

# Centre on Aging webinars

*Document updated September 29, 2020*

Thank you for participating in the Centre on Aging’s webinar. For our upcoming webinar, we have put together some information to help those who are new to using online webinar platforms.

To use WebEx, **you do not need a camera or microphone** to participate in the online webinar.

If you have any questions about the webinars prior to the session, email the Centre on Aging: [coaman@umanitoba.ca](mailto:coaman@umanitoba.ca)

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# How to register for the webinar on WebEx

For the Centre on Aging's upcoming webinars, presentations will be delivered via the WebEx platform.

1. Access the link for the upcoming webinar on the Centre on Aging's Web site: [umanitoba.ca/centres/aging/events/383](http://umanitoba.ca/centres/aging/events/383)

Beside *Event status* (A): Click on the word **Register**.

**A**

Registration is required to join this event. If you have not registered, please do so now.

**Not started (Register)**

**Date and time:** Thursday, June 18, 2020 2:00 pm  
Central Daylight Time (Chicago, GMT-05:00)  
[Change time zone](#)

**Program:** Centre on Aging Speaker Series: Webinar

**Duration:** 1 hour

**Description:** This webinar and discussion session will attempt to frame out the various factors contributing to the abuse and neglect of older people in Canadian long term care, which has been brought into full light by the COVID-19 pandemic. Factors discussed will include cross-Canada COVID-19 data in relation to older people and long term care facilities, regulation and allocation of health care resources, recent military report findings, definitions of elder abuse, the dangers of isolation and the human rights context. It is hoped that the webinar will further serve as an informal meeting place for those interested in elder care reform and the realization of integrated, intergenerational, age-friendly communities.

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

**Register**

Before you join the event, please [click here](#) to make sure that you have the appropriate players to view UCF (Universal Communica

2. You will be taken to the sign up screen. Complete the information in full (B) and click on the **Submit** button (C) when you're done.

Please complete this form to register for the event. An asterisk (\*) indicates required information.

Please answer the following questions.

**B**

**First name:**  **Last name:**

**Email address:**

**Confirm email address:**

**City:**

**Postal code:**

**Region:**

**State/province:**

**Would you like to receive information about future seminars?:**  
☐ Yes ☐ No

**Are you:**  
☐ <64 years or under  
☐ 65 years or older  
☐ Prefer not to say

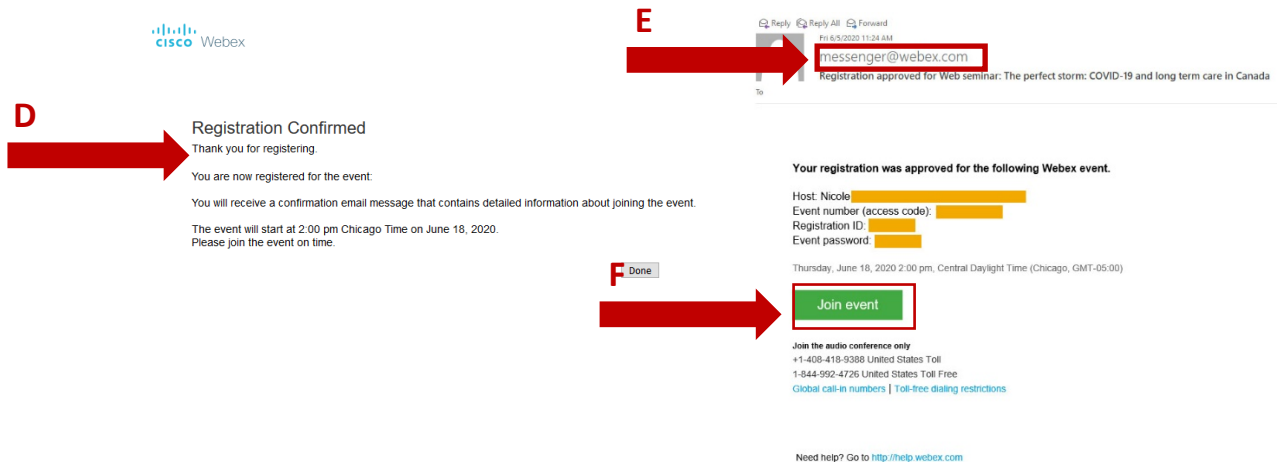
**What is your gender?:**  
☐ Male  
☐ Female  
☐ Other  
☐ Prefer not to say

**C**

**Submit** **Cancel**

3. Once you've registered, you will be redirected to a screen confirming your registration similar to the example shown. (D). You will also receive a separate email (E ) automatically generated from the WebEx system sent from: **messenger@webex.com**, with your participation details. Do not share this information. It was generated specifically for you to access the webinar.

