I have registered to attend a TAMC/WELSK course virtually, but I need a little help getting started. Where should I look?

Virtual attendance to Nevada Real Estate Division's TAMC and WELSK courses is offered through the platform Webex. Let's take a look at some things you might want to know before the day of the class!

A Guide to Attending a TAMC/WELSK Course

through **webex** by CISCO

offered by

State of Nevada
Real Estate Division

IN THIS GUIDE

Overview:

START

1

After registering to attend a TAMC or WELSK class, you will receive a confirmation email from realest@red.nv.gov. Verify the date you registered for, and review the guidelines for attending a TAMC/WELSK class.

2

OPTION 1: Install **Webex** onto the device you intend to watch the commission meeting with (i.e. computer, phone, tablet, etc.). Installing prior to your meeting date accounts for the time to address problems, if necessary.

3

OPTION 2: If you do **not** wish to install Webex on your device, you have the option to join the meeting through your browser, on the day of. This approach will require the meeting number and meeting password provided to you.

5

On the day you registered to attend, 15~20 minutes prior to the starting time, click on the green box labeled **"Join Meeting."**

JOIN MEETING

4

At least 24 hours before the scheduled class, you will receive a **second** email from realest@red.nv.gov with the link for the meeting on the day you registered to attend.

6

IF JOINING FROM BROWSER: In that same email, you will find the meeting number and a password. Enter the meeting number first and then the meeting password to join the meeting.

7

Enter your email and your name (first and last name as it appears on your license) to ensure we know you are attending and can give you credit. Select **"Join as Guest."**

FINISH

8

The next screen will test your microphone and webcam prior to entering you into the meeting space. If everything is working as it should you are able to select **"Join Meeting"** within Webex and you will enter the meeting.

Should you have any questions throughout this process, or encounter any issues this guide does not resolve, please reach out the Education section directly at **(702) 486-0951**
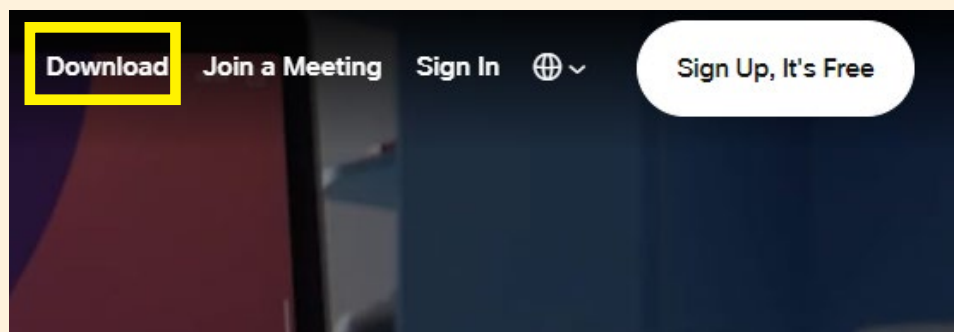
How to install Webex?

1 After you register to attend a TAMC or WELSK class, you will receive an email from realest@red.nv.gov stating the date, time and manner in which you registered to attend. Please ensure all this information is correct. If there are any mistakes, please contact Education at **(702) 486-9051**.

2 Although you may have a few days prior until the TAMC or WELSK class takes place, it is in your favor to install **Webex** to your device as soon as possible. Installing prior to your course date accounts for the time to address problems, if necessary.

Installing Webex the <u>day of</u> and encountering problems may lead to the risk of forfeiting CE credit if you are unable to connect accordingly.

3 <u>If you are installing Webex onto your **tablet or phone**</u>: open the app store designated for your type of phone. Search **"Webex."**
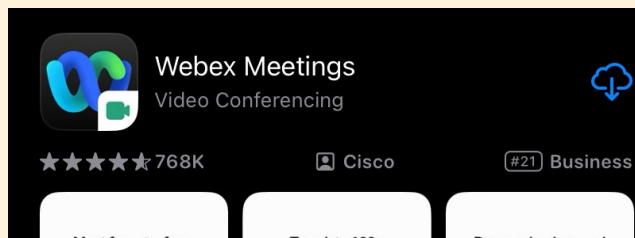

The app you are looking for is **"Webex Meetings"** From there you can install, and proceed to the next guide.

