Remote Computer Review Instructions and Guidance

Due to COVID-19, social distancing measures will be observed. As a result, a review of all computers used for XXX Business (Home and Office computers) will be remotely conducted using **Cisco Webex**. Please note, the remote review will follow the same protocol as in-person. This document will provide instructions on how to use your smartphone for video conferencing and how to use WebEx for the remote computer inspection.

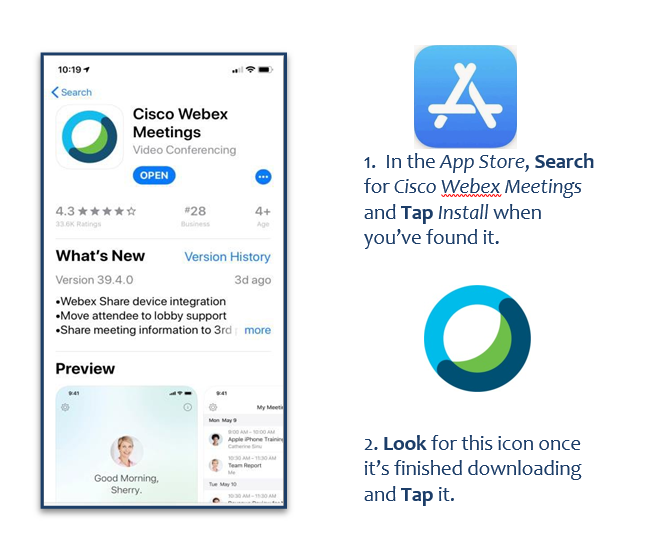
**Helpful Tips**

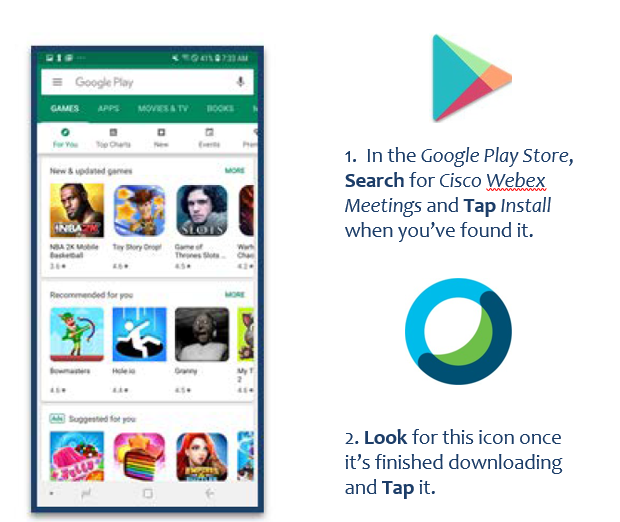
* Inform all advisors and staff of this requirement.
* Prior to the remote branch exam, make sure all computers used for XXX Business are able to access Webex.
* A few minutes before the scheduled appointment, open the Webex invite and click **Join Meeting**.
* Each remote computer review should take approximately twenty minutes.

