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EventCenter™ Host Guide

InterCall, in partnership with WebEx™, provides EventCenter web conferencing services. Because EventCenter is powered by WebEx, this guide makes several references to the company name, platform and features.

Setting up Event Manager

ABOUT SETTING UP EVENT MANAGER

To participate in an event, you must set up Event Manager software on your computer. Once you schedule, start, or join an event for the first time, your event service web site starts the setup process. However, to save time, you can set up Event Manager at any time before scheduling, starting, or joining an event.

SYSTEM REQUIREMENTS FOR EVENT MANAGER FOR WINDOWS

Review the minimum system requirements for installing Event Manager for Windows:

- Windows 98, NT, 2000, XP, 2003 or Vista
- Microsoft Internet Explorer 6, 7, Mozilla 1.7, Firefox 1.5, 2.0 or Netscape 7.2
- JavaScript and cookies enabled in the browser
- 56 K or faster Internet connection

A localized version of Windows is required to host or attend fully interactive events on Asian versions of Event Center (Japanese, Traditional Chinese and Simplified Chinese).

Important: If you want to share a presentation that was created using Microsoft PowerPoint 2002 for Windows XP, an Intel Celeron or Pentium 500 MHz or faster processor is highly recommended.

Note: In most cases, your Web browser is set up properly for Event Manager. However, if you are unsure whether your Web browser's settings are correctly configured, or you encounter problems when setting up Event Manager, you can set up your Web browser according to the following instructions.

SETTING UP EVENT MANAGER FOR WINDOWS

Before installing Event Manager, ensure that your computer meets the minimum system requirements.

To set up Event Manager for Windows:

1. On the navigation bar, expand **Set Up**, and then click **Event Manager**. The Set Up page appears.
2. Click **Set Up**.
3. If a security dialog box appears, do *one* of the following:
   a. If you are installing Event Manager on Microsoft Internet Explorer, click **Yes**.
   b. If you are installing Event Manager on Netscape Navigator, click **Grant**.
4. Setup continues. A progress message box appears, indicating the progress of setup.

5 Once setup is complete, the Setup Complete page appears.
6 Click **OK**. You can now start, schedule or join an event.
7

UNINSTALLING EVENT MANAGER

You can easily uninstall or remove Event Manager for Windows on your computer.

To uninstall Event Manager for Windows

1. Do one of the following:
   a. For Windows 98, 2000, ME or NT: On your computer's desktop, double-click **My Computer**, and then open the Control Panel folder.
   b. For Windows XP: Click **Start** and then click **Control Panel**.
2. Double-click **Add/Remove Programs** or **Add or Remove Programs**, depending on your computer's operating system. A dialog box appears, showing a list of programs installed on your computer.
3. In the list, select **WebEx**.
4. Click **Add/Remove** or **Change/Remove**, depending on your computer's operating system. A message appears, asking you to confirm that you want to remove the software.
5. Click **Yes**.
6. The Uninstall WebEx Software dialog box appears.
7. Select **Event Manager**.
8. Click **Uninstall**.
9. Once the software is removed, click **Finish**. Select an option to restart your computer now or later.

CHECKING YOUR SYSTEM FOR UCF COMPATIBILITY

If you intend to play or view Universal Communications Format (UCF) media files during the event, either as a presenter or an attendee, you can verify that the following components are installed on your computer:

+ Flash Player, for playing a Flash movie or interactive Flash files
+ Windows Media Player for playing audio or video files

Checking your system is useful if you or another presenter plans to share a UCF multimedia presentation or standalone UCF media files.

To check your system for UCF compatibility:

1. On the navigation bar, do one of the following:
   a. If you are a new event service user, click **New User?**.
   b. If you are already an event service user, expand **Set Up**, then click **Event Manager**.
2. The Set Up page appears.
3. Click **Verify your rich media players**. The Verify Rich Media Players page appears.
4. Click the links to verify that the required players are installed on your computer.
   Note: *The option to check your system for required rich media players is available only if your Event Center web site includes the UCF option.*

Scheduling an Event

ABOUT SCHEDULING AN EVENT

When scheduling an event, you can either use the default settings that your EventCenter web site provides or specify options to customize your event. Once you schedule an event, you can modify its options. You can also cancel a scheduled event at any time. To schedule, start, modify, or cancel your events, you must have a host account on your EventCenter web site.

Note: If you use Microsoft Outlook 2000 or a later version, and your site administrator has installed the Microsoft Outlook Integration option for your organization, you can schedule, start, and join online events using Microsoft Outlook.

SETTING UP AND SCHEDULING AN EVENT

To set up and schedule an event, go to the Schedule an Event page first.

To open the Schedule an Event page:

1. Log in to your EventCenter web site.
2. On the navigation bar, expand **Host an Event**, and then click **Schedule an Event**. The Schedule an Event page appears.

When scheduling an event, you must specify an event topic, the date and time and the event duration. You can also specify options to customize your event.

To schedule an event:

1. Once you finish specifying all the options on the Schedule an Event page, click **Schedule**.

2. The Event Information page appears, confirming that the event has been scheduled. You also receive a confirmation email message that includes information about the scheduled event.

   Notes:

   - *If you have selected names of the attendees or panelists that you want to invite on the Schedule an Event page, remember to send the automatic invitation email messages from the Event Information page.*
   - *The Event Information page displays the event addresses for attendees and panelists respectively. You can copy and paste the URLs in your own invitation email messages if you do not plan to use automatic email messages.*

OPTIONS ON THE SCHEDULE AN EVENT PAGE

Specify the following options to set up an event:

Event and access information

- Specify the event type and an event topic.
- Copy the Schedule an Event page from an event previously scheduled by yourself.
- Specify whether the event is public, private, or unlisted.
- Assign the event for a program.

Tracking codes

- Specify tracking information associated with the event. This option appears only if your site administrator has enabled it.

The time zone, date, time, and duration

- Specify the time zone, the date and time at which the event starts, and its duration.

A description of the event

- Specify an event description, which attendees can view before the event starts.
- Optional. Format a description in html.

Pre-event activities

- Specify whether attendees can join the event before you start it, and how much time in advance they can join the event.
- Send a reminder email message to the host before the start of the event.
- Upload event materials to the Event Information page, so attendees can download them before the event.

Additional event options

- Specify a password for the event.
- Choose a maximum number of enrollments for the event.
- Specify a destination web page, or URL, that attendees see after the event ends.
- Specify that the Quick Start tab appears for the host and other panelists in their respective Event windows.
- Allow enrollees to invite their friends to the event.
- Allow panelists to upload files to the host's Event Information page.
- Upload a picture that enrollees can view on the Event Information page. Specify whether all attendees or only the host, presenter, and panelists can view the attendee list.
- Choose to share a Universal Communications Format (UCF) file or web page when a participant joins the event.

UCF sharing option

- Specify whether to allow participants to share Universal Communications Format (UCF) files during the event.

Audio conferencing options

- Set up an InterCall audio conference for the event.

Invite attendees

- Optional. Send invitation email messages to attendees.

Invite panelists

- Optional. Send invitation email messages to panelists.

Enrollment options

- Optional. Specify whether to require attendees to enroll for the event. Optional. Set up approval rules for enrollment requests.
- Optional. Customize the enrollment form.
- Optional. Specify a destination web page after enrollment.

Email notifications for invited participants and enrollees

- Select invitation email messages.
- Send email messages when you update the event.
- Send an enrollment notification to the host or to attendees.
- Send event reminders to attendees and panelists..
- Send follow-up email messages to enrollees.
- Customize your email messages.

  Notes:

  - *Attendees cannot join an event until you start it, unless you select the option that allows attendees to join before you start it. If you do not specify this option, InterCall recommends that you start an event at least 15 minutes before its scheduled starting time to accommodate any attendees who want to join the event early.*
  - *If you invite an attendee to an event, the attendee receives an invitation email message that includes information about the event.*
  - *If you invite an attendee to an event and require that attendees enroll to attend the event, the attendee receives an invitation-to-enroll email message. This message includes information about the event, including a link that the attendee can click to enroll for the event.*

CHOOSING A LEVEL OF SECURITY FOR YOUR EVENT

When you are scheduling an event, you can provide security for the event by doing *any* of the following:

+ Require a password – Most EventCenter web sites require that you specify a password for any event that you host. Attendees must provide this password to join the event.
+ Specify an unlisted event – When scheduling an event, you can specify that the event is unlisted. An unlisted event does not appear on the List of Events page on your EventCenter web site. To join an unlisted event, attendees must provide a unique event number.
+ Require attendees to enroll for the event – When scheduling an event, you can require that attendees fill out an enrollment form. You can then accept or reject each enrollment request.
+ Restrict access to the event – Once all attendees have joined an event, you can prevent additional attendees from joining it by restricting access to the event.

  Note: *Choose a level of security based on the event's purpose. For example, if you schedule an event to discuss your company picnic, you probably need to specify only a password for the event. However, if you schedule an event in which you will discuss sensitive financial data, you may want to specify that the event is unlisted.*

Specifying Access Information

SPECIFYING AN EVENT TYPE AND TOPIC

When scheduling an event, you must specify the event type and topic. You can edit the topic on the Edit Scheduled Event page.

To specify an event type and topic:

1. On the Schedule an Event or Edit Event page, choose an event type in the Event Type drop-down list.
2. Type a topic for the event in the Event text box.

   Notes:
   - *Your site administrator sets up the event type, which specifies what features are available during an event. If your site administrator specifies more than one event type, you must choose one in the drop-down list.*
   - *An event topic cannot contain any of the following characters: \ ` " / & < > = [].*

CREATING OR EDITING AN EVENT TEMPLATE

You can create or edit a template from the Schedule an Event page. The templates you create or edit on this page will be included under *My templates* in the Event template drop-down list.

Note: Only the site administrator can edit or create theStandard templates. However, you can save a Standard template as a new template under My templates.

To create an event template:

1. Do *one* of the following as appropriate:
   a. Specify the options on the Schedule an Event.
   b. Choose a template in the Event template drop-down list.
2. Click **Save as template** on the bottom of the Schedule an Event page.
3. In the window that appears, type the name of the new template in the Template name text box.
4. Click **Save**.

To edit an existing event template:

1. In the Event template drop-down list, choose the template that you want to edit.
2. Make your changes to the options in the template.
3. Click **Save as template** on the bottom of the Schedule an Event page. The Template name text box displays the name of the template you chose.
4. Click **Save**.
5. Click **OK** in the confirmation message box.
   Note: You can modify only the templates under My templates. Only the site administrator can edit the Standard templates.

ABOUT LISTED, PRIVATE AND UNLISTED EVENTS

When scheduling an event, you can specify whether the event is *one* of the following:

- Listed – The event appears on the List of Events page for anyone who visits your EventCenter web site.
- Private – The event appears on the List of Events page with the text *Private* on your EventCenter web site. Private events do not require enrollment.
- Unlisted –The event does not appear on the List of Events page on your EventCenter web site. If you invite an attendee to an unlisted event, the attendee receives an invitation email message that includes complete instructions for joining the event--including the event number--and a URL that links directly to a web page on which the attendee can join the event.
  Note:** If you do not need enrollment information from your attendees, specify the event as **Private.

SPECIFYING WHETHER AN EVENT IS PUBLIC, PRIVATE OR UNLISTED

When scheduling an event, you can specify whether the event is public, private or unlisted.

To specify whether an event is public, private, or unlisted:

- On the Schedule an Event or Edit Event page, under Event Time and Duration, select one of the following:
  - Listed
  - Private
  - Unlisted

SELECTING A PROGRAM

If you want to assign your event for a program on your EventCenter web site, you can do so when scheduling the event. Attendees can enroll for all the events in a program at one time.

To assign an event for a program:

1. On the Schedule an Event or Edit Event page, go to Event Time and Duration**.**
2. Choose a program in the Program drop-down list. A dialog box appears asking you to confirm adding this event to the program you just chose.
3. Click **OK** to add the event to the program list. This event is grouped with the program you selected and can be viewed on the List of Events by Program page on your EventCenter web site.
4. To create a new program, click **New Program**.

Specifying Date and Time Options

ABOUT SPECIFYING THE EVENT TIME, DURATION, AND TIME ZONES

You can specify the time at which you want to start the event, the estimated event duration, and the time zones in which you want to view the event. The estimated duration gives participants an idea as to how much time they need to reserve from their own schedules.

Notes:

- *The estimated duration is for your and your attendees' planning purposes only. An event does not end automatically after the estimated duration that you specify.*
- *If you invite an attendee to an event, the attendee receives an invitation email message that includes the event's starting time and estimated duration.*
- *If you invite attendees to an event, their invitation email messages specify the event's starting time in the time zones that you specified. However, if attendees reside in a different time zone, they can choose to view the starting time in their time zones from the List of Events page on your EventCenter web site.*

SPECIFYING THE EVENT TIME, DURATION, AND TIME ZONES

When setting up and scheduling an event, you must specify the event time, duration, and time zone.

To specify time, duration, and time zones:

1. On the Schedule an Event or Edit Event page, go to Event Time and Duration.
2. Do the following:
   a. Next to Date**,** in the drop-down lists, specify the month, day and year at which you want to start the event.
   b. Next to Start time, in the drop-down lists, specify the time at which you want to start the event.
   c. Next to Duration, in the drop-down lists, specify the event duration in hours and minutes.
   d. Next to Time zone, in the drop-down list, choose up to four time zones in which you want to view the event.

SPECIFYING TRACKING CODES FOR A SCHEDULED EVENT

Your site administrator can specify that the tracking code options appear on the Schedule an Event page. Tracking codes can identify your department, project, or other information that your organization wants to associate with your events. Tracking codes can be optional or required, depending on how your site administrator set them up.

To specify tracking codes for a scheduled event:

1. On the Schedule an Event or Edit Event page, scroll to Tracking codes and then select a code label in the box on the left.
2. Do *one* of the following:
   a. If a list of codes appears in the box, select a code from the list.
   b. Type a code in the appropriate box.

   Note: *If your site administrator has also specified that the same tracking code options appear in your user profile, you can edit your user profile to specify the tracking codes. The codes then appear automatically on the Schedule an Event page.*

Specifying Event Descriptions

SPECIFYING AN EVENT DESCRIPTION

You can specify a description of the event, which attendees can view from the Event Information page before they join the event.

To specify a description of the event:

1. On the Schedule an Event or Edit Event page, scroll to Event Time and Duration.
2. In the Description text box, type a description of the event.

FORMATTING AN EVENT DESCRIPTION

You can format an event description using HTML (Hypertext Markup Language) code. The description can include links to web pages or images that reside on a publicly accessible web server on the Internet, such as the server on which your organization's web site resides.

If you use a web page authoring program, you can create a formatted event description using that program and then copy its HTML code and paste it in the Description box.

The following figure shows an example of HTML code that was created in a web page authoring program and then copied into the Description box on the Schedule an Event page.

```
<p> </p>
<p><b><font size="3" face="Arial, Helvetica,
sans-serif">ZipSoft 5.0
Demonstration</font></b></p>
<p><font face="Arial, Helvetica, sans-serif"
size="2">In this live demonstration
  of ZipSoft 5.0, you'll see how this new
release can dramatically improve your
```

The following figure shows an example of a formatted event description as it appears on the Event Information page.

Description:

ZipSoft 5.0 Demonstration

In this live demonstration of ZipSoft 5.0, you'll see how this new release can dramatically improve your productivity. With just a few clicks of your mouse, ZipSoft 5.0 can save you hours of work each day!

In this demonstration, your host, Joan Remington, will show you how to

- quickly install or upgrade ZipSoft
- run ZipSoft on your computer or a corporate server
- use all the new features of ZipSoft

After the demonstration, special guest Henry Zippy himself will speak about the future of ZipSoft and emerging technologies that will change how you work forever!

For more information about ZipSoft Corporation, please visit us at www.zipsoft.com.

Note: *After you format an event description and finish scheduling the event, you can verify whether it appears correctly on the Event Information page.*

Specifying Pre-Event Activities

ALLOWING ATTENDEES TO JOIN THE EVENT BEFORE IT STARTS

When scheduling an event, you can choose to allow attendees to join the event before you start it. If attendees join an event before it starts, you receive an email message notifying you that an attendee or panelist has joined your event.

Note: *You can set up a presentation to inform or entertain the participants while they wait for the event to start.*

To allow attendees to join the event early:

1. On the Schedule an Event or Edit Event page, go to *Event Time and Duration.*
2. Choose the length of time in the Attendees can join: drop-down list.
3. If you do not want attendees to join the event before it starts, select ***0*** minutes in the drop-down list.

SENDING AN EMAIL REMINDER TO THE HOST BEFORE THE EVENT

You can send an email reminder to you, as the host, before the start of the event.

To send an email reminder to the host:

1. On the Schedule an Event or Edit Scheduled Event page, scroll to Event Time and Duration.
2. In the drop-down list next to Email reminder to host, select a time that you want the email sent before the event starts.
3. If you do not want an email sent, select **None** in the drop-down list.

PROVIDING EVENT MATERIALS BEFORE AN EVENT

When scheduling an event, you can add Universal Communications Format (UCF) materials to the Event Information page, from which attendees can download and cache the files on their own computers before the event starts.
Providing event materials ahead of time especially benefits attendees with a slower Internet connection because caching files can significantly reduce the loading time during an event.
Note: *Before you can add event materials to the Event Information page, you must first upload them to your personal folders on your EventCenter web site.*

To add event materials to the Event Information page:

1. On the Schedule an Event or Edit Event page, go to the Event Materials section, and then click **Add Event Materials**. The window that appears displays the files or folders stored in your personal folders on your EventCenter web site
2. If you have not uploaded the files to your personal folders, click **Browse** to select the file, and then click **Upload**. You can upload one file at a time.
3. Select the radio button next to the folder that contains the files you want to add to the Event Information page. The files in the selected folder appear.
4. Select the check boxes for the files you want to add to the Event Information page and then click **Add**.
5. The files you have added appear in the Event Materials section.
   Optional: Type descriptions of the files in the Description text boxes.

Specifying Additional Event Options

SPECIFYING AN EVENT PASSWORD

While scheduling an event, you can set a password that participants must provide to access or view information about the event.

To set an event password:

1. On the Schedule an Event or Edit Event page, scroll to Additional Event Options.
2. Type a password in the Event password box.
   Note*: An event password should contain a minimum of 6 characters and can contain a maximum of 16 characters. A password cannot contain any of the following characters: \ ` " / & < > = [ ].*
3. Type the password again in the Confirm event password box.

CHOOSING A MAXIMUM NUMBER OF ENROLLEES

When scheduling an event, you can choose a maximum number of people who can enroll in your event. When the maximum number of enrollees is reached, the enrollee receives a message that the maximum number of enrollees has been met.

To choose a maximum number of enrollees:

1. On the Schedule an Event page or Edit Event page, go to Additional Event Options.
2. Type a number in the Maximum number of enrollments box.

SPECIFYING A DESTINATION URL AFTER AN EVENT

When scheduling an event, you can specify a destination web page or web site that displays once the event ends.

To specify a destination URL:

1. On the Schedule an Event or Edit Event page, go to Additional Event Options.

2. Type a destination web site address (URL) in the Destination URL after event box.

DISPLAYING THE QUICK START TAB

When scheduling an event, you can specify that the Quick Start tab appears in each panelist's content viewer.

If you select this option, the Quick Start page opens under the Quick Start tab once the event starts. The page contains brief descriptions about the document and software sharing features and three buttons you can click to quickly start sharing documents, applications or your desktop.

To turn on the Quick Start tab:

1. Go to Additional Event Options.
2. Select the check box for Quick Start Tab.

ALLOWING ENROLLEES TO INVITE FRIENDS

When scheduling an event, you can specify that enrollees can invite their friends to your event.

To allow enrollees to invite friends:

1. On the Schedule an Event or Edit Event page, go to Additional Event Options.
2. Select the check box for Invite friends.

ALLOWING PANELISTS TO UPLOAD DOCUMENTS

When scheduling an event, you can specify that panelists can provide you with documents or presentations by uploading them from the Panelist Entrance page. The files uploaded by panelists appear on your Event Information page and your personal folders on your EventCenter web site. You can then download or organize the files before you start the event.

To allow panelists to upload documents:

1. On the Schedule an Event or Edit Event page, go to Additional Event Options.
2. Select the check box for Upload files.

VIEWING OR ACCESSING THE FILES UPLOADED BY PANELISTS

Before starting the event, you can view, download, or organize the files uploaded by panelists.

To view or access the files uploaded by panelists:

1. Log in to your EventCenter web site.
2. Go to *either* of the following pages:
   a. the My WebEx Files page by going to MyWebEx > My Files > Folders
   b. the Event files section on the Event Information page

ADDING A PICTURE TO AN EVENT DESCRIPTION

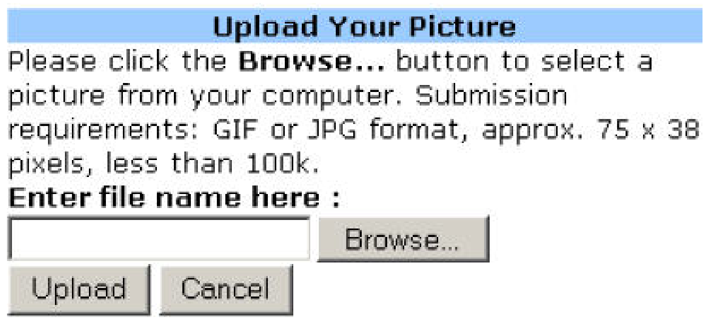
You can add a picture to an event description. The picture appears on the Event Information page, which attendees can view before the event starts.

The picture that you add must be a file that meets the following requirements:

- the GIF or JPEG format
- approximately 38 x 75 pixels
- less than 100 KB in size

To add a picture to an event description:

1. On the Schedule an Event or Edit Event page, go to Additional Event Options.
2. Next to Preview image, click **Upload**. The Upload Your Picture dialog box appears.



3. Click **Browse**.
4. Select the file that you want to add to your event description.
5. Click **Upload**. EventCenter imports your picture and adds it to the Event Information page for the event.

To replace a picture that you added to an event description:

1. Upload a different picture.
2. EventCenter overwrites the original picture with the new one.

SHARING A PRESENTATION OR DOCUMENT AUTOMATICALLY

When scheduling an event, you can set up a Universal Communications Format (UCF) presentation that plays automatically for the participants while they wait for the event to start.

You can specify *one* of the following:

- A UCF presentation plays automatically in the content viewer once a participant joins the event. If the presentation contains multiple pages, you can also specify that it automatically advances its pages at a specified interval.
- A web page appears once a participant joins the event. Participants can then browse web pages while they wait for you to start the event.

The presentation or document that you select must

- Be in the Universal Communications Format (UCF).
- Reside in your personal folders in the MyWebEx area on your EventCenter web site. You can select a UCF file that already resides in your folders or upload a new file to your folders while scheduling an event.

To automatically share a file once a participant joins an event:

1. On the Schedule an Event or Edit Event page, go to Additional Event Options.
2. Under Show UCF files or web page when participant joins the event, do *one* of the following:
   a. In the text box, type the web address or URL that you want to share automatically.

b. Locate and upload a UCF file by clicking **Browse** and doing the following on the Add/Select Presentation page:
   1. If the file resides in your personal folders, select the file.
   2. If the file does not yet reside in your personal folders, click **Browse**, select the file, and then click **Upload**. Then select the file.

3 Click **Done**.

4 If you specify to show a UCF presentation, not a web page, do *one* of the following:

a. To specify that the presentation starts automatically when a participant joins, select **Start automatically**.

b. To allow participants to control viewing of the presentation, select **Allow participant to control file**.

5 Optional. To specify that the presentation plays continuously, select **Continuous play**.

Notes:

- *If you share a UCF multimedia presentation that includes rich media files, such as audio or video files, do the following:*
- *Ensure that each media file is embedded in the presentation file or resides on a publicly accessible Web server. If the presentation contains a link to a media file that resides on your computer, participants cannot view that media file.*
- *Ensure that each media file is set to play automatically for participants.*
- *Select Allow participants to control file on the Schedule an Event page. If you do not select this option, the pages or slides in the document or presentation will advance automatically, which may prevent participants from viewing the media files.*

SPECIFYING WHO CAN VIEW THE ATTENDEE LIST

When scheduling an event, you can specify which event participants can view the entire list of attendees during the event.

To specify who can view the attendee list:

1 On the Schedule an Event or Edit Scheduled Event page, go to Additional Event Options.

2 Under Attendee list available for viewing by, select one of the following:

a. ***All*** – Allows each event attendee to view a list of all attendees during the event.

b. ***Host, presenter, and panelists only*** – Allows only the event host, presenter, and panelists to view the entire list of attendees. Besides their own names, attendees can view only the names of the host, presenter, and panelists in the participant list.

Note*: Each time an attendee joins or leaves an event, the attendee list gets updated. Thus, for events with a large number of attendees, selecting Host, presenter, and panelists only can greatly improve the performance of attendees' Event Manager software during an event.*

SPECIFYING UCF OPTIONS FOR AN EVENT

When scheduling an event, you can specify to allow participants to share Universal Communications Format (UCF) files in the event. You can also request attendees to verify that rich media players are installed on their computers before they join the event.

To specify UCF options for attendees:

1 On the Schedule an Event or Edit Event page, go to Universal Communications Format (UCF).

2 To allow attendees to share UCF files in the event, clear the check box for Do not allow participants to share rich media files.

3 To request that attendees verify their rich media players before joining the event, select **Request attendees to verify rich media players**.

Specifying Audio Conferencing Options

ABOUT SETTING UP AN AUDIO CONFERENCE

To provide audio during an event, you can choose of the following:

- ***None*** – The event does not include an audio conference or the event includes a teleconference for which you will provide information for participants using a method other than your event service.
- ***Other teleconference service*** – The event includes an InterCall audio conference. If you select this option, you can provide instructions for joining the audio conference in the box. The instructions display in a message box once an attendee joins the event. For more information on InterCall's event audio conference options, please contact your InterCall sales representative for more event audio conferencing options or visit www.intercall.com.

SETTING UP AN AUDIO CONFERENCE FOR AN EVENT

To set up a teleconference:

1. On the Schedule an Event or Edit Event page, scroll to Teleconference.
2. Other teleconference service – Enter the instructions for joining the audio conference in the box. The instructions display in a message box once an attendee joins the event.
3. Click **Schedule** or **Update**.
   Note: *Once you schedule the event, instructions for joining the teleconference display in the Join Teleconference dialog box once participants join the event.*

Inviting Attendees and Panelists

INVITING ATTENDEES

You can select names of the attendees whom you want to invite to the event from the Attendees section on the Schedule an Event or Edit Event page, and later send automatic invitation email messages to them. The Attendees section allows you to either select contacts from your address book or create new contacts.

To invite attendees to your event and send automatic invitation email messages:

1. On the Schedule an Event or Edit Event page, go to Attendees.
2. Click **Invite Attendees**. The Invite Attendee window appears.
3. Add *one* of the following, as appropriate:
   a. New individual attendees who are not already contacts in one of your address lists.
   b. Individual contacts and contact groups already in your personal address list, and individual contacts in your company address book.
4. Click **Schedule** or **Update**.
   a. If you clicked Schedule, the Event Information page appears.
   b. If you clicked Update, the Your Event Was Updated page appears. Click the appropriate link to go to the Event Information page.
5. On the Event Information page, scroll to the Email Messages section and then select the **Participants** check box next to Send invitation emails to.
6. Click **Send Emails** and then click **OK** in the confirmation dialog box that appears.
7. On the Email Confirmed page that appears, click **OK** to close the page.
8. Each attendee that you invited receives an invitation email message, which includes a link that the attendee can click to join the event or obtain more information about it.

INVITING A NEW ATTENDEE TO AN EVENT

When inviting attendees to an event, you can add a new attendee to your list of attendees--that is, an attendee that is not already a contact in one of your address books. Once you specify information about a new attendee, you can add the attendee's information to your personal address book.

To invite a new attendee to a scheduled event:

1. If you have not already done so, open the Invite Attendees window.
2. In the Invite Attendee window, under Add Attendee , provide information about the attendee, as follows:
   a. Type the attendee's full name in the Full name box.
   b. Type the attendee's email address in the Email address box.
   c. Optional. Type the attendee's phone number in the Phone number boxes: Country Code*,* Area or city code*,* Number, and Extension.
   d. Optional. To add the new attendee's information to your personal address book, select the **Add new attendee to my address book** check box.
3. Click **Add to Attendee List**.
4. The contact appears under Attendee List.
5. To add the attendee to your list of invited attendees for this event, click **Invite**.
6. The name appears in the Invited attendees box on the Schedule an Event or Edit Event page.

INVITING CONTACTS IN YOUR ADDRESS BOOK TO AN EVENT

When inviting attendees or panelists to an event, you can select contacts in the following lists:

+ Personal contacts – Includes any individual contacts that you have added to your personal address book. If you use Microsoft Outlook, you can import the personal contacts that you keep in an Outlook address book or folder to this list of contacts.
+ My groups – Includes any contact groups that you have created for your personal address book.
+ Company address book – Your organization's address book, which includes any contacts that your site administrator has added to it. If your organization uses a Microsoft Exchange Global Address List, your site administrator can import its contacts to this address book.

