

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 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 your registered course!

# A Guide to Attending a TAMC/WELSK Course

through  webex  
by CISCO

offered by

**State of Nevada  
Real Estate Division**



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# PROCESS OVERVIEW

## START

1

After registering to attend a TAMC or WELSK class, you will receive a confirmation email from [realest@red.nv.gov](mailto: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.

5

**JOINING FROM THE APP OR BROWSER:** The day of your scheduled course, at least 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](mailto:realest@red.nv.gov) with the link for the meeting on the day you registered to attend.

6

Enter your email and your name (*first and last followed by your license number - ex: Alexander Smith S.12345*) to ensure we know you are attending and can give you credit. Select "Join as Guest."

7

The next screen will test your microphone and webcam prior to authorize your entrance into the meeting space. If everything is working as it should you are able to select "Join Meeting" within Webex and you will have joined your course successfully.

## FINISH

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 do I install Webex?

**1** After you register to attend a TAMC or WELSK class, you will receive an email from [realest@red.nv.gov](mailto: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) 486-0951**.

**2** Although you may have a few days 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.

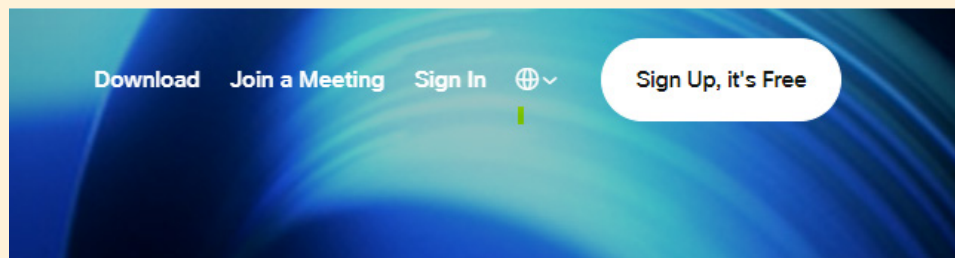
Installing Webex the day of and encountering problems may lead to the risk of forfeiting CE credit if you are unable to connect accordingly.

**3** If you are installing Webex onto your tablet or phone: Open the app store designated for your device type. Search "Webex."



You are looking for is "Webex Meetings." From here you can install, and proceed to the next guide.

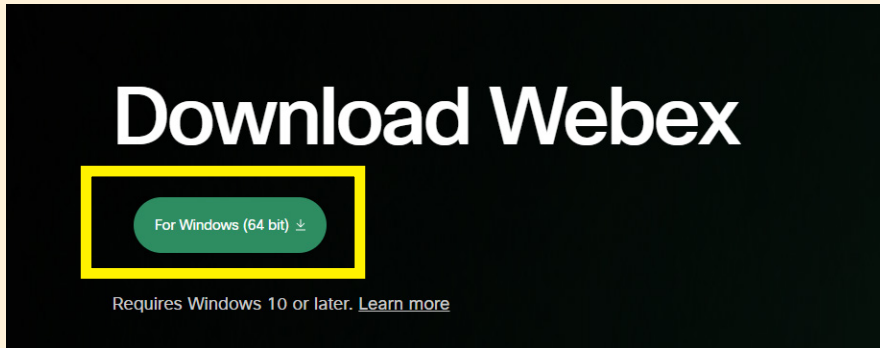
**4** If you are installing Webex onto your computer: Visit [Webex's website](https://www.webex.com). On the homepage, you will click "Download" in the top right corner of the web page.



## How do I install Webex?

**5A**

If you have Windows 10 or later: You will select the first option shown on the download page, “for Windows (64 bit).”