*NOTE: Keep this email for the day of the Webinar. You will need these details to login for the Webinar. If you don't see the email from [messenger@webex.com](mailto:messenger@webex.com), check your junk/spam folder.*



4. Use the email invitation to participate in the webinar on the scheduled date. Click the **Join event** (F) green button, shown above, to get to the login screen on the day of the webinar.

## On the day of the webinar

*Note: WebEx works best using Google Chrome or Mozilla Firefox web browsers.*

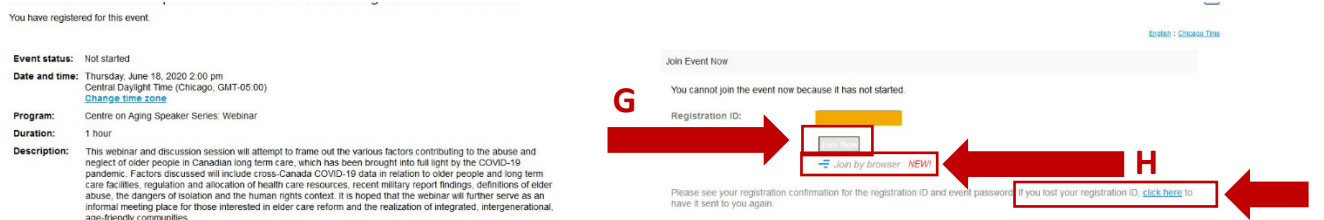
We ask that you log into WebEx a few minutes earlier than the start of the session (5–10 minutes ahead of time). Participants will be promoted to complete a few extra steps to watch the session.

There are two ways to participate in the webinar: use either the *WebEx app* ([Join Now](#) button) or view the session in your *web browser* ([Join by browser](#) text link).

## Participate with the WebEx app

Choosing the WebEx app offers a simpler way to view the webinar.

1. From your confirmation email, click the green **Join event** button.
2. You will be re-directed to a new screen (similar to below). Enter the required information (you might be prompted to enter your name and email address), including the event password from your email confirmation (D).



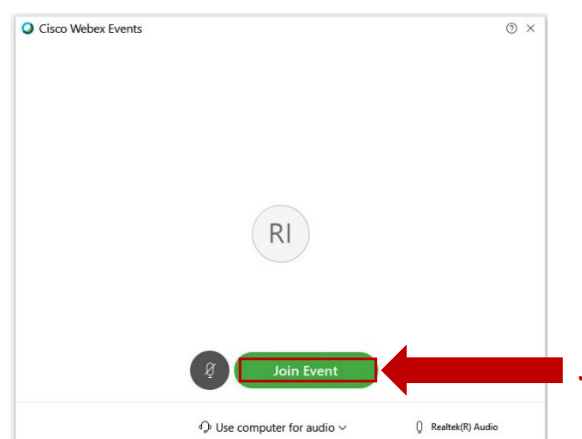
3. Click the **Join Now** button (G) to use the WebEx app.

If you click the **Join by browser** link (H), you will receive a different prompt. See the section [Downloading the WebEx program for web browsers](#) below.

*NOTE: If you have lost your registration ID, press on the [click here](#) text (I) found directly below the Join by browser text to have the system re-send you the information. If you haven't received the email in your Inbox, remember to check your junk/spam mailbox.*

4. The window will open in WebEx with the option to select your audio options before joining the session. Click on the green **Join Event** button (J) to join the webinar session.

Once the webinar window opens, wait for the event to start.



## Downloading the WebEx program for web browsers

If you don't want to use the WebEx app or if you need information on the phone in option, select the **Join by browser** option to participate.

1. Open your email confirmation from [messenger@webex.com](mailto:messenger@webex.com) (see E, F above) to go to the login page.
2. Enter the required details as prompted on the screen. Then click the text *Join by browser* (H).

You have registered for this event.

**Event status:** Not started  
**Date and time:** Thursday, June 18, 2020 2:00 pm  
 Central Daylight Time (Chicago, GMT-05:00)  
[Change time zone](#)  
**Program:** Centre on Aging Speaker Series: Webinar  
**Duration:** 1 hour  
**Description:** This webinar and discussion session will attempt to frame out the various factors contributing to the abuse and neglect of older people in Canadian long term care, which has been brought into full light by the COVID-19 pandemic. Factors discussed will include cross-Canada COVID-19 data in relation to older people and long term care facilities, regulation and allocation of health care resources, recent military report findings, definitions of elder abuse, the dangers of isolation and the human rights context. It is hoped that the webinar will further serve as an informal meeting place for those interested in elder care reform and the realization of integrated, intergenerational, age-friendly communities.

Join Event Now

You cannot join the event now because it has not started.