To invite a contact from your address book to an event:

1. If you have not already done so, open the Invite Attendees page or Invite Panelists page.
2. In the Invite Attendee window or Invite Panelist window, click **Select Contacts**. The Select Contacts page appears.
3. In the View drop-down list, select one of the following contact lists:
   a. Personal Contacts
   b. My Groups
   c. Company Address Book
4. A list of all contacts in the list that you selected appears.
5. Select the check box for each individual contact or contact group that you want to add to your list of attendees.
6. When selecting contacts, you can do the following:
   a. In the Index, click a letter of the alphabet to display a list of contacts whose names begin with that letter. For example, the name *Susan Jones* appears under S.

b. To search for a contact in the list that you are currently viewing, type text that appears in either the contact's name or email address in the Search for box, and then click **Search**.
c. If the entire list of contacts does not fit on a single page, view another page by clicking the **Next Page** button or the **Previous Page** button.
d. To select all contacts that currently appear in the list, click **Select All**.
e. To clear all selections in the current list, click **Clear All**.

7. Click **Add Attendees** or **Add Panelists**.
8. The Select Contacts page closes, and the Invite Attendees page reappears. The contacts that you selected appear under Attendee List or Panelist List.
9. To add the selected contacts to your list of invited participants for this event, click **Invite**.
10. The name appears in the Invited attendees or Invited panelists box on the Schedule an Event or Edit Event page.

INVITING PANELISTS

You can select names of the panelists whom you want to invite to the event from the Panelists section on the Schedule an Event or Edit Event page, and later send automatic invitation email messages to them. The Panelists section allows you to either select contacts from your address book or create new contacts.

InterCall recommends that you specify a password, which a panelist must use to join the event. Attendees join an event from a different "entrance." By specifying the panelist password, you can ensure that only invited panelists join your event.

Once you start your event, you can designate the presenter or poll coordinators from the list of invited panelists.

To invite panelists to your event and send automatic invitation email messages:

1. On the Schedule an Event or Edit Event page, go to *Panelists*.
2. In the Panelists info text box, type the name or other information describing the panelists that you want to appear on the Event Information page.
3. Optional but recommended. Type a password in the Panelist password box.
4. A password ensures that only invited panelists join your event. Type the password again in the Confirm panelist password box to ensure that you typed it correctly.
   Note: *A password should contain a minimum of 6 characters and can contain a maximum of 16 characters. A password cannot contain any of the following characters: \ ` " / & < > = [ ].*
5. Click **Invite Panelists**. The Invite Panelist window appears.
6. Add *one* of the following, as appropriate:
   a. New individual panelists who are not already contacts in one of your address lists.
   b. Individual contacts and contact groups already in your personal address list, and individual contacts in your company address book.
7. Click **Schedule** or **Update**.
8. On the Event Information page, scroll to the Email Messages section and then select the **Panelists** check box next to Send invitation emails to.
9. Click **Send Emails**, and then click **OK** in the confirmation dialog box that appears.
10. On the Email Confirmed page that appears, click **OK** to close the page.
11. Each invited panelist receives an invitation email message, which includes:
    a. a link that the panelist can click to join the event or obtain more information about it
    b. the event password, if you specified one

c. the panelist password, if you specified one
d. audio conference information
e. the event number

INVITING A NEW PANELIST TO AN EVENT

When inviting panelists to a scheduled event, you can add a new panelist to your list of panelists—that is, a panelist that is not already a contact in one of your address books. Once you specify information about a new panelist, you can add the panelist's information to your personal address book.

To invite a new panelist to a scheduled event:

1. If you have not already done so, open the Invite Panelist window.
2. On the Invite Panelists page, under Add Panelist, provide information about the panelist, as follows:
   a. Type the panelist's full name in the Full name box.
   b. Type the panelist's email address in the Email address box.
   c. Optional. Type the contact's phone number in the Phone number boxes: Country Code, Area or city code, Number, and Extension.
   d. Optional. To add the new panelist's information to your personal address book, select the **Add new panelist to my address book** check box.
3. Click **Add to List**.
4. The contact appears under Panelist List.
5. To add the panelist to your list of invited panelists for this event, click **Invite**.
6. The name appears in the Invited panelists box on the Schedule an Event or Edit Event page.

Specifying Enrollment Options

ABOUT SPECIFYING ENROLLMENT OPTIONS

When you schedule an event, the Enrollment section of the Schedule an Event page or Edit Event page allows you to specify enrollment options for your event. You can require attendees to enroll for an event, customize the standard enrollment form to obtain additional information from each attendee, or require approval for enrollment requests.

If you invite an attendee to an event that requires enrollment, the attendee receives an invitation email message that includes information about the event, including the enrollment password, if you specify one, and a link that the attendee can click to enroll for the event.

SPECIFYING ENROLLMENT OPTIONS FOR AN EVENT

You can require attendees to enroll, specify a password for enrollment, require approval for enrollments, and set up approval rules to automatically approve or reject enrollment requests.

To require enrollment and specify enrollment options for a scheduled event:

1. On the Schedule an Event page or Edit Event page, go to *Enrollment*.
2. Next to Enrollment ID required, select **Yes**.
3. Do *any* of the following:
   a. In the Password required to enroll box, specify a password that participants must provide to enroll for the event.

b. Specify an enrollment password only if you want to limit attendees to those whom you invite to enroll. Each invitee that you invite receives an invitation email message, which contains the enrollment password.
c. To require approval for enrollments, next to Approval required, select **Yes**.
d. To automatically approve enrollment requests, select **N** o next to Approval required*.*

4 If you require approval for enrollment and want to set up approval rules, click **Set Up Rules**.
5 To customize the enrollment form to obtain additional information about each attendee, next to Customize enrollment form, click **Customize**.
6 To specify a web page that appears once an attendee submits the enrollment form, type the URL in the box next to Destination URL after enrollment.

SETTING APPROVAL RULES FOR ENROLLMENT

If you require approval for enrollment, you can set up approval rules to automatically approve or reject enrollees using logical strings (For example, you can require that an attendee's company name must contain the words *WebEx.*).

To set up approval rules for enrollment:

1. On the Schedule an Event page or Edit Event page, go to Enrollment.
2. Next to Approval required, select **Yes**.
3. Click **Set Up Rules**. The Approval Rules window appears.
4. Specify the rules, and then click **Save**.

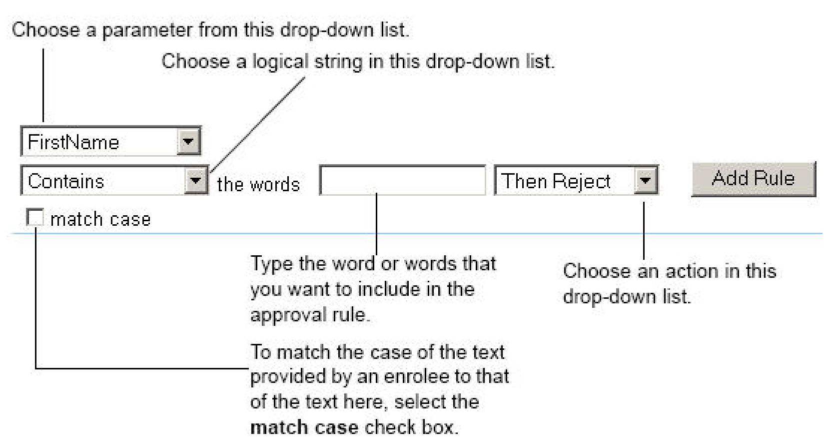
CREATING AN APPROVAL RULE

You can set up approval rules to automatically approve or reject enrollment requests using logical strings.

For example, you can set up rules to approve or reject all enrollees who have a specific company email address or company name.

To create an approval rule:

1. On the Schedule an Event page or Edit Event page, go to Enrollment.
2. Next to Approval required, select **Yes**.
3. Click **Set Up Rules**. The Approval Rules window appears. See the following figure to learn how to set up rules.



4 When you finish setting up a rule, click **Add Rule**. The approval rule appears in the Rules list.
5 When you finish adding rules, click **Save**.

ABOUT CUSTOMIZING AN ENROLLMENT FORM

You can customize the enrollment form by adding or changing the questions.

An enrollment form contains the following two types of questions:

1 Standard Questions – Selecting the check box under the option indicates that it is an optional question on the Enrollment form. Selecting the check box under the option indicates that it is a required question on the Enrollment form.
2 **My Custom Questions –**You can add text boxes, check boxes, option buttons and drop-down lists to the Enrollment form and customize the questions.

After you add a customized option to the Enrollment form, you can edit it at any time.

ABOUT THE ADD TEXT BOX WINDOW

How to access this window

+ On the Schedule an Event or Edit Event page, go to Enrollmen and then click **Customize > Text Box**.

What you can do in this window

+ Specify a text question that requires attendees to type information or answers in the text box provided on the enrollment form.

Options in this window

Use this option	To
Text box label	Compose a text question. A text box label can contain a maximum of 256 characters.
Type	Specify whether the text box contains a single line or multiple lines. If you select Multi-line, specify a number of lines in the Height box.
Width	Specify the width of the text box, in characters. The number that you specify determines how wide the text box appears on the enrollment form but does not affect the number of characters that an attendee can type in the text box. A text box can contain a maximum of 256 characters.
Height	Specifies the number of lines that the text box contains. To specify the number of lines, you must first select Multi-line next to Type. If you do not specify a number, EventCenter uses the default height, which is one line.

ABOUT THE ADD CHECK BOXES WINDOW

How to access this window

+ On the Schedule an Event or Edit Event page, go to Enrollment and then click **Customize > Check Boxes**.

What you can do in this window

- Specify questions that allow attendees to select multiple answers or choices on the enrollment form. Each answer or choice appears next to a check box.

Options in this window

Use this option	To
Group label for check boxes	Compose a question. If you are adding only one check box and do not want a group label, leave this box blank.
Check box 1 to 9	Compose the answers or choices, and specify which check boxes are selected or cleared by default on the enrollment form. To add check boxes to the enrollment form, use the Add drop-down list.
Score	Specify a score for each response to the question.

ABOUT THE ADD OPTION BUTTONS WINDOW

How to access this window

- On the Schedule an Event or Edit Event page, go to Enrollment and then click **Customize > Option Buttons**.

What you can do in this window

- Specify questions that allow attendees to select one single answer or choice on the enrollment form. Each answer or choice appears next to an option button.

Options in this window

Use this option	To
Group label for option buttons	Compose a question.
Default choice	Specify which is the default answer or choice.
Choice 1 to 9	Compose the answers or choices. To add option buttons, use the Add drop-down list.
Score	Specify a score for each response to the question.

ABOUT THE ADD DROP-DOWN LIST WINDOW

How to access this window

- On the Schedule an Event or Edit Event page, go to Enrollment and then click **Customize > Drop-Down List**.

What you can do in this window

- Specify questions that allow attendees to choose one single answer or choice on the enrollment form. Each answer or choice appears in the drop-down list.

Options in this window

Use this option	To
Label for drop-down list box	Compose a question.
Default choice	Specify which is the default answer or choice.
Choice 1 to 9	Compose the answers or choices. To add option buttons, use the Add drop-down list.
Score	Specify a score for each response to the question.

ABOUT ENROLLMENT SCORING

When customizing the enrollment form, you can specify a score for each response to a question. Your site administrator can later generate an enrollment report that shows each enrollee's total score, so you can identify the most qualified leads from the scores as well as the other information you have gathered from the enrollment form.

ABOUT THE ADD FROM MY SAVED QUESTIONS WINDOW

How to access this window

+ On the Schedule an Event or Edit Event page, go to Enrollment and then click **Customize > My Saved Questions.**

What you can do in this window

+ Select questions that you have previously saved and then add them to this enrollment form.

Options in this window

Use this option	To
Check boxes	Select a question, and then click Add to add it to the current enrollment form.
Links for the questions	Edit a question, and then save it.

CUSTOMIZING THE ENROLLMENT FORM

You can customize the enrollment form while scheduling or editing an event.
To customize an enrollment form:

1. On the Schedule an Event or Edit Event page, go to Enrollment, and then click **Customiz***e*. The Customize Enrollment Fields page appears.
2. Under Standard Options, do the following:
   a. For each option that you want to appear on the enrollment form, select the check box under ✓ .
   b. For each option for which you want to require attendees to provide information, select the check box under R .
3. Under My Custom Questions, add *any* of the following types of questions:
   a. Text Box
   b. Check Boxes
   c. Option Buttons
   d. Drop-Down List
4. To select questions you have previously saved, click **My Saved Questions**.
5. When you finish adding customized questions, click **Save**.
6. Click **Close** in the Successful! window that appears.

SPECIFYING A DESTINATION WEB PAGE AFTER ENROLLMENT

When scheduling an event, you can specify a destination web page that appears once an attendee submits the enrollment form.

To specify a destination URL:

1. On the Schedule an Event page or Edit Event page, go to Enrollment.
2. Type a URL in the Destination URL after enrollment box.

Sending Automatic Email Messages to Participants

ABOUT SENDING AUTOMATIC EMAIL MESSAGES

When you are scheduling or editing an event, you can choose various types of email messages from the Email Message Options section and then specify that EventCenter sends those messages to event attendees and panelists.

In addition, EventCenter provides templates for the email messages that you can send to event participants. You can customize the templates by editing, rearranging, or deleting the content and variables--code text that EventCenter uses to substitute for your specific event information.

ABOUT THE EMAIL MESSAGE OPTIONS SECTION

How to access this section

- On the navigation bar of your EventCenter web site, under Host an Event, click **Schedule an Event**, and then go to the Email Message Options section.

What you can do in this section

- Select or customize email messages that you want to send to event participants.
- To customize an email message template, click the link for that email message. For example, click the **Participants** link to customize the invitation email message to attendees.
- To select a type of email message to participants, select the appropriate check box. For example, select the **Thank You for Attending** check box to send this follow-up email message after the event ends.

Options in this section

Under this option	You can do the following
Email Manager	Customize up to three templates for each type of the email message.
Email Format	Select Text to send all email messages in plain text format. Select HTML to send all email messages with the formatting you want, such as numbering, bullets, bold face, and italics.
Invitation	Click the Participants link to customize the invitation email message to attendees. Click the Panelists link to customize the invitation email message to panelists.
Enrollment	Select the check boxes to send notifications to enrollees about their enrollment status. Pending --Notifies that you have received the attendee's enrollment and that it is pending approval. Accepted --Notifies that you have accepted the attendee's enrollment. This email message contains a link the attendee can click to join the event. Rejected --Notifies that you have declined the attendee's enrollment request. The default email message does not contain a reason for rejection, so you may want to customize the message text. Event Updated --Click the link to customize the email message that EventCenter automatically sends to enrollees whenever you update the event. To customize the email messages for Pending, Accepted, Rejected, and

	Event Updated, click the links.
Reminder	Select the check boxes to send reminders to enrollees. 1st Reminder --Sends an email message reminding enrollees to join the event. 2nd Reminder --Sends a second email message reminding enrollees to join the event. To customize the reminder email messages, click the links.
Follow-Up	Select the check boxes to send follow-up email messages to attendees. Thank You for Attending --Thanks an attendee for attending the event, and contains information about how the attendee can provide feedback on the event. Absentee Follow-Up Email --Informs an absentee that the event has occurred, and provides the host's contact information. EventCenter sends this message to each enrollee who did not attend the event. To customize the follow-up email messages, click the links.

SENDING AN INVITATION EMAIL MESSAGE TO INVITED PARTICIPANTS

To send an invitation email message to either attendees or panelists, you must first add the names of the attendees or panelists on the Schedule an Event or Edit Event page.

To send an invitation email message to participants:

1. On the Schedule an Event or Edit Event page, add the names of the attendees or panelists.
2. When you finish specifying all the options on the page, click **Schedule** or **Update**. The Event Information page appears.
3. In the Email Messages section, next to Send invitation emails to, select the check box for *any* of the following as appropriate:
   a. **Host** –Sends an email to the host of the event
   b. **Panelists** – Sends an email to the invited panelists
   c. **Participants** – Sends an email to the invited attendees
4. Click **Send Emails**.
5. Click **OK** in the dialog box that appears.
6. Click **OK** in the Email confirmed page that appears.

SENDING EVENT UPDATE EMAIL MESSAGES TO APPROVED ENROLLEES

You can specify that whenever you update the event, attendees whose enrollment has been approved receive automatic email messages about the update.

To send automatic updates to approved enrollees:

1. After you edit the event, on the Event Information page, go to Email Messages.
2. Next to Send event update emails to, select the check box for **All approved enrollees**.
3. Click **Send Emails**.
4. Click **OK** in the dialog box that appears.
5. Click **OK** in the Email confirmed page that appears.

SENDING EMAIL MESSAGES ABOUT ENROLLMENT STATUS

You can specify that attendees receive email messages about their enrollment status once you approve, reject, or make pending their enrollment.

To send an enrollment status email message to attendees:

1. On the Schedule an Event page or the Edit Event page, go to Email Message Options.
2. Under Enrollment, select the check box for *any* of the following types of email messages:
   a. Pending
   b. Accepted
   c. Rejected
3. Click **Schedule** or **Update**.

SENDING REMINDER EMAIL MESSAGES TO ENROLLEES

You can specify that enrollees automatically receive reminder email messages about the upcoming event.

To send reminders to enrollees:

1. On the Schedule an Event page or the Edit Event page, go to Email Message Options.
2. Under Reminder, you can specify up to two reminders by selecting the check boxes.
3. Use the drop-down list to choose the date and time when you want the email messages sent.
4. Click **Schedule** or **Update**.

SENDING FOLLOW-UP EMAIL MESSAGES

You can specify that enrollees automatically receive follow-up email messages after the event.

To send follow-up email messages:

1. On the Schedule an Event page or the Edit Event page, go to Email Message Options.
2. Under Follow-Up, select *either* of the following, as appropriate:
   a. **Thank You for Attending**
   b. **Absentee Follow-Up Email**
3. Use the drop-down lists to choose the date and time when you want the email messages sent.
4. Click **Schedule** or **Update.**

Customizing Email Messages

ABOUT THE EMAIL MANAGER PAGE

How to access this page

Do *either* of the following:

- On the navigation bar, click **Host an Event > Email Templates**.
- On the Schedule an Event or Edit Event page, go to Email Message Options and then click the link for **Email Manager**.

What you can do on this page

- Customize up to three templates for each type of email message.

Options on this page

Use this option	To
For: drop-down list	Choose the type of the email message you want to customize.
Title	Open one of the three templates by clicking the link, and start editing the message.
Option buttons for templates This option is available only when you are scheduling or editing an event.	Apply the selected template to an event that you are scheduling or editing.

ABOUT THE EDIT EMAIL [TEMPLATE NAME] PAGE

How to access this page

1. Do *either* of the following:
   a. On the navigation bar, click **Host an Event > Email Templates**.
   b. On the Schedule an Event or Edit Event page, go to Email Message Options and then click the link for **Email Manager**.
2. Choose the type of email message you want to edit in the For: drop-down list and then open one of the templates by clicking the link.

What you can do on this page

- Customize the template by editing, rearranging, or deleting the content and variables--code text that EventCenter uses to substitute for your specific user or event information.
- A variable is composed of text and two percentage signs. You can delete or rearrange the text and percentage signs all together, but never change the text within the percentage signs. For example, in this variable, *%ParticipantName%,* do not change the text *ParticipantName*. If you change it, Event Manager will not substitute the correct text from your user or event information.

Options on this page

Use this option	To
Email Template Name	Type a name for this template.
Email Subject	Type a name that will appear in the subject line of the email message.
From	Specify the sender's email address. This address appears in the email message that participants receive. By default, EventCenter uses this variable, %SenderEmailAddress%, which retrieves the corresponding information from the mail server for your EventCenter web site. The default email address is messenger@webex.com . To specify a different email address, delete the entire variable--the text and the percentage signs together, and then type the new email address in the box.
Reply To	Specify the email address to which you want all replies to this message to be sent. You can use the address in the From box or a different address. By default, EventCenter uses this variable, %HostEmail%, which retrieves the corresponding information specified in your user profile. To specify a different email address, delete the entire variable--the text and the percentage signs together, and then type the new email

	address in the box.
Reset to Default button	Revert the template to the original, default state.
Content	Modify the content of the email message. The default content contains variables, which EventCenter replaces with your user or event information.
Save	Save the changes you make.

Note: InterCall recommends that you set up an email account that you can use exclusively for producing events. You can specify that address in the From box. For example, you can set up an account with the address events@your_company.com.

CUSTOMIZING AN EMAIL MESSAGE

You can customize an email message template by editing, rearranging, or deleting the content and variables--code text that EventCenter uses to substitute for your specific user or event information.

You can delete or rearrange variables, but never change the text in a variable. For example, in this variable, *%ParticipantName%*, do not change the text *ParticipantName* within the percentage signs. If you change it, Event Manager will not substitute the correct text from your user or event information.

To customize an email message for an event:

1. On the Schedule an Event page or Edit Event page, under Email Message Options, click the link for the email message that you want to customize.
2. Edit the email message on the Edit Email [Template Name] page that appears.
   Note: *Never change the text within a variable.*
3. To save the changes you make, click **Save**.

To customize an email message template for all your events:

1. Do *either* of the following:
   a. On the navigation bar, click **Host an Event > Email Templates**.
   b. On the Schedule an Event or Edit Event page, go to Email Message Options and then click the link for **Email Manager**.
2. Choose the type of email message you want to edit in the For: drop-down list, and then open one of the templates by clicking the link.
3. Edit the email message on the Edit Email [Template Name] page that appears.
   Note: *Never change the text within a variable.*
4. To save the changes you make, click **Save**.
5. To revert the email message to its original, default state, click **Reset to Default**.

ABOUT EMAIL MESSAGE VARIABLES

A variable is composed of text surrounded by two percentage signs. Each variable used in EventCenter email messages is replaced by corresponding information specified in an attendee's enrollment data, in your user profile, on the Event Information page, and so on.

The following table lists the meaning of each variable and the types of email messages to which it applies.

This variable	is replaced by
%AttendeeName%	the first and last names that the attendee specified when enrolling for or joining an event
%ParticipantName%	first and last names that the participant specified when either enrolling for or joining an event

%PanelistName%	the panelist's first and last names that you specified when scheduling the event
%EnrollmentPassword%	the password you specified for attendees to enroll for the event
%Topic%	the event name that you specified when scheduling the event
%MeetingDate%	the date that you specified when scheduling the event in the following format: Day, Month DD, YYYY --for example: Friday, April 12, 2002
%MeetingTime%	the time that you specified when scheduling the event in the following format: HH:MM [am/pm] --for example: 12:30 pm
%EventTimeZone%	the time zone that you specified when scheduling the event
%HostName%	the first and last names that you specified in your user profile
%HostPhone%	the phone number that you specified in your user profile
%PhoneContactInfo%	If you specified a phone number in your user profile, this variable is replaced by the following text: call %HostPhone% or where %HostPhone% is replaced by the phone number that you specified in your user profile.
%HostEmail%	the email address that you specified in your user profile
%SenderEmailAddress%	The email address specified on the mail server for your EventCenter web site. The default address is: messenger@webex.com
%EnrollmentID%	the enrollment ID for the attendee. EventCenter automatically creates this ID for an attendee after you approve his or her enrollment request. If you do not require enrollment for the event, this variable is replaced by following text: This event does not require an enrollment ID .
%EventPassword%	the password for the event that you specified when scheduling the event. If you do not require a password, this variable is replaced by following text: This event does not require a password .
%UCFAttendeeVerifyPlayers%	If UCF is enabled for this event, and Request Attendees to verify players is selected, display the following: The host requests that you check for compatibility of rich media players for Universal Communications Format (UCF) before you join the event. UCF allows you to view multimedia during the event. To check now, click the following link: %UCFVerifyPlayerLink%.
%TeleconferenceInfo%	This variable is replaced by the following text: To join the teleconference, call %CallInNumber% and enter the meeting number where %CallInNumber% is replaced by the number(s) that you specified in the Phone numbers box when scheduling the event.
%MeetingInfoURL%	the Web address, or URL, for the Event Information page for the event. EventCenter automatically creates the URL once you schedule an event.

%DownloadInstruction%	This variable is replaced by the following instructions for downloading Event Manager: To join the event more quickly, you can set up the software that you need to join the event before it starts. Go to the URL above, then click Set Up .
%EmailFooter%	This variable is replaced by a signature line that appears in the email message, in the following format: ----------------- %HostName% where %HostName% is replaced by the first and last names that you specified in your user profile.

Starting an Event

ABOUT STARTING AN EVENT

Events do not start automatically at scheduled times. Unless you specify that attendees can join before the host, you must first start an event before attendees can join it.

Once you schedule an event, you receive a confirmation email message that includes a link that you can click to start the event. You can also start the event from your MyWebEx page on your EventCenter web site.

To start an event, you must have a host account on your EventCenter web site.

STARTING AN EVENT FROM A CONFIRMATION EMAIL MESSAGE

You can start your event from the confirmation email message that you receive after you schedule the event.

To start an event from the confirmation email message:

1. Open your confirmation email message and then click the appropriate link.
2. If you are not already logged in to your EventCenter web site, the Log In page appears.
3. If the Log In page appears, provide your user name and password and then click **Log In**. The Event Information page appears.
4. Click **Start Now**. The Event window appears.
5. If the event includes an audio conference, the Join Teleconference dialog box appears. Follow the instructions in the dialog box to join the audio conference.

STARTING AN EVENT FROM YOUR MYWEBEX PAGE

You can start your event from the MyWebEx page on your EventCenter web site.

To start an event from the MyWebEx page:

1. Log in to your EventCenter web site.
2. Click **MyWebEx**. The My WebEx Meetings page appears.
3. On the Scheduled tab, find the event that you want to start and then click Start in the Status column. The Event window appears.
4. If the event includes an audio conference, the Join Teleconference dialog box appears. Follow the instructions in the dialog box to join the audio conference.

Modifying a Scheduled Event

ABOUT MODIFYING A SCHEDULED EVENT

Once you schedule an event, you can modify it at any time before you start it, including its starting time, topic, password, agenda, and many other options.

If you update any information about an event, including adding or removing attendees, you can choose to send attendees a new invitation email message that informs them that you have modified information about the event. Attendees whom you removed from the attendee list receive an email message informing them that the event was cancelled.

You can modify an event from the confirmation email message that you received after you scheduled the event, or from your MyWebEx page on your EventCenter web site.

MODIFYING A SCHEDULED EVENT FROM A CONFIRMATION EMAIL

You can modify an event from the confirmation email message that you received after scheduling the event.

To modify an event from the confirmation email message:

1. Open your confirmation email message and then click the appropriate link.
2. If you are not already logged in to your EventCenter web site, the Log In page appears.
3. If the Log In page appears, provide your user name and password, and then click **Log In**. The Event Information page appears.
4. Click **Edit Event**. The Edit Event page appears.
5. Start making your changes.
6. To save your changes to the event, click **Update**.
7. The Your Event Was Updated page appears.

MODIFYING A SCHEDULED EVENT FROM YOUR MYWEBEX PAGE

You can modify a scheduled event from the MyWebEx page on your EventCenter web site.

1. Log in to your EventCenter web site.
2. Click **MyWebEx**. The My WebEx Meetings page appears.
3. On the ***Scheduled*** tab, in the Topic column, click the topic for the event.
4. The Event Information page appears.
5. Click **Edit Event**. The Edit Event page appears.
6. Start making your changes.
7. To save your changes to the event, click **Update**.
8. The Your Event Was Updated page appears.

Canceling a Scheduled Event

ABOUT CANCELING A SCHEDULED EVENT

You can cancel an event that you scheduled at any time. As you are canceling an event, you have the option of sending automatic cancellation email messages to the event participants.

CANCELING A SCHEDULED EVENT

You cancel a scheduled event from the MyWebEx page on your EventCenter web site.

To cancel an event you scheduled:

1. Log in to your EventCenter web site.
2. Click **MyWebEx.** The My WebEx Meetings page appears.
3. On the Scheduled tab, in the Topic column**,** select the check box for the event topic, and then click **Delete**.
4. Click **OK** in the message box to confirm that you want to delete the event. A message box appears, allowing you to send automatic email messages about this cancellation.
5. Do *one* of the following, as appropriate:
   a. If you want to notify all invited participants and approved enrollees, click **Yes**.
   b. The participants that will receive the cancellation email address include the attendees and panelists you invited and those whose enrollment has been approved.
6. You also will receive a confirmation email message about this cancellation.
   a. If you do not want to send automatic cancellation email messages, click **No**.
   b. If you do not want to cancel this event, click **Cancel**.

Creating a Program

ABOUT CREATING A PROGRAM

EventCenter allows you to group live or recorded events in a program for a specific project, product, or audience. A program allows attendees to conveniently enroll for all its events at one time. All the events in a program share the same enrollment form. After you add events to a program, you can obtain the URL of the program from the program information page and invite participants to enroll for the associated events by sending them the URL.

CREATING A PROGRAM

You can create a program to group your live or recorded events.