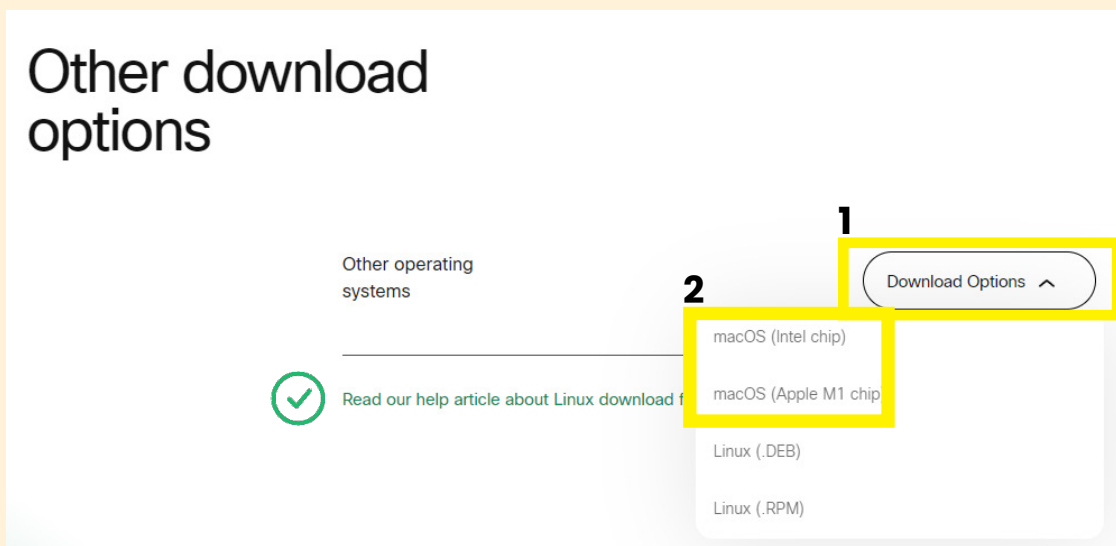
**5B**

**If you have a version of Windows prior to Windows 10:** You will need to install a more current version of Windows on your computer. From there you will be able to refer back to **Step 5A**.

If you don't want 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**.

