

# Webex and Slack 101 Q&A

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\*Questions were taken from the April 1, 2 and 3 Webex and Slack 101 webinars,

## Webex

### Basics

Can WebEx be used with any browser?

- Yes!

How can I get help using Webex?

- Check out the [Webex job aid!](#)

How many people can join a Webex?

- A meeting can support 1000 connections. Each phone or computer that connects counts as one connection.
- If you have two or more people in a conference room using the same phone connection, they only count as one connection.

### Scheduling

If I Schedule a meeting through the website, and I enter an agenda, can participants see it when they decide to Accept or Reject the meeting?

- No.
- Tip: If you create a meeting through the website, schedule the meeting in Outlook and add your agenda in the Outlook meeting invitation. It is easier to manage your meeting (adding or removing participants, attaching an agenda, attaching meeting materials, etc.) in Outlook.

If I Schedule a meeting through the website, why should I only invite myself?

- Although it takes a little more time to set up your meeting when you only invite yourself and then have to copy and paste the Webex information into an Outlook meeting invitation, it is much easier to manage the meeting attendees in Outlook.

Can I schedule a meeting directly from Webex rather than doing the Webex 2-step and copying and pasting from the website to Outlook?

- Yes!
- In your task bar, search for **Software Center** and click **Open**.
- Select Cisco **Webex Productivity Tools**. This will add the Webex icon to your Outlook calendar ribbon and allow you to schedule a Webex meeting directly into your Outlook calendar invitation.
- Once downloaded, select **Meet Now** to open your personal room and start a meeting on demand.
- Select **Schedule Meeting** to schedule a meeting in the future. **Tip:** Click “Change Settings” when your calendar meeting window opens to change the password, choose the audio connection type and choose the entry and exit tone.
- Note: The Outlook plug-in has all the basic settings you need. Schedule your meeting at the Webex website if you need advanced settings like turning off chat or setting up alternate hosts.

## Hosting

### If the Host clicks Mute All, can a participant still speak?

- Yes. Each Participant can manually Unmute and Mute themselves. In the Participant Panel, right click your name and click Unmute or click the red microphone icon.

### If you are the Host and you can't start your meeting, can someone conduct it for you?

- Yes. You can set up an alternate host before the meeting begins.
- Find the meeting at the TAMUS Webex website and Click the pen icon to edit it. Open Scheduling Options.
- Alternate Host

### Should I share my screen or desktop?

- No. The best practice is to Share an application, but not to share your Screen (which is also your desktop.)
- Tip: If you share your Screen, always close Outlook and turn off Slack notifications before the meeting begins. As the Host, when you share a Screen, everything that appears on your desktop is visible to the Participants. This means all notifications, all files, etc.

### When I share content, how do I see the full Participant list?

- Move your mouse to the top of the screen. This opens the Host control icons.
- Click the Participant icon to open the Participant Panel.
- Tip: Always open the Participant and Chat Panels after you share content. This will let you keep track of what is said in Chat, you can see when a participant raises their hand, or when a participant needs to be muted.

## Participating

### Why are some Participants listed as "Call in User" and other Participants have their name?

- "Call in Users" did not synch their audio and video channels when they joined the meeting.
- Tip (using a phone for your audio): Always connect your video first. When you connect your audio, Webex assigns you a Participant ID. Enter this ID after you enter the meeting Access Code.
- Tip (using your computer for audio): Webex will automatically synch your audio when you select your computer as your audio source.

### Should I connect my audio through a phone or my computer?

- In general, always connect through a phone.
- Tip: Unless you are on a very good network connection and have a good quality microphone on your computer, always connect to the audio with your desk phone or mobile phone. The phone provides better audio quality and if your network connection drops, you can still hear the meeting through your phone.
- Tip: If you connect with your mobile phone, your audio quality depends on the strength of your connection to your mobile provider's network.

What is the difference between “Call in” and “Call me”?

- The difference is cost. It is cheaper to use “Call in” than “Call me”.

Can I change my audio from my computer to my desk phone or mobile phone after I have connected?

- Yes!
- Click the Audio menu on the upper toolbar. Disconnect from your current audio connection and join the meeting using a different audio connection.

## Slack

### Basics

Is Slack like an instant messenger tool?

- Yes! Slack is an instant messaging tool.

When messages and documents are deleted from Slack, do they delete every 30 days or on a scheduled day?

- Messages and documents are deleted when they are 30 days old.

Is there a phone app for Slack?

- Yes! Look for Slack in the iOS App Store or in Google Play.

### Chats

Can I have a group chat in Slack?

- Yes. You can Slack a group or an individual.
- Click the + sign next to 'Direct Messages' on your left side menu. Type in a System Offices employee name and select the individual you would like to chat with. You can select up to 8 people.

### Channels

If you create a channel, can you delete it?

- ITS is the only organization who can to delete a Public channel. Send a request to [so-help@tamus.edu](mailto:so-help@tamus.edu) if you need a channel deleted.

Can I change a public channel to a private channel?

- ITS is the only organization who can change a Public channel to a Private channel. Send a request to [so-help@tamus.edu](mailto:so-help@tamus.edu) if you need a channel deleted.

### Notifications

How do I turn off notifications?

- Click your name at the top left of the Slack window.
- Select Preferences.
- Select Nothing to turn off all notifications.