**Smartphone – Used for Video-Conference**

Download **Webex Meeting App** for **iPhone**

Download **Webex Meeting App** for **Android**

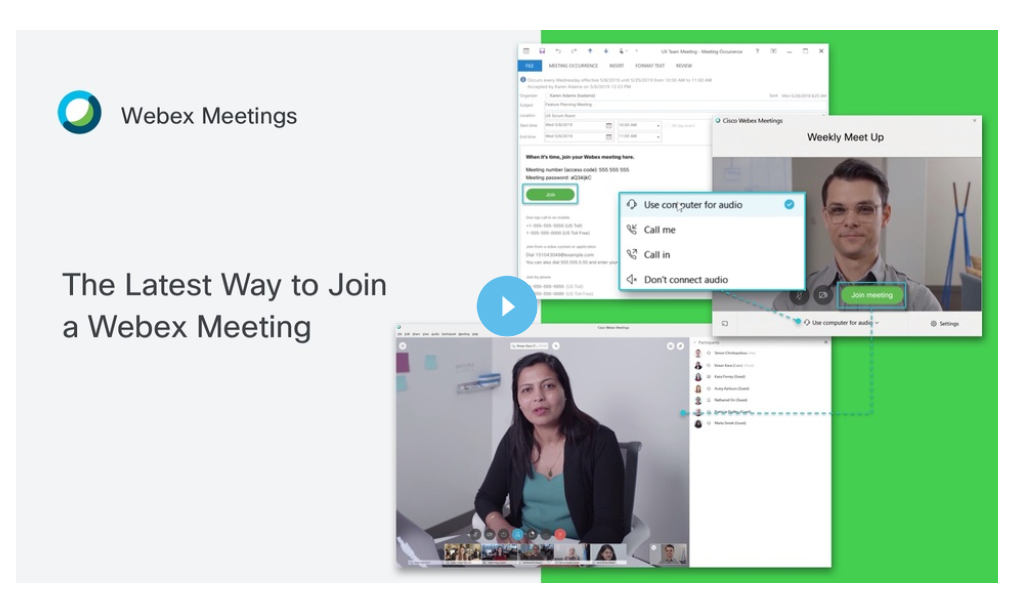




**Computer – Used for Remote Computer Review**

Download **Webex Meetings**: [https://www.webex.com/content/webex/c/en\_US/index/downloads.html](https://www.webex.com/content/webex/c/en_US/index/downloads.html%20)

Video on **How to Join a Webex meeting**: <https://help.webex.com/en-us/nrbgeodb/Join-a-Webex-Meeting>





Get Started with Cisco Webex Meetings for Attendees

# Webex Meetings makes joining and collaborating hassle free. You can meet anyone in the he world online, talk to them over the phone or your computer, see each other's video and share content.

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Join a Meeting

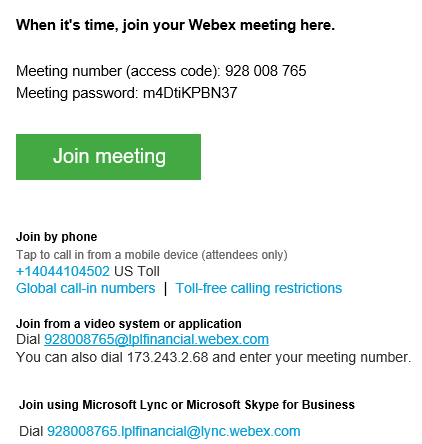
If someone invites you to a Webex meeting, you receive an invite with instructions on how to join in an email invitation.

You can click the **Join** link to the meeting.

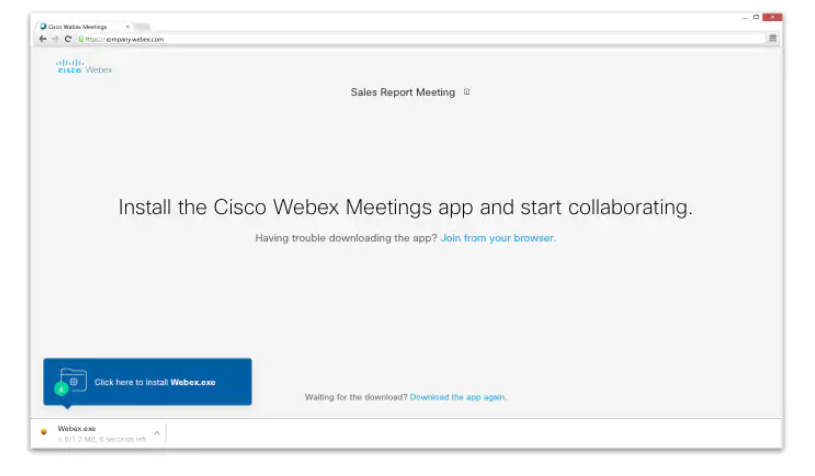
* You might be asked to enter a meeting password, it is in your email invitation.

The Webex user interface is simple. Meeting options in the center and participants and other panels on the right.