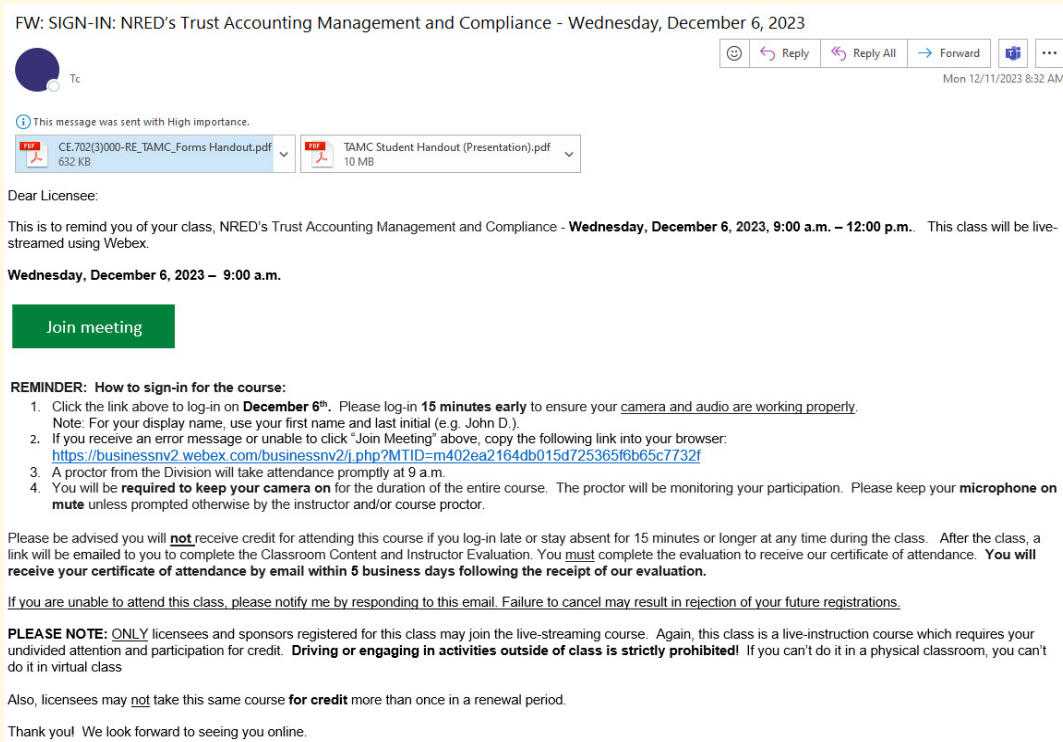
**5C**

**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 course?

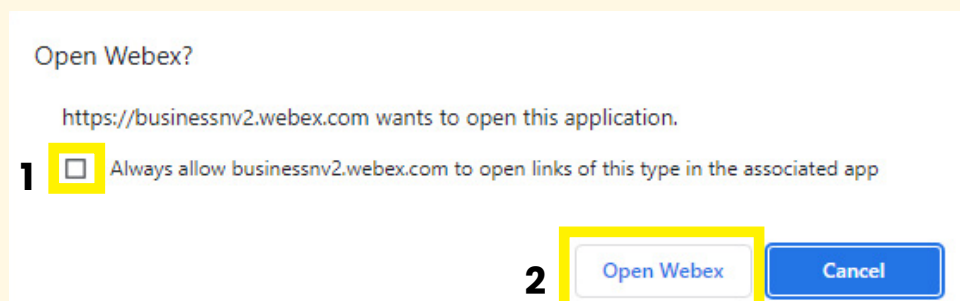
- 1** At least 24 hours before the scheduled meeting, you will receive a **second** email from [realest@red.nv.gov](mailto:realest@red.nv.gov) with the designated link and information required to attend. The email will look like this:



- 2** The morning of the class, at least 15~20 minutes prior to the starting time, revisit the email from **Step 1**. Click on the green box labeled "Join Meeting."

[JOIN MEETING](#)

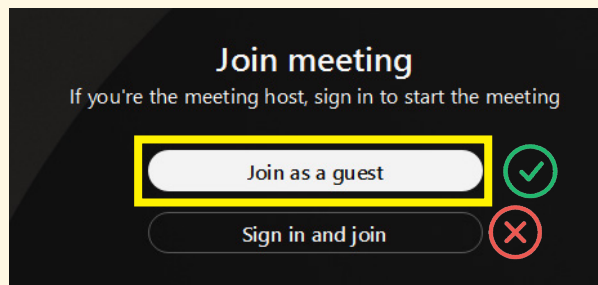
- 3A** **If you are using a computer:** Your preferred browser will open in order to connect you to your Webex app. Check the box "Always allow businessnv2.webex.com to open links of this type associated app" and select "Open Webex."



## I downloaded Webex. How do I join my TAMC/WELSK course?

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

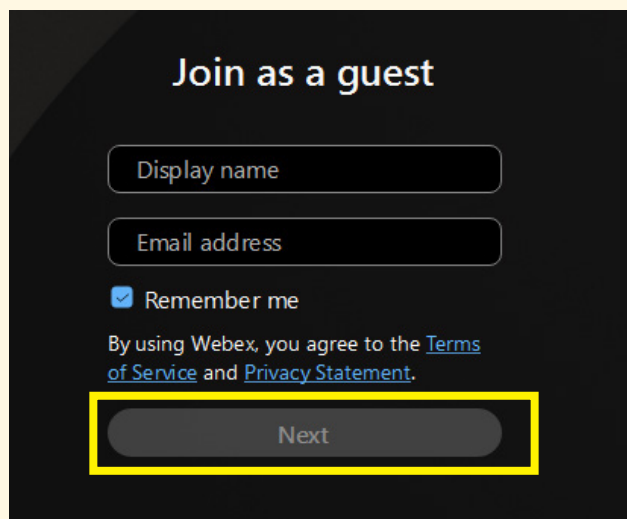
**4** The installed Webex app will bring you to the login menu. Select “Join as a guest.”



**Do not** select “Sign In.” You have not generated an account with Webex; therefore, Webex will not allow you to proceed to the meeting.

