

CHAT SESSION Questions: JQ Automated Attendance 4/13/22

For further questions please use this email: lukas.booker2@detma.org

Q: Acknowledgements of Sec. 30 and EEOC?

A: Upon a job seeker's attendance being updated to "yes" (that they attended), whatever services are attached to the workshop will be posted to the jobseekers record in MOSES.

Q: How do you remove participant from event?

A: Delete the participant as usual from the MOSES event. This will NOT delete the participant from the Webex event. Hosts should remove deleted participants from the Webex event so they no longer receive reminders or other updates you may send for the event. During the event, hosts can remove participants from the meeting using the "Expel" feature.

Q: How is a customer notified that they didn't attend 90% of the workshop?

A: They are not notified. Staff can choose to adjust individual job seeker's automatically recorded attendance in MOSES or reach out directly to discuss make-up classes.

Q: Is there a way to change the pre-written, waiting room/lobby message?

A: No, but you can change the "Agenda" which is sent out with the invitation email. When creating/editing the Webex event on the Webex website, expand Advanced Options (at the bottom of the page) and look for "Agenda", which you can freely type or copy/paste a message into.

Q: We show the RESEA video at the end of ccs and invite non-RESEA customers to log off if they'd like. If they do, they will most likely not reach 90% of the total live CCS session. We'll have to constantly do manual attendance. Correct?

A: Correct, but you can adjust your meeting's end time to be at the stopping point for the main part of the CCS. This would result in your non-RESEA customers receiving full credit and your RESEA customers receiving full credit (plus an extra hour/half-hour of the video).

Q: Can we opt not to do this automatic attendance?

A: Of course! Simply don't include a WebEx URL in MOSES, and don't invite the mdcs-jq-events@detma.org user to your WebEx meeting.

Q: At what minute, of the hour, does the batch run?

A: Customer sync and invitation job runs at the top of each hour (i.e. 10:00am) and attendance job runs at the half hour (i.e. 10:30am).

Q: Is this option live now or next build release?

A: WebEx integration and automated attendance tracking is currently available and will improve to include the 90% attendance rules next month.

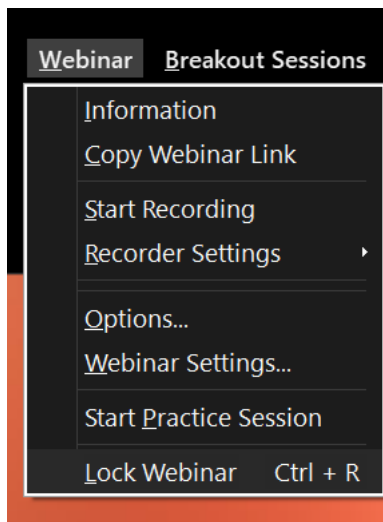
Q: Sometimes customer call the career center to say that they never receive the link we sent to their email, maybe because it went in their junk mail, and we will usually resend the link to them. My question is how does this system resend link to customers who claimed never received link?

A: It does not automatically resend the link. You would need to copy the WebEx meeting/webinar URL and email it to those customers.

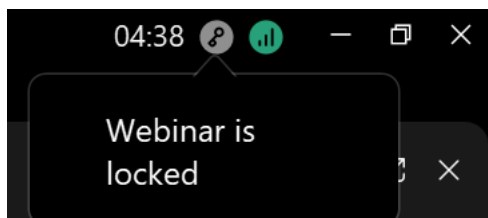
Q: Will you be allowing some options in the future: for example, not logging in after 10 minutes after a designated time or the ability to change the 90% to another %?

A: You can currently adjust the automatic lock time of your Personal Room meetings on the WebEx website to prevent people from joining late. You can also manually lock and unlock your meeting once connected to the meeting: <https://help.webex.com/en-us/article/vjfafi/Lock-or-unlock-your-Webex-meeting>

Like meetings, you cannot pre-configure your webinar to lock after a set amount of time when you schedule it, but Webinars do allow manually locking them once you are in them:

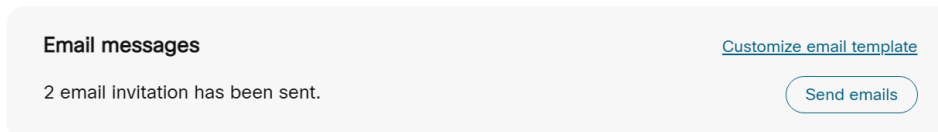


When you click wither Webinar→Lock Webinar of <ctrl> + R to lock it, a small pop-up shows for a few seconds in the upper right of the screen confirming this is set:



Q: Does the reminder include the link to join?

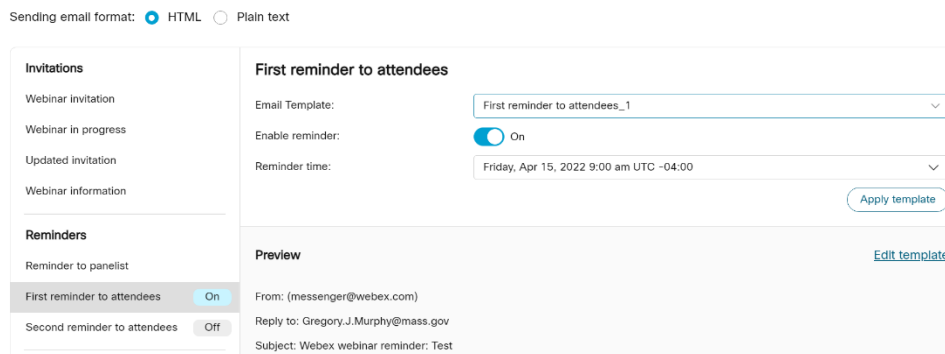
A: Reminders can be customized and can include the link to join, based on templates you create. After the webinar is setup, edit the webinar by selecting it from your Webex Calendar the click “Customize email template” from the “Email messages” section:



Email messages [Customize email template](#)

2 email invitation has been sent. [Send emails](#)

On the next page, select the reminder you want, turn it on and apply the template you created:



Sending email format: ☒ HTML ☐ Plain text

Invitations

- Webinar invitation
- Webinar in progress
- Updated invitation
- Webinar information

Reminders

- Reminder to panelist
- First reminder to attendees** ☒ On
- Second reminder to attendees ☐ Off

First reminder to attendees

Email Template:

Enable reminder: ☒ On

Reminder time:

[Apply template](#)

Preview [Edit template](#)

From: (messenger@webex.com)

Reply to: Gregory.J.Murphy@mass.gov

Subject: Webex webinar reminder: Test

For more details on customize webinar templates, review this link: <https://help.webex.com/en-us/article/nd8k0ve/Customize-email-templates-in-Webex-Webinars>.

Q: Is the lock option available for webinars?

A: Only manual locking is available, which can be initiated once the host has started and logged in to the meeting: <https://help.webex.com/en-us/article/vjfafi/Lock-or-unlock-your-Webex-meeting>

Q: Will the Webex event still be available for use while we get comfortable with this?

A: This automatic tracking works for both WebEx Meetings and WebEx Webinars (formerly called WebEx Events). Legacy WebEx Events will not work with the automatic tracking.