Registration ID:

[Redacted]

[Redacted]

[Join by browser](#) **NEW!**



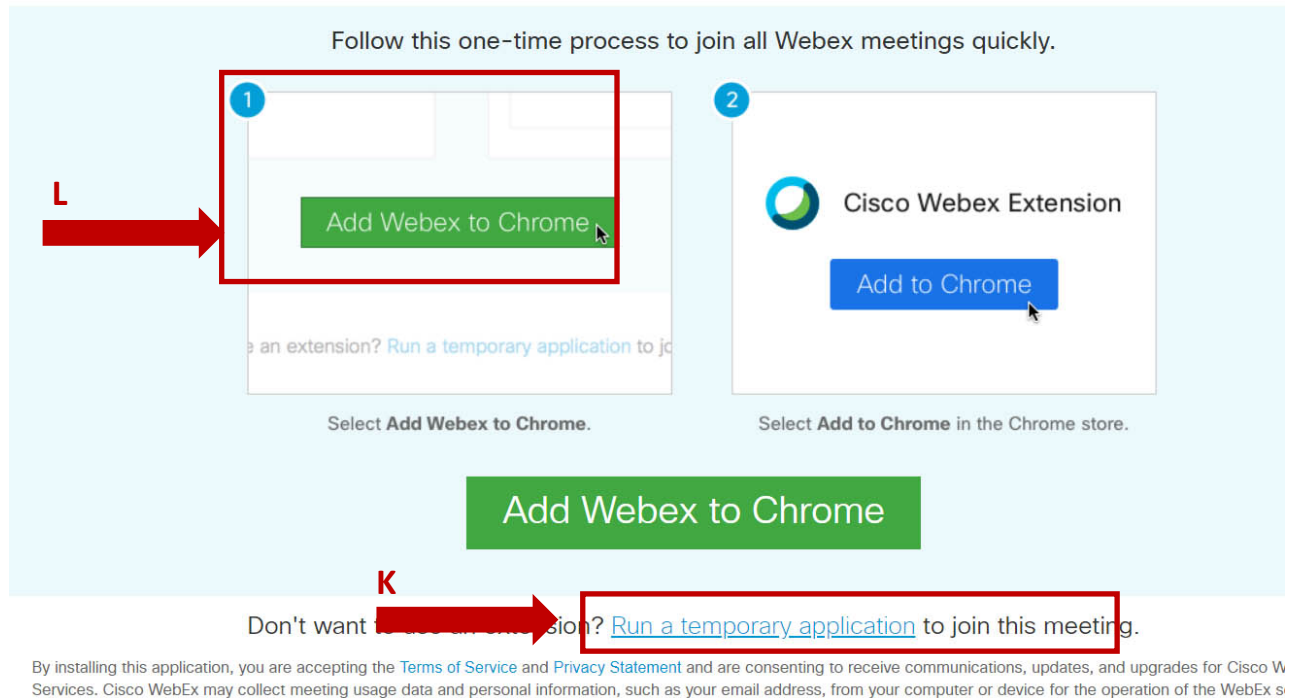
**NOTE:** If you have lost your registration ID, press on the [click here](#) text (I) found directly below the Join by browser text to have the system re-send you the information. If you haven't received the email in your Inbox, remember to check your junk/spam mailbox.

- When you click *Join by browser*, you will be redirected to a new page on your web browser that requires you to download the extension to view the session. You can choose either to download the application (K) or run a temporary application (L).

4. Download the program if you have not installed WebEx on your device or have recently cleared your web browser history.

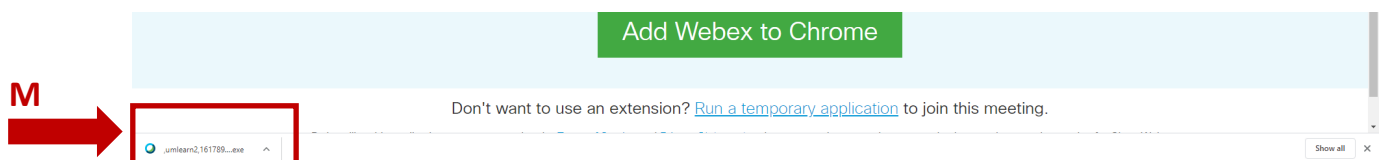
*Note: If you have previously downloaded the WebEx program on your current device, the next few steps may not apply to you.*