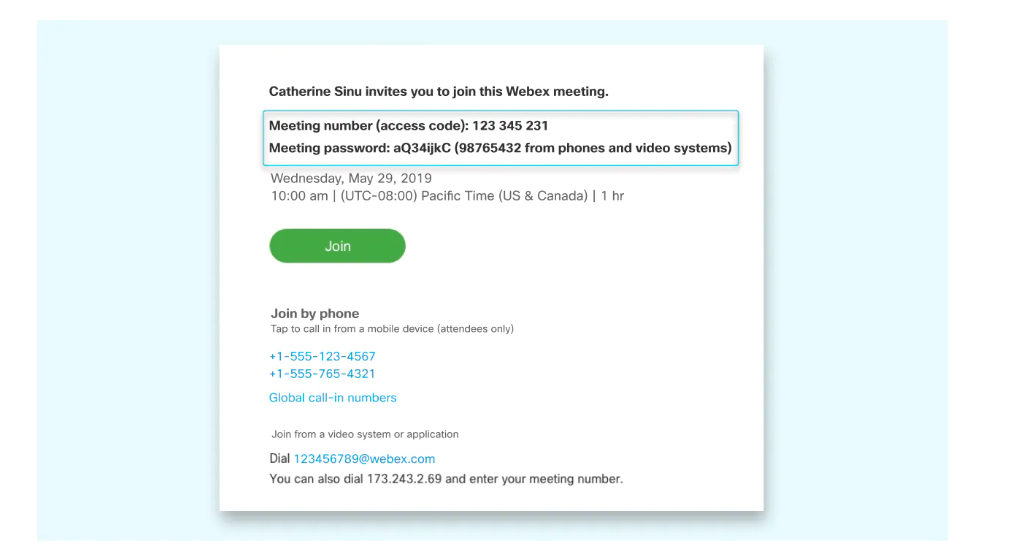
1. Open your email invite, and click **Join**.



1. If this is the first time you're joining a Webex meeting, Webex automatically downloads the app. Click the **installer file to install the app**.



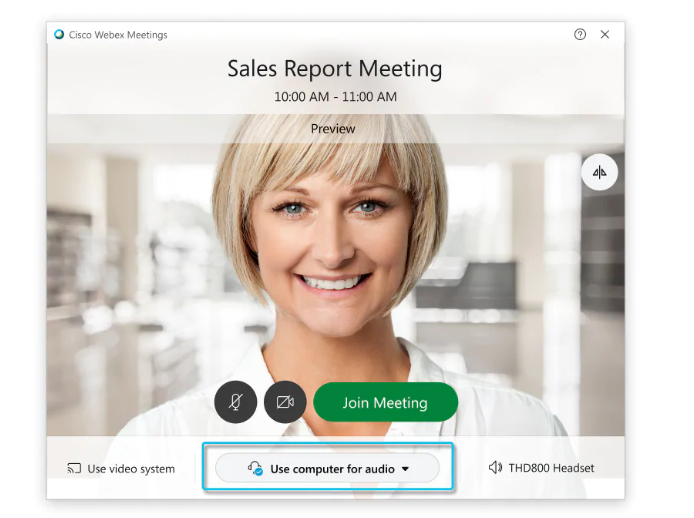
1. Enter your name and email address, and click **Next**.
2. If you're asked for a meeting password, enter the meeting password - it's in your email invitation - and click **Next**.



