WebEx Training FAQ

WebEx Training is an online instruction platform that offers an interactive educational experience to engage learners. If you need additional assistance, contact Schaffer Library of Health Sciences at library@amc.edu or call 518-262-5532 to speak with a librarian, Monday – Friday, 9:00 AM – 5:00 PM

WebEx Training vs. WebEx Meeting

Q: **How does WebEx Training differ from WebEx Meeting?**

A: WebEx Training enhances the online meeting functionality of WebEx with interactive educational components, such as, breakout sessions and virtual whiteboards.

WebEx Training Access

Q. **How do I get access to set-up WebEx Training sessions through Albany Med?**

A: To set-up training sessions, your department would need to submit a SART request. To attend training sessions no account is required as you will be invited by a faculty or staff member.

Q. **Who can request access to set-up training sessions?**

A. Albany Med faculty and staff who need to create online learning opportunities. Students can be invited to sessions.

Q. **What is the best way to access WebEx Training from an Albany Med device?**

A. In Explorer go to: https://albanymed.WebEx.com. Select the WebEx Training tab. Currently, Explorer is the only browser that can be used to access Albany Med’s WebEx Training site on an Albany Med device.

Q. **What login password do I use?**

A. Sign in with your Albany Med e-mail and password. Click on Log In found on the upper right of the screen. If you forget to log in, you will be prompted when you try to set-up a session.

Homepage/Getting Started

Q. **What option should I choose to create a training session?**

A. There are several options, but under Host a Session we recommend:

- Schedule Training
- Instant Session

Q. **What are the advantages of an Instant Session?**

A. An Instant Session asks for minimal information upfront. These are designed for sessions that will be immediately held. Inviting attendees and presenters is done once the session has begun.
Q. What are the advantages of a Schedule Training?
A. Schedule Training schedules a training session at a future time or date. You can set up the session in advance by inviting attendees and presenters, setting up breakout rooms, posting your agenda/objectives, and sending pictures or documents.

Q. Can I keep track of scheduled trainings?
A. From the left navigation menu, under Attend a Session, select List of Sessions to view scheduled and in progress training.

Q. Can I view previously recorded sessions?
A. In Host a Session, select My Training Recordings for a list of sessions that you recorded.

WebEx Training Roles

Q. How do I know which role to choose?
A. There are four roles. Each participant has different privileges. For instance:

- Host: Controls the session
- Presenter: Presents material and leads training session
- Panelist: Instructor who may or may not be assigned presenter role during the session
- Attendee: Limited roles, but can be assigned functions by the host

Q. How many presenters are allowed?
A. One presenter at a time, but the role of presenter can be passed to other panelists during a session.

WebEx Training Invitations

Q. Why don’t I see a place to invite participants or other presenters when I create an Instant Session?
A. In an Instant Session you invite and remind participants once you have joined the meeting. Select Invite & Remind.

WebEx Training Recordings

Q. Can I record a WebEx training?
A. A host can record a session by clicking on the Record button on the top right hand of the screen.

Q. Can I add a recorded session to Mediasite for viewing on Sakai?
A. Yes. Contact Library Tech Help at LibraryTechHelp@amc.edu or 518-262-2817 for support.

Breakout Sessions

Q. Can breakout sessions be set-up prior to a training session?
A. Yes, with a caveat. In Schedule Training you have the option to manually or automatically populate breakout rooms. If you opt to manually, students will have to pre-register. If you need students to be in assigned groups, we recommend you assign them during the session.
Q. Can multiple instructors visit multiple breakout sessions to participate in a discussion or answer questions?

A. Yes. An instructor can travel between breakout sessions as long as they are running.

Feedback Form

Q. Can I disable the feedback form?

A. No, although the option appears, it does not currently function.

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