To create a program:

1. Do *either* of the following:
   a. On the left navigation bar, click **Manage Programs > Create New Program**.
   b. On the Schedule an Event page or Edit Event page, under Event Time and Duration*,* click **New program**.
2. The event that you are scheduling or editing is automatically added to this new program.
3. On the navigation bar, click **Manage Programs** > **List of Programs > New program**. The Create a program page appears.
4. Specify the options on the page, and then click **Create program**.
5. If you created the new program from the Schedule an Event or Edit Event page, click **OK** in the message box, informing you that adding this event changes its enrollment options to be the same as those of the program.
6. This program displays on the Manage Programs page.

OBTAINING THE PROGRAM WEB ADDRESS

The program information page contains the Web address, or URL, for the program. You can invite attendees to enroll for the events in the program by sending them the URL.

To obtain the program Web address:

1. On the navigation bar, expand Manage Programs, and then click **List of Programs**. The Manage Programs page appears.
2. In the Topic column, click the title of the program that you want to view.
3. The program information page appears.
4. The URL is displayed next to Program URL.

ABOUT THE CREATE A PROGRAM PAGE

To access this page, do *any* of the following:

- On the left navigation bar, click **Manage Programs > Create New Program**.
- On the Schedule an Event page or Edit Event page, under Event Time and Duration, click **New program**.
- The event that you are scheduling or editing is automatically added to this new program.
- On the navigation bar, click **Manage Programs** > **List of Programs > New program**.

What you can do on this page

- Specify the program details.
- Specify the enrollment options.
- Customize the program information page using the HTML code.

Options on this page

Use this option	To
Program name	Type the title of the program.
Description	Type a description for the program. You can format the description using the HTML code.
Expected enrollment	Specify the expected number of enrollees.
Budget	Specify the budget for the program.
Email	Type the host's email address.
Program status	Specify whether the program is Listed or Unlisted. A Listed program appears on the List of Events by Program page for anyone who visits your EventCenter web site. An Unlisted program does not appear on the List of Events by Program page. Attendees can view the upcoming events in the program if you send them the URL for the program.
Enrollment ID required	Specify whether attendees must enroll before they can join the events in the program.
Password required to enroll	Specify whether to require a password before an attendee can enroll for the events in the program.
Customize enrollment form	Customize the enrollment form by clicking Customize. The way you customize a program enrollment form is the same as you would an event enrollment form. All events in a program share the same enrollment form.
Invite friends	Allow enrollees to invite their friends to the events in the program.
Destination URL after enrollment	Specify a Web address, or URL, that displays once an attendee finishes enrolling for an event in the program.
Images	Upload photos that you want to show on the program information page. After uploading the images, you reference to those images from the Custom HTML Area section.

Custom HTML Area	Format this area using the HTML code, including referencing to the images you upload in the Images section. Use the drop-down list to place this customized area above or bellow the title of the program.

ADDING LIVE EVENTS TO A PROGRAM

You can add events to a program from either of the following pages:

- the Schedule an Event page or Edit Event page
- the Manage Programs page

To add a live event to a program when scheduling or editing the event:

1. On the Schedule an Event page *or Edit Event* page, under Event Time and Duration, choose a program in the Program drop-down list.
2. Click **OK** in the message box, informing you that adding this event changes its enrollment options to be the same with those of the program.

To add a live event to a program from the Manage Programs page:

1. On the navigation bar, expand Manage Programs, and then click **List of Programs**. The Manage Programs page appears.
2. In the Topic column, click the title of the program to which you want to add an event.
3. Do *one* of the following:
   a. If you have already scheduled the event that you want to add to the program, click the **Add other events to this program** link. The window that appears lists the events you have scheduled.
   b. Select the event that you want to add to the program, and then click **Add.** Click **OK** in the message box, informing you that adding this event changes its enrollment options to be the same with those of the program. Then click **Continue**.
   c. If you have not scheduled the event that you want to add to the program, click **New event** to schedule the event and add it to the program at the same time.
   Note: *All events in a program share the same enrollment form. Attendees can choose to enroll for all the events in a program at one time.*

ADDING RECORDED EVENTS TO A PROGRAM

If you have recorded events that you hosted, you can add them to a program.

To add a recorded event to a program:

1. On the navigation bar, expand Manage Programs, and then click **List of Programs**. The Manage Programs page appears.
2. In the Topic column, click the title of the program to which you want to add a recorded event.
3. Click the **Add other recordings to this program** link.
4. In the window that appears, select the recordings that you want to add to the program and then click **Add**.
5. Click **Continue** in the window that appears.

VIEWING, MODIFYING, AND DELETING A PROGRAM

Your EventCenter web site displays all the programs that you and the other hosts created on the Manage Programs page. You can view a program and add events or recordings to it at any time.

Note: *You cannot modify or delete the programs the other hosts created.*

To obtain information about a program:

1. On the navigation bar, expand Manage Programs, and then click **List of Programs**. The Manage Programs page appears.
2. In the Topic column, click the title of the program that you want to view. The program information page appears.

To modify a program:

1. On the navigation bar, expand Manage Programs, and then click **List of Programs**. The Manage Programs page appears.
2. In the Topic column, click the title of the program that you want to modify.
3. Click **Edit program**. The Edit a program page appears.
4. Make your changes, and then click **Update program**. You receive an automatic email message about this update.

To delete a program you created:

1. On the navigation bar, expand Manage Programs, and then click **List of Programs**. The Manage Programs page appears.
2. Select the check box for the program you want to delete.
3. Click **Delete**.
4. Click **OK** to confirm the deletion. The Program Deleted page appears.
   Note: *The programs you created have check boxes next to them.*

Tracking Your Enrollees

ABOUT TRACKING YOUR ENROLLEES

EventCenter allows you to gauge the effectiveness of the different methods you use to market your events by tracking where attendees enroll from.

To track your enrollees, you add a source ID to the end of the event URL that attendees click to enroll for the event. For example, you promote your events by running advertisements through various media, such as banner advertisements, magazines, newspapers, and so on. You can assign a source ID for each promotional medium. EventCenter captures the source ID when an attendee enrolls from a particular medium using the event URL.

Your site administrator can then generate an enrollment report that shows each enrollee's source ID. You can compare and analyze which marketing method is more effective than another.

There are two ways of appending a source ID to an event URL:

- Manually append a source ID by adding *&SourceId=* to the event URL and publish this new URL in your promotional medium.
- Associate a source ID with a vendor's email address on the Event Information page, if you use third-party email vendors to forward your invitation email message to potential attendees.

MANUALLY APPENDING A SOURCE ID TO YOUR EVENT URL

You can manually append a source ID to your event URL. To obtain the event URL, you must first schedule an event.

To manually append a source ID to your event URL:

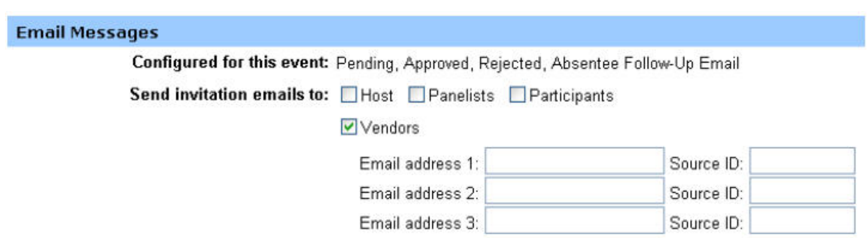
1. Obtain the event URL by doing *either* of the following:
   a. Log in to your EventCenter web site, and then click **MyWebEx**. Under the Scheduled tab, click the topic of the event for which you want to assign a source ID.
   b. Open your confirmation email message, and then click the appropriate link.
2. If the Log In page appears, type your user name and password, and click **Log In**.
3. The Event Information page appears. The event URL appears next to Event address for attendees.
4. Add *&SourceId=xxx* at the end of the URL and then publish it in your promotional medium.
5. For example, an event URL with a source ID can be *https://[eventURL]&SourceId=CompanyWeb site* or *https://[eventURL]&SourceId=anynumber*
   Note: *You can specify up to 512 characters, in either letters or numbers, for a source ID.*

ADDING A SOURCE ID FROM THE EVENT INFORMATION PAGE

You can specify a source ID and then associate it with a vendor's email address from the Event Information page.

To associate source IDs with vendor emails:

1. Go to the Event Information page by doing *either* of the following:
   a. Log in to your EventCenter web site, and then click **MyWebEx**. Under the Scheduled tab, click the topic of the event for which you want to assign a source ID.
   b. Open your confirmation email message, and then click the appropriate link for viewing or editing your event.
2. If the Log In page appears, type your user name and password, and click **Log In**.
3. On the Event Information page that appears, go to the Email Messages section.
4. Under Send invitation emails to, select **Vendors**.



5. Specify up to three vendors' email addresses in the Email address boxes and type source IDs in the corresponding Source ID boxes.
   Note*: You can specify up to 512 characters, in either letters or numbers, for a source ID. For example, a source ID can be company web site or any number.*

6 Click **Send Emails**. The vendors receive an invitation email message that they can forward to potential attendees. The email message includes an event URL with the source ID that you associated with a particular vendor. If an attendee enrolls for the event from that particular vendor's invitation email message, EventCenter captures the source ID for the attendee.

Managing Enrollment Requests

ABOUT MANAGING ENROLLMENT REQUESTS

You can manage attendees' enrollment requests by doing the following:

- Automatically approve enrollment requests by attendees.
- Manually approve or reject enrollment requests if you required approval when scheduling or editing the event.
- Send email messages to enrollees about their enrollment status--that is, pending, approved, or rejected.
- Send reminder email messages to the attendees whose enrollment has been approved.

APPROVING OR REJECTING ENROLLMENT REQUESTS

If you required approval for enrollment requests when scheduling or editing an event, you must review and manually approve or reject the requests.

To approve or reject enrollment requests for an event:

1 Log in to your EventCenter web site.

2 Optional. To specify that attendees will receive enrollment status email messages once you process their requests, do so on the Schedule an Event or Edit Event page.

3 Click **MyWebEx > My Meetings**. The My WebEx Meetings page appears. The page shows the number of requests that are pending , accepted , and rejected for each scheduled event.

4 Find the event, and then click the link for *one* of the following:

   a. **Requests Pending**
   --Each pending request lists the enrollee's name, the enrollee's email address, and the date and time that the enrollee submitted the request.

   b. **Requests Approved**
   --Each accepted request lists the enrollee's name, the enrollee's email address, and the date and time that the enrollee submitted the request.

   c. **Requests Rejected**
   --Each rejected request lists the enrollee's name, the enrollee's email address, and the date and time that the enrollee submitted the request.

5 Optional. To review details about each enrollment, on the page that appears, click the link for the name of the enrollee.

6. Select **Approved** or **Rejected** for each individual enrollee or do *one* of the following, as appropriate:
   a. To accept all requests for this event, click **Accept All**.
   b. To make all requests pending for this event, click **Make All Pending**.
   c. To reject all requests for this event, click **Reject All**.
7. Click **Update**. The email message for approved enrollees contains the enrollment ID, event password, if any, event number and a link they can click to join the event.

SENDING EMAIL REMINDERS TO ENROLLEES

You can send email reminders to attendees whose enrollment has been approved.

To send email reminders to enrollees:

1. Log in to your EventCenter web site.
2. Click **MyWebEx > My Meetings**. The My WebEx Meetings page appears. The page shows the number of requests that are pending, approved, and rejected for each scheduled event.
3. Find the event for which you want to send reminder email and then click the link under the Requests Approved symbol.
4. On the page that appears, click **Send Email**.
5. In the message box that appears, click **OK**.
6. On the Email confirmed page that appears, click **OK**.

   Note: *When scheduling or editing an event, you can specify that approved enrollees automatically receive email reminders at the date and time you specify.*

Conducting a Practice Session

ABOUT PRACTICE SESSIONS

Practice sessions allow the host, presenter, and all other panelists to practice the event before starting it for all participants. In a sense, practice sessions are similar to working behind a curtain for dress rehearsals. Practice sessions are not visible to event participants, but the event team can perform all event functions in the practice session. To prevent distractions during a practice session, the attendees' chat is not visible to the event team.

SETTING UP A PRACTICE SESSION

Before the host starts a practice session, all panelists should join the event. The host, presenter, and panelists should have all presentation materials ready to share in the practice session.

Notes:

- *Create a slide presentation for attendees to view while the production team is in a practice session. Open the slide presentation and set it to autoplay before you start the practice session. If you do not have a presentation for attendees to view while a practice session is in progress, they see a message in their Event windows stating that the production team is in a practice session.*
- *Start the practice session early enough before the event so you can finish it before the time your event is scheduled to start.*

The following table outlines what the event team and attendees view once the host starts a practice session.

Feature	Production Team	Attendees
Participant lists	Production team can view the participants in the Host, Presenter, and Panelists list. Attendee list is grayed out.	Attendees can view Attendee list. Host, Presenter, and Panelist s lists are grayed out.
Q & A sessions	Production team can use the Q & A session to communicate with each other. Production team can view questions sent from attendees.	If the host grants Q & A privileges, attendees can send questions to each other or to the production team.
Chat	Chat defaults to Host, Presenter, and Panelist. The production team cannot see chat from attendees. The production team can send chat to attendees by selecting All in the Chat drop-down list.	Attendees cannot view the chat within a practice session unless a production team member sends chat to All. Attendees cannot chat with the production team. If the host grants chat privileges, attendees can chat with each other.
Document sharing	Production team cannot view documents, presentations, or applications that were opened before the host started the practice session. Names on Event window tabs of documents or presentations opened before the practice session are grayed out.	Attendees can view documents or presentations shared before the host starts the practice session. Attendees cannot view any documents or presentations shared within the practice session.
Application sharing	The host must close any applications shared before starting the practice session. A message appears prompting the host or presenter to close the application. The host or presenter can share an application within the practice session, which the production team views.	Attendees cannot view any applications after the host starts a practice session.
Browser sharing	The host must close any browser shared before starting the practice session. A message appears prompting the host or presenter to close the shared browser. The host or presenter can share a browser within the practice session, which the production team views.	Attendees cannot view any shared browsers after the host starts a practice session.
Recording and playback	Recording and playback is available to the production team.	Recording and playback is available to attendees (although attendees can only record presentations outside the practice session).
Polling	Within a practice session, the poll coordinator can open a poll that was	Attendees can view a poll opened before the host starts

	created or loaded (but not opened) outside the practice session. The production team views any opened polls within the practice session.	the practice session. Attendees cannot view any polls opened within the practice session. If, within a practice session, the poll coordinator closes the poll that the attendees are viewing, the poll closes for the attendees.
Video	The production team views video within the practice session.	Attendees cannot view video after the host starts a practice session.

STARTING A PRACTICE SESSION

Once the host starts a practice session, attendees who have joined the event cannot view any activities in the practice session.

Notes:

- *Only the host can start a practice session.*
- *If a host designates a panelist or presenter as an attendee during a practice session, the attendee is removed from the practice session.*

To start a practice session:

1. Optional: Open the presentation that attendees will view while the production team is in a practice session. Set the presentation to automatically advance pages.
   ***Note**: Once the hosts starts a practice session, the presentation document or application that the host opened in the Event window before starting the practice session cannot be used by the production team. The host can only close the presentation. To use the same presentation in a practice session, the host must open it again after starting the practice session.*
2. In the Event window, on the Event menu, choose **Start Practice Session**.
3. The practice session starts. The host, presenter, and panelists automatically join the practice session. Event attendees view any presentation that the host opened before starting the practice session or they see a message in the Event window that the production team is currently in a practice session.
4. Open the presentation or any documents that the presenter will share during the event.
5. Rehearse the event using all the features that the production team will use during the event.
6. Before you end a practice session, close any documents or presentations that you are sharing if you do not want to share those with attendees once you end the practice session.

ENDING YOUR PRACTICE SESSION

When you are finished with your practice session, on the Event menu, choose **End Practice Session**.

The practice session ends. Event participants can now view the activities in the Event window.

***Note:** Once you end a practice session, attendees can view any loaded presentations, documents, whiteboards, polls, applications, or shared desktops that the production team shared within the practice session. Before ending a practice session, close anything that was shared within the practice session that you do not want to share with attendees.*

Understanding the Event Window

The Event window displays the content viewer on the left side, where you share documents, applications, desktops, and other items with attendees. The right side of the Event window contains panels, which you can display or hide as you need them.
This chapter gives you a quick overview of the Event window and the elements that compose it.

A QUICK TOUR OF THE EVENT WINDOW

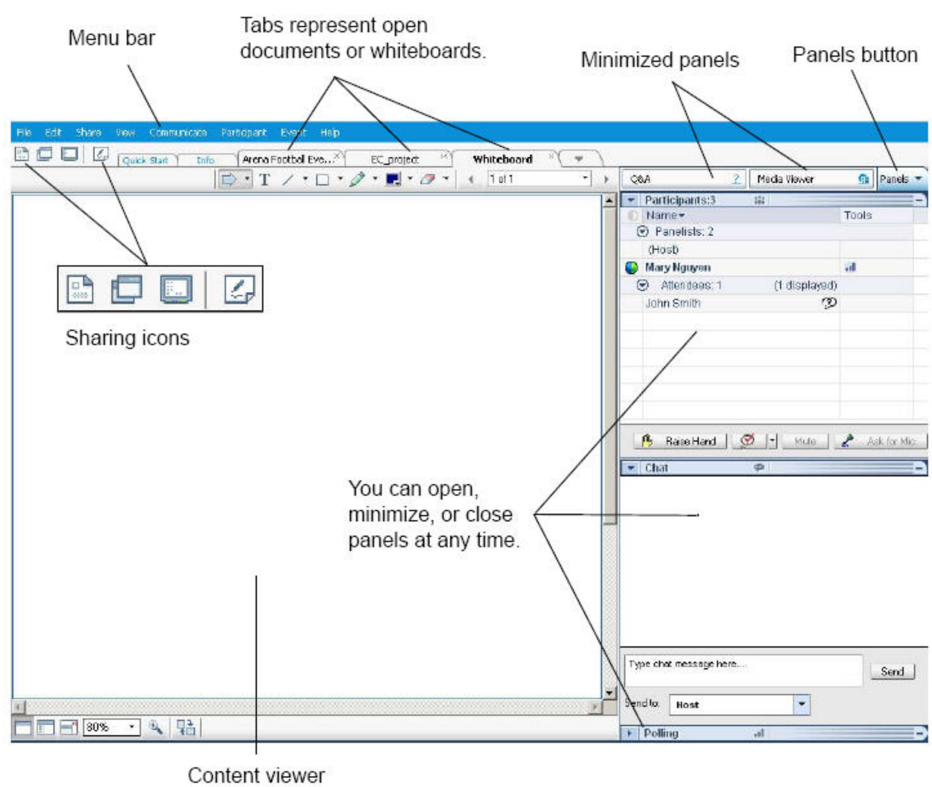
The Event window provides the online environment where event participants interact.

In the Event window, you can share documents, presentations, desktops, and Web content, send chat messages, coordinate polls, and perform other event management tasks.

YOUR FIRST LOOK OF THE EVENT WINDOW

The following figure shows the basic components of the Event window:

- menu bar
- content viewer
- sharing icons in the upper left corner, which provide easy access to the presentations, documents, applications, desktops, or whiteboards that you want to share
- panels, which you can manipulate by using a mouse click to open, close, and minimize them



MENU BAR

The following table describes what you can do with each menu.

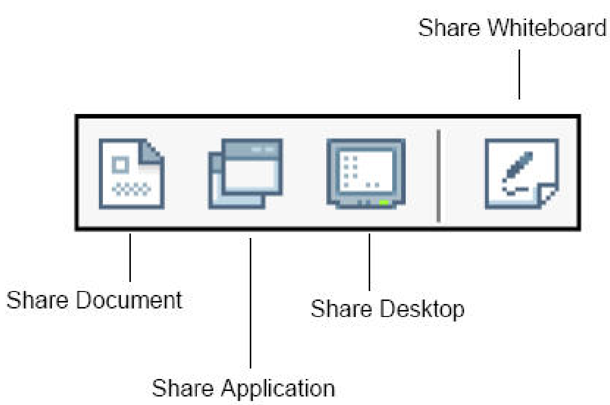
Menu	Description
File	Provides commands for saving, opening, or printing files during an event; and ending or leaving an event.
Edit	Provides commands for editing shared content in the content viewer.
Share	Provides commands for sharing documents, presentations, applications, Web browsers, desktops, multimedia Web content, and whiteboards.
View	Provides commands for displaying information in the content viewer on a host's, presenter's, or attendee's screen.
Communicate	Provides commands for the audio conference.
Participant	Provides commands pertaining to participants, such as inviting a participant to an event, assigning roles and privileges, and so on.
Event	Provides commands pertaining to the event, such as viewing event information and restricting access to the event.
Help	Provides information about the EventCenter service

CONTENT VIEWER

The content viewer displays one or more documents, presentations, applications, and whiteboards that you share during an event. Tabs at the top of the viewer allow you to switch among multiple shared documents, presentations, whiteboards, and Web contents.

SHARING ICONS

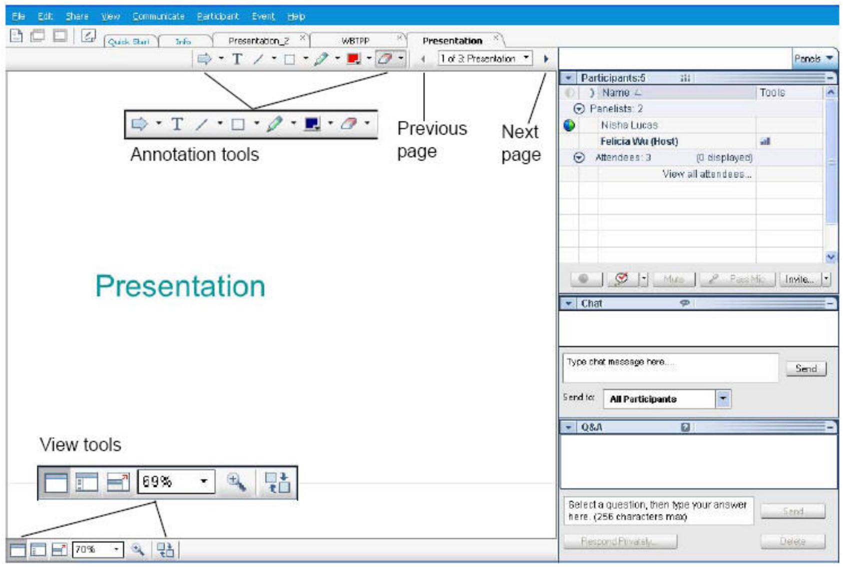
You can open a document, whiteboard, desktop, or application to share using the sharing icons in the upper left corner.



TOOLS FOR SHARING

As you start sharing documents and applications during your event, tools are available at your fingertips.

In the following figure, the host has opened several presentations to share with event participants. Documents and whiteboards you have opened appear as tabs at the top of the Event window.

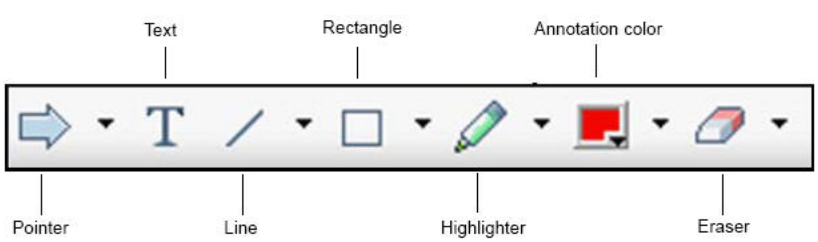


You have access to:

+ annotation tools for highlighting and referring to elements in the presentation or application you are sharing
+ view tools for displaying document and presentations in different ways, such as showing thumbnails of the pages
+ Previous Page and Next Page buttons, for moving around in a document

ANNOTATION TOOLS

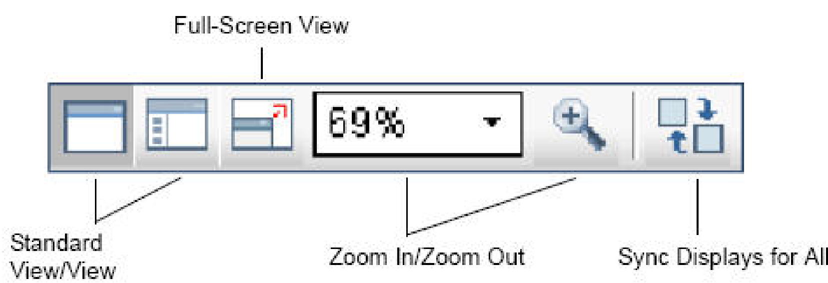
The following figure and table describe what you can do with the annotation tools.



Tool	Description
Pointer	Lets you point out text and graphics on shared content. The pointer displays an arrow with your name and annotation color. To display the laser pointer, which lets you point out text and graphics on shared content using a red "laser beam," click the downward-pointing arrow. Clicking this button again turns off the pointer tool.
Text	Lets you type text on shared content. Attendees can view the text once you finish typing it and click your mouse in the content viewer, outside the text box. To change the font, on the Edit menu, choose Font. Clicking this button again turns off the text tool.
Line	Lets you draw lines and arrows on shared content. For more options, click the downward-pointing arrow. Clicking this button again closes the Rectangle tool.
Rectangle	Lets you draw shapes, such as rectangles and ellipses on shared content. For more options, click the downward-pointing arrow. Clicking this button again closes the Rectangle tool.
Highlighter	Lets you highlight text and other elements in shared content. For more options, click the downward-pointing arrow. Clicking this button again closes the Highlighter tool
Annotation Color	Displays the Annotation Color palette, on which you can select a color to annotate shared content. Clicking this button again closes the Annotation Color palette.
Eraser	Erases text and annotations or clears pointers on shared content. To erase a single annotation, click it in the viewer. For more options, click the downward-pointing arrow. Clicking this button again turns off the eraser tool.

VIEW TOOLS

The following figure and table describe what you can do with the view tools.



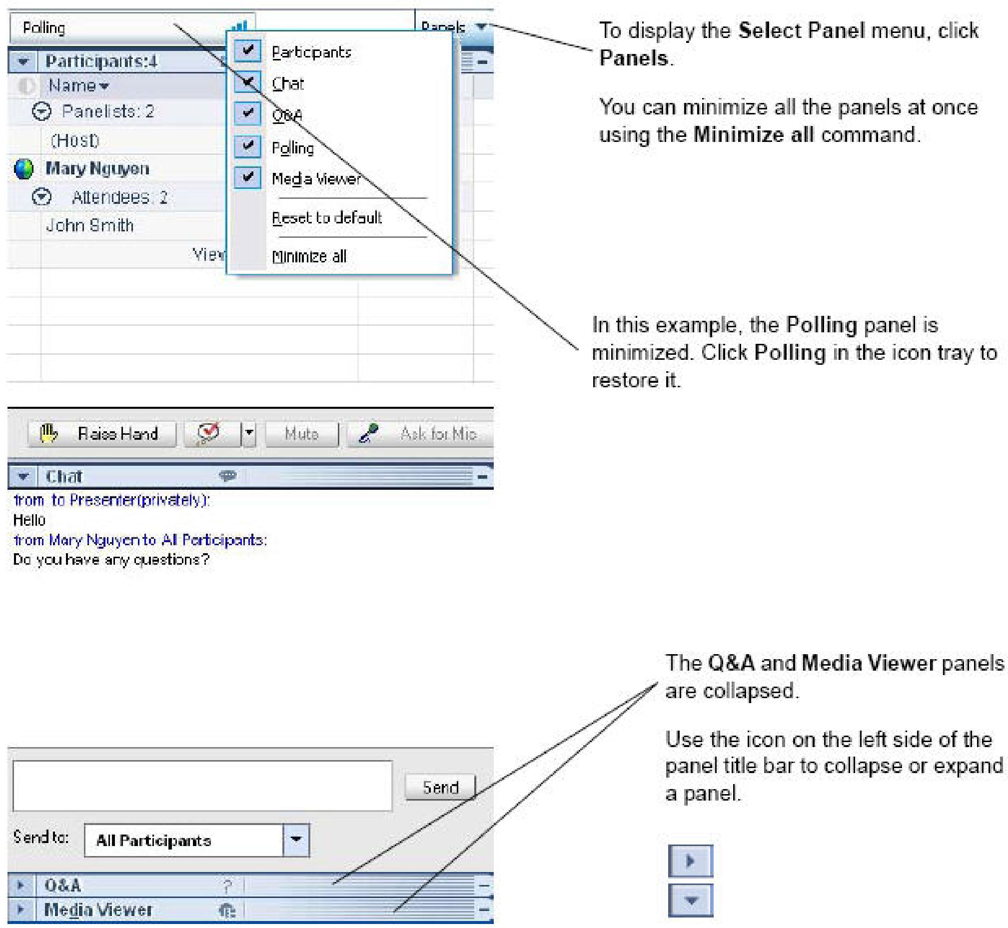
Tool	Description
Standard View/ View Thumbnails	Clicking Standard View displays the shared content as you would normally view it. To display thumbnails, or miniatures, of shared pages, slides, or whiteboards to the side of the content, click View Thumbnails. This tool helps you locate a page or slide quickly. Click Standard View to return to normal viewing of the shared content.
Full-Screen View	Displays shared content in a full-screen view. Helps you to ensure that participants can view all activities on your screen. Also helps to prevent participants from viewing or using other applications on their screens during a presentation.