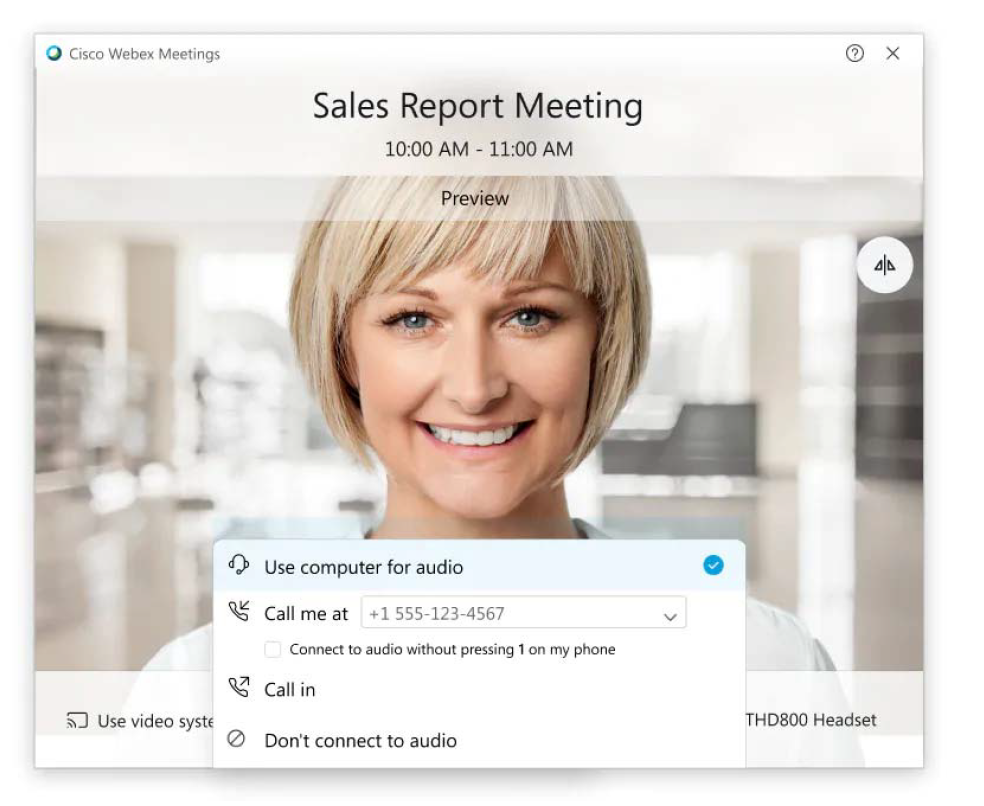
Connect Audio/Video

Before you join a meeting you can choose the settings you use for audio in the meeting.

1. Click the audio connection options in the Webex Meetings app.



1. Choose how you want to hear the audio in the meeting.

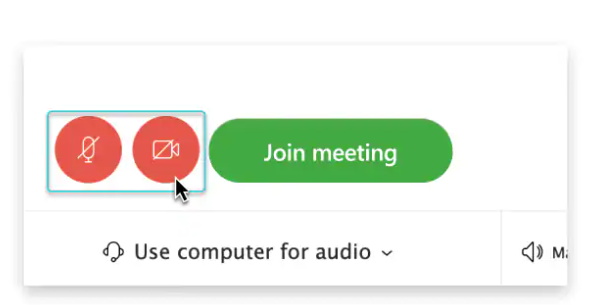
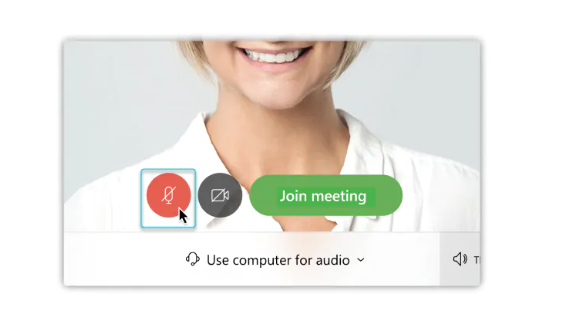


* + Use computer for audio-Use your computer with a headset or speakers.

*This is the default audio connection type.*

* + You can change your headset, speakers, and microphone.
  + **Call me**-Enter or select the work or home phone number that you'd like the meeting to call.
  + **Call in-Dial** in from your phone when the meeting starts. A list of global call-in numbers is available after you join the meeting.
  + Don't connect audio-You won't hear any audio in the meeting through your computer or phone. Use this option if you're in the meeting room but want to use your computer to share content in the meeting.

1. By default, your microphone and camera are turned off. The video and microphone buttons are both red.
   * To join with your video on, click **Start** video.
   * To join with your microphone on, click **Unmute**.

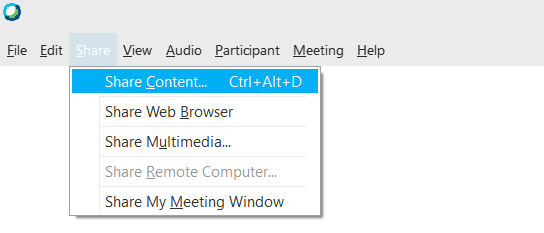


1. Click **Join Meeting**.

Share Content

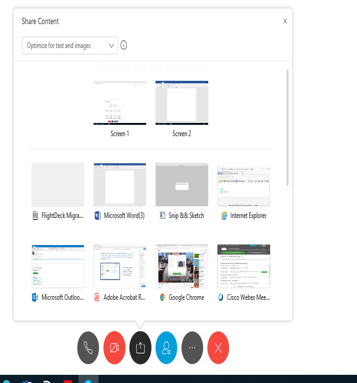
You can share content during a Webex meeting.

1. Under the menu, click the **Share** button and select **Share Content**.



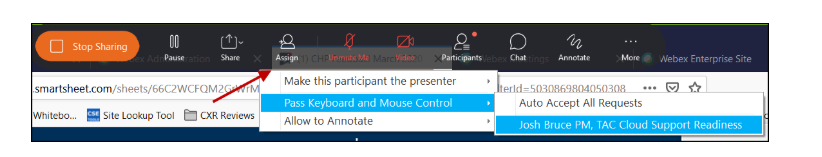
1. Select the content to share.

* If using TWO monitors, select the **PRIMARY** monitor by clicking on **Screen 1**.