4 <u>If you are installing Webex onto your **computer:**</u> visit Webex's website. On the homepage, you will click **"Download"** in the top right corner of the web page.

How to install Webex?

5A If you have **Windows 10 or later:** you will select one of the first options showed on your screen. The 64 bit may run faster and better than the 32 bit, but it is to your preference which version of Webex you download, as both will work to attend the meeting.
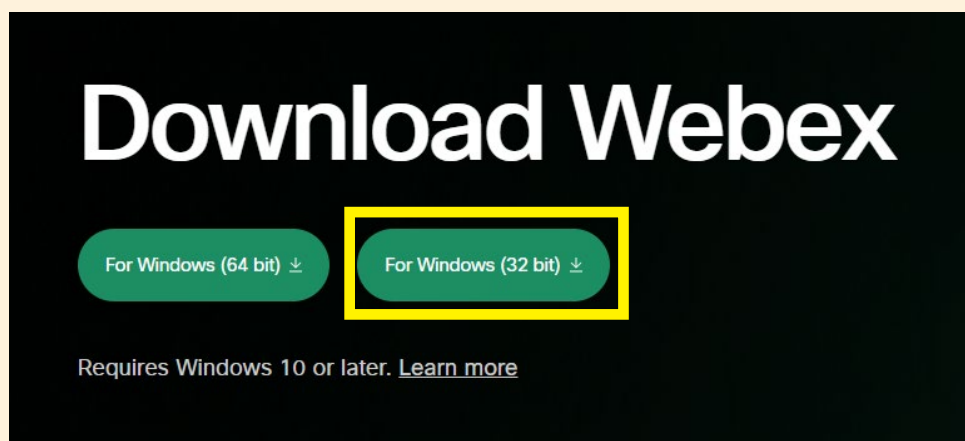
5B If you have anything **before Windows 10:** You will need to install a more current of version of Windows on your computer, and from there you will be able to refer to **Step 5A**.

If you don't wish to change the version of Windows you operate on, you can reference the **"I didn't download Webex. How do I join my TAMC/WELSK class?"** guide on **Page 9**.

5C If you have a **MAC:** Scroll down on the download page until you see **"Other Download Options."** Select the download option that is relevant to your computer and install.
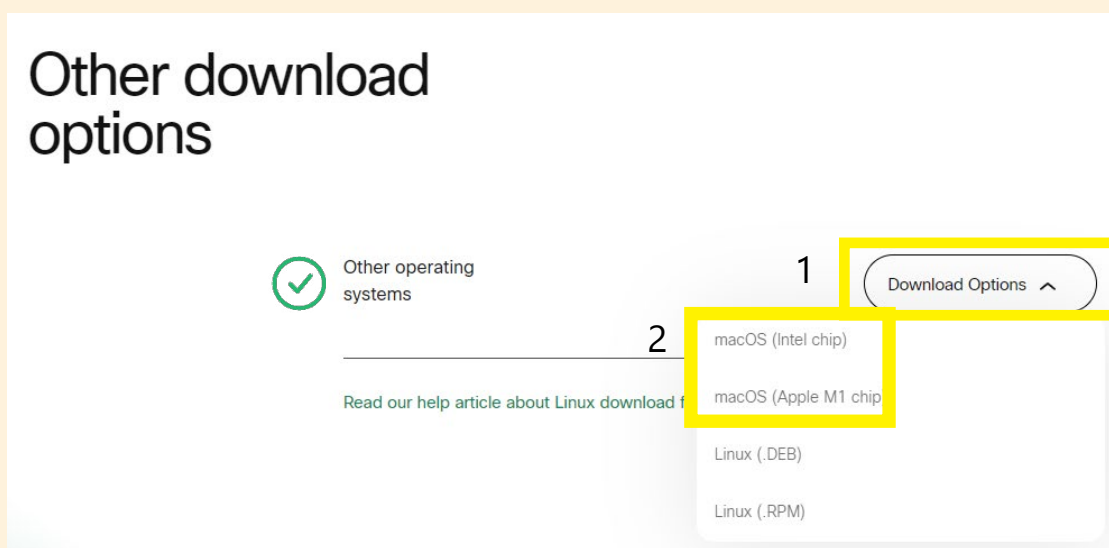
**I downloaded Webex.
How do I join my TAMC/WELSK class?**

