoob (Hmong): LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau: 414-805-3000 (TTY: 1-800-947-3529)