

# Participant Guide for Virtual Education Meeting

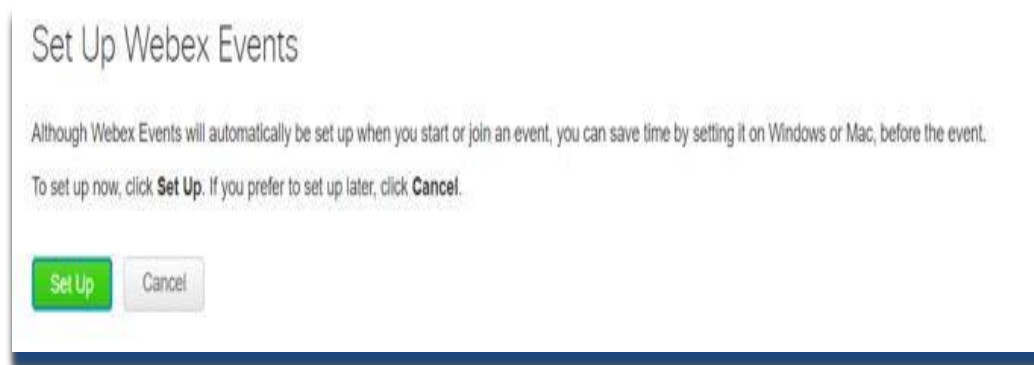
## WebEx Event Option

### What is needed to participate in the Webex Event meetings?

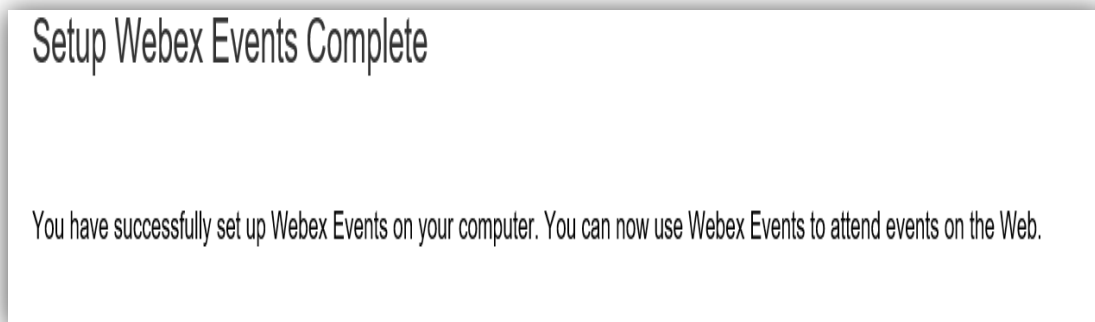
- You will need a computer, a smart phone or tablet to participate in the Webex option.

### Set-up Prior to the Meeting (suggested):

- In advance of the meeting, we suggest you test your computer for set up prior to the actual meeting. To set up your computer before the meeting, click on the below link:  
<https://uhc.webex.com/ec3300/eventcenter/support/eventManager.do?siteurl=uhc>
- You will be directed to the 'Set Up' link which will prepare your computer in advance of the meeting.



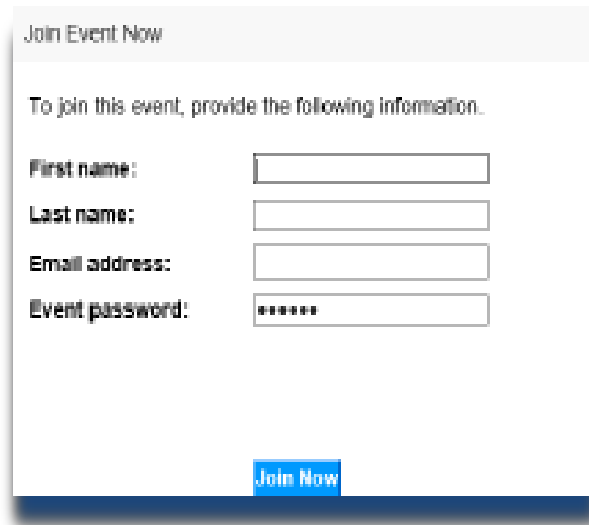
- Click the 'Set Up' link. You will receive a "Setting up Webex message, and when complete you will receive a 'Setup Webex Events Complete' message below:



- If you do not set up the Webex prior to the meeting, when you click on the actual meeting link, it will automatically complete the set up in the background prior to prompting you for your information.