1 At least 24 hours before the scheduled meeting, you will receive a **second** email from realest@red.nv.gov with the designated link and information required to attend. The email will look like this:
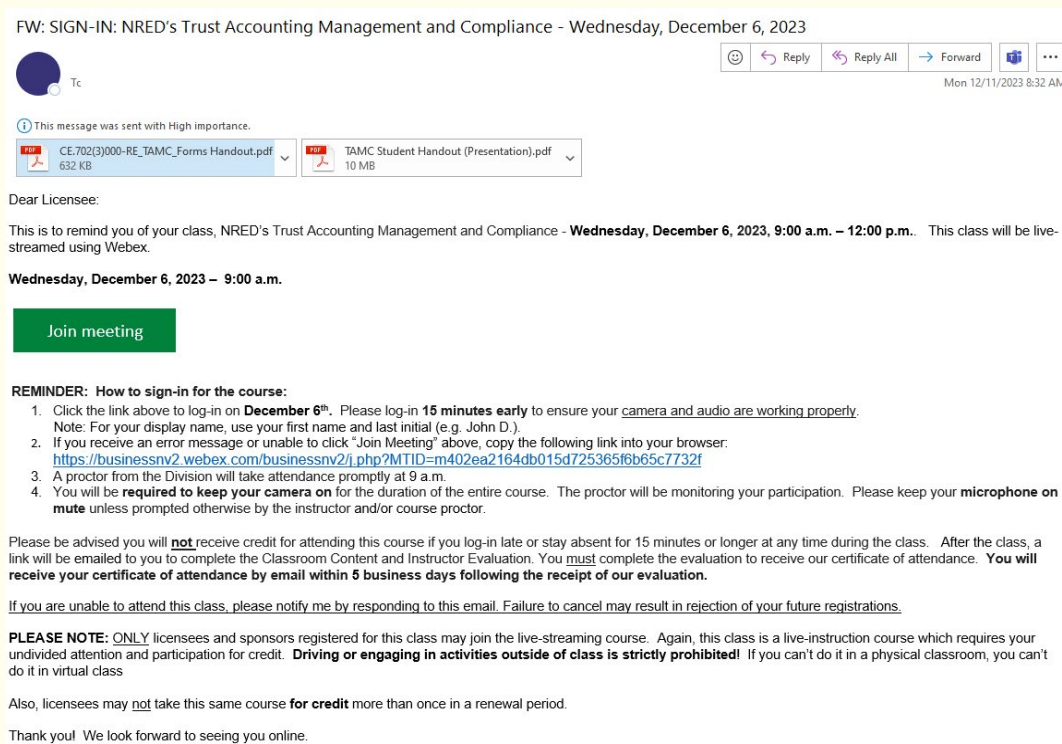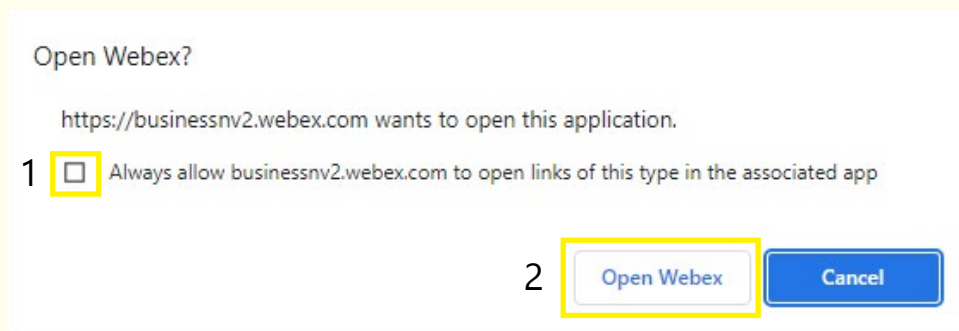

