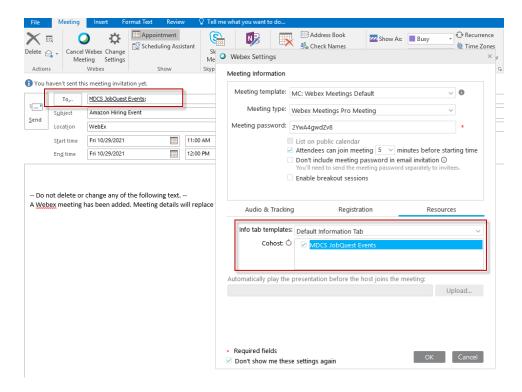WebEx Meeting Set-Up Instructions

For automated attendance to work, you must use WebEx <u>Meetings (and WebEx Events in the near future)</u> and customers must join with their email address associated with their JobQuest account. If a customer uses another email address to log into the WebEx meeting or calls from a phone, attendance will NOT be automatically updated. Manual attendance can always be completed.
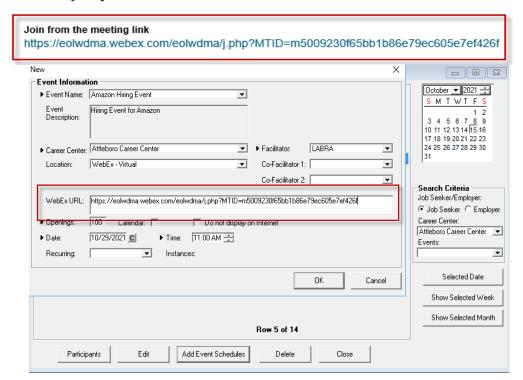
- Setup event in MOSES Staff View
  - As the current process allows, customers may be registered for the event either through staff view or through their JobQuest account.

- The WebEx MEETING must be setup at least one full day before the event.

  - You must invite mdcs-jq-events@mass.gov to the meeting and set this invitee as a co-host.

- Save the WebEx meeting and then copy the URL for the WebEx meeting and paste it into the Staff View event created in Step 1.

- An hourly* batch job will run, which will add all the customers who are registered for the event to the WebEx meeting and send them the WebEx invitation to the customer at the email address registered in MOSES.
- Hold the event.
- An hourly* batch job will run to determine which attendees attended for at least 90% of the meeting time and update the database to reflect their attendance.
  - You may want to review the results of attendance and adjust credit as needed.

*Please note, participants and attendance will be updated hourly Monday-Friday, 7am to 7:30pm.

Recommended WebEx Advanced Options: Review advanced options to maximize user experience. For example:
- You may want to disable view participant list
- Edit attendee privileges

Additional Notes:
You can continue to use any other virtual meeting platforms to host your events, however, attendance will not be automatically updated.

This procedure does not apply to on-demand videos; no staff action is necessary for recording attendance. Participants must view 100% of the video to get credit for attending.