	Press ESC on your keyboard to return to the content viewer.
Zoom In/ Zoom Out	Lets you display shared content at various magnifications. Click this button, and then click the page, slide, or whiteboard to change its magnification. For more magnification options, click the downward-pointing arrow.
Sync Displays for All	For presenters, synchronizes all participants' displays with your display. Helps to ensure that all participants are viewing the same page or slide, at the same magnification as in your display.

Working with the Panels

PANELS OVERVIEW

The panels on the right side of the Event window are very flexible. You can open, expand, or close them quickly and easily. You can also minimize all the open panels to icons, providing greater space for sharing documents, applications, and other items with event participants.



Your service selects which panels display initially.

MINIMIZING AND RESTORING PANELS

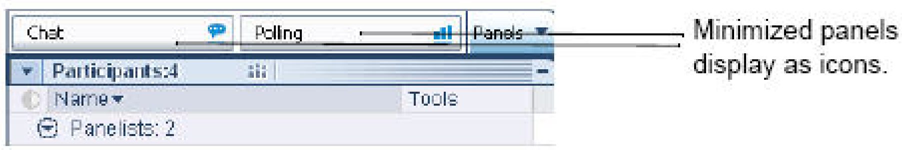
Minimizing and restoring individual panels has no effect on other participants' displays.

Notes:

- *For the presenter, if you minimize all open panels using the Minimize all command on the Select Panel menu, those panels are also minimized for the other participants.*
- *For the presenter, if you use the Restore Panels command after you have minimized panels using the Minimize all command, those panels also display for the other participants.*

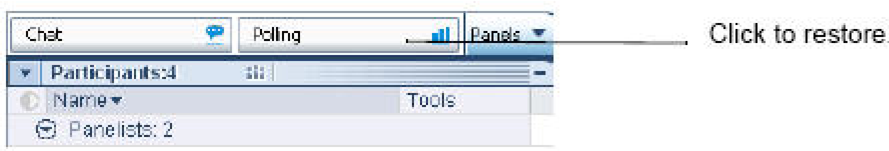
To minimize a panel:

1. Click the ***Minimize*** icon on the title bar of the panel you want to minimize.
2. The panel no longer displays. It appears as an icon on the icon tray at the top of the panels. See the following figure.



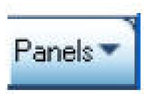
To restore a minimized panel:

1. Click its icon on the icon tray.



To quickly minimize all panels:

1. On the icon tray, click **Panels**. The Select Panel menu appears.



2. On the Select Panel menu, choose **Minimize all**. The open panels shrink to icons on the icon tray. The content viewer expands.

To quickly restore all minimized panels:

1. In the icon tray, click **Panels**. The Select Panel menu displays.

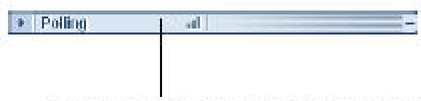
2. On the Select Panels menu, choose **Restore Panels**. Minimized panels now display. The content viewer returns to its previous state.

EXPANDING AND COLLAPSING PANELS

Expanding and collapsing panels has no effect on other participants' displays.

To collapse a panel:

1. Click the icon in the upper left corner of a panel to collapse it. The panel collapses, leaving only the title bar visible.



In this example, the **Polling** panel is collapsed.

To expand a panel:

1. If a panel is collapsed (you can see only its title bar), click the icon in the left corner of the title bar to expand it.

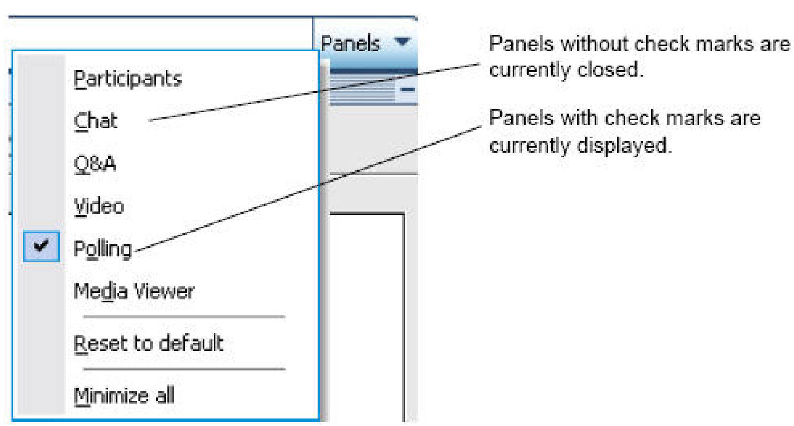
Use the appropriate icon on the left side of the panel title bar to collapse or expand a panel.

OPENING AND CLOSING PANELS

You can hide a panel completely so it does not display as an icon on the icon tray. For the presenter, if you close a panel, that panel also closes for attendees. It remains closed for all attendees until you open the panel again.

To close a panel:

1. On the icon tray above the panels, click **Panels**. The Select Panel menu displays.
2. On the Select Panel menu, click to remove the check mark next to the panel you want to close. The panel no longer displays, and it is unavailable as an icon on the icon tray.



3. If you close the last remaining panel, the large panel area on the right side of the screen disappears. You still can access the panels through the Select Panel menu by clicking the **Panels** button.

To open a panel:

1. On the icon tray above the panels, click **Panels**. The Select Panel menu displays.
2. On the Select Panel menu, click to place a check mark next to any panel you want to open. The panel you selected displays. This panel is now available for all participants.

RESETTING THE PANELS

You can return the panels to the display settings that were preset by your service.

To reset the panels:

1. On the icon tray above the panels, click **Panels.** The Select Panel menu displays.
2. On the Select Panel menu, choose **Reset to default**. The panels return to the display settings originally selected by your service. The size, order, and location of the panels are reset to their original settings.

ACCESSING PANEL OPTIONS

You can access the options related to any panel. Right-click the panel title bar to see a menu of commands related to the panel.

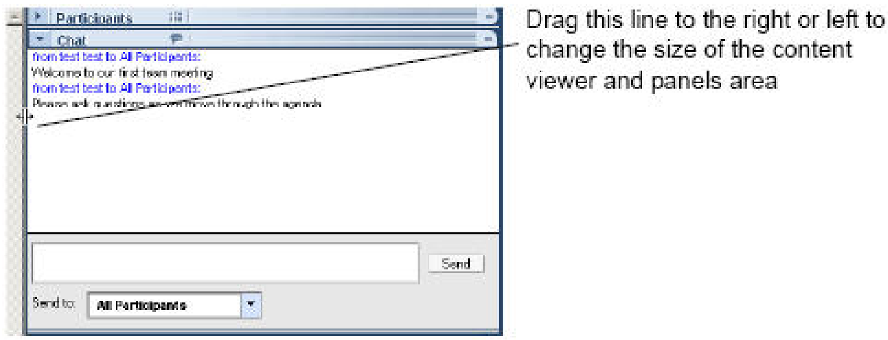
Panel	Options
Participants	Sound Alerts: Lets you choose a sound to play when a participant: Joins an event Leaves an event Selects the Raise Hand button on the Participants panel. Attendee Privileges: Available for only the event host. Displays the Attendee Privileges dialog box. My Information: Lets you specify a URL or Web address that you want to make available during the event. To access the web site that you specify, event participants can click the icon next to the host's or presenter's name on their Participants list.
Chat	Sound Alerts: Lets you choose the kinds of chat messages for which you want a sound to play. Select a sound from the drop-down list or click Browse to find a sound in a different location on your computer. Attendee Privileges: Available for only the event host. Displays the Attendee Privileges dialog box.
Media Viewer	Share Multimedia: Available for only the presenter. Lets you share multimedia Web content in the media viewer on this panel. Stop Multimedia Sharing: Available for the presenter, who has started sharing multimedia content.

RESIZING THE CONTENT VIEWER AND PANELS AREAS

You can control the size of the content viewer by making the panel area narrower or wider.

To change the size of the content viewer and panels:

- Click the dividing line between the content viewer and the panels.
- Drag the line to the left to make the area devoted to the panels wider.
- Drag the line to the right to make the content viewer larger.



Accessing Panels in Full-Screen View

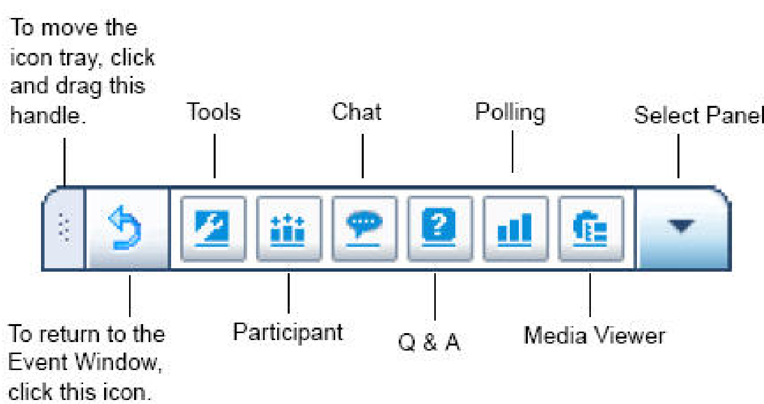
OVERVIEW OF FLOATING ICON TRAY

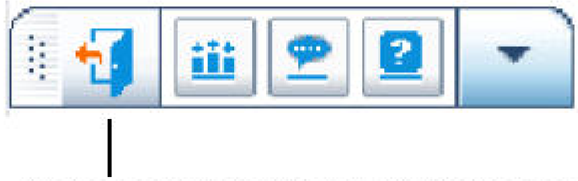
While you are viewing a shared application, desktop, or Web browser, the presenter can switch between a standard window and full-screen view. In full-screen view, you can access the panels from a floating icon tray located in the lower right corner of your screen. The following figure shows an example of the floating icon tray that you see if you are sharing an application, a presentation, document, or whiteboard. The icons on the tray represent the panels that you have minimized.
The following figure shows an example of the floating icon tray that you see if you are sharing your desktop. The icons on the tray represent the panels that you have minimized.

DISPLAYING A PANEL WHILE IN FULL-SCREEN VIEW

While you are in full-screen view, you can display any panel from a floating icon tray located in the lower right corner of your screen.

The following figure shows an example of the floating icon tray that you see if you are sharing an application, a presentation, document, or whiteboard. The icons on the tray represent the panels that you have minimized.





To stop desktop sharing and return to the Event window, click this icon.

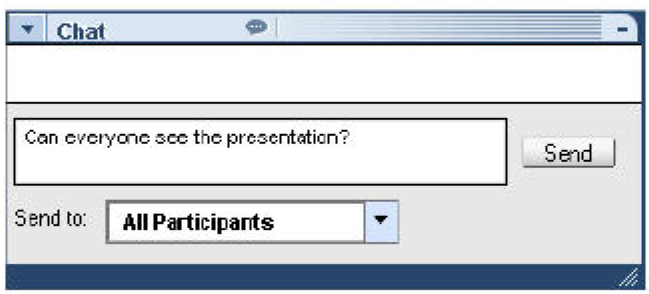
The following figure shows an example of the floating icon tray that you see if you are sharing your desktop. The icons on the tray represent the panels that you have minimized.

DISPLAYING A PANEL WHILE IN FULL-SCREEN VIEW

While you are in full-screen view, you can display any panel from a floating icon tray located in the lower right corner of your screen.

To display a panel while in full-screen view:

+ Click its icon on the floating icon tray. For example, to display the Chat panel, click the **Chat** icon. The panel "floats" on top of the shared document, presentation, web browser or other shared item. To move the panel, drag the title bar of the panel.



DISPLAYING ALL PANELS WHILE IN FULL-SCREEN VIEW

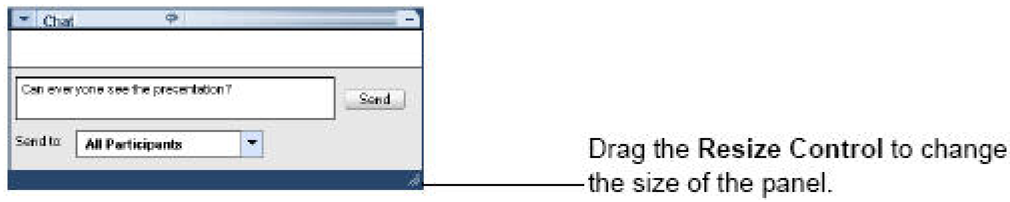
You can have all panels on the icon tray "float" on top of the shared document, presentation, Web browser, or other shared item.

To display all panels while in full-screen view:

1. On the floating icon tray, click the **Select Panel** button.
2. On the Select Panel menu, choose **Float All Panels**. All panels on floating icon tray display.

What you can do

+ Resize individual panels using the Resize Control in the bottom right corner of any floating panel.



ORGANIZING THE FLOATING PANELS

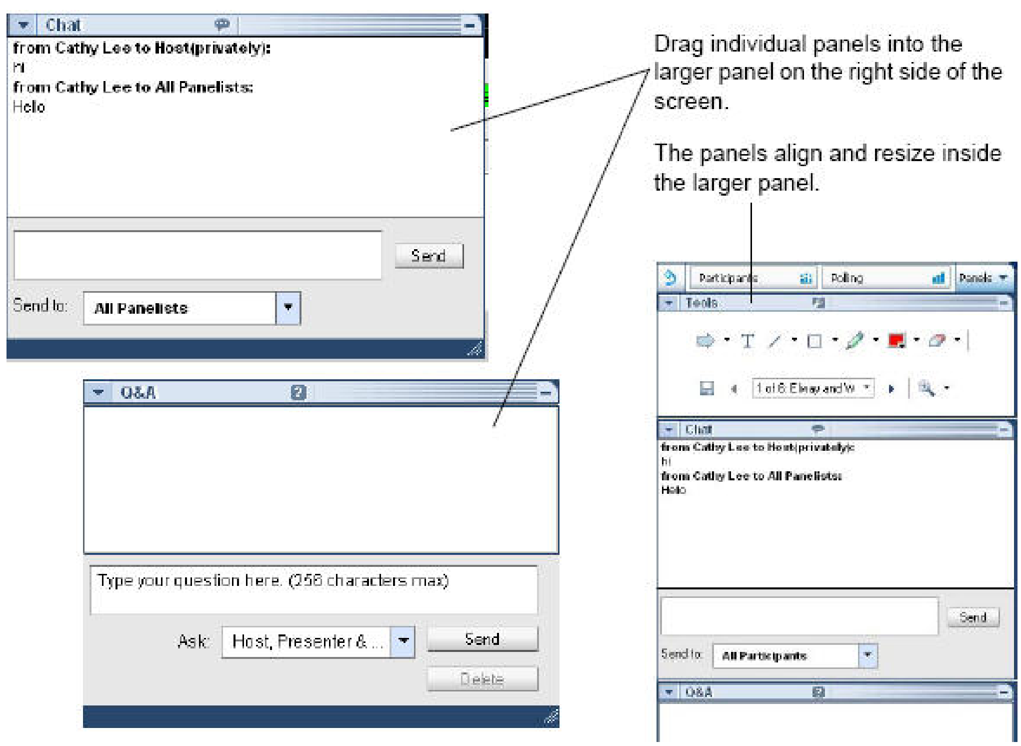
As you open the panels to answer a question or chat with a participant, you may find that you need to arrange the panels.

To organize the floating panels:

1. On the floating icon tray, click the **Select Panel** button.
2. On the Select Panel menu, choose **Open Right Panel**. A large panel appears on the right side of your screen. The icon tray now resides at the top of the right panel.

What you can do

+ Drag any floating panels into this larger panel. Panels resize to fill the space.



+ Drag any panel out of the larger panel to "float" it.
+ Switch between the panel view and full-screen view by choosing **Open Right Panel** or **Close Right Panel**.

SHARING DOCUMENTS OR SOFTWARE WHILE IN FULL-SCREEN VIEW

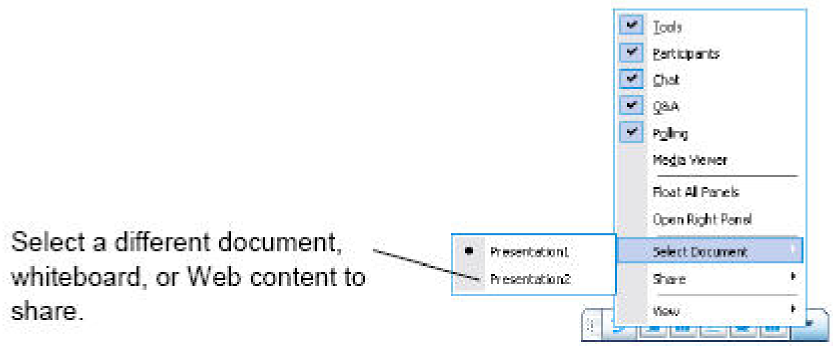
In full-screen view, you have access to sharing and viewing options from the floating icon tray.

WHEN SHARING A DOCUMENT, WHITEBOARD OR WEB CONTENT

If you are sharing a document, whiteboard, or web content in full-screen view and have opened several other documents, whiteboards, or Web contents, you can switch to share any of those or do another type of sharing.

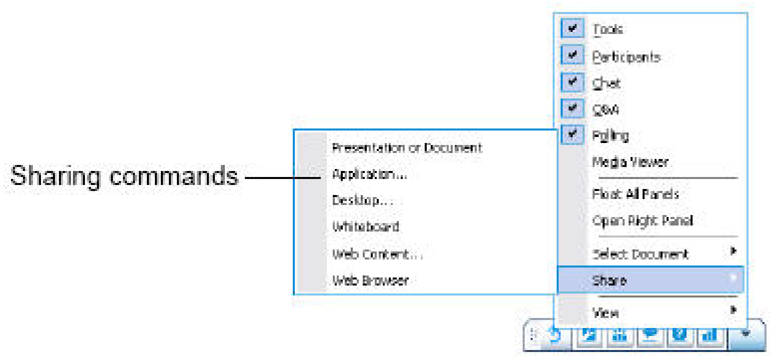
To display a different document in full-screen view:

1. On the floating icon tray, click the **Select Panel** button.
2. On the Select Panel menu, choose **Select Document**. You see a list of documents, whiteboards, or Web contents that are currently open in this event.
3. Select the document you want to share.



To select another sharing option:

1. On the floating icon tray, click the **Select Panel** button.
2. On the *Select Panel* menu, choose **Share**. You see the list of sharing commands.
3. Choose the kind of sharing you want to do.



To match attendees' display to your display:

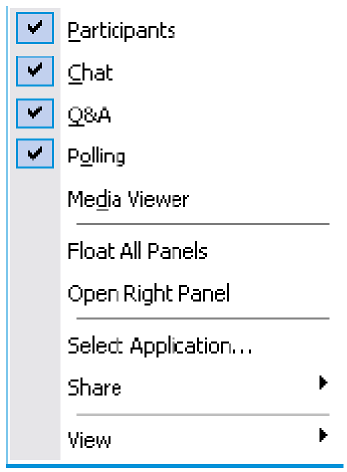
1. On the floating icon tray, click the **Select Panel** button.
2. On the Select Panel menu, choose **View > Synchronize Views**. All attendees' displays now match your display.

WHEN SHARING AN APPLICATION

If you are sharing an application in full-screen view, you can share another application or do another type of sharing at any time.

To share a different application:

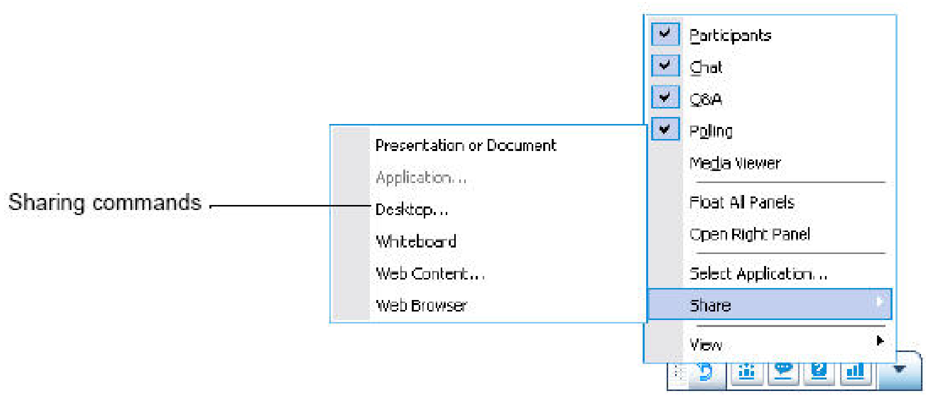
1. On the floating icon tray, click the **Select Panel** button.
2. On the Select Panel menu, choose **Select Application**. The Application Share dialog box appears.



3. Select the application you want to share or click **New Application** to open an application not already running on your desktop.
4. Click **Share**.

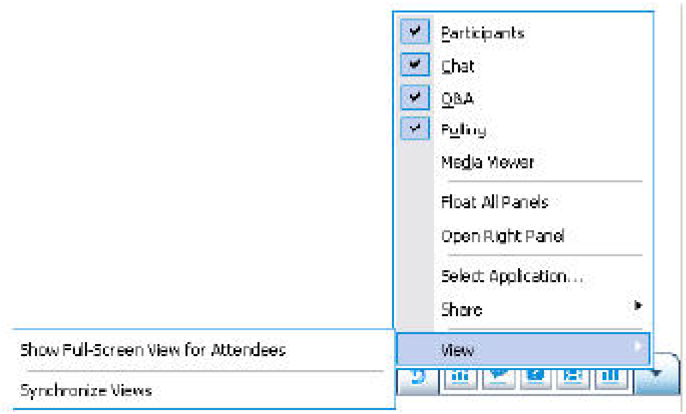
To select another sharing option:

1. On the floating icon tray, click the **Select Panel** button.
2. On the Select Panel menu, choose **Share**. You see the list of sharing commands.
3. Choose the kind of sharing you want to do.



To match attendees' display to your display:

1. On the floating icon tray, click the **Select Panel** button.
2. On the Select Panel menu, choose **View > Synchronize Views**. All attendees' displays now match your display.

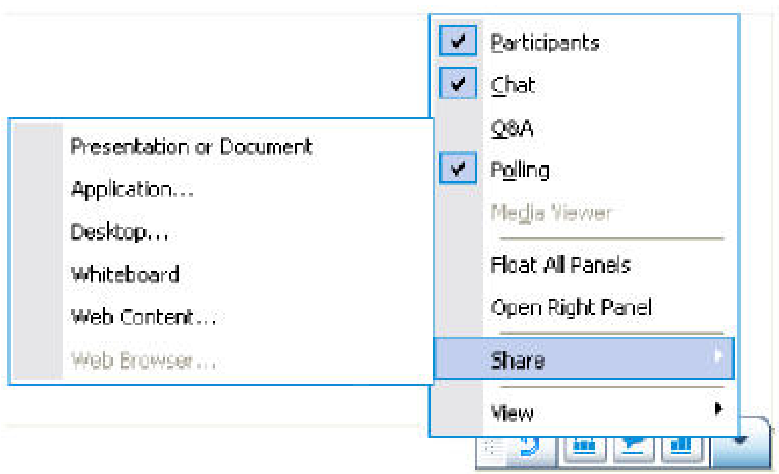


WHEN SHARING A WEB BROWSER

When you are sharing a Web browser in full-screen view, you can do another type of sharing at any time.

To select another sharing option:

1. On the floating icon tray, click the **Select Panel** button.
2. On the Select Panel menu, choose Share. You see the list of sharing commands.
3. Choose the kind of sharing you want to do.



To match attendees' display to your display:

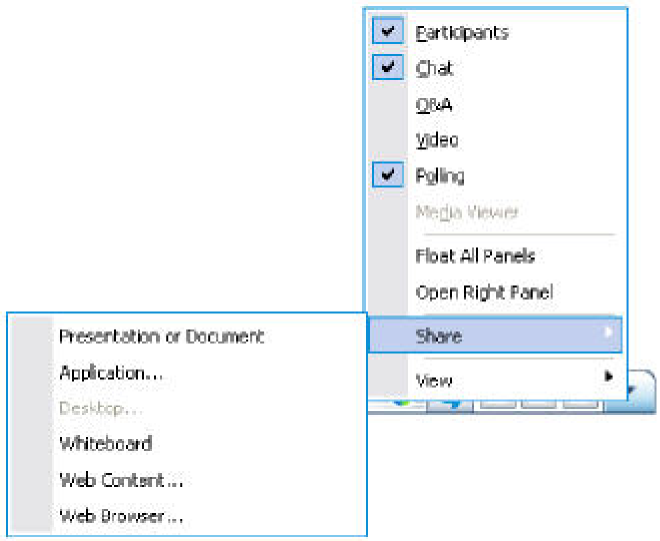
1. On the floating icon tray, click the **Select Panel** button.
2. On the Select Panel menu, choose **View > Synchronize Views**. All attendees' displays now match your display.

WHEN SHARING YOUR DESKTOP

When you are sharing your desktop in full-screen view, you can do another type of sharing at any time.

To select another sharing option:

1. On the floating icon tray, click the **Select Panel** button. It is the last button on the floating icon tray.
2. On the Select Panel menu, choose **Share**. You see the list of sharing commands.
3. Choose the kind of sharing you want to do.



To match attendees' display to your display:

1. On the floating icon tray, click the **Select Panel** button. It is the last button on the floating icon tray.
2. On the Select Panel menu, choose **View > Synchronize Views**. All attendees' displays now match your display.

Understanding Panel Alerts

OVERVIEW OF PANEL ALERTS

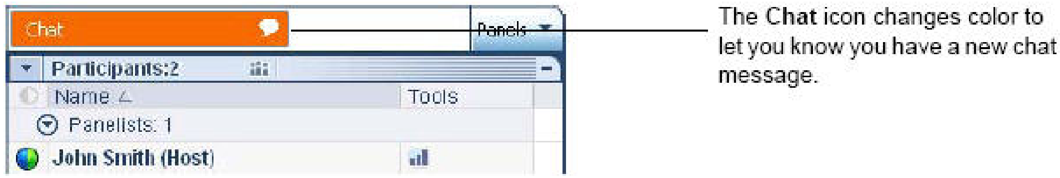
If you have minimized or collapsed the Chat, Q & A or Participants panels, and any of those panels requires your attention, you see an alert on that panel.

Here are the reasons for seeing alerts:

- A Raise Hand indicator appears in your Participants list.
- An attendee sends a chat message.
- An attendee sends a question.

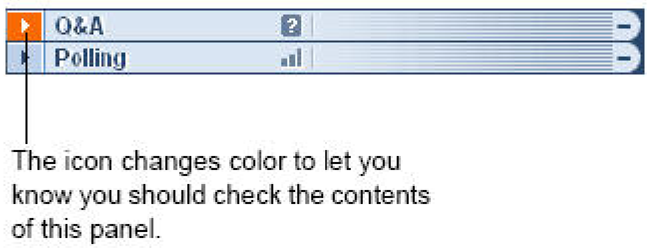
ALERTS FOR MINIMIZED PANELS

If you have minimized a panel, the icon representing that panel blinks for a few seconds and changes color to alert you to a change.



ALERTS FOR COLLAPSED PANELS

If you have collapsed a panel, the Expand/Collapse icon blinks for a few seconds and changes color to get your attention to a change.



Managing an Event

ABOUT MANAGING AN EVENT

As the event host, you run the event using the features provided by your Event Manager. For example, you can:

- invite additional attendees to the event
- designate a presenter and panelists
- transfer the host role to a panelist and reclaim the host role later
- create a greeting message for attendees
- control access to an event
- record the event

Notes:

- *A host must be an authorized user--that is, the host must have a user account.*
- *After an event starts, the host is initially the presenter. The host can then designate a panelist as the presenter.*

OBTAINING INFORMATION ABOUT AN EVENT

During an event, you can obtain the following information about the event. If necessary, you can instruct attendees about how to obtain this information.

- event topic
- location, or URL, of your EventCenter web site
- event number
- audio conference information
- current host
- current presenter
- current user--that is, your name
- current number of participants

To obtain information about an event in progress:
- In the Event window, on the Event menu, choose **Information**.

INVITING ATTENDEES TO AN EVENT IN PROGRESS

After you start an event, you can invite additional attendees to the event. You can invite them by *one* of the following methods:
- By Email – Each person that you invite receives an invitation email message that includes information about the event--including the password, if any--and a link that the invitee can click to join the event.
- By Phone – The person you invite receives a phone call at the number you specify. After following the voice instructions on the phone, the invitee joins the teleconference in the event. This option is available only if a teleconference is in progress in the event.

To invite attendees to an event in progress by email:
1. On the *Participants* panel, click the downward-pointing arrow on the *Invite* button, and choose *By Email*.
2. Click **Invite**. A window appears.