2 The morning of the class, at least 15~20 minutes prior to the starting time, revisit the email from **Step 2**. Click on the green box labeled **"Join Meeting."**
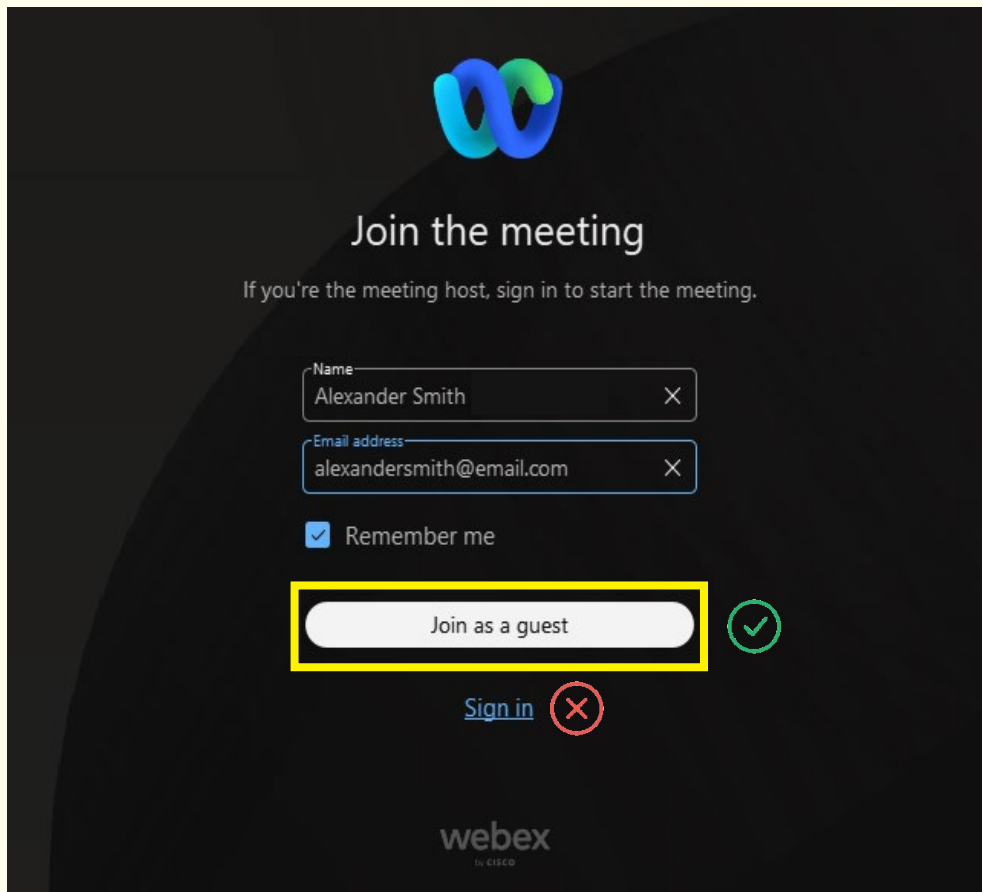

3A <u>If you are using a computer</u>: your preferred browser will open in order to connect you to your Webex app. Check the box "Always allow bussinessnv2.webex.com to open links of this type associated app" and select **"Open Webex."**

**I downloaded Webex.
How do I join my TAMC/WELSK class?**

3B <u>If you are using your phone or your tablet:</u> the app will automatically open on your device. You can proceed to the following step.

4 The Webex app will bring you to the login menu. Enter your name and email. Your name should follow this template: *First name, Last Name* (as it appears on your license).

