Using Webex Personal Room for Virtual Groups

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Your Webex Personal Room

With your CAMH Webex account, you have access to a Personal Room. This is similar to a personal extension or cell phone number. It is a static meeting link (meaning it never changes) that you can send to your participants. When you schedule a Webex Meeting traditionally (i.e., not using the Personal Room), the link and meeting number is unique every time.

Changing Your Personal Room Settings

The process to change your Personal Room setting is the same regardless if you are working remotely or on site/through VPN. To change your Personal Room settings,

1. Open any browser (*note: you do **not** have to use the browser through remote.camh.ca*) and type **camh.webex.com**.
2. At the top right of the webpage, click **Sign In**.
3. On the next page, enter your email in the form **firstname.lastname@camh.ca**.
4. In the username field, enter **camh\firstname_lastname**.
5. Use your **CAMH network password** (the same one you use to log into your computer).
6. You'll be taken to your Webex home page. On the left hand side, click **Preferences**.
7. On the next page, click the second tab titled **My Personal Room**.
8. Here, you can change the name of your Personal room and other settings.

Scheduling a Meeting with Your Personal Room

You can schedule Outlook meetings or send emails with your Personal Room link attached to them.

Remotely

To schedule a Personal Room meeting remotely:

1. Open any browser (*note: you do **not** have to use the browser through remote.camh.ca*) and type **camh.webex.com**. Log into the site using the instructions in the *Changing Your Personal Room Settings* section.
2. On the home page, click the **copy icon** next to the title of your Personal Room. It should look like two rectangles overlapping each other.

3. Open Webmail or Outlook through remote.camh.ca and draft an email to your group participants. **Remember to put the patient's email addresses in the BCC field to protect their privacy**.
4. In the body of the email, include the information pertaining to the group, and **paste the Personal Room meeting link** by right clicking and selecting Paste.
5. When you're ready, you can send the email to your participants. As a personal reminder, you can create an Outlook calendar entry for yourself to keep a placeholder. *Remind your participants to have their devices charged for the duration of the session to avoid losing connection.*

Starting Your Meeting

Remember – your Personal Room link is a static link, so it is not scheduled to start and stop at any given time. You can initiate the Personal Room at any time. To start your meeting:

1. Open any browser (*note: you do **not** have to use the browser through remote.camh.ca*) and type **camh.webex.com**. Log into the site using the instructions in the *Changing Your Personal Room Settings* section.
2. On the home page, click the **Start a Meeting** button (*note: you can choose to use the desktop app or the browser version; the desktop app is the preferred method*).

3. You will be taken to your Personal Room. At the time of your meeting, you will start seeing your participants join the Personal Room lobby from which you can admit them into the meeting. A notification will appear in the top right of your meeting window.
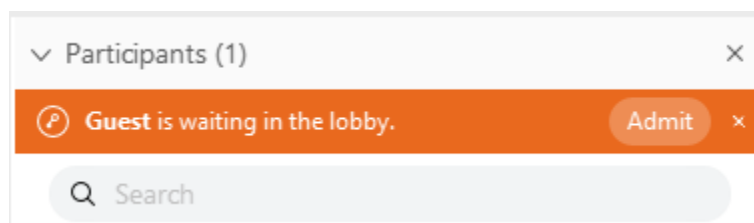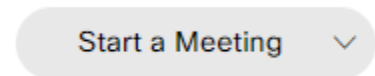
Note: the name will reflect the display name that the participant chose to enter with. You only have the option to admin the individual or ignore their request.

While on Site or Using VPN Access

Webex integrates directly with your Outlook application if you are using the tool on site or through VPN access. To schedule a Webex Meeting while on site or using VPN access:

1. Open Outlook and go to your Calendar view.
2. On the top left hand side, click **New Meeting**.
3. This will open a calendar invite. Only invite yourself to the meeting.
4. Once your meeting details are ready, click the small downward facing arrow next to the **Add Webex Meeting button** in the ribbon (*note: if you do not see this button, please contact Service Desk to have it installed*).
5. In the drop-down menu, select **Add Personal Room**. The details will be populated in the body of the invitation.
6. Click Send and a calendar entry should appear in your calendar for the time and date of the virtual group. When you open the calendar invite, you should now see meeting details as well as a green Join button.
7. Open the calendar entry and **copy and paste the Personal Room meeting details into a regular email**.
8. To protect your participants' privacy, BCC your participants in this email and send them the details. *Remind your participants to have their devices charged for the duration of the session to avoid losing connection.*
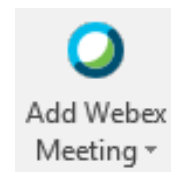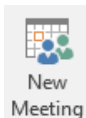
Starting Your Meeting