3. Click type each attendee's email address in the Attendee email addresses box. Separate each email address with a comma. Do not include spaces between addresses.
4. Click **Send invitation**.
5. Each attendee receives an invitation email message, which includes the following:
   a. a link that the attendee can click to join the event
   b. the event password, if you specified one
   c. audio conference information
   d. the event number, which the attendee must provide if your event is unlisted and he or she joins the event from your personal Meeting Room, instead of clicking the link in the email message

CREATING A GREETING MESSAGE FOR ATTENDEES

During an event, you can create a message for attendees and optionally specify that the message appears in attendees' Event windows once they join the event. You can write your own message or edit the default text.

For example, in your message, you can welcome the attendee to the event or provide important information or special instructions about the event.

To create a message or greeting during an event:
1. In the Event window, on the Event menu, choose **Welcome Message**. The Create an Attendee Greeting window appears.

2 Optional. Select the **Display this message when attendees join the meeting** check box if you want the message to appear for attendees when they join the event.
3 Type your message in the Message box.
4 Click **OK**.

DESIGNATING A PRESENTER

As the host, you are initially the presenter as well. During an event, you can designate any panelist as the presenter. You can also reassume the presenter role or change the presenter at any time.

Changing the presenter discontinues any application, Web browser, or desktop sharing session currently in progress. However, any documents, presentations, or whiteboards that the current presenter is sharing remain in the content viewer of the Event window.

To designate a presenter:

1 On the Participants panel, select the name of the panelist whom you want to designate as the presenter.
2 Do *either* of the following:
   a. On the Participants panel, click the **Make presenter** button.
   b. On the Participant menu, choose **Change Role to** > **Presenter**.
3 The presenter indicator appears to the left of the panelist's name.

To reclaim the presenter role:

+ On the Participants panel, select your own name, and then click **the Make presenter** button

__Note:__ If the presenter leaves the event, the host becomes the presenter.

DESIGNATING A PANELIST

During an event, you can designate any attendee as a panelist. You can also change panelists at any time.

To designate a panelist:

1. On the Participants panel, and in the attendees list, click **View all attendees**. The List of Attendees box appears.
2. Select the name of the attendee whom you want to designate as a panelist and then click **Promote to Panelist**. The attendee's name appears in the panelists list.

ABOUT PANELIST ROLES AND PRIVILEGES

The host can designate any attendee as a panelist during an event. A panelist is a participant who is primarily responsible for assisting the presenter and participating in presentation. Any number of attendees can be panelists.

A panelist can do the following during an event:

- participate in discussions to which other attendees listen
- serve as a subject matter expert in a Q & A session
- view and answer questions by attendees in a Q & A session
- respond to public and private chat messages
- participate in a practice session
- annotate shared documents
- annotate shared applications, Web browsers, and desktops, if the presenter grants annotation control to the panelist
- become a polling coordinator to manage polls
- view feedback
- record an event
- save chat messages to a file
- download files that the presenter publishes

TRANSFERRING THE HOST ROLE

As the event host, you can transfer the host role--and control of the event--to a panelist at any time. This option is useful if you need to leave an event for any reason. You can reclaim the host role at any time.

To transfer the host role to a panelist:

1. Optional. If you plan to reclaim the host role later, write down the host key that is displayed on the Info tab in the Event window's content viewer.
2. On the Participants panel and in the panelists list, select the name of the panelist to whom you want to transfer the host role.
3. On the Participant menu, click **Change Role to > Host**. A confirmation message appears, in which you can verify that you want to transfer control of the event to the panelist whom you selected.
4. Click **OK**.

RECLAIMING THE HOST ROLE

If you have transferred control of an event to a panelist, you can gain control of the event by reclaiming the host role.

To reclaim the host role:

1. On the Participants panel, select your own name.
2. On the Participant menu, choose **Reclaim Host Role**. The Reclaim Host Role dialog box appears.
3. Type the host key in the Host key box.
4. Click **OK**.

   Notes:

   - *If you did not write down the host key before transferring the host role to another panelist, you can ask the current host to send you the host key in a private chat message. The host key appears on the current host's Info tab in the content viewer.*
   - *If you leave an event--whether intentionally or inadvertently--and then log back in to your EventCenter web site, you automatically become the event host once you rejoin the event. You can rejoin an event using your list of scheduled events under MyWebEx.*

RESTRICTING ACCESS TO AN EVENT

Once you start an event, you can restrict access to it at any time. This option prevents anyone from joining the event, including attendees whom you invited to the event but have not yet joined it.

To restrict access to an event:

- In the Event window, on the Event menu, choose **Restrict Access**. Attendees can no longer join the event.

To restore access to an event:

- On the Event menu, choose **Restore Access**.

REMOVING A PARTICIPANT FROM AN EVENT

You can remove a panelist or an attendee from an event at any time.

To remove an attendee from an event:

1. On the Participants panel, and in the attendees list, click **View all attendees**. The List of Attendees dialog box appears.
2. Select the name of the attendee whom you want to remove, and then click **Expel**. A confirmation message appears.
3. Click **Yes**. The attendee is removed from the event.

To remove a panelist from an event:

1. On the Participants panel, and in the panelists list, select the name of the panelist whom you want to remove.
2. On the Participant menu, choose **Expel**. A confirmation message appears.
3. Click **Yes**. The panelist is removed from the event.

   Note: *To prevent an expelled attendee from rejoining an event, you can restrict access to the event.*

LEAVING AN EVENT AS THE HOST

If you want to leave an event but do not want to end the event for all participants, you can transfer the host role to a panelist before leaving.

If you are participating in a call-back teleconference or an Internet phone conference, EventCenter disconnects you from the conference once you leave the event.

To leave an event:

1. In the Event window, on the File menu, choose **End Event**. The End Event dialog box appears.
2. Select **Leave this event** without ending it.

3 In the New Host drop-down list, choose the panelist to whom you want to transfer the host role.
4 Click **OK**.
5 If you have not yet saved annotated documents or presentations, poll questionnaire, poll results or chat messages, EventCenter asks you whether you want to save them before ending the event. Once you respond to the message, the Event window closes.

ENDING AN EVENT

Once you end an event, the Event window closes for all participants. If the event includes an integrated teleconference or an Internet phone conference, the conference also ends.

Specifying Sound Preferences for Event Manager

ABOUT SPECIFYING SOUND PREFERENCES

During an event, you can specify sound alerts to play when:

+ you receive chat messages
+ participants take specific actions, such as joining or leaving the event

Event Manager saves your sound preferences on your computer. However, if you start or join an event on another computer, you must specify your preferences again.

ASSIGNING SOUND ALERTS TO CHAT MESSAGES

You can assign a sound to play when you receive a chat message. Specifically, you choose to play a sound for one of the following occasions:

+ only if when you are not viewing the ***Chat*** panel
+ for only the first chat message that you receive in a thread
+ whenever you receive a chat message

To assign sounds to incoming chat messages:

1 In the Event window, on the Edit menu, choose **Preferences**. The Preferences dialog box appears.
2 Click the ***Chat*** tab. The Chat tab options appear.
3 Select the **Play the selected sound** check box.
4 In the drop-down list, choose the occasion for which you want to assign a sound.
5 Select a sound to play. You can do *either* of the following:
   a. Choose a sound in the Sound drop-down list.
   b. This list contains the names of all sound files that reside at the default location on your computer.
6 Click **Browse**, and then select a sound file that resides in another folder.
7 Optional. To play the currently selected sound, click the button.
8 Click **OK**.

Notes:

- *The default location on your computer for sound files is standard, and is based on your computer's operating system. On a computer running Windows, the default location is the Media folder.*
- *You can copy other sound files of the appropriate types to the default location, or any other directory, to make them available in the Preferences dialog box.*
- *On a computer running Windows, you can play any .wav file.*

InterCall

ASSIGNING SOUND ALERTS TO PARTICIPANT ACTIONS

During an event, you can assign sounds to play when a participant:

+ joins an event
+ leaves an event

To assign sounds to participant actions:

1. In the Event window, on the Edit menu, choose **Preference**s. The Preferences dialog box appears.
2. Click the **Participants** tab.
3. Under When a participant, select the check box for each action for which you want to play a sound.
4. Do *one* of the following:
   a. In the drop-down list for each selected action, choose a sound to play.
   b. By default, the drop-down list contains the names of all sound files that reside at the default location on your computer.
5. Click **Browse**, and then select a sound file that resides in another folder.
6. Optional. To play the currently selected sound, click the **Play Sound** button .
7. Click **Apply** and then click **OK**.

   Notes:
   - *The Media folder is the default location on your computer for sound files.*
   - *You can copy other sound files to the Media folder, or any other directory, to make them available in the Preferences dialog box.*
   - *Sound files must have a .wav extension.*

Assigning Privileges during an Event

ABOUT GRANTING PRIVILEGES TO PARTICIPANTS

Once the event starts, participants automatically receive default privileges that allow them to perform activities during the event. You, as the event host, can grant additional privileges to participants.

For example, you can allow participants to do the following event activities:

+ saving, printing, or annotating shared content in the content viewer
+ viewing thumbnails of pages, slides, or whiteboards in the content viewer
+ viewing any page, slide, or whiteboard of the current content the presenter is sharing in the content viewer
+ viewing any document, presentation, or whiteboard in the content viewer, regardless of the current content that the presenter is sharing
+ chatting with specific participants
+ recording the event

GRANTING PRIVILEGES TO ATTENDEES

You can grant privileges to or remove privileges from attendees during an event.

To assign attendee privileges during an event:

1. In the Event window, on the Participant menu, click **Assign privileges to > Attendees**. The Attendee Privileges dialog box appears.
2. Do *any* of the following:
   a. To grant a privilege to all attendees, select its check box.
   b. To grant all privileges to attendees, select the **All attendee privileges** check box.

c. To remove a privilege from all attendees, clear its check box.
3 Click **Assign**.

OVERVIEW OF ATTENDEE PRIVILEGES

To access the Attendee Privileges dialog box, in the Event window, on the Participant menu, click **Assign privileges to** > **Attendees**.

The following table describes each option in the Attendee Privileges dialog box.

Under this area	Use these options to allow attendees to
Document	Save --Save any shared documents, presentations, or whiteboards that appear in the content viewer. Print --Print any shared documents, presentations, or whiteboards that appear in the content viewer. Annotate -- Annotate any shared documents, presentations, or whiteboards that appear in the content viewer, using the annotation tools.
View	Attendee list --View the names of all other attendees on the Participants panel. If this option is unavailable, it means you have specified during scheduling that attendees can view only the names of the event host and the panelists on the Participants panel. Thumbnails --Display miniatures of any pages, slides, or whiteboards that appear in the content viewer, regardless of the current content the presenter is sharing in the content viewer. Any page --View and navigate between the pages or slides of the current document or presentation that the presenter is sharing in the content viewer. Any document --View and navigate between any document, presentation, or whiteboard that appears in the content viewer. Number of attendees --View the total number of attendees on the Participants panel.
Event	Record the event --Record all interactions during an event using WebEx Recorder and play back recordings at any time.
Communications	To let attendees chat with the following persons privately, select Private chat with. Host --Chat privately with only the event host. If an attendee sends a chat message to the host, it appears on only the host's Chat panel. Presenter --Chat privately with only the presenter. If an attendee sends a chat message to the presenter, it appears on only the presenter's Chat panel. Panelists --Chat privately with any panelist or all panelists. All attendees --Chat with either of the following: All Attendees , excluding the event host and panelists All Participants , including the event host and panelists, if you also selected all the other check boxes under Communications
All Attendee Privileges	Have all the attendee privileges.

GRANTING PRIVILEGES TO PANELISTS

To end an event:

1. In the Event window, on the File menu, choose **End Event**. The End Event dialog box appears.
2. Select **End this event for all participants** and then click **OK**.
3. If you have not yet saved annotated documents or presentations, poll questionnaire, poll results, or chat messages, EventCenter asks you whether you want to save them before ending the event. Once you respond to the message, the Event window closes.

You can grant privileges to or remove privileges from panelists during an event.

To assign panelist privileges during an event:

1. In the Event window, on the Participant menu, click **Assign privileges to > Panelists.** The Panelist Privileges dialog box appears.
2. Do *any* of the following:
   a. To grant a privilege to all panelists, select its check box.
   b. To grant all privileges to panelists, select the **All panelist privileges** check box.
   c. To remove a privilege from all panelists, clear its check box.
3. Click **Assign**.

OVERVIEW OF PANELIST PRIVILEGES

To access the Panelist Privileges dialog box, in the Event window, on the Participant menu, click **Assign privileges to > Panelists**.

The following table describes each option in the Panelist Privileges dialog box.

Under this area	Use these options to allow panelists to
Document	Save -- Save any shared documents, presentations, or whiteboards that appear in the content viewer. Print --Print any shared documents, presentations, or whiteboards that appear in the content viewer. Annotate -- Annotate any shared documents, presentations, or whiteboards that appear in the content viewer, using the annotation tools, and use pointers on shared documents, presentations, and whiteboards.
View	Attendee list --View all attendees' names on the Participants panel. Thumbnails --Display miniatures of any pages, slides, or whiteboards that appear in the content viewer, regardless of the current content the presenter is sharing in the content viewer. Any page --View and navigate between the pages or slides of the current document or presentation that the presenter is sharing in the content viewer. Any document --View and navigate between any document, presentation, or whiteboard that appears in the content viewer.
Event	Record the event --Record all interactions during the event using WebEx Recorder and play back recordings at any time. Share documents --Share presentations or documents during the event.
Communications	To let panelists chat with the following persons privately, select Private chat with. Host --Chat privately with only the event host. If a panelist sends a chat message to the host, it appears on only the host's Chat panel.

	Presenter --Chat privately with only the presenter. If a panelist sends a chat message to the presenter, it appears on only the presenter's Chat panel. Panelists --Chat privately with any other panelist or all panelists. All attendees --Chat with either of the following: All Attendees, excluding the event host and panelists All Participants, including the event host and panelists, if you also selected all the other check boxes under Communications.
All Panelist Privileges	Specifies that attendees have all privileges.

Managing Question and Answer Sessions

ABOUT QUESTION AND ANSWER SESSIONS

During a question-and-answer (Q&A) session, you can respond to questions that attendees ask during the event. A Q&A session provides instant text messaging similar to that in Chat, but:

+ Provides a more formal procedure for asking and answering questions in text format.
+ Groups each question and all its answers on the Q&A panel.
+ Displays visual cutes that help you to quickly identify questions that you have or have not answered.
+ Allows you to quickly send a standard response to questions for you which you cannot or do not want to answer immediately.

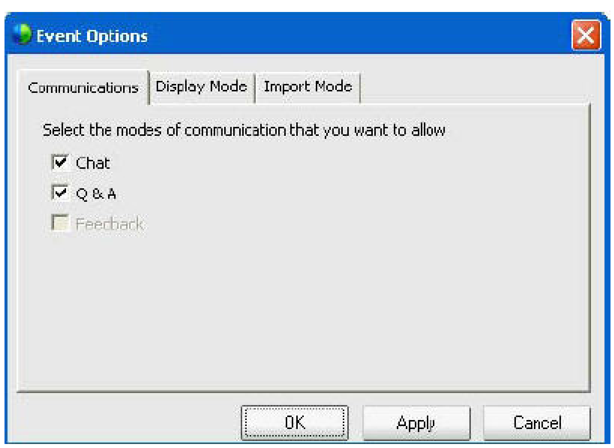
You can save all text in a Q&A session to either a text file or a comma delimited (.csv) file for reference.

ALLOWING PARTICIPANTS TO USE Q&A SESSIONS

You can allow or prevent event participants from using Q&A during an event.

To allow or prevent participants from using Q&A options:

1. In the Event window, on the Event menu, choose **Options**. The Event Options dialog box appears.



2. On the Communications tab, do one of the following:
   a. To allow participants to use Q&A sessions, select the **Q&A** check box.

b. To prevent participants from using Q&A sessions, clear the **Q&A** check box.

3 Click **Apply** and then **OK**.

ANSWERING A QUESTION

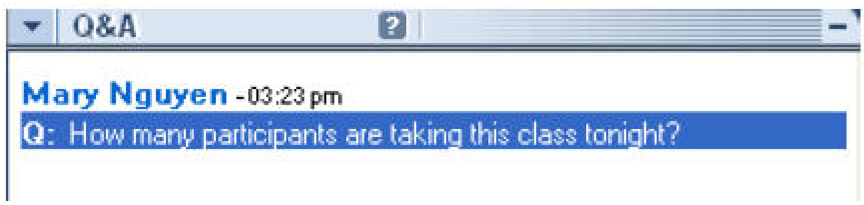
You can answer a question—publicly or privately—that was sent to you personally, one in which no respondent has previously answered, or one that another respondent has already answered.

Note: *You cannot answer a question that is currently selected or that has been answered by another presenter or panelist.*

To answer a question publicly:

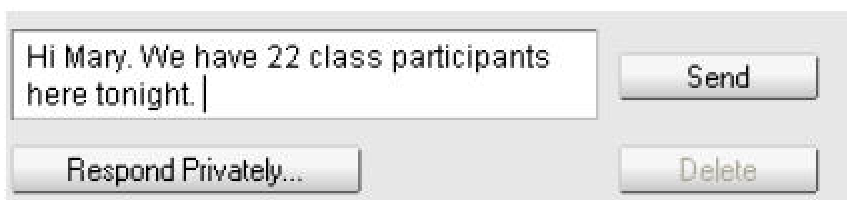
1 In the Event window, in the Panels list, select **Q&A**.

2 Select the question in the list of queued questions. For example:



A red **Q** appears next to an unanswered question in the queue of questions. A blue **Q** appears next to answered questions.

3 Type your answer in the Response box. For example:



4 Do *one* of the following:

a. To answer a question privately, click **Respond Privately**. Your answer is sent to only the participant who asked the question.

b. To send your answer to all session participants, click **Send**. The answer appears in the list of answered questions.

DISMISSING A QUESTION

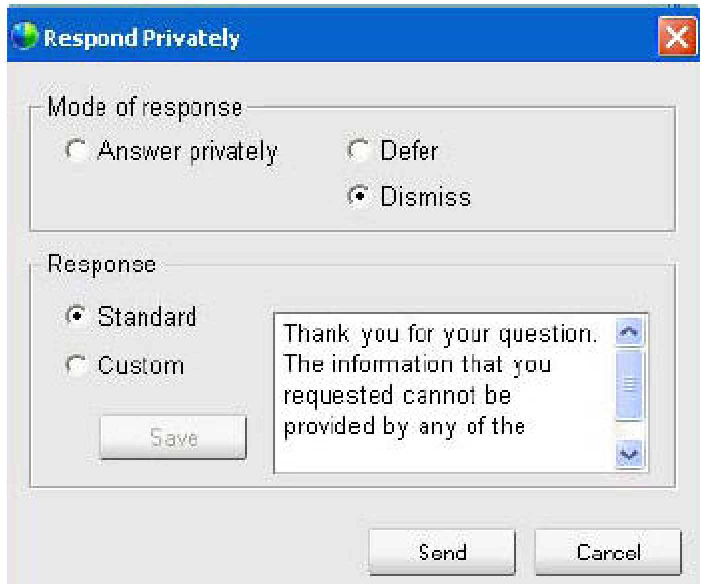
You can choose to dismiss a question and send a standard or custom response to the questioner.

Note: *When you dismiss a question, the question remains in the questioner's **My Unanswered Questions** list with your standard or custom response.*

To dismiss a question:

1 In the Event window, the Panel list, select **Q&A**.
Select the question in the list of queued questions. A red **Q** appears next to an unanswered question in the queue of questions. A blue **Q** appears next to answered questions.

2 Click **Respond Privately**. The Respond Privately dialog box appears.



3 Under Mode of Response, click **Dismiss**.
4 To send the response privately, click **Answer Privately**. If you choose to answer privately, you cannot select the Standard (default) response. Type your answer in the Response box. Your answer appears in the participant's list with (Privately) next to the answer.
5 Under Response, do one of the following:
   a. To send the default response, select **Standard**. The following message is sent to the questioner:
      A: Thank you for your question. The information that you requested cannot be provided by any of the presenters during this session.
      For other selected respondents, the question remains in their Questions to Answer list with the following text:
      A: Dismissed question.
   b. Select **Custom** and then type your response in the Response box. If you want to save your custom response, click **Save**.
6 Click **Send**.
7 Click **Yes** in the confirmation box. The answer appears in the list of answered questions.

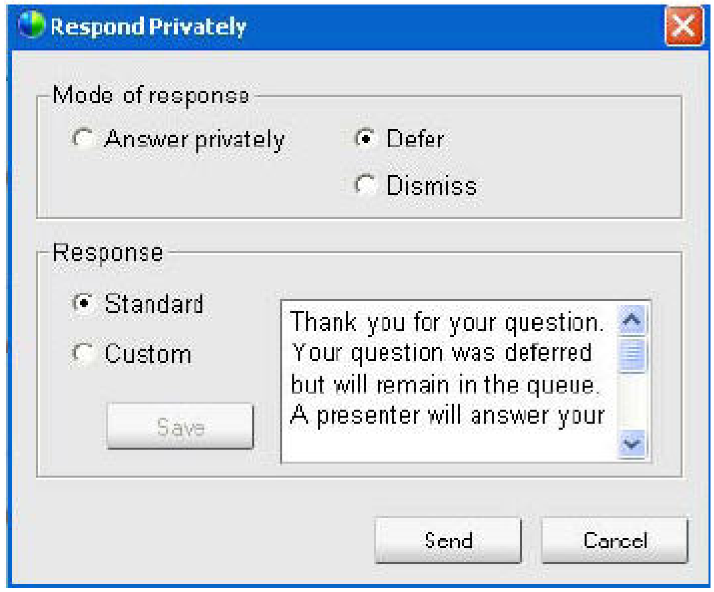
DEFERRING A QUESTION

You can choose to defer a question to be answered later, and send a standard or custom response to the questioner.

***Note:** When you defer a question, the question remains in the questioner's **My Unanswered Questions** list with your standard or custom response.*

To defer a question:

1 In the Event window, in the Panel list, select **Q&A**.
2 Select the question in the list of queued questions.
   A red ***Q*** appears next to an unanswered question in the queue of questions. A blue ***Q*** appears next to answered questions.
3 Click **Respond Privately**. The Respond Privately dialog box appears.



4 Under Mode of Response, click **Defer**.
5 To send the response privately, click **Answer privately**. If you choose to answer privately, you cannot select the Standard (default) response. Type your answer in the Response box. Your answer appears in the participant's list with the (Privately) next to the answer.
6 Under Response, do one of the following:
   a. To send the default response, select *Standard*.
   The following answer appears in the list of answered questions:
   A: Thank you for your question. Your question was deferred but will remain in the queue. A presenter will answer your question at a later time during this session. If your question is answered outside of the Q&A session, you can remove it from the queue.
   b. Select **Custom** and then type your response in the Response box.
   If you want to save your custom response, click ***Save.***
7 Click **Send**. The answer appears in the list of answered questions.

EDITING AN ANSWER

You can edit an answer before or after you send it.

To edit your answer before you send it:

+ Highlight your answer or portions of your answer in the Response box and then edit it. The edited answer appears in the Response box.

To edit your answer after you send it:

1 In the event window, in the Panels list, select ***Q&A***.
2 In the questions and answers list, select the answer that you want to edit. The answer appears in the Response box.
3 Edit your answer in the Response box.
4 Click **Resend**. The reedited answer appears in the queue of answered questions placing it at the same point as your previous answer.

DELETING AN ANSWER

You can delete an answer after you have sent it.

To delete your answer:

1. Highlight you answer in the list. The answer appears in the Response box.
2. Click **Delete**. A confirmation message appears.
3. Click **Yes**. The answer is deleted from the recipient's queue of answered questions.

COPYING AND PASTING QUESTIONS AND ANSWERS

You can copy and pasted questions and answers into the Q&A answer box or into a text file.

To copy and paste questions and answers:

1. In the Event window, in the Panel list, select Q&A.
2. In the list of questions and answers, right-click the question or answer that you want to copy. From the menu that appears, click Copy Selected.
3. Right-click in the Response box. From the menu that appears, click **Paste**. To paste into a text file, open the text editor, then click **Paste**. The text appears in the Response box or in your text editor. You can then edit, resend, or delete the text.

UNLOCKING QUESTIONS AND ANSWERS

You can choose to unlock questions and answers to you so other participants can edit, copy, or paste them once they are in the Q&A queue.

To unlock a question or answer:

1. In the Event window, in the Panel list, select **Q&A**.
2. In the list of questions and answers, right-click the question or answer that you want to unlock.
3. From the menu that appears, click **Unlock Selected**.

SAVING A Q&A SESSION

You can save questions and answers that appear in your Q&A panel to a .txt file. You can then view the file's contents outside of an event by opening the file in a text editor. Once you save a new Q7A session to a file, you can save changes to the file or save a copy to another file.

To save a new Q&A session:

1. In the Event window, on the File menu, point to **Save As**.
2. In the menu that appears, choose **Questions and Answers**.
3. Choose a location at which to save the file.
4. Type a name for the file.
5. In the Save as type box, select either **Text files (*.txt)** or **(CSV) Comma Delimited**.
6. Click **Save**. Event Manager saves the file at the location and format that you chose.

   Note: *If no questions and answers appear in your Q&A message box, this option is unavailable.*

To save changes to a Q&A session that you previously saved:

1. In the Event window, on the File menu, point to **Save**.
2. In the menu that appears, choose **Questions & Answers**. Event Manager saves the changes to the existing Q&A file.
   Note: If no questions and answers appear in your Q&A message box, this option is unavailable.

To save a copy of a Q&A session:

1. In the Event window, on the File menu, point to **Save As**.
2. On the menu that appears, choose **Questions & Answers**. The Save Questions and Answers dialog box appears.
3. Do *any or all* of the following:
   a. Type a new name for the file.
   b. Choose a new location at which to save the file.
   c. Choose a different format for the file.
4. Click **Save**. Event Manager saves the file with the changes that you made.

OPENING A Q&A FILE

If you saved a Q&A session to a file, you can open the file to display the questions and answers in a text editor.

To open a Q&A file:

1. Browse to the location that you saved the file.
2. Double-click on the file to open it in either a text editor or spreadsheet program (depending on which format you saved it).
   Note: *The names of Q&A files have either a .txt extension or a .csv extension.*

Managing Chat

ABOUT MANAGING CHAT

During an event, you can manage chat by granting chat privileges or removing them from all attendees.

By default, only the presenter and panelists have all chat privileges and can chat with all participants publicly or privately. However, you can allow all attendees to communicate freely during an event. You can also remove chat privileges from attendees at any time.

You can designate a participant as a chat moderator to ensure that attendees receive timely answers to their questions and to minimize interruptions. The moderator can answer attendees' questions via chat messages. At the beginning of the event, instruct attendees to use chat to ask questions and to direct their questions to the chat moderator.

GRANTING CHAT PRIVILEGES

At any time during an event, you can specify that all attendees or individual attendees can send chat messages to

- all attendees or all participants
- only the event host
- only the presenter
- only the panelists
- any other attendee, privately

You can also remove chat privileges at any time.

To specify chat privileges for attendees during an event:

1. Do *either* of the following:
   a. On the Chat panel, right-click the **Chat** title bar and then choose **Attendee Privileges**.
   b. In the Event window, on the Participant menu, choose **Assign Privileges > Attendees**. The Assign Privileges dialog box appears.
   c. Under Communications, select any of the check boxes for the chat privileges you want to grant to all attendees.
2. Click **Assign**.
   Note: *The event host and the presenter always have all chat privileges, regardless of the chat privileges that other participants have.*

OVERVIEW OF CHAT PRIVILEGES

To set chat privileges for attendees or panelists, in the Event window, on the Participant menu, choose **Assign Privileges > Attendees** or **Assign Privileges > Panelists**. Then look under **Communications**.

Private chat with:

+ Host – Selected by default, if the host did not specify privileges when scheduling a meeting. Specifies that attendees can chat with only the event host. If an attendee sends a chat message to the host, it appears in only the host's chat viewer.
+ Presenter – Selected by default, if the host did not specify privileges when scheduling a meeting. Specifies that attendees can chat with only the presenter. If an attendee sends a chat message to the presenter, it appears in only the presenter's chat viewer.
+ Panelist – Specifies that attendees can chat privately with any panelist or all panelists.
+ All attendees – Specifies that attendees can chat with either other attendees at once, not including the event host, the presenter, and all other panelists, *or* all participants at once, including all attendees, the event host, the presenter, and all other panelists.

Using Chat

ABOUT USING CHAT

You can send and receive chat messages to and from event participants. All chat messages that you either send or receive appear on the Chat panel in the Event window.

Chat is useful if you want to:

+ Communicate with other participants during an event that does not include an audio conference.
+ Send a private message to another participant.
+ Send brief information to all participants or a specific group of participants
+ Ask a question but do not want to interrupt the presenter

During an event, the presenter can specify chat privileges for all participants. These privileges determine to whom participants can send chat messages.