Downloading Webex onto your device means you **<u>will not</u>** need the meeting number or the meeting password from the email you received.
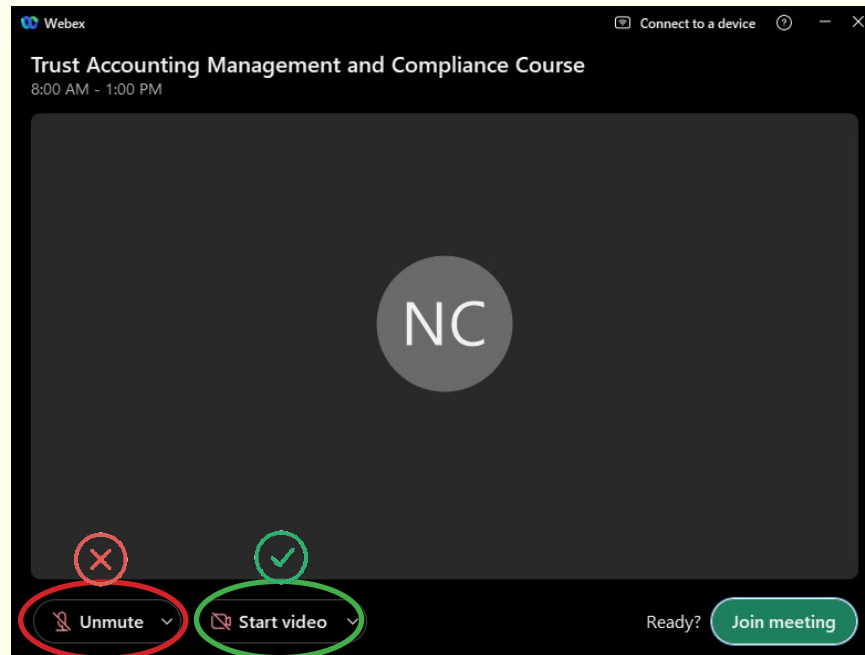
5 After you enter your information, click **"Join as a Guest."**

<u>Do not</u> select "Sign In." You have not generated an account with Webex; therefore, Webex will not allow you to proceed to the meeting.

6 After selecting **"Join as a Guest,"** you will be shown a test screen. <u>**You are not in the meeting just yet**</u>.

Please make sure your microphone is MUTED and that your video is turned ON.

7 Once you have completed **Step 6**, click **"Join Meeting"** for the final time, and you will have successfully entered the meeting.
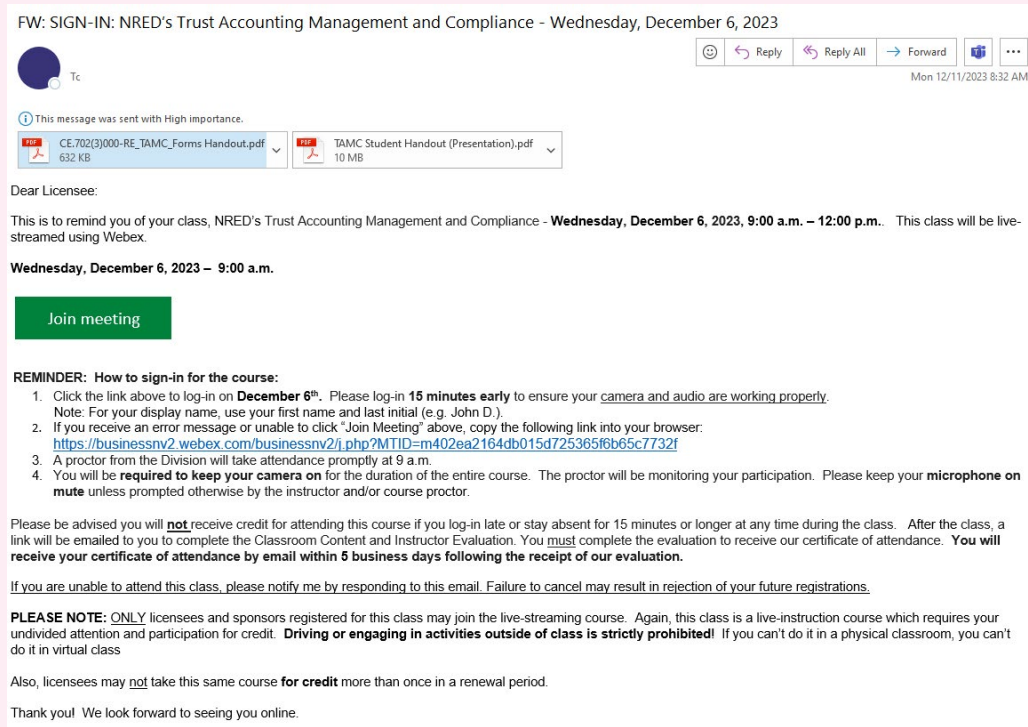
Abide by the rules of participating in a TAMC/WELSK class and enjoy!

