

## WebEx Information Guide for the Virginia Area Frequently Asked Questions

### 1. Is there storage on the iCloud for any of the content of our meetings?

Recovery meetings are NOT recorded. Anonymity is protected in the same whether the meeting is held in person or online.

District meetings and other planning/business meetings *CAN* be recorded (MP3 format) for later use to confirm business and procedural decisions and/or used to update the minutes of those meetings. Every 6 months or so, we purge those recordings, but until then, the audio for each meeting can be downloaded to your local device (laptop/desktop/tablet/smart phone). There may be occasions where you want video recordings, but we are not currently using that because the file sizes are SO much larger.

We have significant amount of storage space online, and we use it efficiently.

### 2. Is the anonymity of the participants safe?

Yes, the anonymity of all participants is maintained by each participant, just as if they were walking into a physical meeting room. They can use whatever name/moniker/lettering that they want. For those who dial in for audio only access, their phone number is protected by showing only the area code, exchange, and the last 4 characters are asterisks. The "Meeting Host" (usually me, at least initially) has the ability to rename the User 2, User 3, etc. names with real First name and initial if desired.

### 3. I would like to access the manual during the meeting for the opening and closing. Is there a way to display this on the screen so all can see it?

Yes, there is a "Share Screen" function that can be activated at any time. Since the "Groups at Work" section of the *Al-Anon/Alateen Service Manual* is a free download [ <https://al-anon.org/pdf/P24.pdf> ], it can be shown for the entire meeting. Any other digital materials you need to share can also be shared.

### 4. If I cannot be the host for one of the meetings what information would my replacement need?

So, the "Meeting Host" is the Webex Meeting person who starts the meeting, also known as the person who "opens the bridge" for the call. That person is me initially. As the GR feels more comfortable with the process, they can take on as much or as little of the "back end" functions as they prefer. The meeting chairperson only needs to know the same connecting information as all the participants. They might want to perform some housekeeping by asking each person on the call to identify themselves by first name, so that readings can be assigned on the fly. Some Groups

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have even used the list to ask each person, one at a time, to share or pass. The list keeps things more orderly, since you might not be able to see the participants physically. Of course, those who use the Video app will be able to see others who are using the video app, as well as the Participant list of "User 2, User 3," etc.

5. As the host would I need to send the meeting invite each week? Would it be the same invite that I have received already?

Yes, as the meeting Chairperson, you will want to send the invitation to all of your email list members, and maybe even to other Districts and Groups. If you have made no change requests to the meeting, then you need only send the first invitation. The numbers will not change. The access phone number is always 1-415-655-0003; the meeting password will always be the same. If there is a more substantial change, like a different day or time, the URL link for the video participants and the meeting number \*could\* change, but might not. But if there is a change, you would want to send out the new information to the entire email list again.

6. Is there a tutorial for WebEx?

There are many videos on Youtube for WebEx beginners. Here is a link to a list of some videos that attendees may view prior to installing the app:

[https://www.youtube.com/playlist?list=PLFT-9JpKjRTCpozKI5x07syge\\_dofq0Lx](https://www.youtube.com/playlist?list=PLFT-9JpKjRTCpozKI5x07syge_dofq0Lx)

7. Where can I download the app needed for my tablet/smart phone/ laptop?

To download the Cisco WebEx Meeting app for your device(s), please visit this link at least an hour prior to the scheduled meeting.

<https://www.webex.com/downloads.html/>

8. I get errors when I try to log in to WebEx. What could be wrong?

Make sure you have included the dashes in the password, and passwords are case sensitive, so the AFG has to be all caps.

The meeting might not have been started yet. The Meeting Host will often "open the bridge" to the call at about 15 minutes before the scheduled time. Attendees can't sign on earlier. If the Meeting Host hasn't started the meeting, the Join Meeting button may be grayed out until the scheduled time.