**5** Enter your display name and email address.

Please note: Your display name should follow the template of **First name, Last Name** (just as it appears on your license).

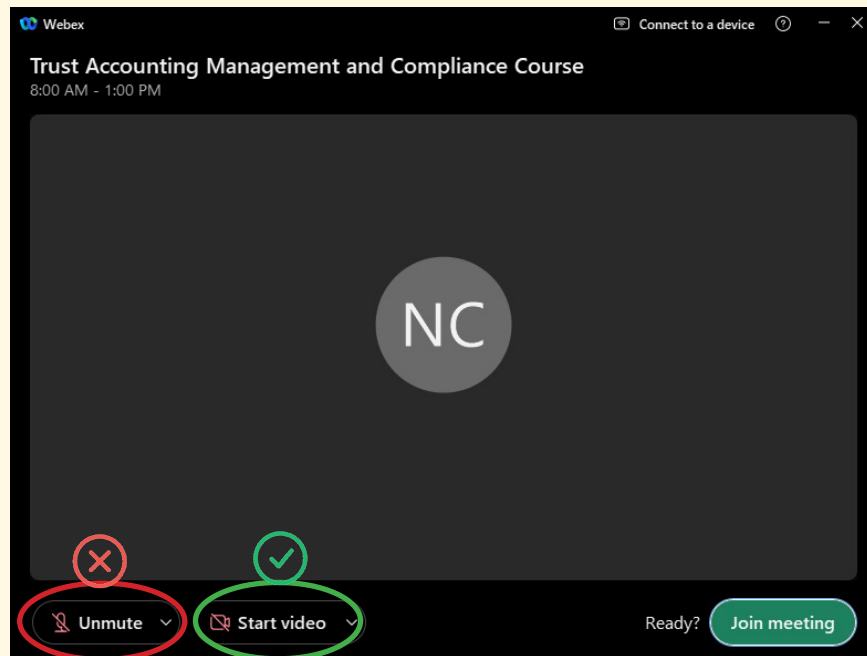


After you enter your information, select “Next”

## I downloaded Webex. How do I join my TAMC/WELSK course?

- 6** After selecting “Join as a Guest,” you will be shown a test screen. You are not in the meeting just yet.

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.

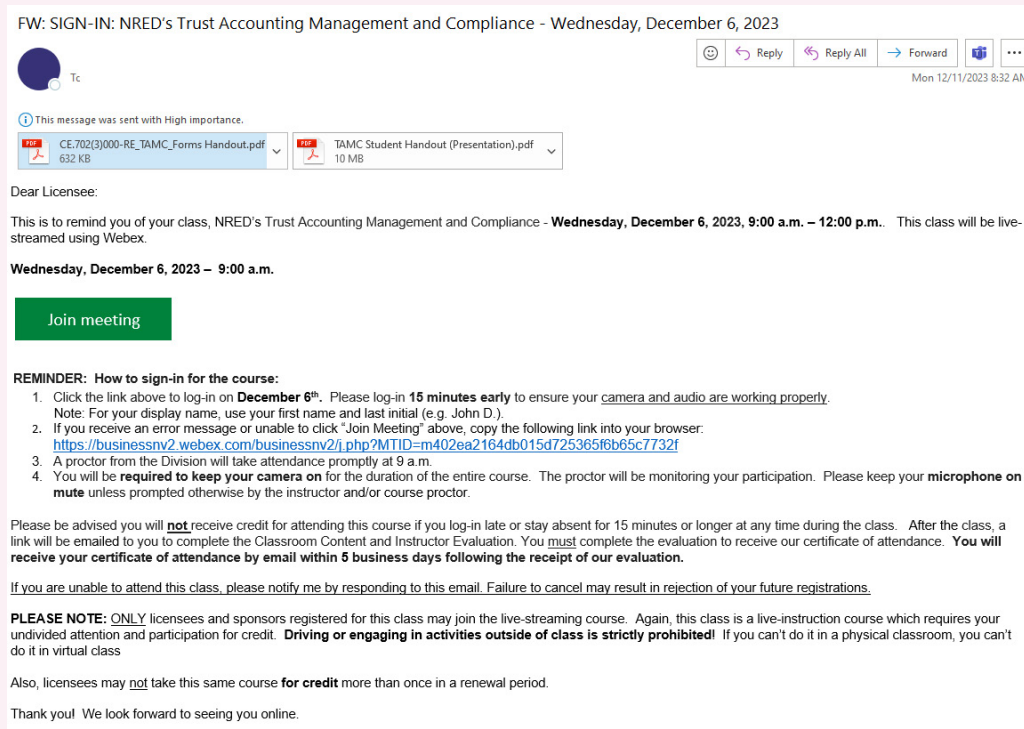
**Abide by the rules of participating in a TAMC/WELSK class and enjoy!**