## Step 1 of 2: Add Webex to Chrome



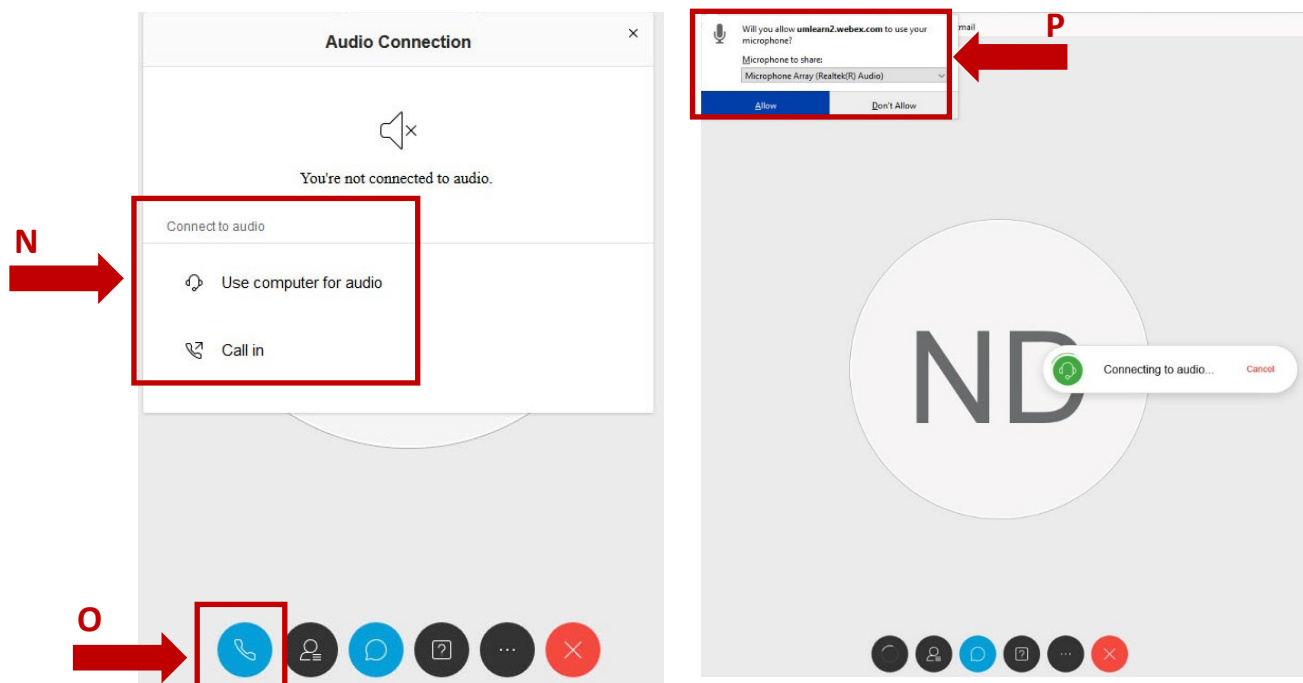
*Note: For illustration only below, the browser is shown in Chrome. The program will open in your default web browser: Firefox, Edge, Safari, etc.*

5. Once downloaded, the file extension will open at the bottom of your browser (M). Click on the file to open the WebEx application. It will open the WebEx window to view the presentation.



6. A new window will open, prompting you to choose how you want to participate in the session (N).
7. Once the screen opens, and if you don't hear any audio, click on the phone icon (O) to open the audio option screen. Click on the text *Use computer for audio*.

*Note: This may apply to individuals who have previously downloaded WebEx or are already logged into the WebEx program.*



8. To participate using your web browser, you will need to enable your device's audio. You will then be prompted to provide WebEx permission (P) to access your device's audio control to connect to the audio. Select Allow to be connected.