Remotely Control Shared Desktop

1. During a Screen or Application share, move your mouse to the top of the screen, then click the **Assign** button.



1. Select **Pass Keyboard and Mouse Control**, then select the participant you would like to assign control to.

*The participant will receive a message on their screen advising them to click on the screen to gain control.*

macOS and Cisco Webex Meeting app

Mac OS versions **no longer supported**:

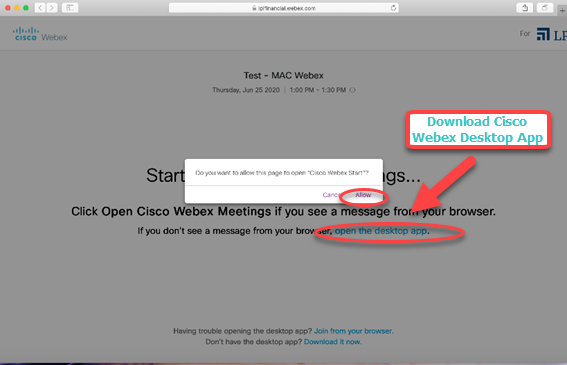
* 10.08
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To view other participants' video and turn on your own video at the same time, recommend to use:

* Chrome, Firefox, Safari, or Edge browser.
* Switch to the desktop app.

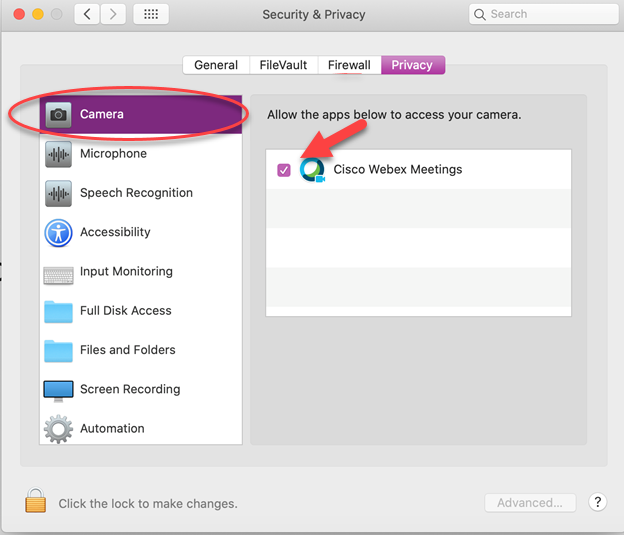
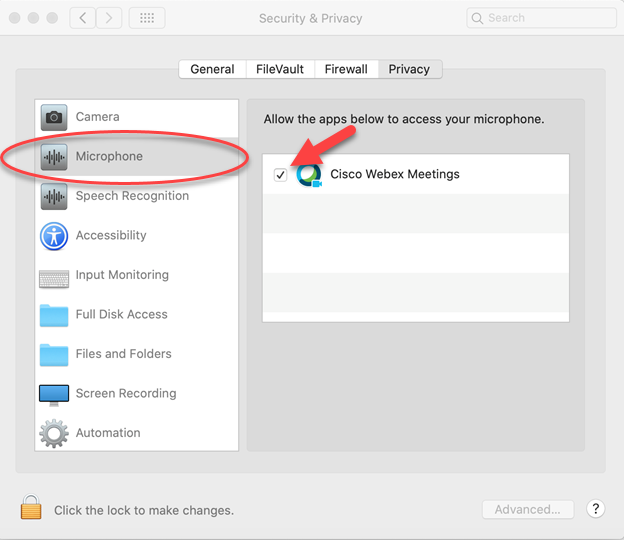
Installing Webex Desktop App for macOS

The **Webex Meetings desktop app** automatically downloads after starting or joining a Webex meeting from a Webex site or email invitation.



Connect Audio/Video

To allow **video and audio**, ensure that **Cisco Webex Meetings** is granted access to the permission.



Share Applications and Remotely Control

Apple introduced new **Security & Privacy** features for **masOS devices**. With **macOS Catalina 10.15**, in order to **share screen** and **assign control** in the Webex Meetings desktop app, ensure **Cisco Webex Meetings** is granted access in **Security & Privacy** to the **Screen Recording** and **Accessibility**permission.

For more information about screen recording, see article *Cisco Webex Web App Known Issues and Limitations*: <https://help.webex.com/en-us/n0rqd8g/Cisco-Webex-Web-App-Known-Issues-and-Limitations>