## I didn't download Webex. How do I join my TAMC/WELSK course?

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

The email will look like this:

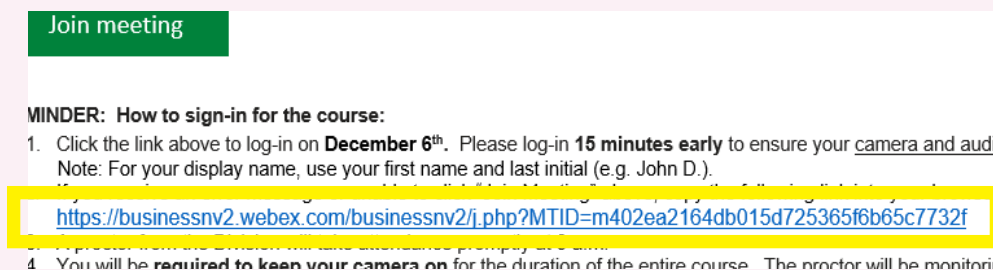


Unlike a commission meeting, joining the TAMC/WELSK course from your browser **will not** require a meeting number or a meeting password.

- 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."

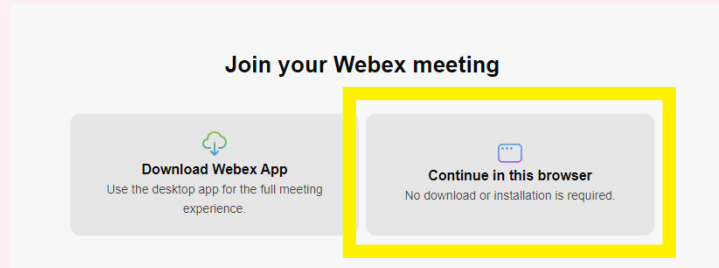
[JOIN MEETING](#)

If for some reason, the link does not open Webex, you can copy and paste the link from the email into your browser to join your meeting.



## I didn't download Webex. How do I join my TAMC/WELSK course?

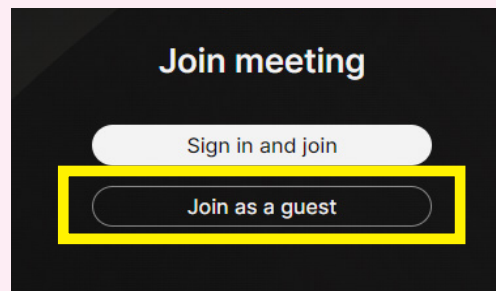
- 3** The link will take you directly to the Webex website. It will give you the option to download the Webex app or to continue in your browser.



If you have changed your mind and wish to download the app, you can select download and reference *"I downloaded Webex. How do I join my TAMC/WELSK course?"* on Page 6.

If you wish to continue in the browser, select *"Continue in this browser."*

- 4** Select *"Join as a guest."*



**Do not** select *"Sign in and join"* You have not generated an account with Webex; therefore, Webex will not allow you to proceed to the meeting accordingly.