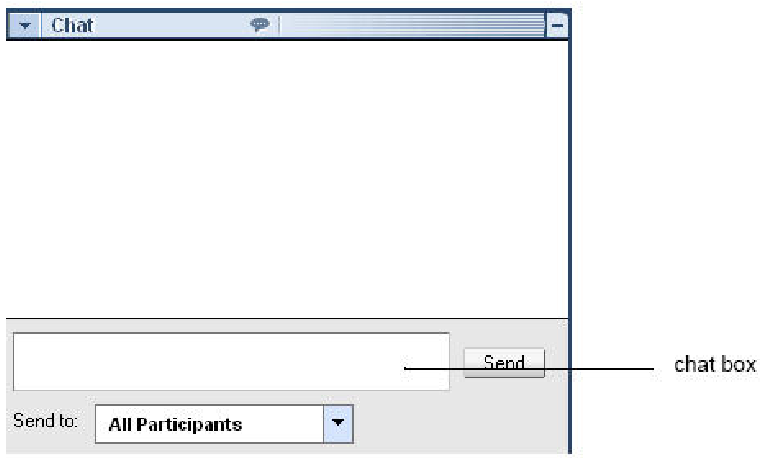
SENDING CHAT MESSAGES

Depending on the chat privileges that the event host has granted to participants, you can send a chat message to:

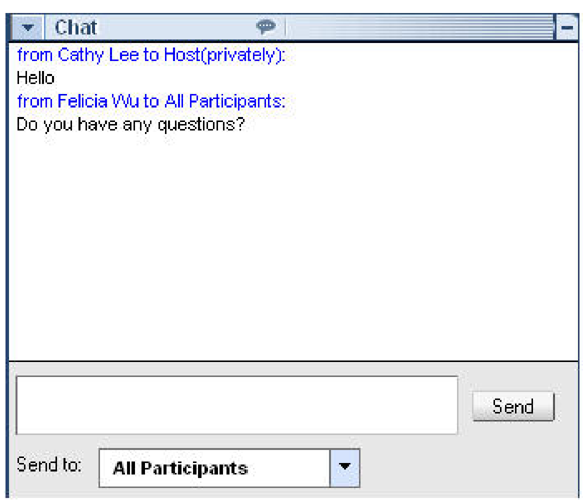
- Only the host
- Only the presenter
- Only the host and the presenter
- All attendees at once, not including the event host, the panelists, and the presenter
- All participants at once, including all attendees, the event host, the panelists, and the presenter
- Another participant, privately

To send a chat message:

1. In the Event window, open the Chat panel.
2. Type a message in the chat box.



3. In the Send to drop-down list, select the recipients of the message.
4. Click **Send**.
5. The recipients receive the chat message on their Chat panels. The following figure shows an example.



Note: *If you join an event in progress, you can see only the chat messages that attendees send after you join the event.*

ASSIGNING SOUNDS TO INCOMING CHAT MESSAGES

You can assign a sound to play when you receive a chat message. Specifically, you choose to play a sound for one of the following occasions:

- Only if when you are not viewing the Chat panel
- For only the first chat message that you receive in a thread
- Whenever you receive a chat message

To assign sounds to incoming chat messages:

1. Do *either* of the following:
   a. On the Chat panel, right-click the **Chat** title bar, and then choose **Sound Alerts**.
   b. In the Event window, on the Edit menu, choose Preferences.
2. The Preferences dialog box appears.
3. Click the **Chat** tab. The Chat tab options appear.
4. Select the **Play the selected sound** check box.
5. In the drop-down list, choose the occasion for which you want to assign a sound.
6. Select a sound to play. You can do *either* of the following:
   a. Choose a sound from the Sound drop-down list. This list contains the names of all sound files that reside at the default location on your computer.
   b. Click **Browse**, and then select a sound file that resides in another folder.
7. Optional. To play the currently selected sound, click the button.
8. Click **OK**.

   Notes:
   - *The default location on your computer for sound files is standard, and is based on your computer's operating system. On a computer running Windows, the default location is the Media folder.*
   - *You can copy other sound files of the appropriate types to the default location, or any other directory, to make them available in the Preferences dialog box.*
   - *On a computer running Windows, you can play any .wav file.*

PRINTING CHAT MESSAGES

You can print all the chat messages that appear on the ***Chat*** panel.

To print chat messages:

1. In the Event window, on the File menu, choose **Print > Chat**. A print dialog box appears.
2. Optional. Specify printer options.
3. **Print**.

   Note*: If no chat messages appear on your Chat panel, this Chat option is unavailable.*

SAVING CHAT MESSAGES

You can save chat messages you have sent or received in a new chat file.

To save new chat messages:

1. In the Event window, on the File menu, choose **Save> Chat**. The Save Chat As dialog box appears.
2. Choose a location at which you want to save the file.
3. Type a name for the file. By default, the name of the previous chat file you saved displays. You can save all chat messages in your current event to this existing file or save them to a new file.
4. Click **Save***.* Event Manager saves the chat messages in a .txt file at the location you selected.

   Note*: If no chat messages appear on your Chat panel, this option is unavailable.*

SAVING CHANGES TO A CHAT FILE

If you make changes to the messages on your Chat panel, you can save them to an existing chat file.

To save changes to a chat file:

+ In the Event window, on the File menu, choose **Save> Chat**. Event Manager saves the changes to the existing chat file.
  Note: If no chat messages appear on your Chat panel, this option is unavailable.

CREATING A COPY OF PREVIOUSLY SAVED CHAT MESSAGES

If you have saved chat messages and want to create another copy of the messages, you can do so by saving the chat messages to a chat file with a different name.

To create a copy of chat messages that has been previously saved:

1. In the Event window, on the File menu, choose **Save as > Chat**. The Save Chat As dialog box appears.
2. Do *either* or *both* of the following:
   a. Type a new name for the file.
   b. Choose a new location at which you want to save the file.
3. Click **Save**. Event Manager saves the file at the location you chose. Its file name has a .txt extension.

OPENING A CHAT FILE DURING AN EVENT

If you saved chat messages to a file, you can display those chat messages on your Chat panel by opening the file.

To open a chat file:

1. In the Event window, on the File menu, choose **Open > Chat**. The Open Chat dialog box appears.
2. Select the chat file that you want to open. The names of chat files have a .txt extension.
3. Click **Open**. The chat messages appear on the Chat panel.
   Note: *If there are already chat messages in your chat viewer, Event Manager appends the messages from the chat file to the existing messages.*

Polling Attendees

ABOUT POLLING ATTENDEES

During an event, you can poll attendees by presenting them with a questionnaire. Conducting a poll can be useful for gathering feedback from attendees, allowing attendees to vote on a proposal, testing attendees' knowledge of a topic, and so on.

To conduct a poll, you must first prepare a poll questionnaire. You prepare a questionnaire during an event. To save time during an event, you can prepare a questionnaire by starting the event earlier than the scheduled time, save it, and then open it during the actual event.

The host assigns the role of poll coordinator to a presenter or panelist. The poll coordinator is responsible for conducting the poll during the event.

Once you close a poll, you can view the results and share them with attendees. You can also save the results of a poll for viewing outside an event.

PREPARING A POLL QUESTIONNAIRE

Polling coordinator only

On the Polling panel, you can create a poll questionnaire that includes multiple-answer, single-answer, or text questions. You can also specify options for displaying a timer during polling and poll results. Once you complete a questionnaire, you can open the poll at any time during an event.

DESIGNATING THE ROLE OF POLLING COORDINATOR

Host only

In the beginning of an event, the host is the polling coordinator by default. You can assign the role of *polling coordinator* to a panelist.

The poll coordinator is responsible for preparing and conducting the poll during the event.

To designate the role of the polling coordinator:

1. On the Participants panel and in the list of panelists, select the name of the panelist whom you want to designate as the polling coordinator.
2. On the Participant menu, choose **Change Role To > Polling Coordinator**. The polling functions become available on the designated panelist's Polling panel.

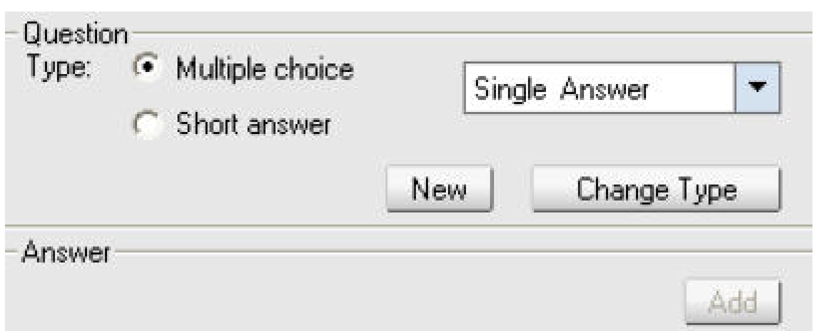
CREATING POLL QUESTIONS AND ANSWERS

Polling coordinator only

You can create a questionnaire at any time after you start an event. The following figure shows a portion of the Polling panel, which offers the tools you use to compose a questionnaire.

To create a questionnaire:

1. Open the Polling panel.



2. In the Question section, select the type of question you want to create by doing *one* of the following:
   a. To create a multiple-answer question, select **Multiple choice** and then choose **Multiple Answers** in the drop-down list.
   b. To create a single-answer question, select **Multiple choice** and then choose **Single Answer** in the drop-down list.
   c. To create a text question, select **Short answer**.
3. Click **New**.
4. Type a question in the box that appears.

5 In the Answer section, click **Add**.
6 Type an answer in the box that appears.
7 To type another answer, click **Add** once you finish typing an answer.
8 The question and answers appear in the Poll Questions area.
9 To add questions, repeat steps 2 to 7.

The following figure shows an example of a poll questionnaire.

EDITING A QUESTIONNAIRE

Polling coordinator only
You can change the type of a question and edit, rearrange or delete the questions and answers.

To change the type of a question:

1 Select the question by clicking it and then select the new type of question in the Question section.
2 Click **Change Type**.

To edit any question or answer that you typed:

1 Select the question or answer by clicking it, and then click the **Edit** icon.

2 Make your changes.

To delete a question or an answer:

+ Select the question or answer by clicking it and then click the **Delete** icon.

To rearrange questions or answers:

+ Select the question or answer by clicking it, and then click the **Move Up** or **Move Down** icon, as appropriate.

To delete an entire questionnaire:

1. Click **Clear All**.
2. If you have not saved the questionnaire, a message box appears, asking whether you want to save it or not.

DISPLAYING A TIMER DURING POLLING

Polling coordinator only

You can specify that a timer displays for attendees and yourself when a poll is in progress.

To display a timer:

1. Click **Options** at the bottom of your Polling panel.
2. In the dialog box that appears, select **Display** and then type the length of time in the Alarm: box.
3. Click **OK**.

SPECIFYING OPTIONS FOR POLL RESULTS

Polling coordinator only

Poll results can contain the number of responses for each answer and the percentage of participants who choose each answer. When you are preparing a poll questionnaire, you can choose to base the percentage for each answer on *either* of the following:

+ the number of participants, including those who do not respond to the poll
+ the number of participants who submit at least one answer to the poll

To specify options for poll results:

1. Click **Options** at the bottom of your Polling panel.
2. Select *one* or *both* of the following:
    a. **Include no answer** –Specifies that the poll results will include "non-respondents," that is—participants who do not respond to any of the answers in the poll.

b. **Show number of responses –** Specifies that the poll results for each answer will show the number of respondents out of the total number of participants in the poll.

3 Click **OK**.

Note: The total number of participants can be all participants in the poll or only those who respond to the poll, depending on whether you select Include no answer. If you clear the Include no answer check box, your poll results will base the percentage for each answer on only those who respond to the poll.

OPENING A POLL

Polling coordinator only

After you finish preparing a poll questionnaire, you can open the poll.

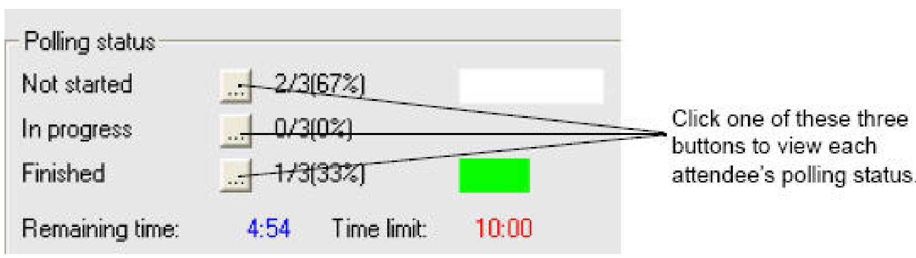
If you prepared your questionnaire in advance and saved it, you must first open it on the Polling panel.

To open a poll:

1 Open the Polling panel.

2 Click **Open Poll**. The questionnaire appears on attendees' Polling panels. Attendees can now fill out the questionnaire.

3 As attendees answer the questions, you can watch the polling status on your Polling panel. The following figure shows an example.



4 Click **Close Poll** when the time is up.

5 If you specify a timer and the poll times out, the poll automatically closes.

6 Attendees can no longer answer questions.

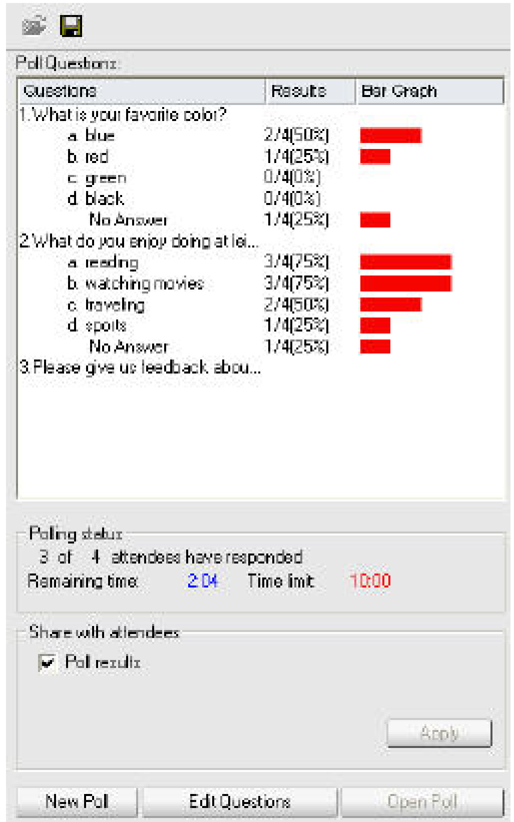
7 Once you close a poll, you can view the poll results and optionally share them with attendees.

VIEWING POLL RESULTS

Polling coordinator only

Once you close a poll, you can view the complete results of the poll and share them with attendees.

The following figure shows an example of your Polling panel after you close a poll. The Results column indicates the percentage of attendees who chose each answer. The Bar Graph column provides a graphic representation of each percentage in the Results column.



Notes:

- *If you did not specify to show the number of responses when preparing the questionnaire, you see only the percentage for each answer.*
- *The results of a poll are anonymous--that is, they do not indicate which attendees chose which answer.*

SHARING POLL RESULTS WITH PARTICIPANTS

Polling coordinator only

After you close a poll, you can share the poll results with participants.

To share the results of a poll:

1. In the Share with attendees section on your Polling panel, select **Poll results**.
2. Click **Apply**. The results of the poll appear in the attendees' Polling panels, just as they appear in your Polling panel.

SAVING A POLL QUESTIONNAIRE

Polling coordinator only

Once you create a poll questionnaire, you can save it as an *.atp* file. You can open the file for use in any event.

If you make changes to a poll questionnaire after you save it, you can either save the changes to the same file or save a copy of the questionnaire to another file.

To save a new poll questionnaire:

1. On the File menu, choose **Save > Poll Questions**. The Save Poll Questions As dialog box appears.
2. Choose a location at which to save the file.
3. Type a name for the file.

4 Click **Save**. Event Manager saves the poll questionnaire to a file at the location you specified. Poll questionnaire file names have an *.atp* extension.

To save changes to a poll questionnaire that you previously saved:

+ On the File menu, choose **Save** > **Poll Questions**.

Event Manager saves the changes to the existing poll questionnaire file.

To save a copy of a poll questionnaire:

1 On the File menu, choose **Save As > Poll Questions**. The Save Poll Questions As dialog box appears.
2 Do *either* or *both* of the following:
   a. Type a new name for the file.
   b. Choose a new location at which to save the file.
3 Click **Save**. Event Manager saves the poll questionnaire to a file at the location you specified. The names of poll questionnaire files have an *.atp* extension.

SAVING POLL RESULTS

Polling coordinator only

If you conduct a poll and then share its results, you can save the results to a text, or *.txt* , file.

Once you save poll results to a file, you can save changes to the poll results or save a copy of the results to another file.

To save changes to poll results that you previously saved:

+ On the File menu, choose **Save > Poll Results**.

Event Manager saves the changes to the existing poll results file.

To save a copy of a poll results:

1 On the File menu, choose **Save As > Poll Results**. The Save Poll Results As dialog box appears.
2 Do *either* or *both* of the following:
   a. Type a new name for the file.
   b. Choose a new location at which to save the file.
3 Click **Save**. Event Manager saves the poll results to a file at the location you specified. The names of poll results files have a *.txt* extension.

OPENING A POLL QUESTIONNAIRE FILE

Polling coordinator only

If you saved a poll questionnaire to a file, you can display the questionnaire during an event by opening the file.

You can open a poll questionnaire file, which has an *.atp* extension, only when an event is in progress.

To open a poll questionnaire file:

1 On the File menu, choose **Open > Poll Questions**. The Open Poll Questions dialog box appears.
2 Select the poll questionnaire file that you want to open.

3 Click **Open**. The poll questionnaire appears on your Polling panel. You can now open the poll to event attendees.

OPENING A POLL RESULTS FILE

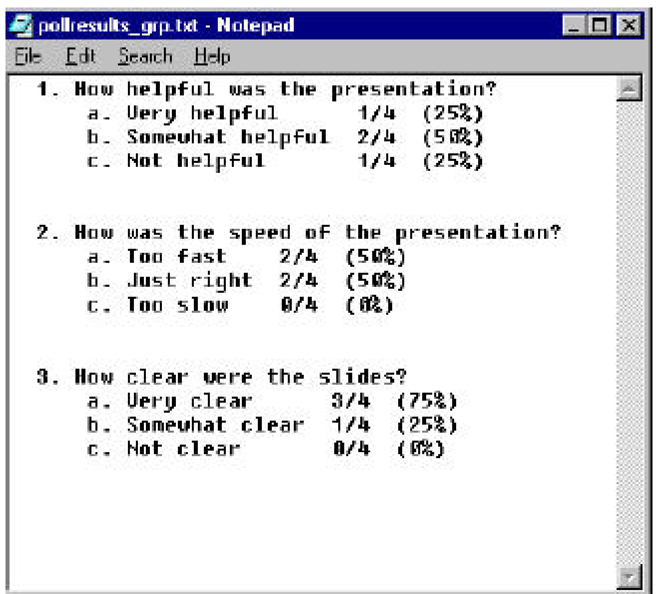
Polling coordinator only

If you saved poll results to a file, you can open the file on your computer.

To open a poll results file on your computer:

1. Double-click the saved file, which has a *.txt* extension.
2. The poll results file opens in your default text editor.
3. For each question, the poll results show the number and percentage of attendees who chose each answer and the total number of attendees in the event.

The following figure shows an example of poll results in the text format.


pollresults_grp.txt - Notepad

File Edit Search Help

```
1. How helpful was the presentation?
    a. Very helpful       1/4  (25%)
    b. Somewhat helpful   2/4  (50%)
    c. Not helpful        1/4  (25%)


2. How was the speed of the presentation?
    a. Too fast     2/4  (50%)
    b. Just right   2/4  (50%)
    c. Too slow     0/4  (0%)


3. How clear were the slides?
    a. Very clear      3/4  (75%)
    b. Somewhat clear  1/4  (25%)
    c. Not clear       0/4  (0%)
```

To save new poll results:

1. Close the poll if you have not done so.
2. On the File menu, choose **Save > Poll Results**. The Save Poll Results As dialog box appears.
3. Choose a location at which to save the file.
4. Type a name for the file.
5. Click **Save**. Event Manager saves the poll results to a file at the location you specified. The names of poll results files have a *.txt* extension.

Using Feedback

ABOUT USING FEEDBACK

Feedback is a feature that allows the presenter to pose a question at any time--either verbally during a teleconference or Internet phone conference, or in a chat message--and receive instant feedback from other participants.

As the host, you can:

- allow attendees to provide feedback
- respond to the presenter's verbal request for feedback
- provide unsolicited feedback
- view the results on the Feedback palette

As the presenter, you can:

- pose a question and request feedback
- share the feedback results with all participants
- clear the feedback results
- view the results on the Feedback palette

As a participant, you can:

- click the **Raise Hand** button if the presenter asks for a show of hands in response to a question or if you have a question
- select **yes** or **no** in response to a question
- select **too slow** or **too fast** to indicate that the presenter's pacing is too slow or too fast
- select **Applause** or **Laughter** to express your emotions

ALLOWING PARTICIPANTS TO PROVIDE FEEDBACK

Host only

You can allow participants to use the Feedback options during an event.

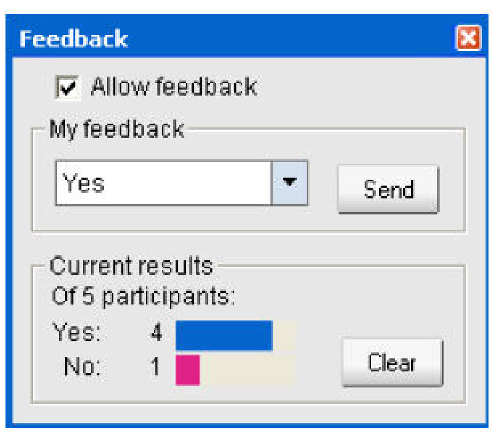
To allow participants to use the Feedback options:

1. On the Participants panel, click the *Feedback* icon . The Feedback palette appears.
2. Select the **Allow feedback** check box.
3. To close the palette, click the **Close** button.

VIEWING A RUNNING TALLY OF RESPONSES

You can view a running tally of responses from attendees during an event.

1. On the Participants panel, click the **Feedback** icon . The Feedback palette appears.
2. Your Feedback palette displays a running tally of responses. See the following figure for an example.



3 In your participants list, a response indicator appears to the right of the name of each participant who has responded to a presenter's question.

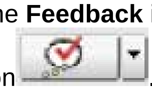
PROVIDING FEEDBACK

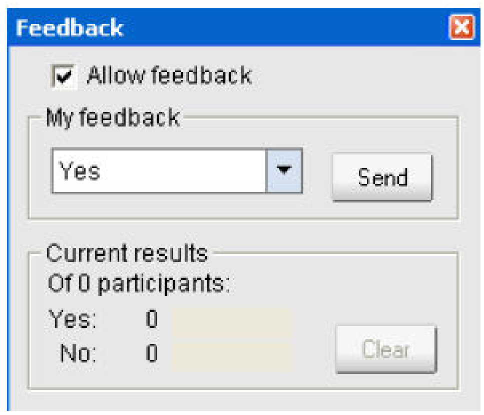
You can provide feedback from the Participants panel.

The following table shows the types of feedback you can provide during an event:

	Click the button if the presenter asks for a show of hands in response to a question or if you have a question.
	Click the icon to provide feedback.

To provide feedback:

1 Click *either* the **Feedback** icon or the downward-pointing arrow to the right of the Feedback icon . The Feedback palette appears.



2 Select *one* of the following responses from the drop-down list.

Yes or No	in response to a question
Too Slow or Too Fast	to indicate that the presenter's pacing is too fast or slow
Applause	to applaud the presenter
Laughter	to laugh at the presenter's remarks

3 Click **Send**. Your Feedback palette displays a running tally of responses. On the Participants panel, a response indicator appears to the right of the name of each participant who has responded to a presenter's question.

REMOVING FEEDBACK

You can remove all the feedback at any time during an event.

To remove feedback (erase all responses):

1 On the Participants panel, click the **Feedback** button on the toolbar. The Feedback palette appears.
2 Click **Clear**.

Publishing a Recorded Event

ABOUT PUBLISHING A RECORDED EVENT

If you record an event using WebEx Recorder, you can publish the recording on your site's Recorded Events page in *one* of the following ways:

- Upload the recording to your EventCenter web site. The file that you upload must reside on your computer or a local server.
- Specify the Web address, or URL, at which the recording resides on a publicly accessible Web server, such as your organization's web site. To use this option, you can ask your organization's Webmaster to store the recording on the server and provide you with the URL for the recording.

When publishing a recorded event, you can:

- Require users to provide enrollment information before viewing the recording, and customize the enrollment form.
- Provide information about the recording, such as a description of the recording and the presenter, the duration, and so on.
- Set the access password for viewing the recording.

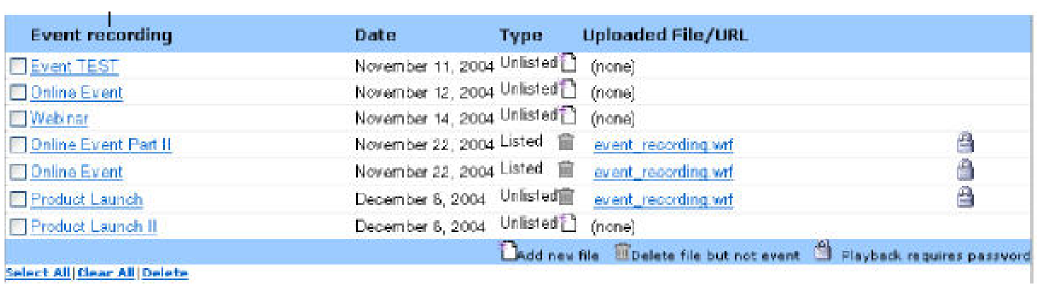
Once you publish a recording, you can edit information about it at any time.

OPENING THE RECORDED EVENTS PAGE

To maintain your recorded events, you must open the Recorded Events page.

To open the Recorded Events page:

1. Log in to your EventCenter web site, and then click **MyWebEx**.
2. On the navigation bar, click **My Files**.
3. On the My WebEx Files page that appears, click **Recorded Events**.
4. The following figure shows an example of the page listing the recorded events a user has published.



Event recording	Date	Type	Uploaded File/URL	
Event TEST	November 11, 2004	Unlisted	(none)	
Online Event	November 12, 2004	Unlisted	(none)	
Webinar	November 14, 2004	Unlisted	(none)	
Online Event Part II	November 22, 2004	Listed	event_recording.wrf	
Online Event	November 22, 2004	Listed	event_recording.wrf	
Product Launch	December 6, 2004	Unlisted	event_recording.wrf	
Product Launch II	December 6, 2004	Unlisted	(none)	

Add new file   Delete file but not event   Playback requires password

Select All | Clear All | Delete

PUBLISHING A RECORDED EVENT

If you recorded an event using WebEx Recorder, you can publish the recording on your sites Recorded Events page. When publishing the recording, you can provide information about the recording and the presenter and set password and enrollment options.

A recorded event that you publish must be in the WebEx Recording format (WRF), which has a *.wrf* extension.

To publish a recorded event:

1. Open the Recorded Events page.
2. In the Event recording column, locate the event in which the recording was created, and then click the **Add new file** icon for that event. The Edit Recording Information page appears.
3. Specify options on this page.
4. Click **Save**. The recording appears in the Uploaded File/URL column for the event.

DELETING A PUBLISHED RECORDING

You can remove a published recording from your list of recordings on the Recorded Events page. A recording file has a *.wrf* extension.

If you specified the recording as *listed* --that is, the recording appears on the Recorded Events page--deleting the recording also removes it from that page. In this case, the text *not available* appears for the event on the Recorded Events page.

To delete a published recording:

1. Open the Recorded Events page.
2. In the Event recording column, locate the event in which the recording was created, and then click the **Delete file but not event** icon for that event.
3. On the Delete Confirmation page that appears, click **Delete File** . The WRF file is removed from your list of recordings, but the recording topic remains in the list.
4. To add the recording back, click **Add new file** for the event.
5. If you want to remove the recording topic as well as the recording file, select the check box for the topic, and then click **Delete**.

EDITING INFORMATION ABOUT A RECORDED EVENT

Once you publish a recorded event, you can edit information about the recording at any time. This information appears on the Recording Information page that users can view before they play the recording.

To edit information about a recorded event:

1. Open the Recorded Events page.
2. In the Event recording column, click the name of the recording. The Recording Information page appears.
3. Click **Edit.**
4. Specify new information about the recording.
5. Click **Save**.

ABOUT THE RECORDED EVENTS PAGE

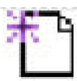
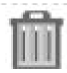
How to access this page

+ On your EventCenter web site, click **MyWebEx > My Files > Recorded Events**.

What you can do here

+ Archive and publish recordings of events that you host. You can record events using WebEx Recorder, which is available in the Event window during an event.

