

Before You Begin*

BEFORE ATTEMPTING TO JOIN A CLASS

Verify your Internet connection

Make sure the WebEx Training Manager plug-in can install

Disable pop-up blocking software or allow pop-ups for the domain <https://nysdoh.webex.com>

Be near a telephone to dial into the audio portion of the conference

To participate in on-line conferences you must be able to install and use Internet browser plug-ins. This typically requires that you have administrative rights over the computer you intend to use for the meeting. If you do not have rights to install software on the computer you intend to use, or are unsure if you can install software on that computer, please contact your information technology staff before attempting to connect to the meeting.

The required plug-in is called WebEx Training Manager and is designed to self-install upon joining a meeting. If you prefer, the plug-in can be downloaded and installed ahead of time at <https://nysdoh.webex.com>.

1. Go to <https://nysdoh.webex.com> (Click on Training Center tab at the top)
2. Click Set Up
3. Click Training Manager
4. Click Set Up

POP-UP BLOCKERS

Pop-up blockers have been known to prevent participants from successfully joining Web meetings. Please be sure to disable any pop-up blocking software or explicitly allow pop-ups from the domain <https://nysdoh.webex.com> before attempting to join the meeting.

ADDITIONAL ASSISTANCE

For additional help please contact WebEx technical support at 1-866-229-323

* If you have already participated in a WebEx webinar (e.g., Spring or Fall 2009) on the computer you intend to use for your scheduled session, you will not need to re-install this plug-in.