- 5** Enter your name and email, then select *"Next."*

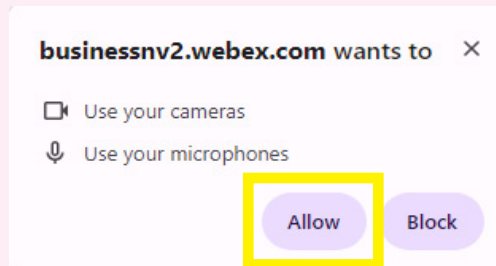
Please note: Your name should follow the template of **First Name, Last Name** (just as it appears on your license).

A screenshot of the 'Join as a guest' form. It has a dark background with white text. The title is 'Join as a guest'. There are two input fields: 'Display name (required)' with placeholder text 'First Name, Last Name' and 'Email address (required)' with placeholder text 'emailaddress@email.com'. Both fields have a small 'x' icon to clear the text. Below these fields is a checked checkbox labeled 'Remember me'. At the bottom is a 'Next' button, which is highlighted with a yellow rectangular border.

## I didn't download Webex. How do I join my TAMC/WELSK course?

**6** You will be shown the test screen. You are not in the meeting just yet.

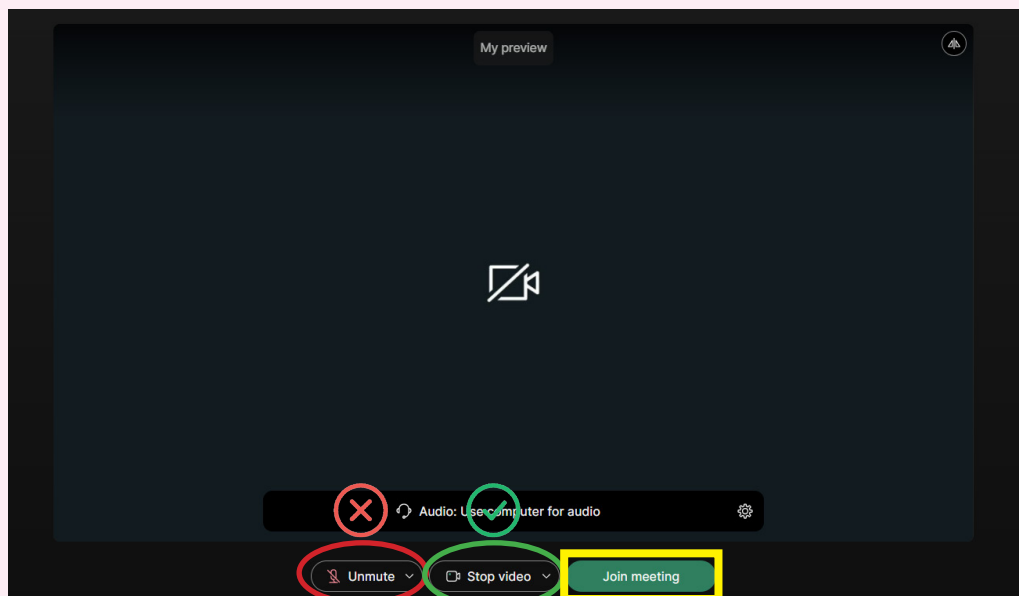
First, ensure you select "Allow" on the dialogue box stating "*businessnv.webex.com wants to use your cameras and use your microphones.*"



Not selecting "Allow" will prevent Webex from utilizing your camera, which is a requirement in order to receive credit for attending a TAMC/WELSK course.

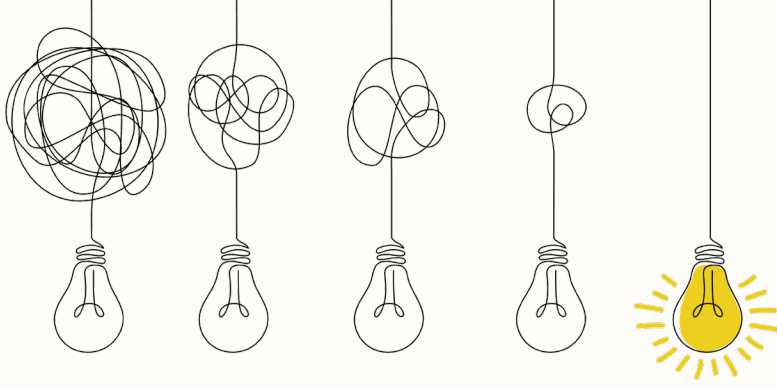
If you accidentally selected "Block" or Webex states it is unable to use your camera, this cannot be fixed in the Webex app. Please reference "***Common problems you may experience and how to fix them***" on Page 12.