Options on this page

Option	Description
Refresh	Refreshes the information on the page.
Event Recording	Indicates the names of events that you have hosted. Once you upload a recording for this event to your event service server or specify its location (URL) on another server, you can click this link to view information about the recording and access a page on which you can change information about the recording.
Date	Indicates the date on which the recorded event was made.
Type	Indicates the publication status of the recorded event, which can be one of the following: Public: The recorded event is published--that is, the recorded event appears on the Recorded Events page on your event service web site. Private: The recorded event is not published--that is, the recorded event does not appear on the Recorded Events page on your event service web site.
Uploaded File/URL	Indicates one of the following: The name of a recording file, if you uploaded it to your EventCenter web site The URL of a recording file, if it resides on another server To view the recording, click its link.
 Add New File	Appears only if you have not yet added a recording for the event. Uploads a recorded event file or specify its URL.
 Delete File	Appears only if you have added a recording file for the event. Deletes the recording file for the event. If you published the recording on your event service web site, the recording is removed from your site.
Password	Indicates whether or not the recorded event is password protected that is, whether or not a visitor to your site must provide the password that you specify to view or download the recording. Indicates that a password is required to view or down load the recording.
Delete	Deletes the currently selected events and their recordings from this list. Once you delete an event, you can no longer publish a recording for that event. Once you click this button, a message appears, allowing you to confirm the deletion. If you delete a recording file, you can again upload or specify the URL for a recording file at any time. To select a recording for deletion, select the check box for the event under Event Recording. A message then appears, allowing you to confirm the deletion.

ABOUT THE EDIT RECORDING INFORMATION PAGE

How to access this page

- On your EventCenter web site, click **My Files > Recorded Events > Add new file** icon for the event for which the recording was created.

What you can do here

- Edit general information about an event recording, including the event topic and description.
- Specify whether the event appears on your site's Recorded Events page.
- Require a password or enrollment to view the recording.

Options on this page

Use this option	To
Recorded event	Specify the topic for the recording. The default topic is the name of the event.
Event type	Specify whether the recording will be listed on the Recorded Events page of your EventCenter web site. Listed: The recording appears on the Recorded Events page. Anyone who visits your service web site can view the list of recordings. Unlisted: The recording does not appear on the Recorded Events page.
Program	Assign this recording for a program by choosing the program in the drop-down list. To create a new program and then assign this recording for the program, click New program.
Date of recording	Specify the date on which the recording was created.
Starting time of recording	Specify the time at which you started recording this event.
Time zone	Specify the time zone in which you recorded this event.
Play time	Specify the duration of this recording.
Panelists info	Provide information about the panelists in this event.
Description	Provide a description of this recording.
Recording file	Upload the recording file. Do one of the following to upload the recording file: To upload the WRF file to your EventCenter Web sit e, select Publish the following file on the WebEx server, and then click Browse to select the file. The file that you upload must reside on your computer or a local server. To upload the file to a publicly accessible server, select Publish the files at the following Web addresses, and then type the Web address, or URL, in the box.
Destination URL after playback	Specify a web page to display once a user stops the playback and closes WebEx Player.
Access password	Set the password that users provide a password to view the recording.
Enrollment required	Require that users fill out an enrollment form before they can view the recording. To require enrollment, select Yes.
Customize enrollment form	Customize the questions on the enrollment form. To customize the form, click Customize.

ABOUT THE RECORDING INFORMATION PAGE

How to access this page

- On your EventCenter web site, click **MyWebEx > My Files > Recorded Events > *[*name of recorded event*]* > Edit**.

What you can do here

- View information about a recorded event.
- Open the Edit Recording Information page, on which you can modify information about the recorded event.

Options on this page

Option	Description
Recorded event	The name of the event.
Event type	Indicates whether the recorded event is private or publicly accessible.
Date of recording	The date and time at which the event occurred.
Panelists info	Information about the presenter or panelists for the event.
Play time	The duration of the recorded event.
Description	A description of the event.
Number of attendees	The number of people who attended the event.
Recording	The file name for the recording.
Playback password?	Indicates whether a user must provide a password to view the recorded event.
Edit	Opens the Edit Recording Information page, on which you can change information about the recorded event.
Delete	Removes the recorded event from your list of recordings.
Cancel	Returns you to your Recorded Events page.

Using MyWebEx

ABOUT MYWEBEX

MyWebEx is an area on your EventCenter web site in which you can access your user account and personal productivity features. The following features are available, depending on the configuration of your site and user account:

- Personal list of meetings*:* Provides a list of all the online sessions that you are hosting and attending.
- One-Click Meetings: *Optional feature.* Lets you set up an event that you can quickly start at any time, as often as you want, by clicking a One-Click Meeting shortcut on your computer.
- Personal Meeting Room: *Optional feature.* A page on your EventCenter web site on which visitors can view a list of sessions that you are hosting and join session in progress. Also lets visitors access and download files that you share.
- File storage: Lets you store files in personal folders on your EventCenter web site, where you can access them on any computer that has access to the Internet. Also lets you make specific files available on your Personal Meeting page, so visitors to your page can access them.
- Recorded events management: Lets you maintain recorded events files and publish them on your EventCenter web site.
- Address book: Lets you keep information about your personal contacts on your EventCenter web site. Using your address book, you can quickly access contacts when inviting them to an event.
- User profile: Lets you maintain your account information, such as your user name, password, and contact information. Also lets you specify another user who can schedule meetings on your behalf and specify options for your Personal Meeting Room page.

- Web site preferences: Lets you specify the home page for your EventCenter web site—that is, the page that appears first whenever you access your site. If your site provides multiple languages, you can also choose a language and locale in which to display text on your site.
- Usage reports: *Optional feature*. Lets you obtain information about events that you hosted.

OBTAINING A USER ACCOUNT

Once you obtain a user account, you can use MyWebEx features and host events on the Web.

You can obtain a user account in one of two ways:

- The site administrator for your EventCenter web site can create a user account for you. In this case, you need not sign up for an account on your site, and you can begin hosting events immediately.
- If your site administrator has made the self-registration feature available, you can sign up for an account on your EventCenter web site at any time.

To obtain a user account using the self-registration feature:

1. Go to your EventCenter web site.
2. On the navigation bar, click **Set Up > New Account**. The Sign Up page appears.
3. Provide the required information.
4. Click **Sign Up Now**.

LOGGING IN TO AND OUT FROM YOUR EVENTCENTER SITE

To manage your online events maintain your user account, you must log in to your EventCenter web site.

To log in to your EventCenter site:

1. Go to your EventCenter web site.
2. In the upper-right corner of the page, click **Log In**. The Log In page appears.
3. Enter your user name and password. Passwords are case-sensitive, so you must type your password exactly as you specified it in your user profile.
4. Click **Log In**.

To log out from your EventCenter site

- In the upper-right corner of the page, click **Log Out**.

Using Your List of Meetings

On your EventCenter web site, your My Meetings page in MyWebEx includes:

- A list of all the events that you have scheduled, including both listed and unlisted events
- A list of all events on your site to which you are invited

OPENING YOUR LIST OF MEETINGS

You can open your personal list of scheduled meetings on your EventCenter web site to:

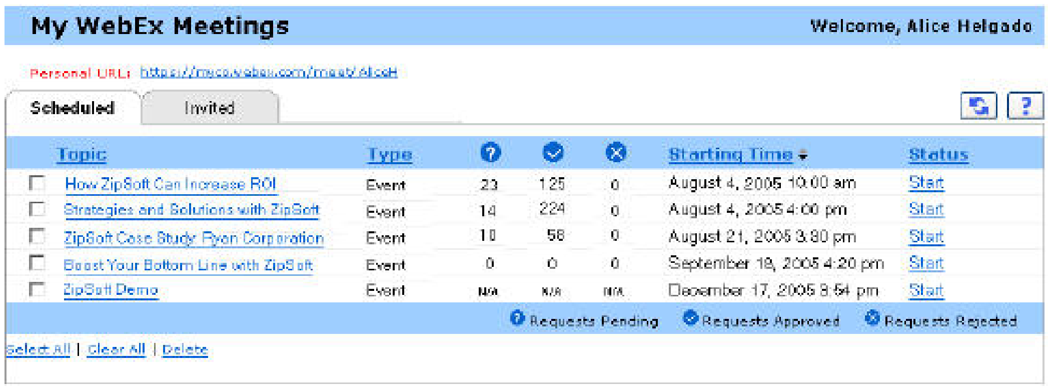
- Start an event
- Modify an event
- Cancel an event

You can open your personal list of meetings to which you are invited to:

- Obtain information about an event
- Join an event in progress

To open your list of meetings:

1. Log in to your EventCenter web site, and then click **MyWebEx**. The My Meetings page appears, showing your list of scheduled events.



2. Optional. To view the list of events to which you are invited, click the **Invited** tab.

MAINTAINING YOUR LIST OF SCHEDULED MEETINGS

Once you schedule an event, it appears in your list of meetings on your My Meetings page.

An online event remains on your My Meetings page until you delete it. When scheduling an event, you can choose to automatically delete the event from your list of meetings once both of the following occur:

- You start and end the event.
- The scheduled time for the event has passed.

However, if you required registration for a scheduled event, the event remains in your list until you remove it. That way, you can still view information about attendees who registered for the event at any time after you host the event. To remove an event from your list of meetings on your My Meetings page, you must cancel the event, by deleting it on this page.

ABOUT THE MY WEBEX MEETINGS PAGE

How to access this page

- On your EventCenter web site, click **MyWebEx**.

What you can do here

Access the following:

- A list of events you are hosting
- A list of any an events to which you are invited

Options on this page

Use this option	To
Scheduled	View a lists all of the online events that you are hosting.
Invited	View a list all of the events to which you have been invited.
Personal Meeting Room URL	Go to your Personal Meeting Room page. Your Personal Meeting Room page lists any events that you scheduled and any in-progress meetings that you are currently hosting. Users to whom you provide your personal URL can use this page to join any event that you are hosting. They can also download files in any folders that you share.
Refresh	Refresh the information in the meeting list.

ABOUT THE MY WEBEX MEETINGS - SCHEDULED TAB

How to access this tab

- On your EventCenter web site, click **MyWebEx > My Meetings**.

Links on this tab

Link on the Schedule tab	Description
Topic	The topic for an event that you are hosting. If you are the alternate host for an event, the topic appears in italics.
Type	Indicates the type of online session that you are hosting. Available session types depend on the configuration of your EventCenter web site.
Requests Pending	Applies only to sessions that require registration. The number of registration requests that are pending--that is, requests that you have neither accepted nor rejected. Click the link for the number to open a page on which you can view details about and accept or reject each registration request.
Requests Accepted	Applies only to sessions that require registration. The number of registration requests that you have accepted. Click the link for the number to open a page on which you can view details about each accepted registration request.
Requests Rejected	Applies only to sessions that require registration. The number of registration requests that you have rejected. Click the link for the number to open a page on which you can view details about each rejected registration request.
Starting Time	The date and time at which you scheduled the event to begin.
Status	The status of the event. Start: You can start this event at any time by clicking the this link. Join | End: This event is in progress. Appears if you left an event, or you allowed participants to join the event before its starting time and participants have already joined the event. Join: Lets you join the event in progress. End: Ends the event.
Select All	Selects the check boxes for all the events in the list. You cannot select an event that is currently in progress.
Clear All	Clears the check boxes for all the events that are selected in the list.

Delete	Cancels any events that are currently selected in the list. If you click this link, a message appears, allowing you to confirm that you want to cancel the event. Another message appears, allowing you to inform any invited attendees that you canceled the event.

ABOUT THE MY WEBEX MEETINGS - INVITED TAB

How to access this tab

- On your EventCenter web site, click **MyWebEx > Invited**.

Links on this tab

Link on the Invited tab	Description
Topic	The topic for the event. Click the link to display a page on which you can view detailed information about the event.
Type	The type of session to which you are invited. Available session types depend on the configuration of your EventCenter web site.
Starting Time	The date and time at which the event will start.
Status	The status of the event. Join Now: Indicates that you can join the meeting. Not Started: Indicates that the meeting has not yet started. You cannot join the meeting. Registration: Indicates that the meeting requires registration. To display a page on which you can register to attend the meeting, click the link.

Maintaining Your Personal Meeting Room Page

ABOUT YOUR PERSONAL MEETING ROOM PAGE

Your user account includes a Personal Meeting Room page on your EventCenter web site. Users who visit your page can:

- View a list of any online sessions that you are hosting, either scheduled or in currently progress.
- Join a session in progress
- View your personal folders and upload or download files to or from your folders, depending on the settings you specify for your folders

You can customize your Personal Meeting Room page by adding images and text to it.

VIEWING YOUR PERSONAL MEETING ROOM PAGE

You can view your Personal Meeting Room page at any time, by going to the URL for the page. The URL for your Personal Meeting Room page is available on your:

- My WebEx Meetings page
- My WebEx Profile page

To view your Personal Meeting Room page:

1. Log in to your EventCenter web site and then click **MyWebEx**. The My WebEx Meetings page appears.

2. Click the link **for Personal Meeting Room URL**. Alternatively, in MyWebEx, click **My Profile** and then click the **Personal Meeting Room URL** link, which is under the Personal Meeting Room section.
3. Your Personal Meeting Room page appears. The following is an example of a Personal Meeting Room page.

SETTING OPTIONS FOR YOUR PERSONAL MEETING ROOM PAGE

You can add the following to your Personal Meeting Room page:

- An image to your page. For example, you can add a picture of yourself or your company's product.
- A custom "banner" image to the header area of your Personal Meeting Room page, if your user account has the "branding" option. For example, you can add your company's logo.
- A welcome message. For example, you can provide a greeting; instructions on joining an online session; information about yourself, your product, or your company; and so on.

At any time, you can replace or delete images and text that you add.

To add an image to your Personal Meeting Room page:

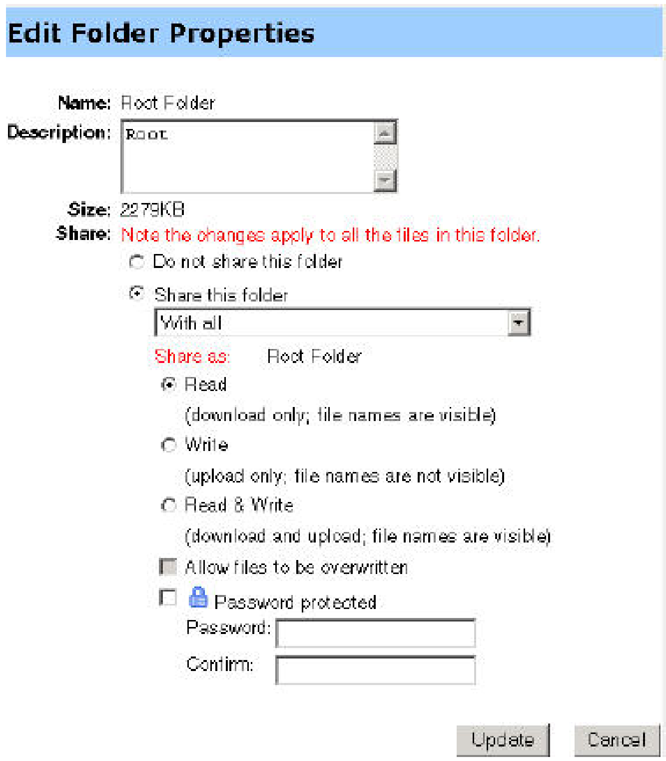
- If you have not already done so, log in to your EventCenter web site.
- On the navigation bar at the top of the page, click **MyWebEx**.
- Click **My Profile**. The My WebEx Profile page appears.
- Under Personal Meeting Room, specify options for your page.
- At the bottom of the My WebEx Profile page, click **Update**.

SHARING FILES ON YOUR PERSONAL MEETING ROOM PAGE

You can share any folders that you create on your My WebEx Files: Folders page so that they appear on the Files tab on your Personal Meeting Room page. For any folder that you share, you can specify whether users can download files from or upload files to the folder.

To share files on your Personal Meeting Room page:

1 Open the My WebEx Files page.
2 Under Name, locate the folder in which you want to share files.
3 If the file or folder is in a closed folder, click the folder to open it.
4 Click the **Properties** icon for the folder in which you want to share files. The Edit Folder Properties window appears.
5 Specify sharing options for the folder.
6 Click **Update**.



Maintaining Files in Your Personal Folders

ABOUT MAINTAINING FILES IN YOUR FOLDERS

Your user account includes personal storage space for files on your EventCenter web site.

In your personal storage space, you can:

+ Create folders to organize your files.
+ Edit information about any file or folder in your personal folders
+ Move or copy a file or folder to a different folder
+ Share a folder so it appears on your Personal Meeting Room page

Notes:

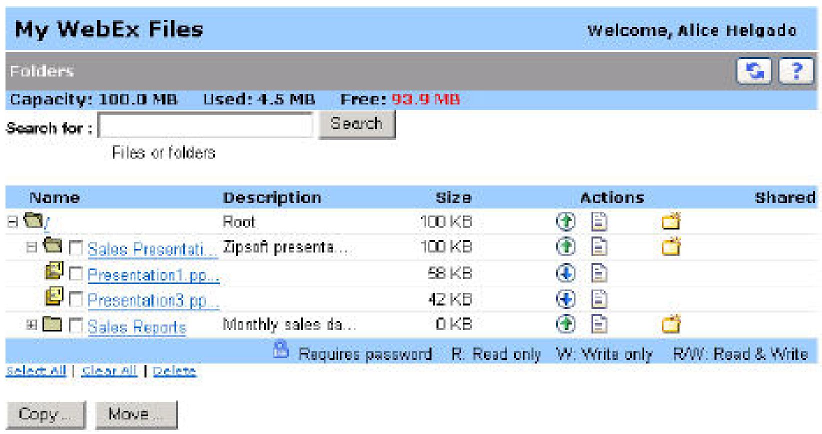
- *You can use this storage space to access important information when you are away from the office. For example, if you are on a business trip and want to share a file during an online session, you can download the file in your personal folders to a computer, and then share the file with attendees.*
- *If you share a folder, visitors to your Personal Meeting Room page can upload files to or download them from the folder. For example, you can use your personal folders to exchange documents that you share in your sessions, archive recorded meetings, and so on.*

OPENING YOUR PERSONAL FOLDERS

To store files on your meeting service web site, or to access files that you stored, you must open your personal folders.

To open your personal folders:

1. Log in to your EventCenter web site and then click **MyWebEx**.
2. Click **My Files**. The MyWebEx Files - Folders page appears, showing your personal folders.



ADDING NEW FOLDERS TO YOUR PERSONAL FOLDERS

To organize your files on your meeting service web site, you can create folders in your personal storage space for files.

To create a new folders:

1. Open the My Folders page.
2. Under Action, click the **Create Folder**  button for the folder in which you want a new folder. The Create Folder window appears.
3. In the Folder Name box, type a name for the folder.
4. Optional. In the Description box, type a description to help you to identify the folder's contents.
5. Click **OK**.

UPLOADING FILES TO YOUR PERSONAL FOLDERS

To store files in your personal folders on your EventCenter web site, you must upload them from your computer or a local server.

You can upload:

+ Up to three files at once
+ Any file that is less than 5076K

The amount of space available for storing files is determined by your site administrator. If you require more disk space, contact your site administrator.

To upload files to your personal folders:

1. Open the My Folders page.
2. Locate the folder in which you want to store the file.
3. Under Action for the folder, click the **Upload** button for the folder in which you want to store the file. The Upload File window appears.
4. Click **Browse**. The Choose File dialog box appears.
5. Select the file that you want to upload to your folder.
6. Click **Open**. The file appears in the File name box.
7. Optional. In the Description box, type a description to help you to identify the file.
8. Optional. Select up to two additional files to upload.
9. Click **Upload**. The files are uploaded to the folder that you selected.
10. Once you are finished uploading files, click **Finish**.

MOVING OR COPYING FILES OR FOLDERS IN YOUR PERSONAL FOLDERS

In your personal folders on your EventCenter web site, you can move one or more files or folders to another folder.

To move or copy a file or folder:

1. Open the My Folders page.
2. Locate the file or folder that you want to move.
3. Select the check box for the file or folder that you want move. You can select multiple files or folders.
4. Click **Move** or **Copy**. The Move/Copy File or Folder window appears, showing a list of your folders.
5. Select the option button for the folder in which you want to move or copy the file or folder.
6. Click **OK**.

EDITING INFORMATION ABOUT FILES OR FOLDERS IN YOUR PERSONAL FOLDERS

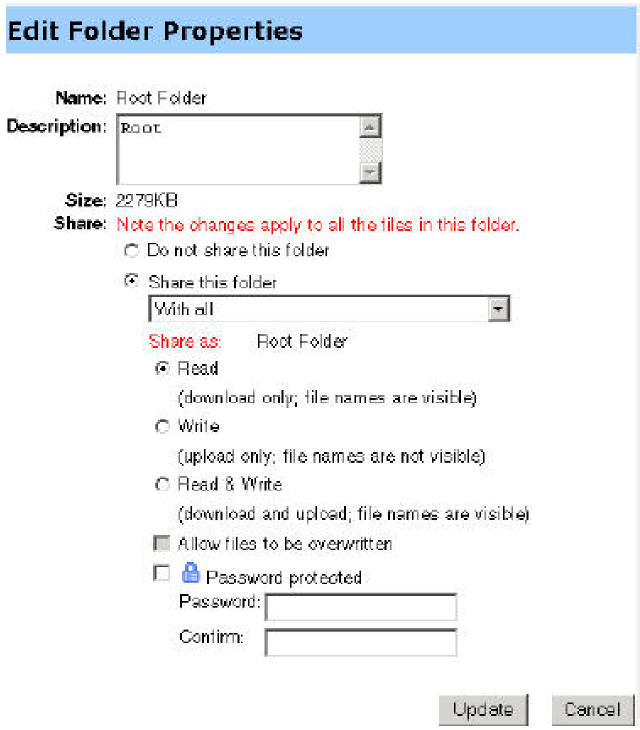
You can edit the following information about a file or folder in your personal folders on your EventCenter web site:

- Name
- Description

You can also specify sharing options for folders that appear on your Personal Meeting Room page.

To edit information about a file or folder:

1. Open the My Folders page.
2. Locate the file or folder for which you want to edit information.
3. Click the Properties icon for the file or folder for which you want to edit information. The Edit File Properties or Edit Folder Properties window appears.
4. In the Description box, type a new name for the file or folder.
5. In the Name box, type a new name for the file or folder.
6. Click **Update**.



SEARCHING FOR FILES OR FOLDERS IN YOUR PERSONAL FOLDERS

In your personal folders on your EventCenter web site, you can quickly locate a file or folder by searching for it. You can search for a file or folder by text that appears in either its name or description.

To search for a file or folder:

1. Open the My Folders page.
2. In the Search For box type all or part of the file's name or description.
3. Click **Search**. A list of any files or folders that contain the search text appears.

DOWNLOADING FILES IN YOUR PERSONAL FOLDERS

In your personal folders on your EventCenter web site, you can download any files to your computer or a local server.

To download files in your personal folders:

1. Open the My Folders page.
2. Locate the file that you want to download.
3. Under Action, click the **Download**  button for the file that you want to download. The File Download dialog box appears.
4. Follow any instructions that your Web browser or operating system provides to download the file.

DELETING FILES OR FOLDERS IN YOUR PERSONAL FOLDERS

You can delete any files or folders that reside in your personal folders on your EventCenter web site.

To delete a file or folder:

1. Open the My Folders page.
2. Under Name, locate the file or folder that you want to delete.
3. Select the check box for the file or folder that you want delete. You can select multiple files or folders.
4. Click **Delete**. A message appears, asking you confirm that you want to delete the file or folder.
5. Click **OK**.

ABOUT THE MY WEBEX FILES PAGE

How to access this page

+ On your EventCenter web site, click **MyWebEx > My Files**.

What you can do here

+ Store files that you use in your online sessions or that you want to access when away from your office.
+ Specify in which folders visitors to your Personal Meeting Room can download or upload files.

Options on this page

Link or option	Description
Capacity	The storage space available for your files, in megabytes (MB).
Used	The amount of storage space that your files occupy, in megabytes (MB). Once this value exceeds your capacity, you can no longer store files until you remove existing files from your folders.
Free	The amount of storage space that is available either in your personal storage space or on your entire site, depending on the configuration of your site.
Search for	Lets you locate a file or folder by searching for it. You can search for a file or folder by text that appears in either its name or description. To search for a file or folder, type all or part of it's name or description in the box, and then click Search .
Go Back	Returns you to the page that you previously accessed.
Refresh	Click this button to refresh the information on the page.
Name	The name of the folder or file. Click a folder or file name to open the Folder Information page or File Information page. From the Information page, you can access the properties of a folder or file. Indicates that the item is a folder. Click the image to display the contents of the folder. Indicates that the item is a file.
Path	The folder hierarchy for the folder or file. The Root folder is the top-most folder in which all other folders and files reside.
Size	The size of the folder or file, in kilobytes (KB).
Actions	Click the icons to perform an action on the folder or file that is associated with it. Upload file: Available only for files. Click this icon to open the File Upload page, on which you can select up to three files at a time to upload to a specified folder.

	Download file: Available only for files. Click this icon to download the file associated with it. Edit File Properties or Edit Folder Properties: Click this icon to open the Edit File Properties page or Edit Folder Properties page, on which you can edit information about the file or folder, respectively. Create Folder: Available for folders only. Click this icon to open the Create Folder page on which you can create a new folder in your personal storage space.
Shared	Specifies the sharing settings for a folder that is, how others who visit your Personal Meetings Room can access your folder and its files. R: Read only. Visitors to your Personal Meeting Room can view the list of files in the folder and download the files. W: Write only. Visitors to your Personal Meeting Room can upload files to the folder, but they cannot view the files in it. R/W: Read and write. Users can view files in the folder, download files from the folder, and upload files to the folder. Password Protected: Indicates that the folder is password protected. Visitors to your Personal Meeting Room must provide the password you specify to access the folder.
Select All	Selects the check boxes for all the folders and files that are visible in the list. You can then click the Copy or Move button or click the Delete link to perform an action on the selected folders or files.
Clear All	Clears the check boxes for all the folders and files that are selected in the list.
Delete	Deletes the selected folders and files from the list.
Copy	Opens a page on which you can copy the selected folder or file to another folder.
Move	Opens a page on which you can move the selected folder or file to another folder.

ABOUT THE EDIT FOLDER PROPERTIES PAGE

How to access this page

- On your EventCenter web site, click **MyWebEx > My Files > Properties** icon for folder.

What you can do here

- Specify a name, a description, and sharing options for a folder that you created in your personal folders.

Options on this page

Use this option	To
Name	Enter the name of the folder.
Description	Enter the description of the folder.
Share	Specify who can access this folder. Do not share this folder: This folder does not appear on your Personal Meeting Room page. Thus, visitors to your page cannot view the folder or access any files in it.

	Share this folder: This folder appears on your Personal Meeting Room. The drop-down list specifies which users can access the folder, as follows: With all: All visitors to your Personal Meeting Room can access this folder. With users with host or attendee accounts: Only visitors to your Personal Meeting Room who have either a host account or an attendee account on your meeting service web site can access this folder. With users with host accounts only: Only visitors to your Personal Meeting Room who have a host account on your EventCenter web site can access this folder.
Share as	Enter the name for the folder that will appear on your Personal Meeting Room page.
Read	Let visitors to your Personal Meeting Room view the list of files in the folder and download the files.
Write	Let visitors to your Personal Meeting Room upload files to the folder but cannot view the files in it.
Read & write	Let users view files in the folder, download files from the folder, and upload files to the folder.
Allow files to be overwritten	Let users upload a file with the same name as an existing file in the folder and replace the existing file. If this option is not selected, users cannot overwrite any files in the folder.
Password protected	Let only visitors to your Personal Meeting Room who know the password view the list of files in the folder, download files from the folder, or upload files to the folder, depending on the read/write settings for the folder. Password: The password that visitors to your Personal Meeting Room must provide to access the folder. Confirm: If you specified a password, type it again to verify that you typed it correctly.
Update	Save any changes that you made to folder's properties, and then close the Edit Folder Properties window.
Cancel	Close the Edit Folder Properties window, without saving any of the changes that you made.

Maintaining Contact Information

ABOUT MAINTAINING CONTACT INFORMATION

You can maintain a personal online address book, in which you can add information about contacts and create contact groups. When scheduling an event, you can quickly invite any contacts or contact groups in your personal address book. You can also invite contacts in the company address book for your EventCenter web site, if one is available.

You can add contacts to your address book in any of the following ways:

- Specify information about contacts one at a time.
- Import contact information from your Microsoft Outlook contacts.
- Import contact information from a comma-separated/comma-delimited values (CSV) file in which you add contact information.

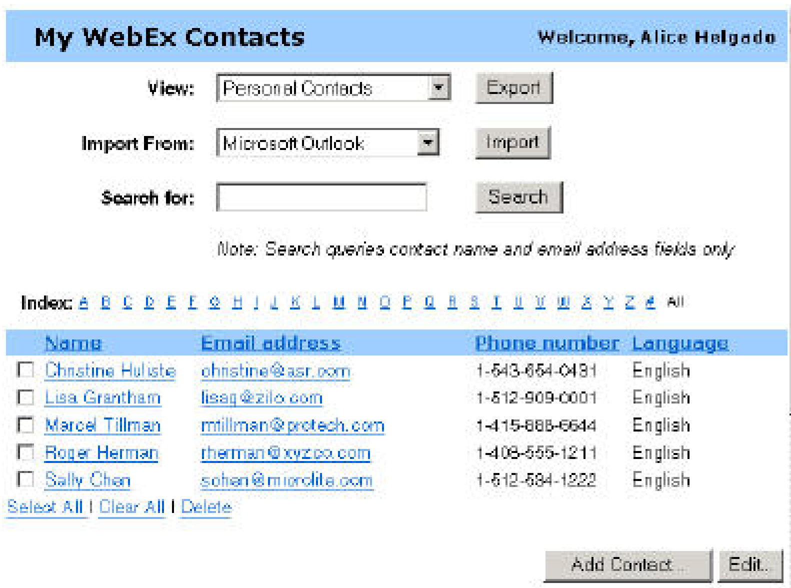
You can also edit or delete the information about any contact or contact group in your personal address book.