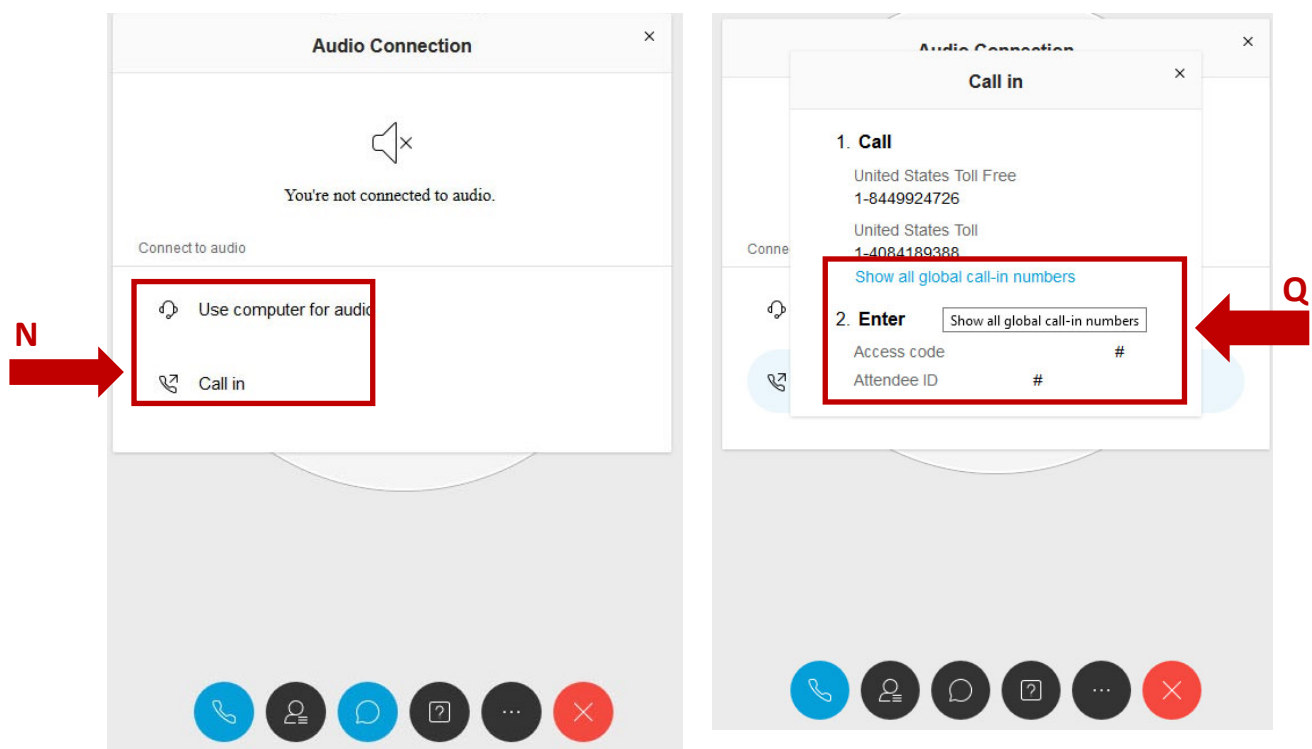
If you select Don't allow, you will not be able to listen to the webinar.

9. Wait for the session to start.

## Participate by phone

For those webinar participants who prefer to connect by phone, you can take part using the toll free call in number.

1. Refer to your email confirmation from [messenger@webex.com](mailto:messenger@webex.com) to enter your Event number (Access code) and Attendee ID when prompted.
2. Call either the Canada Toll number: 1-204-515-1147 (Winnipeg) for a local call, or 1-833-311-4101 for long distance.
3. If you've downloaded the WebEx program and are having difficulties with the program or decide to participate by phone instead, you can get your required information also by clicking the **Call in** option (refer to N).
4. A new window will open (Q) identifying your *Access code* and *Attendee ID*. **Do not use the US toll free numbers.** Use the numbers above or on the same screen, click on the blue text [Show all global call-in numbers](#), and scroll down until you find Canada (Winnipeg). Use this number to call in for the webinar.






## Tools to connect with other participants and the presenter

During the session, only the presenter's face will be shown on the screen. You will not be able to see the other participants faces such as in a Zoom meeting. However, you are still able to connect with other participants during the webinar.

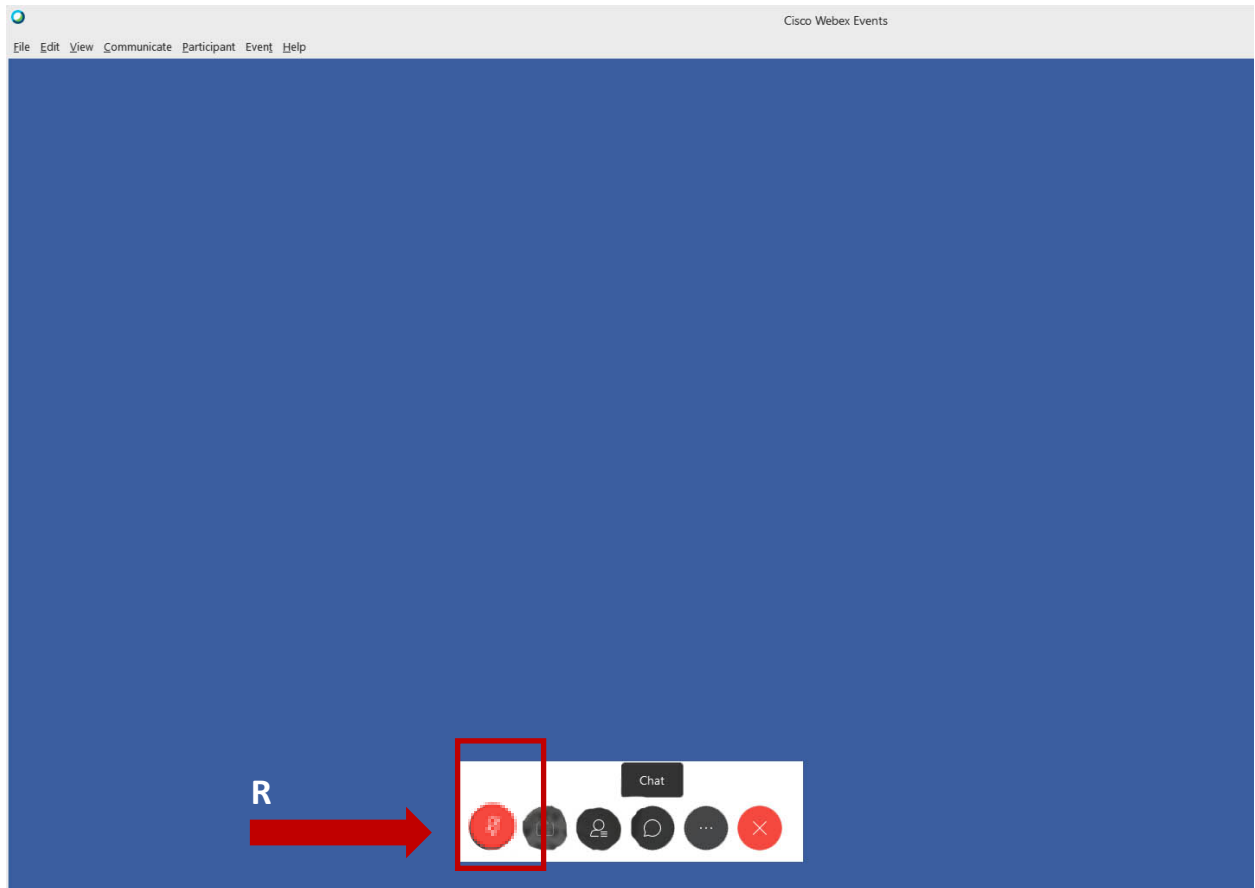
As we expect a large number of people to join, and to allow people to remotely participate, you will need to open a couple of panels to participate in the session (optional). Centre staff will monitor the questions posed to assist the presenter.