**7** Next, please make sure your microphone is **MUTED** and that your video is turned **ON**.



Once you have completed **Step 7**, 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!**



# PROBLEMS YOU MAY EXPERIENCE AND HOW TO FIX THEM...

Please keep in mind: Division Staff/Course Proctors are always here to assist, but it is your responsibility to ensure your equipment is working **prior to** your course. If you experience technical difficulty the day of and are not able to join the course accordingly, there is the risk of forfeiting CE credit. These tips may help prevent that.

## 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 **test screen**.

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 **MUTED** and your camera is turned **ON**.

Once you ensure your equipment is working accordingly, you can then select **"Join Meeting."**

## PROBLEM

### "Webex says it is unable to access my camera."

## SOLUTION

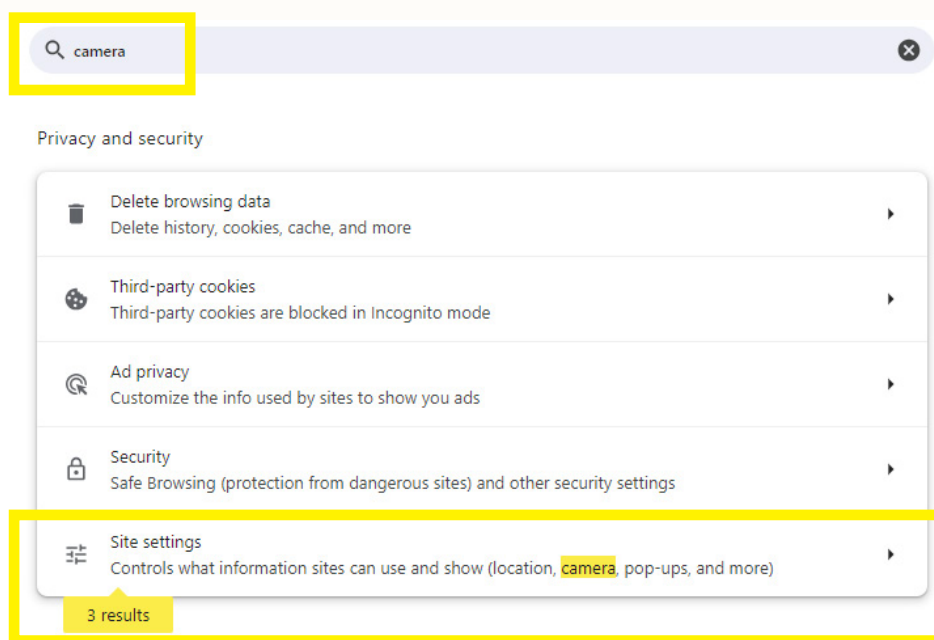
If you are using your browser to join the course, and Webex says it is unable to access your camera, the application has most likely been blocked from utilizing it. It is very important for this to be resolved as having your camera on throughout the duration of your TAMC/WELSK course is a requirement to receive credit.

This is something that has to be fixed in your browser settings, not Webex.

Locate your browser Settings, typically in the top right corner of your browser in the drop down of the three dots.



Each browser is different, so it is easiest to view your site permissions by typing "Camera" into the settings search bar. This example uses Google Chrome.



From here, you are able to grant Webex to have access to your camera.



Return to Webex to ensure your equipment is now working accordingly, you can then select **"Join Meeting."**

## PROBLEM

**"I joined successfully, but I'm not verified."**

## SOLUTION

Being verified or unverified has no impact on your attendance in a TAMC/WELSK course. The verified status is a new feature in Webex provides to distinguish participants who have signed into authenticated accounts.