1 At least 24 hours before the scheduled meeting, you will receive a **second** email from realest@red.nv.gov with the designated link required to attend.

The email will look like this:

Unlike a Commission Meeting, joining the TAMC/WELSK class from your browser **will not** require a meeting number or a meeting password.

2 The morning of the class, at least 15~30 minutes prior to the starting time, revisit the email from **Step 1**. Click on the green box labeled **"Join Meeting."**

If the link does not open Webex, you can copy and paste the link in the email into your browser to join your meeting.
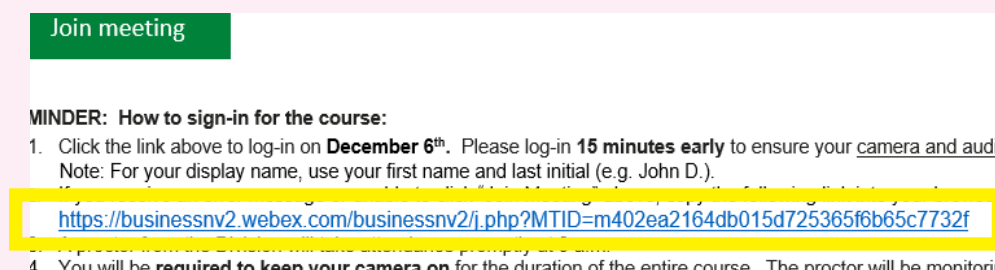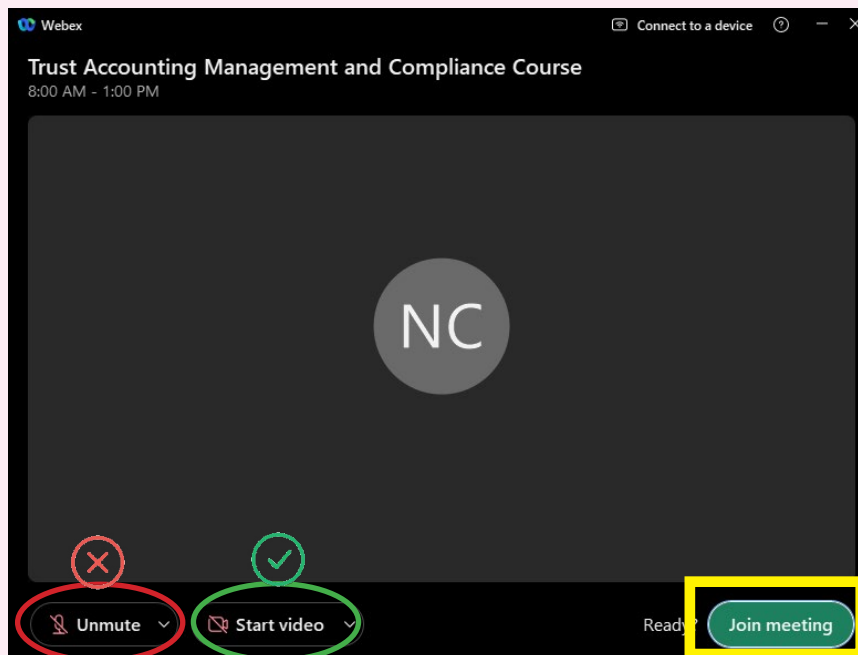
3 The link will take you to the Meeting Information page. Confirm all the details are correct for the day you registered to attend.

Select **"Join Meeting."**

**4** Next you will be shown a test screen. <u>**You are not in the meeting just yet**</u>.

Please make sure your microphone is MUTED and that your video is turned ON.

5 Once you have completed **Step 4**, click **"Join Meeting"** for the <u>final time</u>, and you will have successfully entered the meeting.