1. Once the WebEx window is open, if you have previously participated in a WebEx event, it will show the last settings you used such as the Chat box or Participant panel.

If you have recently cleared your web browser history or this is your first time using WebEx, you may need to open some panels, which will display on the right side of your screen.

2. If it is not visible, open the *Chat box* to type your questions during the webinar. The Chat box is accessible from icons found at the bottom of your screen. Hover your pointer over the speech bubble icon  (R) to identify the Chat button and then click on the icon to open the Chat window.

*Note: If you don't see the icons, move your pointer/cursor towards the bottom of the screen. You should see the following:*



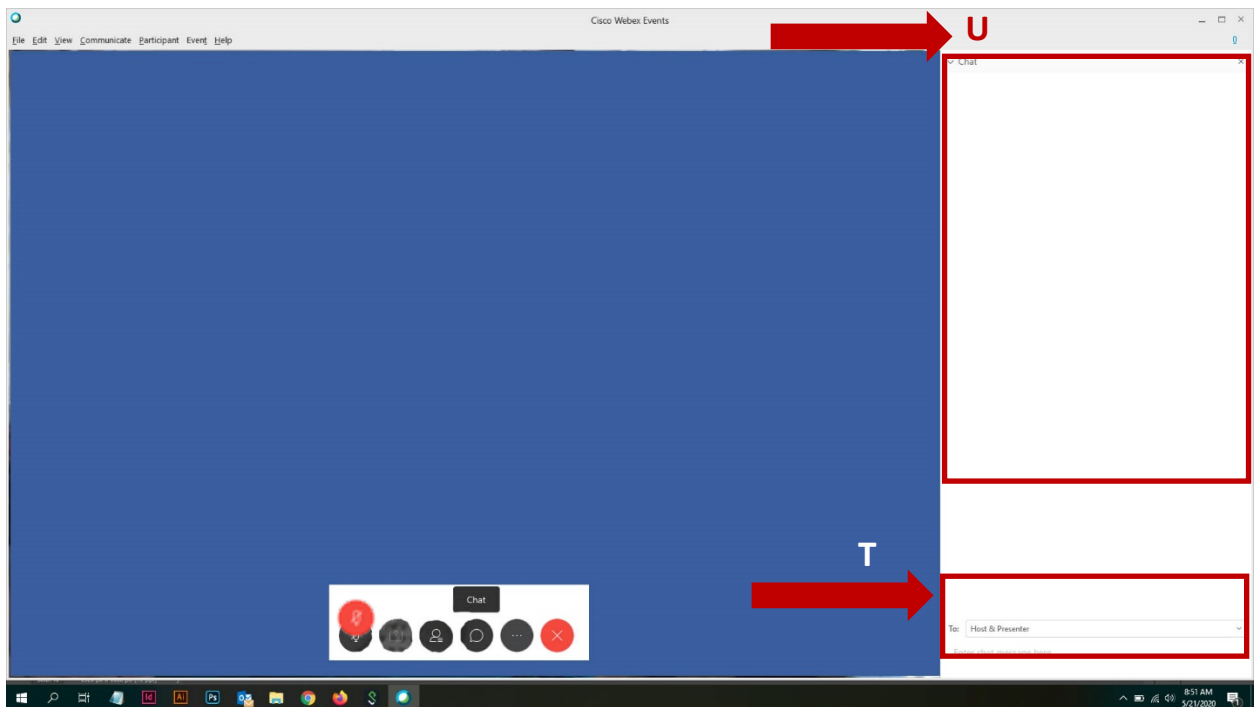
3. Once you join the webinar, your microphone should automatically be muted. Only the webinar host can unmute individual microphones.

