



Attending an APA Webinar?

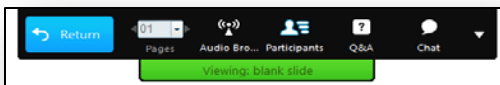
How to use WebEx Quick Guide

How to download course files in WebEx

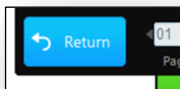
1. Access your **APA webinar email**, click link to download material



2. OR...Click on the WebEx toolbar at the **top of your screen**.

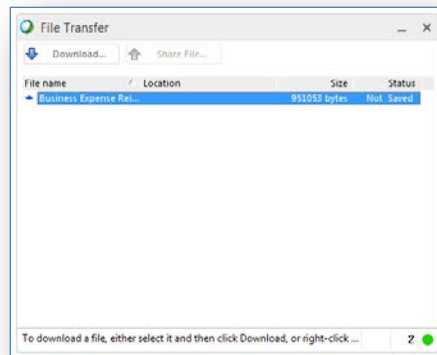


3. To obtain the handout, **click the arrow icon** on the toolbar.



4. Access the **File Menu** and select **Transfer**.

5. The File Transfer window will display. From the **Transfer File box**, **click the handout file**. **Download** the file to your desktop.



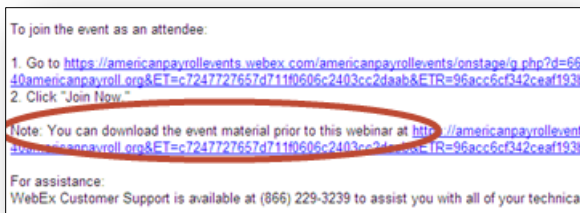
6. Go to **full-screen view** once you have downloaded the handouts.

How to download course handouts from your email

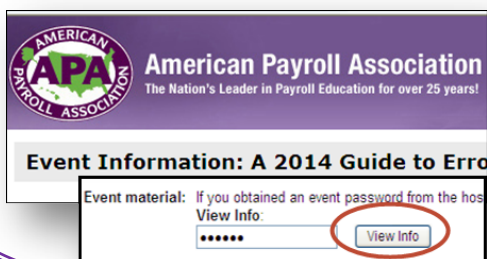
1. Open your **webinar invitation email** and locate the link that says:

Note: You can download the event material prior to this webinar .

2. Click on the **link**.



3. The **WebEx webinar page** will display. Click on **View Info**.

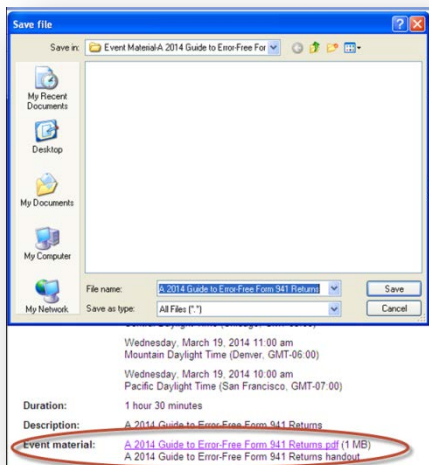


4. Click on the **webinar's title link** to access the handout(s).

Note: Some webinars may have more than one handout.

6. A **pre-download window** will appear. The download process will begin.

7. **Save your handouts**, then close the **Pre-download window**.



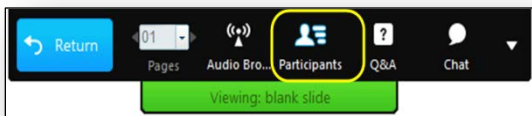


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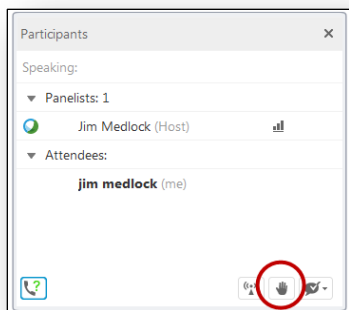
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Webinar Volume

1. If you cannot hear the music or facilitators, **check your computer speaker volume.**
2. If you still cannot hear, **raise your hand** by clicking on **the Participants icon** on the toolbar.



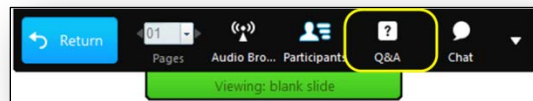
3. Click the **Hand icon** on the **participant screen.**



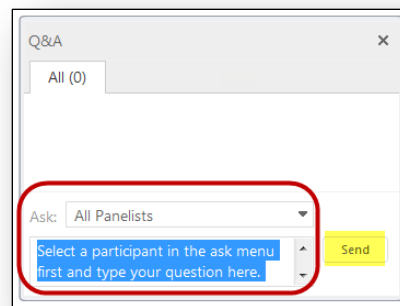
4. You will receive a **chat** with audio connection information.

Ask a Question

1. To ask a question, **click on the Question Mark icon** on the toolbar.



2. Type your questions in the **Q&A window** to **All Panelists**. Click **Send**.



3. **Note:** Throughout the program, the instructor will answer as many questions as possible. Do not use the chat feature.
4. **Important:** Send all your questions to **ALL Panelists**. The instructor is unable to either acknowledge your question or answer it directly.

WebEx Troubleshooting Tips

If you require technical assistance, please call WebEx technical support at **(866) 229-3239**.

If you are receiving a Java applet error access this link for instructions on how to resolve the problem.

<https://support.webex.com/MyAccountWeb/knowledgeBase.do?root=Tools&parent=Knowledge&articleId=WBX71829>

Tablets and Smart phones

WebEx indicates the ability to use these tools, however it is very limited. With your tablet or smart phone, you will be able to **VIEW** only. We encourage participation by using Q&A, polling, and audio. Using your tablet or smart phone will not allow you to use these interactive features. It is **highly recommended** that you use your laptop/computer for APA webinar sessions for the full experience.

CPE or RCH Questions?

If you are a Certified Public Accountant and need **CPE credits** for attending the webinar, be sure to download the **CPE form** from the **file transfer window** and follow the directions on the form. Once the form is complete, submit to APA. You will receive your CPE certificate in approximately six weeks.

CPPs and FPCs can download their **certification of completion** after completing the **webinar's evaluation**.