Remember – your Personal Room link is a static link, so it is not scheduled to start and stop at any given time. You can initiate the Personal Room at any time. To start your meeting:

1. Open the Webex Meeting desktop application.
2. Click the **green Start a Meeting button**.
3. You will be taken to your Personal Room. At the time of your meeting, you will start seeing your participants join the Personal Room lobby from which you can admit them into the meeting.
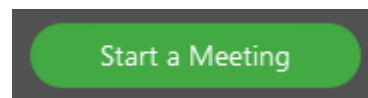
Changing In-Meeting Settings

You can change other in-meeting functions. **Note: the settings will revert back to the default settings each time you launch your Personal Room.**

Locking the Meeting

By default, your Personal Room will lock once you (the Personal Room owner) enter the session. This means that no one can join your Personal Room without your approval. You will see a black lock and key icon at the top right of the meeting window. However, if you notice

that during the session your Personal Room unlocks or if you choose to unlock it, you can always re-lock it. To do so:

1. Click on **Meeting** in the top left of your meeting window or the **More icon** in the call controls bar (ellipses).
2. In the drop-down menu, select **Lock Meeting**. A black lock and key icon will appear in the top right corner of the meeting window indicating that the meeting has been locked.
3. To unlock the meeting, go back to the menu, and click **Unlock Meeting**. Anyone with the meeting details will now be able to join the meeting.

Turning Off Chat

To turn off chat for *all* participants (including the host):

On a Windows PC

1. Click on **Meeting** in the top left of your meeting window.
2. In the drop-down menu, select **Options** (*note: you must be the host and the presenter to have this option available*).
3. Uncheck the **Chat** selection box. Chat will now be disabled for everyone in the meeting.

On a Mac

1. Click on **Webex Meetings** at the top left of your screen (*note: the window may be hiding these options – hover over the top left for a second or two to reveal the menu or get out of full screen view*).
4. In the drop-down menu, select **Preferences** (*note: you must be the host and the presenter to have this option available*).
2. Click on the **Tools** tab.
3. Uncheck the **Chat** selection box. Chat will now be disabled for everyone in the meeting.

Pinning a Person's View for All Participants

If you have a presenter that you would like to spotlight (i.e., keep their video stream in the large view), you can pin them for everyone. To do so:

1. In active speaker view, click on the **Pin** icon at the top of the screen (*note: you must be the host and the presenter to pin the view for everyone*).
2. Select **Everyone** and then click on the name of the person who's video you would like to pin.
3. As long at the participants have their meeting window in active speaker view, the pinned individual will stay as the prominent video feed even if someone else starts sharing content. You can change who is pinned at any time.

Managing the Webex Virtual Group Session

During the session, you will want to ensure that **you or your co-facilitator remain the host of the session for the duration of the meeting**.

Call Controls

Once in the meeting, a call controls bar will display at the bottom of your meeting window.

MUTE   VIDEO   SHARE   RECORD   ATTENDEES   CHAT   MORE   END
   ON/OFF   SCREEN   MENU   CALL
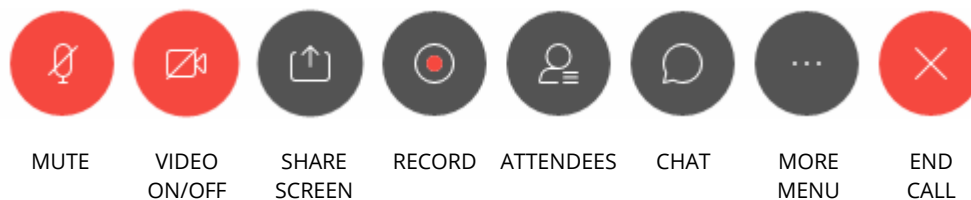
Note: the call controls are limited for the attendee (i.e, they do not have the record option). The host/organizer of the meeting has full control. **Recording should not be initiated for clinical visits or any discussions pertaining to PHI. Participants will not have the ability to record.**

Sharing Videos during a Meeting or Group

To share a video to your participants:

1. Ensure the video is open on your desktop. *Note: we recommend that any videos you share are downloaded to your computer rather than streamed from a website. This will minimize choppiness when sharing your video over the web.*
2. Click on the **Share Screen** icon in the call controls.