If it is not muted, the icon will be shown on a black background (S).



To mute it, click on the microphone icon and it will switch to a red background. In your chat panel by your name, the microphone icon logo will be outlined in red.

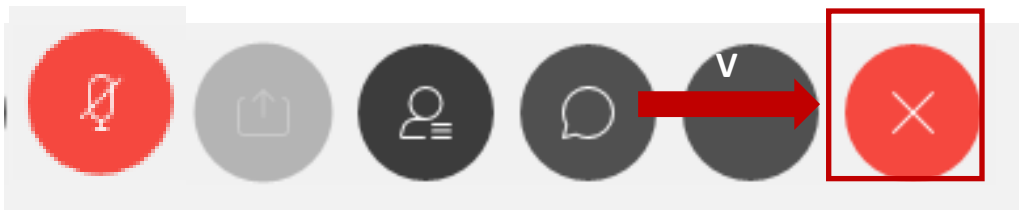
4. The Chat box will open on the right side of your screen. Use this box to type your questions at the bottom of the panel (T) and all questions posed by participants will be viewed in the top part of the panel (U); however, depending on time, not all questions may be answered during the session.



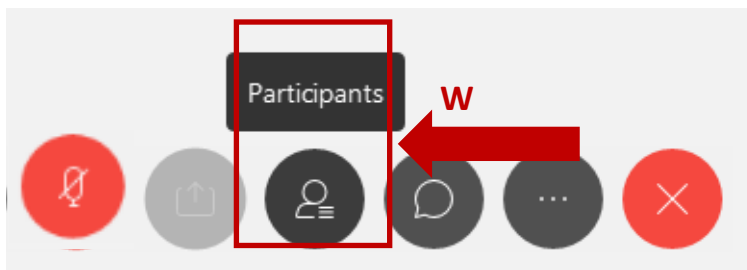
5. In the **To:** section (T), you have the option to pose a question to the Host (Centre staff) and presenter, just the presenter, all the participants, or an individual participant.

*Note: Keep in mind, any public question you pose will be visible TO EVERYONE participating in the online presentation. Refrain from posting any personal questions in the public Chat panel.*

6. At the conclusion of the session, click on the X icon (V) to leave the meeting.



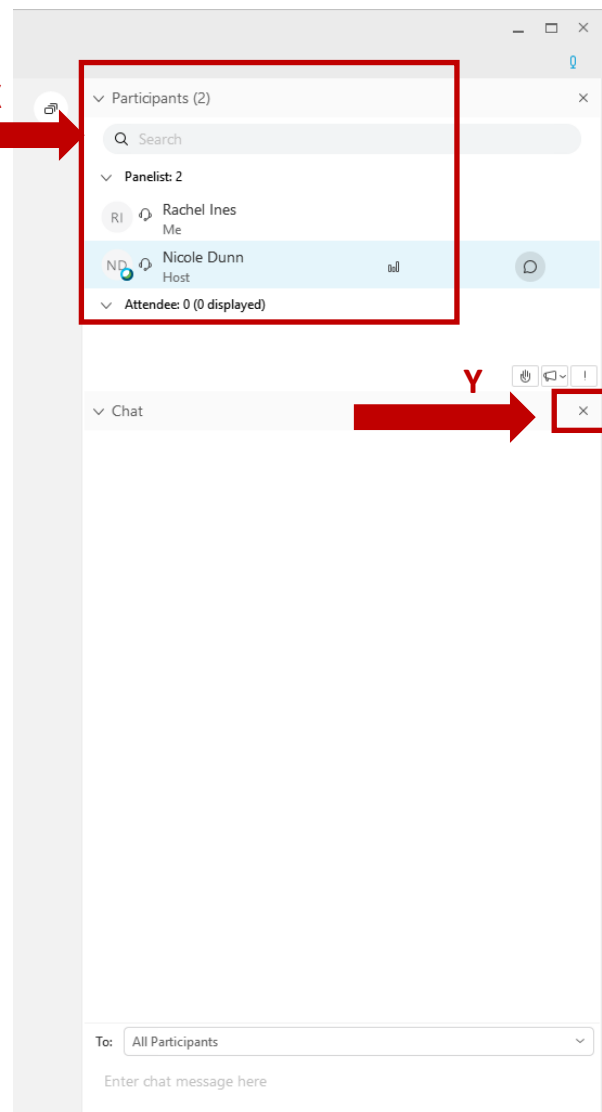
7. To view who is participating in the session, from the same icon panel, select the person icon (W).



