Frequently Asked Questions (FAQs) about Webex

Sign-up and Registration

1. Do we need to generate a ticket every time we want to engage a class?

   No, the ticket has to be generated only once for creating an account on Webex platform. Once the account is created, the login credentials can be used for signing-in and scheduling the classes as many number of times as planned.

2. Do the students need to install any software for attending the session?

   No. As soon as the student clicks the join meeting icon, an automatic process will help him/her easily join the meeting.

3. Can the students use the Webex from outside the campus?

   Yes, the students can join from anywhere, even from abroad.

4. Can the students join over mobile phone?

   Yes, the students can join even over mobile phone.

Scheduling the Meeting/Class

1. Can we use the @iitr group ID of the course for inviting the students to the class?

   Yes.

During the Session

1. Can we selectively mute the participants?

   Yes, we can use MUTE ALL or selectively mute/unmute the participants.

2. Can we put the video camera of the students in the OFF mode?

   Yes, similar to audio, we can control the video input of the students.

3. Can we share files, such as PPT, PDF, Word etc.?

   Yes, we can share any file on the screen, the screen is shared with the students and the content displayed on the screen is visible to all the students. We can switch among the files also, by minimizing one and selecting the other file.

4. Can we share video files with the students during the class?

   Yes, the video files can also be shared.

5. How can the students raise a query?

    Since it is better to mute the mic of all the students, the students can raise queries by typing it in the chat box or the student can just type that he/she has a query and then the teacher can unmute his/her mic.

6. Is it possible to record the session?

    Yes, the host i.e. the teacher can record the session but the participants cannot record the session. This recording will be useful specially for students who are unable to join the session because of some reason. The recording session can be uploaded on YouTube or be made available through Google Drive etc.

7. Can I see the list and number of participants?

    Yes, by clicking a button which appears in the chat box.

Please feel free to drop an email at coordinator-elc@iitr.ac.in for additional queries and suggestions or **call at 9897689021** (Inderdeep Singh, Coordinator, E-Learning Centre).