OPENING YOUR ADDRESS BOOK

You can open your personal address book on your EventCenter web site, to view or maintain information about your contacts.

To open your address book:

1. Log in to your EventCenter web site.
2. On the navigation bar at the top of the page, click **MyWebEx**.
3. Click **My Contacts**. The My Contacts page appears.



4. In the View drop-down list, select one of the following contact lists:
   a. **Personal Contacts:** Includes any individual contacts that you added to your personal address book. If you have a Microsoft Outlook address book or contacts folder, you can import its contacts to this list of contacts.
   b. **My Groups:** Includes any contact groups that you have added to your personal address book.
   c. **Company Address Book:** Your organization's address book, which includes any contacts that your site administrator has added to it. If your organization uses a Microsoft Exchange Global Address List, your site administrator can import its contacts to this address book.

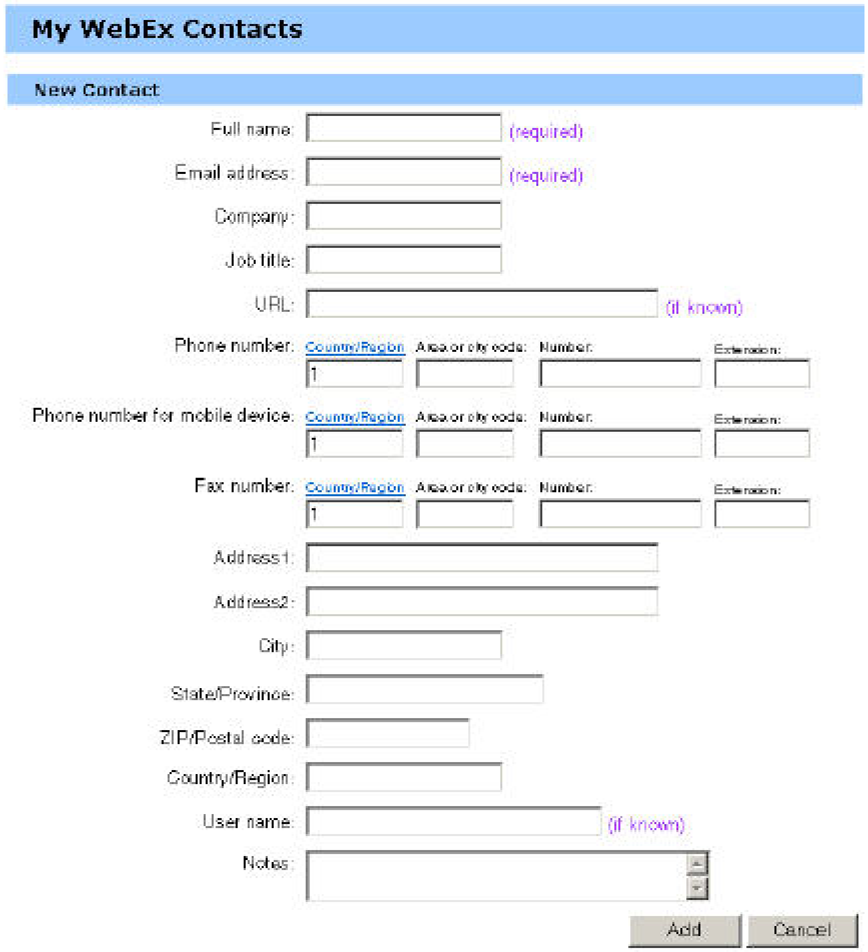
ADDING A CONTACT TO YOUR ADDRESS BOOK

You can add contacts to your personal address book, one at a time.

To add a contact to your personal address book:

1. Open your address book.
2. In the View drop-down list, select **Personal Contacts**. A list of contacts in your personal contacts list appears.

3 Click **Add Contact**. The Add Contact page appears.



4 Provide information about the contact.

5 Click **Add**.

Notes:

- *You cannot add contacts to your company address book.*
- *If you want to add multiple contacts, you can them all at once, instead of adding one contact at a time.*

ABOUT THE NEW/EDIT CONTACT PAGE

How to access this page

- On your EventCenter web site, click **MyWebEx > My Contacts > Add Contact** or **[check box for contact] > Edit**.

What you can do here

- Enter information about a new or existing contact for your personal address book.

Options on this page

Use this option	To
Get Map	Open the Yahoo! Maps page on the Yahoo! web site, to obtain directions to a contact's address.
Full name	Enter the contact's first and last name.

Email address	Enter the contact's email address.
Language	Set the language in which any email messages that you send to the contact using your EventCenter site appear. Available only if your EventCenter web site can be displayed in two or more languages.
Company	Enter the company or organization for which the contact works.
Job title	Enter the contact's position in a company or organization.
URL	Enter the URL, or Web address, for the contact's company or organization.
Phone number / Phone number for mobile device / Fax number	Enter the contact's phone numbers. For each number, you can specify the following:
Country Code	Specify the number that you must dial if the contact resides in another country. To select a different country code, click the link to display the display the Country Code window. From the drop-down list, select the country in which the contact resides.
Area or city code	Enter the area or city code for the contact's phone number.
Number	Enter the phone number.
Extension	Enter the extension for the phone number, if any.
Address 1	Enter the contact's street address.
Address 2	Enter additional address information, if necessary.
State/Province	Enter the contact's state or province.
ZIP/Postal code	Enter the contact's ZIP or postal code.
Country	Enter the country in which the contact resides.
User name	Enter the user name with which the user logs in to your EventCenter web site, if the contact has a user account.
Notes	Enter any additional information about the contact.

IMPORTING CONTACT INFORMATION IN A FILE TO YOUR ADDRESS BOOK

You can add information about multiple contacts simultaneously to your personal address book, by importing a comma-separated/comma-delimited (CSV) file. A CSV file has a *.csv* extension.

First, create a comma separated values (CSV) file and add contact information to it, using a spreadsheet program, such as Microsoft Excel. Next, import the CSV file that you created to your address book.

To create a CSV file:

1. Open your address book.
2. In the View drop-down list, ensure that Personal Address Book is selected.
3. Click **Export**.
4. Save the *.csv* file to your computer.
5. Open the *.csv* file that you saved in a spreadsheet program, such as Microsoft Excel.
6. Optional. If contact information exists in the file, you can delete it.
7. Specify information about the new contacts in the *.csv* file.
   Note: *If you add a new contact, ensure that the UID field is blank.*
8. Save the *.csv* file. Ensure that you save it as a *.csv* file.

To import a CSV file containing new contact information:

1. Open your address book.
2. In the View drop-down list, ensure that Personal Address Book is selected.
3. In the Import From drop-down list, select **Comma Delimited Files**.
4. Click **Import**.
5. Select the .csv file in which you added new contact information.
6. Click **Open**.
7. Click **Upload File**. The View Personal Contacts page appears, allowing you to review the contact information you are importing.
8. Click **Submit**. A confirmation message appears.
9. Click **Yes**.

ABOUT THE CONTACT INFORMATION CSV TEMPLATE

How to access this template

+ On your EventCenter web site, click **MyWebEx > My Contacts > View > Personal Address Book > Export**.

What you can do here

+ Specify information about multiple contacts, which you can then import to your personal address book.

Fields in this template

Option	Description
UUID	A number that your EventCenter site creates to identify the contact. If you add a new contact to the CSV file, you must leave this field blank.
Name	Required. The contact's first and last name.
Email	Required. The contact's email address. The email address must be in the following format: name@company.com
Company	The company or organization for which the contact works.
JobTitle	The contact's position in a company or organization.
URL	The URL, or Web address, for the contact's company or organization.
OffCntry	The country code for the contact's office phone--that is, the number that you must dial if the contact resides in another country.
OffArea	The area or city code for the contact's office phone number.
OffLoc	The contact's office phone number.
OffExt	The extension for the contact's office phone number, if any.
CellCntry	The country code for the contact's cellular or mobile phone--that is, the number that you must dial if the contact resides in another country.
CellArea	The area or city code for the contact's cellular or mobile phone number.
CellLoc	The contact's cellular or mobile phone number.
CellExt	Thee extension for the contact's cellular or mobile phone number, if any.
FaxCntry	The country code for the contact's fax number--that is, the number that you must dial if the contact resides in another country.
FaxArea	The area or city code for the contact's fax number.
FaxLoc	The contact's fax number.
FaxExt	The extension for the contact's fax machine, if any.
Address 1	The contact's street address.
Address 2	The additional address information, if necessary.
State/Province	The contact's state or province.
ZIP/Postal	The contact's ZIP or postal code.
Country	The country in which the contact resides.

Username	The user name with which the user logs in to your EventCenter web site, if the contact has a user account.
Notes	Any additional information about the contact.

IMPORTING CONTACT INFORMATION FROM OUTLOOK TO YOUR ADDRESS BOOK

If you use Microsoft Outlook, you can import the contacts that you maintain in your Microsoft Outlook address book or folder to your personal address book on your EventCenter web site.

To import contacts from Outlook to your personal address book:

1. Open your address book.
2. In the View drop-down list, select **Personal Contacts**.
3. Click **Import**. The Choose Profile dialog box appears.
4. In the Profile Name drop-down list, select the Outlook user profile that includes the contact information that you want to import.
5. Click **OK**.

   Notes:

   - *When you import contacts in Outlook, your EventCenter web site retrieves contact information from the Outlook address book or folder in which you have chosen to keep personal addresses.*
   - *If your personal address book already includes a contact that is also in your Outlook contacts list, the contact is not imported. However, if you have changed the contact's email address in your personal address book, importing the contact from Outlook creates a new contact in your personal address book.*

VIEWING AND EDITING CONTACT INFORMATION IN YOUR ADDRESS BOOK

In your personal address book, you can view and edit information about individual contacts in your Personal Contacts list. You can view, but not edit, information about contacts in your company address book.

To view or edit contact information:

1. Open your address book.
2. In the View drop-down list, select *one* of the following:
   a. **Personal Contacts**
   b. **Company Address Book**
3. A list of contacts appears.
4. Locate the contact whose information you want to view or edit.
5. Under Name, select the contact whose information you want to view or edit.
   a. Do *one* of the following:
   b. If you the contact is in your personal contacts list, click **Edit**.
6. If the contact is in your company address book, click **View Info**.
7. Information about the contact appears.
8. Optional. If the contact is in your personal contacts list, edit the information that you want to change on the Edit Contact's Information page.
9. Click **OK**.

SEARCHING FOR CONTACTS IN YOUR ADDRESS BOOK

You can quickly locate a contact in your personal address book, using one of several methods.

To search for a contact in your address book:

1. Open your address book.

2 In the **View** drop-down list, select a contacts list.

3 Do *any* of the following:

   a. In the **Index**, click a letter of the alphabet to display a list of contacts whose names begin with that letter. For example, the name *Susan Jones* appears under *S*.

   b. To search for a contact in the list you are currently viewing, type text that appears in either the contact's name or email address in the Search for box, and then click **Search**.

   c. If the entire list of contacts does not fit on a single page, view another page by clicking the links for the page numbers.

   d. Sort your personal contacts or company address book by name, email address, or phone number by clicking the column headings.

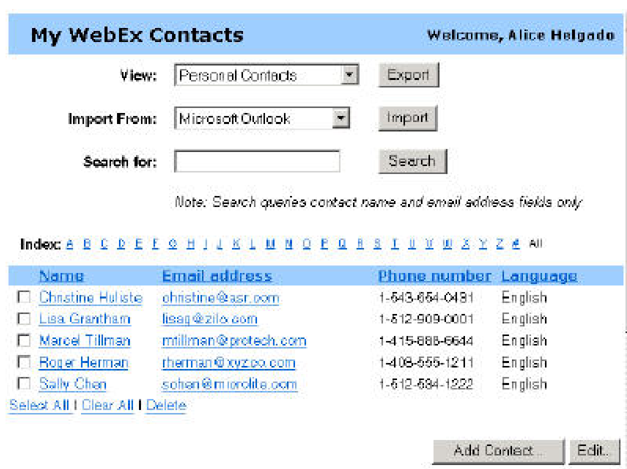
CREATING A CONTACT GROUP IN YOUR ADDRESS BOOK

You can create contact groups for your personal address book. A contact group includes two or more contacts for which you provide a common name. For example, you can create a contact group named *Sales Department*, which includes contacts who are members of the department. If you want to invite members of the department to an event, you can select the group rather than each member individually.

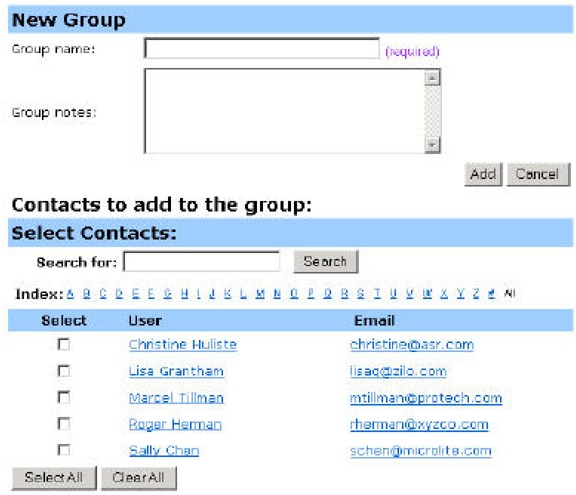
To create a group:

1 Open your address book.

2 In the View drop-down list, select **My Groups**. A list of any groups that you have already created appears.



3 Click **Add Group**. The New Group page appears. This page includes a list of all the contacts in your personal contacts list in your address book.



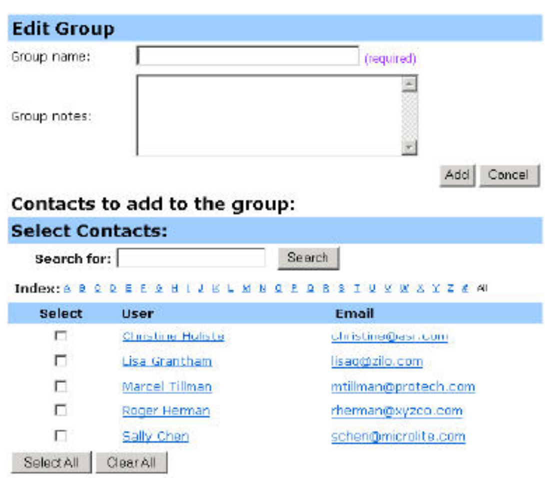
4 In the Name box, type the name of the group.
5 Optional. In the Notes box, type descriptive information about the group.
6 Under Contacts to add to the group, select the check box for each contact that you want to add to the group.
7 Click **OK**.

EDITING A CONTACT GROUP IN YOUR ADDRESS BOOK

You can add or remove contacts from any contact group that you have created for your personal address book. You can also change a group's name or descriptive information.

To edit a contact group:

1 Open your address book.
2 In the *View* drop-down list, select **My Groups**. A list of any groups that you have created appears.
3 Under Group name, select the check box for the group that you want to edit.
4 Click **Edit**. The Edit Group page appears. This page includes a list of all the contacts in your personal address book.



5 Under Contacts to add to the group, a check mark appears in the Name column for each contact who is a member of the group.
6 Enter new information about the group
7 Click **OK**.

DELETING CONTACT INFORMATION IN YOUR ADDRESS BOOK

You can delete any contact or contact groups that you have added to your personal address book.

To delete a contact or contact group:

1. Open your address book.
2. In the View drop-down list, select one of the following:
   a. **Personal Contacts**
   b. **My Groups**
3. In the list that appears, select the check box for the contact or contact group that you want to delete.
4. Click **Delete**. A message appears, asking you to confirm the deletion.
5. Click **OK**.

Maintaining Your User Profile

ABOUT MAINTAINING YOUR USER PROFILE

Once you obtain a user account, you can edit your user profile at any time to change the following information:

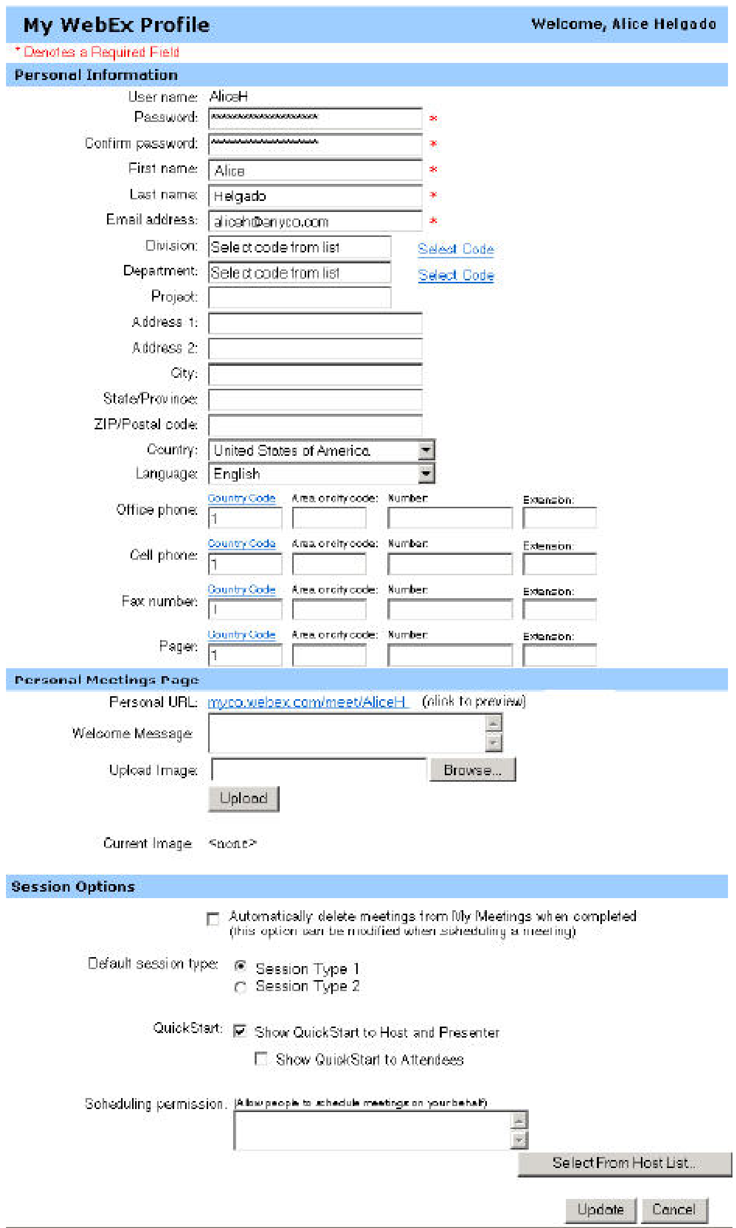
+ Your full name
+ Your user name, if your site administrator provides this option
+ Your password
+ Your contact information, including your street address, email address, and phone numbers
+ Your teleconference account, if your site includes the teleconference option.
  Note: InterCall recommends using alternative audio conference services such as Operator-Assisted or Direct Event for the audio portion of your event if you have more than 125 participants in your event. Reservationless-Plus is scalable to 125 participants and is not designed for large scale events. Please contact your sales representative for more information on InterCall's event audio services. For more information on audio controls, please reference the InterCall Centers Audio Controls User Guide and Release Notes on www.intercallcenters.com.
+ Tracking codes that your organization uses to keep records of your events, such as project, department, and division numbers
+ Personal Meeting Room options, including the images and welcome message that appear on the page
+ Default options for your online sessions, including
  - Whether your scheduled events are automatically removed from your list of meetings once the event ends
  - The default session type that you want to use, if your account includes multiple session types
  - Whether the Quick Start page appears in the content viewer once you start an event

EDITING YOUR USER PROFILE

Once you obtain a user account, you can edit your user profile at any time to change account login information, contact information, and other options available for your account.

To edit your user profile:

1 Log in to your EventCenter web site.
2 On the navigation bar, click **MyWebEx**.
3 Click **My Profile**. The My Profile page appears. The following page is an example only. Your My Profile page may include different options.
4 Edit the information on the page.
5 When you are finished editing your user profile, click **Update**.



ABOUT THE MY WEBEX PROFILE PAGE

How to access this template

- On your EventCenter web site, click **MyWebEx > My Profile**.

What you can do here

Specify the following:

- Account information
- Personal information
- Personal Meeting Room information
- Teleconference Account information
- Session options

Personal information options

Use this option	To
User name	Specify the user name for your account. You can change this name only if the administrator for your EventCenter web site provides this option. If you need to change your user name, but cannot edit it on this page, ask your site administrator to change your user name or create a new account for you.
Password	Specify the password for your account. A password: Must contain at least four characters Can consist of a maximum of 32 characters Can include any letters, numbers, or special characters, but not spaces Is case sensitive
Confirm password	Verify that you typed your password correctly in the Password box.
Other personal information options	Enter any personal information that you want to maintain in your profile.

Personal Meeting Room options

Use this option	To
Personal Meeting Room URL	Go to your Personal Meeting Room page. Your Personal Meeting Room page lists any online sessions that you scheduled and any in-progress sessions that you are currently hosting. Users to whom you provide your personal URL can use this page to join any event that you are hosting. They can also download files in any folders that you share.
Welcome Message	Enter the message that appears on your Personal Meeting Room page. A message can be a maximum of 128 characters, including spaces and punctuation. To specify a message, type it in the box, and then click Update.
Upload Image	Upload an image file which resides on your computer or another computer on your network to your Personal Meeting Room page. For example, you can upload a picture of yourself, your company's logo, or a picture of your company's product. Visitors to your page can see the image that you upload. The image can be an maximum of 160 pixels wide. If you upload a larger image, its width is automatically reduced to 160 pixels. However, the image's aspect ratio is maintained.

	Browse: Lets you locate an image. Upload: Uploads the image that you selected. Current Image: Displays the image that currently appears on your Personal Meeting Room page. Delete: Removes the current image from your Personal Meeting Room page. This button is available only if you have uploaded an image for the page.
Customize branding of header area	Upload a "banner" image to the non-scrolling header area for your Personal Meeting Room page. For example, you can upload your company's logo or an advertisement. Visitors to your page can see the image that you upload. Available only if your site administrator has turned on this option for your account. The image can be a maximum of 75 pixels high. If you upload a larger image, its height is automatically reduced to 75 pixels. However, the image's aspect ratio is maintained. Browse: Lets you locate a banner image. Upload: Uploads the banner image that you selected. Current Image: Displays the banner image that currently appears on your Personal Meeting Room page. Delete: Removes the current banner image from your Personal Meeting Room page. This button is available only if you have uploaded an image for the page.

Session option

Use this option	To
Default session type	Specify the default session type that you host, if your user account lets you host different types of online sessions. For more information about session types, ask the site administrator for your WebEx service. You can change this default setting when scheduling an event.
Quick Start	Specify whether the Quick Start page appears in the content viewer once you start an event. The Quick Start lets you start sharing activities quickly, as an alternative to starting them from a menu or toolbar. Show Quick Start to host and presenter: The Quick Start appears in the content viewer for the host and presenter. You can change this default setting when scheduling an event.

Generating Reports

ABOUT GENERATING REPORTS

If your user account includes the reports option, you can view the following types of usage reports:

GENERAL MEETING USAGE REPORTS

These reports contain information about each online session that you host. You can view the following types of Meeting Usage reports:

- Summary Usage report: Contains a summary of the information about each event, including the topic, date, starting and ending time, duration, number of attendees you invited, number of invited attendees who actually attended, and type of voice conferencing you used.

- Summary Usage report CSV (comma-separated values) file: Contains additional details about each event, including the "people minutes" (cumulative number of minutes that all participants were connected to the meeting) and tracking codes.
- Session Detail report: Contains detailed information about each participant in an event, including the time the participant joined and left the event and any information that the attendee provided.

EVENTCENTER REPORTS

These reports contain detailed information about the events that you host. You can view the following types of EventCenter reports:

- Enrollment and Attendee report: Contains information about enrollees and attendees for a specific event that you hosted. For each attendee, an Enrollment report includes all information that the attendee provided on the enrollment form for an event and the attendee's enrollment ID. For each attendee, an Attendee report includes the attendee's full name, the time at which the attendee joined the event, and the attendee's email address.
- Attendee Details report: Contains a list of all events that an attendee has joined on your event service web site.
- Archived Files Access report: Contains access and registration information about all the people who have downloaded a recording for a specific event from your EventCenter web site.
- Actual Attendees Report: Contains detailed information about the attendees who actually attended an event that you hosted. The report includes an event summary, which includes the event ID, key, name, start and end time, duration, number of attendees, the host name, and the number of attendee minutes (total minutes that all attendees spent in the event). The report also includes event details, which lists each attendee's user name, email address, IP address, the time the attendee joined, and the time the attendee left the event.

GENERATING USAGE REPORTS

You can generate usage reports that provide information about each online session that you have hosted on your site.

You can export or download the data in many types of reports to a comma-separated values (CSV) file, which you can open in a spreadsheet program, such as Microsoft Excel. You can also print reports in a printer-friendly format.

To generate a usage report:

1. Log in to your meeting service web site, and then click **MyWebEx**.
2. Click **My Reports**. The My Reports page appears.
3. Choose the type of report you want to generate.
4. Specify your search criteria, such as a date range for which you want to view data in the report.
5. Generate the report.

Setting Web Site Preferences

ABOUT SETTING WEB SITE PREFERENCES

You can customize your EventCenter web site by specifying the following preferences:

- The home page that appears when you access your EventCenter web site
- The time zone in which event times appear

- The language in which your web site displays text, if your site includes multiple languages
- The locale--that is, the format in which your web site displays dates, times, currency values, and numbers

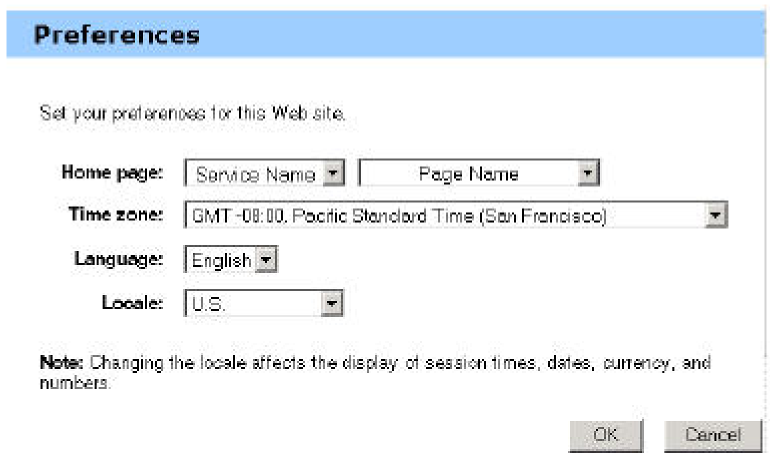
You need not have a user account to specify preferences for your EventCenter web site. However, if you log in to your site with a user account, more options for choosing a home page are available on the Preferences page.

SETTING PREFERENCES FOR YOUR EVENTCENTER WEB SITE

You can select a default page on your EventCenter web site that appears whenever you access your site.

To preferences for your meeting service web site:

1. Log in to your EventCenter web site, and then click **MyWebEx**.
2. Click **Preferences**. The Preferences page appears.



3. Select your preferences.
4. Click **OK**.

ABOUT THE PREFERENCES PAGE

How to access this page

- On your EventCenter web site, click **Set Up > Preferences** or click **MyWebEx > Preferences**.

What you can do here

- The Preferences page allows you to specify preferences for your EventCenter web site.

Options on this page

Use this option	To
Home page	Set the first page that appears when you access your EventCenter web site.
Time zone	Set the time zone in which you reside. If you select a time zone for which daylight saving time (DST) is in effect, your EventCenter web site automatically adjusts its clock for daylight saving time The selected time zone appears:

	Only on your view of your EventCenter web site, not other users' views In all event invitations that you send using your EventCenter web site
Language	Set in which language your EventCenter web site displays texts. The languages that appear in this list are limited to the languages that have been set up for your web site.
Locale	Set the format in which your web site displays dates, times, currency values, and numbers.

Contacting InterCall

TECHNICAL SUPPORT

For information about receiving technical support for EventCenter, refer to the InterCall Centers web site at www.intercallcenters.com and select **Contact Us**.

TRAINING

For information about receiving Training on EventCenter, refer to the InterCall Centers web site at www.intercallcenters.com and select **Training**.

SALES

For information about InterCall's conferencing services, please contact your sales representative or visit www.intercall.com.

For additional information about using EventCenter, please refer to the Help section on the EventCenter web site at www.intercallcenters.com/eventcenter.