Abide by the rules of participating in a TAMC/WELSK class and enjoy!

Problems you may experience and how to fix them...
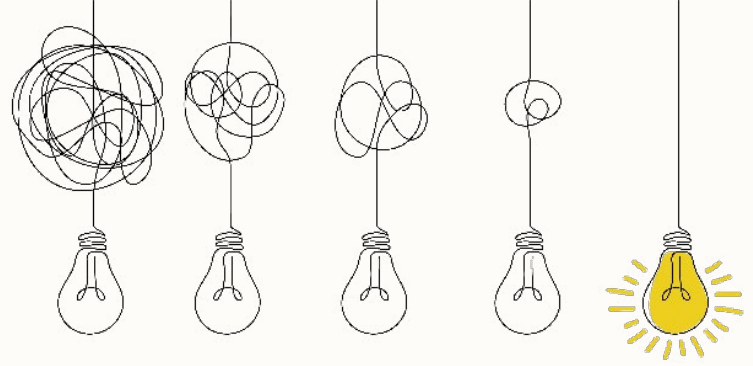
PROBLEM   **"I can see myself, but I cannot see the meeting."**

SOLUTION   More often than not, being able to see yourself but not everyone in the meeting is a sign you could be stuck on the <u>test screen</u>.

It gives the illusion you are in the meeting when you are not because it wants you to ensure your equipment is working properly prior to finally joining.
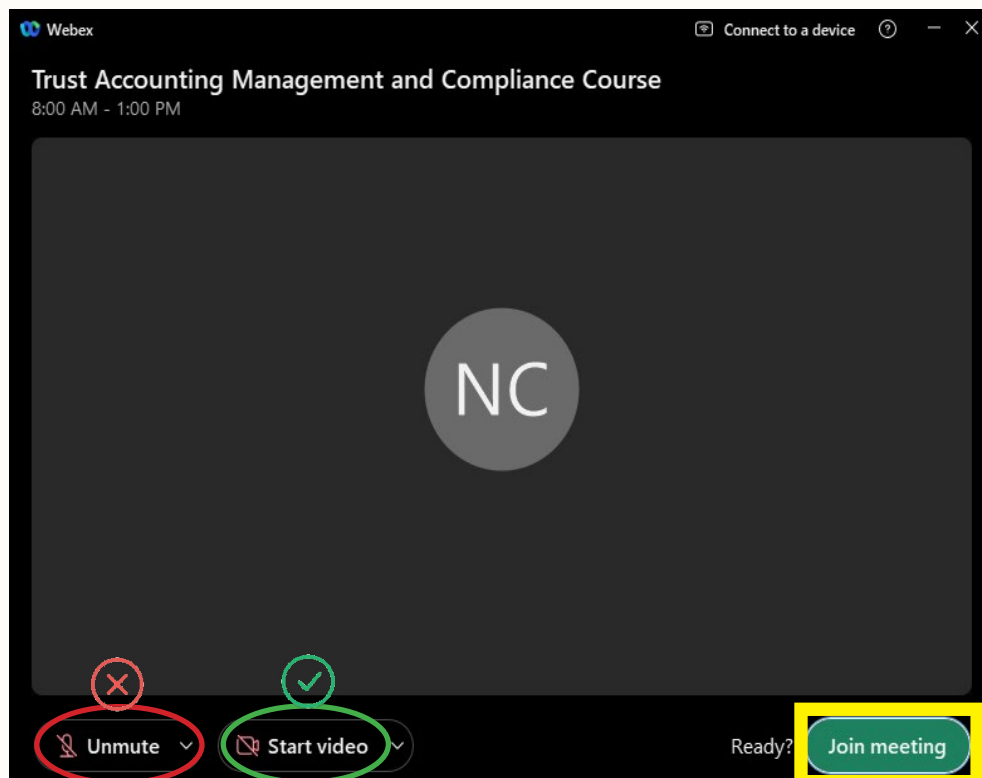
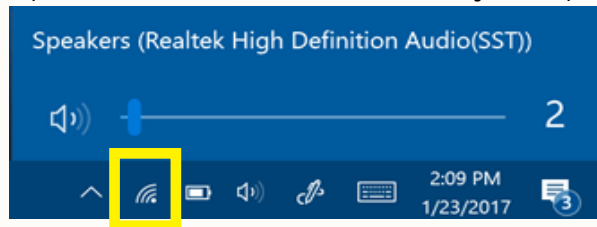**Make sure your microphone is <u>MUTED</u> and your camera is turned <u>ON</u>.**