It is not required to have a verified account to attend a TAMC/WELSK course with the Nevada Real Estate Division, as we encourage constituents to use the *"Join as a guest"* feature.

## PROBLEM

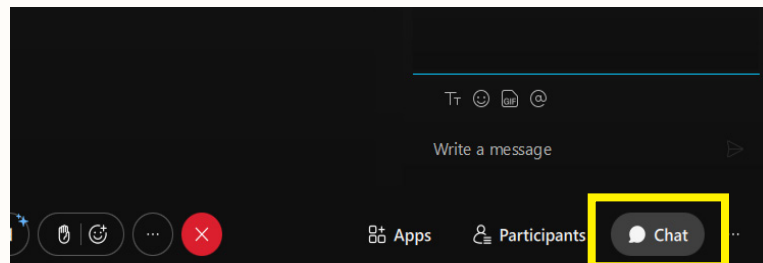
**"A course proctor/Division staff said they sent me messages, but I can't see them."**

## SOLUTION

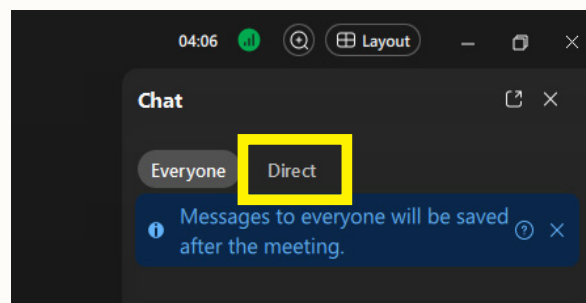
With Webex's recent update, the chat feature looks a little different. There is the chat everybody in the course has access to and private messages sent directly to you that no one else can see.

Anytime a course proctor/Division staff sends you a message, it will always be private. It is imperative you reply to these messages, as often it is a warning that you are at risk of forfeiting your CE credit. No reply to these messages can result in you being expelled from the course altogether.

To access your chat with everyone for the course, select *"Chat"* in the bottom right corner of your Webex screen.



To access your private messages, select the *"Direct"* tab at the top of the chat feature.



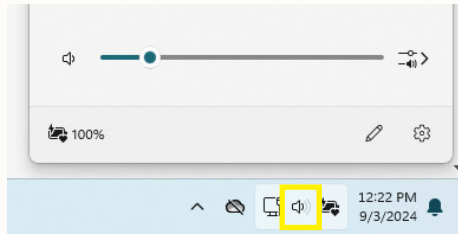
Now you can respond to/keep an eye for all messages from the course proctors/Division staff!

## PROBLEM

**"I am in the meeting, but I cannot hear anything."**

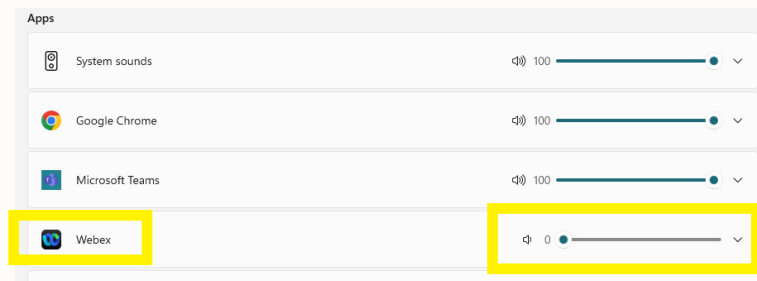
## SOLUTION

First, check if the volume on your speakers is turned up.



If your volume is fine, right click the speaker icon and 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 "Webex" volume bar to your preference and return to the course.

## 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*



### **Locate your chat within Webex**

NRED will be communicating with you directly through the chat if you are in violation of an guidelines for attending a TAMC/WELSK course.

Violating guidelines = Loss of CE credit.

Please pay attention to your chat!



### **Keep your camera ON and your microphone MUTED**

No camera = No credit

DO



### **Talk on the phone, be texting and watch TV**

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



### **Be driving, walking around, cooking or cleaning**

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



DON'T



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