3. Before you click on the video file/location, select **Optimize for motion and video** and **Share your computer audio**. Here is a screenshot:
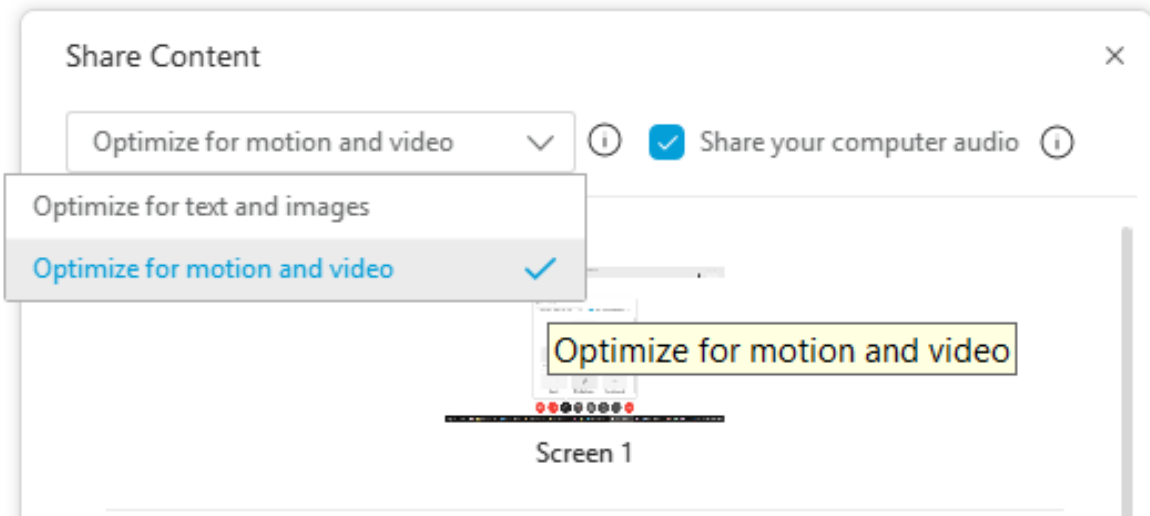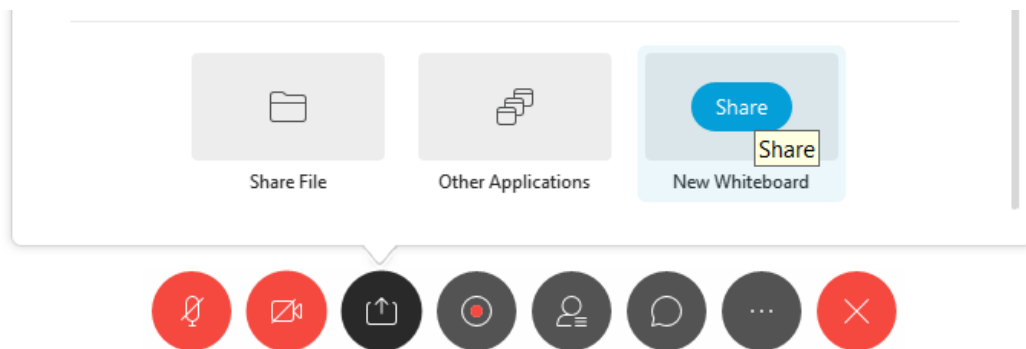

4. Select the file or content that you want to share.

Initiating a Whiteboard within Webex

During the group session, you can initiate a whiteboard to draw on virtually. To do so:

1. Click on the **Share Screen** icon in the call controls.
2. In the pop-up window, scroll down to the **New Whiteboard** button.
3. Click the **blue Share button** to initiate the whiteboard.

4. To stop sharing the whiteboard, click the **downwards facing arrow** next to **Sharing Whiteboard** at the top of the meeting window and click the X.
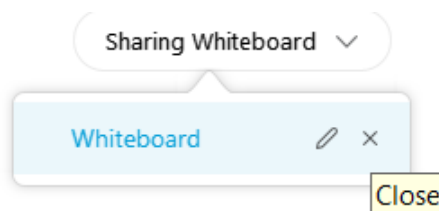
Managing Participants in the Meeting

During the session, you may want to control what your participants can and can't do or see.