Then you can select **"Join Meeting."**

PROBLEM **"I am in the meeting, but I cannot hear anything."**
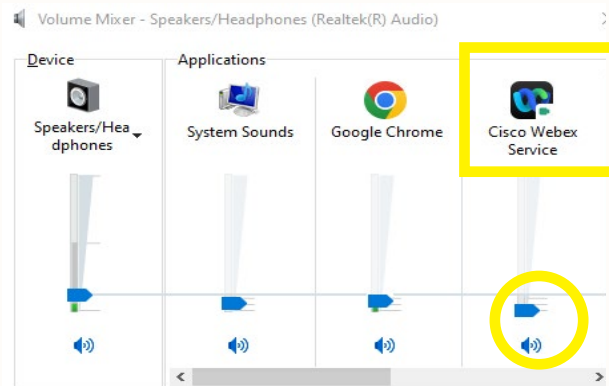
SOLUTION The first step is to check if the volume on your speakers is turned up.

If your volume is fine, right click the speaker icon.

Select the option **"Open Volume Mixer."**

Sometimes even if your computer speakers volume are working fine, the volume specifically for Webex might not be.

Adjust your "Cisco Webex Service" volume bar accordingly.

PROBLEM **"I was kicked out of the meeting."**

SOLUTION When in doubt, **sign back in**. Small errors may occur on your own device in which you are removed from the meeting. Do not panic, just sign back in.

You may also be *expelled* from the meeting by an NRED proctor for failing to follow the guidelines (i.e: absent for more than 15 minutes, not remaining on screen, not responding to repeated warnings in the chat, etc). Sign back in and chat with the proctor to audit the course for no credit.

Still not working?

Should you have any questions throughout this process, or encounter any issues this guide does not resolve, please reach out the Education section directly at **(702) 486-0951**

NRED Course Etiquette

DO: **Locate your chat within Webex.**

Your instructor will be encouraging you to engage with the material being taught, both vocally and via the chat.

Chat

To: Everyone

Enter chat message here
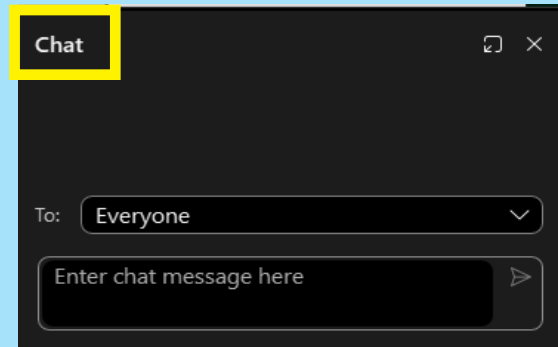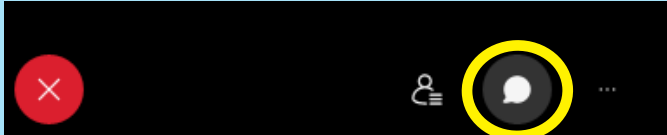
Most importantly, NRED will be communicating with you directly through the chat if you are in violation of any guidelines for attending a TAMC or WELSK course.

Violating guidelines = loss of CE credit.

Please pay attention to your chat!

DO: **Keep your camera ON and your microphone MUTED.**

No camera = No CE credit.

DON'T: **Be driving, walking around, cooking or cleaning.**

You should be located in one space, ready to listen and learn. There will be breaks throughout the course for you to do what you need to.

DON'T: **Talk on the phone, be texting, or watch TV.**

If you are not paying attention, you will not receive CE Credit.

**IF YOU CANNOT DO IT IN A CLASSROOM,
YOU CANNOT DO IT DURING VIRTUAL ATTENDANCE.**