

Thomson Reuters Training

Cisco WebEx Information Guide

What is WebEx?

Cisco WebEx is a software application that provides on-demand collaboration for online meetings, web conferencing and video conferencing. It is a quick, easy, efficient and safe way to conduct Thomson Reuter's online training of products and services including Westlaw NZ, Thomson Reuters Westlaw and ProView over the Web.

WebEx is:

- An online connection between 1 or more participants and a Trainer.
- A "portal" into the Trainer's computer so that participants can watch a demonstration.
- Safe and convenient - at no time will the Trainer be able to access your computer.
- Delivered by a certified Thomson Reuters Training Specialist.
- A live interactive session with the Trainer – your phone will provide the audio.

WebEx can:

- Provide training to multiple participants all over New Zealand in one session
- Help maximise the potential from any online platform

Joining a session is easy:

- You will receive an email invitation from your Training Specialist.
- Prior to the session, open the email and click on the link in the email to join the meeting. Follow the prompts.
- For first-time WebEx users: you will be prompted to download Active X, this will run WebEx on your computer. (1-2 minutes). Note: Administration rights are NOT required.
- The training session will then be visible on your computer screen. Just sit back and watch – no need to touch anything!
- For the audio connection, a pop-up box will display GLOBAL call-in numbers. Dial the New Zealand toll-free telephone number so that you can listen to (and speak) during the training. This number is currently 0800 459 105.

WebEx Etiquette:

- As all telephone lines will be open throughout the session, please do not place your phone line on hold. Doing so will play on-hold music into the conference.
- Additionally, to reduce noise coming into the WebEx, please utilize the mute button on your telephone/speakerphone, or click on the "Mute" button located in the participant panel on the right side of your screen, under the participant's names.
- The Thomson Reuters Training Specialist will take questions at the end of the session. Don't forget to "unmute" your phone line to ask a question.

Want to know more?

Email the Training Team at Trainers@thomsonreuters.co.nz