Dialing Participants into the Session

You may have a client who only has access to a telephone to join the session. However, phone only participants are not able to wait in a lobby if the session is locked. Here is how to call them directly:

1. Click on **Participants** in the top left of your meeting window.
2. In the drop-down menu, select **Invite and Remind**.
3. In the pop-up box, click on the **Phone** tab.
4. Enter the client's name as you would like it displayed and their direct phone number (*note: switch the flag icon to Canada*). The system will dial them into the meeting and all they will need to do is press 1 to be connected.

Muting All Participants

To mute all participants:

1. Click on **Participants** in the top left of your meeting window.
2. In the drop-down menu, select **Mute All**. You can also select **Mute on Entry**, which means your participants will be muted as soon as they enter the meeting.

Limiting Screen Sharing Permissions

During the session, you may want to limit who is able to share content. To do so:

1. Click on **Participants** in the top left of your meeting window.
2. In the drop-down menu, un-select **Anyone Can Share**. The option to share will be greyed out for your participants. To allow someone to share, you can **pass them the Presenter role** by right-clicking their name in the Participants menu, selecting Change Role To, and clicking Presenter.

Assigning Privileges

You can assign certain privileges to all or select participants. To do so:

1. Click on **Participants** in the top left of your meeting window.
2. In the drop-down menu, select **Assign Privileges**.

3. Under the **Communicate tab**, you can select who your participants can chat to. If you do not want them chatting amongst themselves privately, uncheck the **Other Participants** box.
4. Under the **Participants tab**, you can assign additional privileges. For example, you can remove the ability for your participants to see the list of attendees in the meeting. *Note: if you remove the participant list, those joining on a mobile device will not be able to see anyone's video nor will they be able to share their own video.*
5. When you have finished changing your settings, click **Apply** and then OK to close the window.

Expelling Participants or Moving Them to the Lobby

If a participant becomes disruptive during the session or doesn't belong in the virtual group, you can expel them or move them to the Personal Room lobby. To do so:

1. Open the **Participant** menu by clicking on the **human icon** in the call controls.
2. In the list of participants, **right click on the individual you would like to remove**.
3. Select **Expel** (this will remove them from the meeting) or **Move to Lobby** (this will put them back in the Personal Room lobby). You can expel or move as many people as you'd like to the lobby.

For more details on how to use the Personal Room lobby, watch this [video](#).

Note: meeting attendees who are moved into the lobby are able to hear the rest of the meeting for about 3 – 4 seconds after entering the lobby.

Frequently Asked Questions

Since my Personal Room link never changes, what if a patient clicks on it when they are not supposed to?

Although your Personal Room is a static meeting link, no one can join your Personal Room without you being present. If a patient clicks the link while you are not there, they will be asked if they would like to notify the host that they are waiting in the lobby. If you are in your Personal Room, you will receive a notification that someone is waiting in your Personal Room lobby in your meeting window (so long as you have set this up as described at the beginning of this document). If you do not want to permit them into the meeting, you do not have to.

Do I need to be connected to VPN or Basic Access through remote.camh.ca to access Webex?

You do not need to be connected to VPN or remote.camh.ca to access Webex. You can manage and schedule your meetings from any browser on any network using camh.webex.com.

Do attendees need to have an account to join a Webex Meeting?

Your attendees do not need to have an account to join a Webex Meeting. However, accounts are available to all CAMH staff at no cost. To request an account, please contact Service Desk at extension 6011 or at service.desk@camh.ca.

For external individuals that you meet with frequently, it is recommended that they download the Webex Meetings application. They do not need to register or log in. When they click the green join button in the invitation, it will open the application to join them into the meeting. This will allow for a smoother meeting experience and will make troubleshooting the session much easier, since the participant is seeing what you are seeing. External attendees can follow the steps to download the application on personal devices (page 3).

Can I test my speakers, microphone, and camera before my meeting?

As a best practice, hosts for Webex Meetings should begin the process of joining a meeting at least 10 minutes before the meeting to ensure they have no technical difficulties. Test connecting with your mobile device, laptop, or desktop with this test site: https://www.webex.com/test-meeting.html

Support

If you require support, please contact webex.support@camh.ca.

Additional Resources

CAMH Telemental Health Guidelines

Webex Meetings User Guide

Webex Meetings Quick Reference Guide

CAMH Scotty Site for Webex