## Joining the Meeting:

- On the day of the event, to join the meeting select the link to the meeting.
  - Meeting link is available at <insert where meeting links will be housed>
- On the Event Information page, enter the requested details and then Click the blue 'Join Now' button.



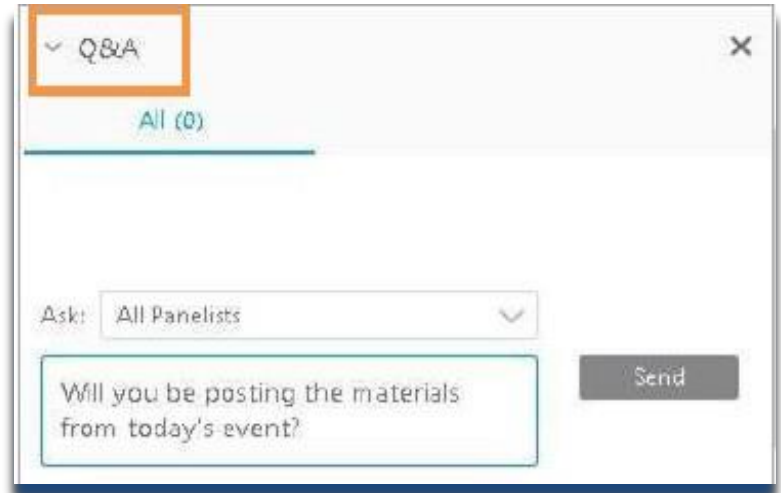
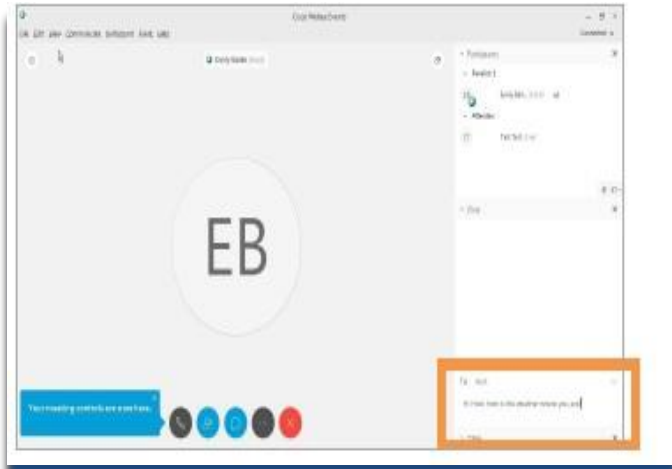
The image shows a screenshot of a web form titled "Join Event Now". The form is white with a light blue header and a dark blue footer. The text "To join this event, provide the following information." is centered at the top. Below this, there are four input fields: "First name:", "Last name:", "Email address:", and "Event password:". The "Event password:" field is masked with six asterisks. At the bottom center of the form is a blue button with the text "Join Now" in white.

- Once you join the event, you will automatically be connected to the meeting.  
***Please be sure to check your computer speaker volume as the audio/sound for the meeting will play via your computer device.***
  - All participants will be muted and will be in a **'listen only'** mode for the duration of the meeting

## Question and Answer Session

- After the presentation, you will be given the opportunity to ask questions via the Q&A feature.
  - On the right-hand panel view, you can type a question in the Q&A panel
  - Please send your question to “All Panelists”

You can expand the Q&A box by clicking the small arrow in front of Q&A



## Troubleshooting

If you are having difficulties joining an event, you can contact:

Cisco Webex Support - U.S. and Canada Toll-Free 1-866-229-3239  
Select prompt 2, then prompt 1



If you are unable to hear audio, make sure your computer is not on mute and the volume is turned up. Your audio is streaming through your computer and requires the sound on your computer to be turned up.

## UnitedHealthcare Customer Support:

<1-XXX-XXX-XXXX>; Monday – Friday, 8:00 a.m. - 8:00 p.m. and  
Saturdays 8:00 a.m.– 3:00 p.m. local time.