8. The participant panel will open on the right side of your screen (X).

You will now have two panels open on your right: Participants and Chat.

If at any time, you decided you want to close either of panels, click on the X in the grey area (Y) of either panel.

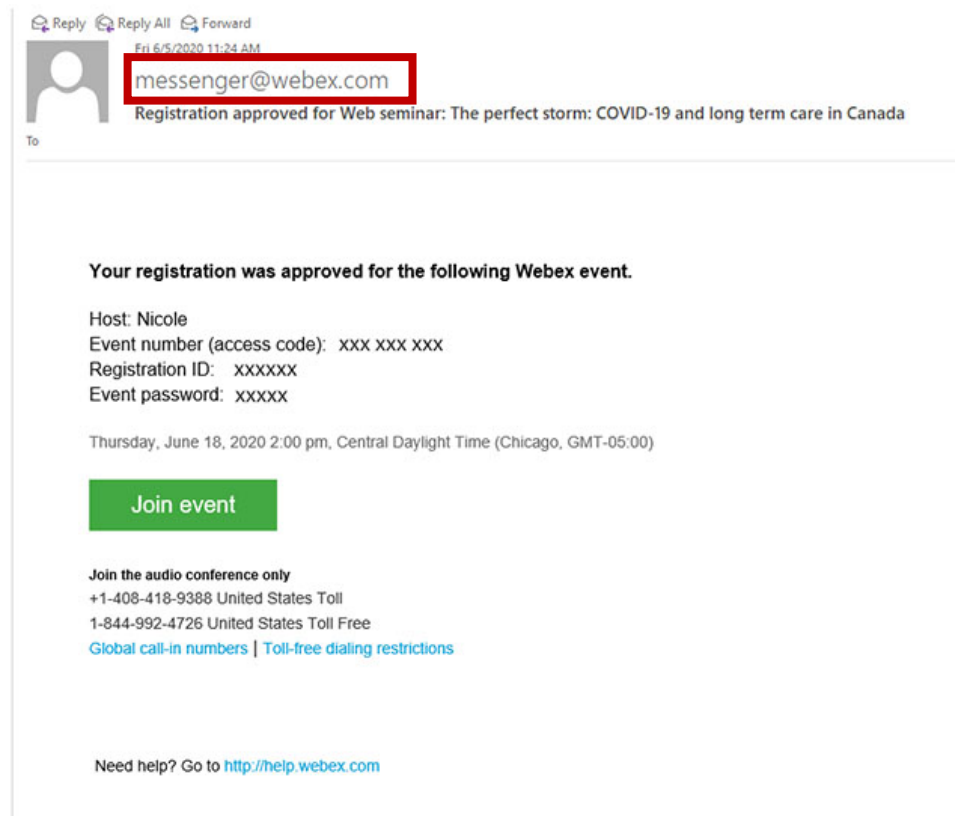


9. Following the end of the session, you will immediately receive a notice to complete an evaluation of the session. We would appreciate your feedback on today's session.

# Troubleshooting WebEx

## Q: I didn't receive an email confirmation for the meeting? Can it be re-sent?


Check your junk/spam mailbox. The messages are automatically generated from the WebEx system. In your email search field, type: [messenger@webex.com](mailto:messenger@webex.com) to find your email confirmation. The email will look similar to this:



## Q: I'm having Internet issues/prefer to participate by telephone, can I join the webinar using the phone?

Yes. Enter your *Event number* listed in your event confirmation and *Registration ID* from [messenger@webex.com](mailto:messenger@webex.com) . You can call either the Canada Toll (Winnipeg) number of 1-204-515-1147 for local or 1-833-311-4101 for long distance.

**Q: The meeting has already started and I still can't log in to the webinar. Did I receive the wrong information?**

There may be an initial delay from the time you login to the time the webinar starts. Try refreshing your web browser by clicking the **refresh icon**  to see if the webinar starts right away. If that doesn't work, go back to your original email and try logging in again from the original link.

**Q: I am a visual person. Do you have a video that can show me how to use WebEx?**

There are a few videos on YouTube you can reference.

- How to Join a Webex Video Meeting - For Beginners!:  
<https://www.youtube.com/watch?v=XbSizTDAES4>
- For an iPhone (Apple) device:  
[https://www.youtube.com/watch?v=z\\_kO431VRg4](https://www.youtube.com/watch?v=z_kO431VRg4)
- For an Android device: <https://www.youtube.com/watch?v=8jcBswuDaGk>