



# WEBEX REFERENCE GUIDE

Taxpayers and Tax Agents

# WebEx Reference Guide

Once an application is scheduled for a virtual hearing via WebEx, all parties will receive an email notification at least 24 hours prior to the commencement of the hearing with the scheduled hearing date/time, along with the meeting access code and password to join the hearing.

**Note:** Applicant will also be notified of the hearing via regular mail by appointment card.

- For newly scheduled application (first time scheduled), an appointment card will be sent out to the appropriate parties at least 45 days prior to the hearing date, which includes the date and time of the hearing.
- For previously scheduled application (applications that have been postponed, continued, or reinstated), the appropriate parties will be notified at least 10 days prior to the hearing date.

A WebEx meeting invitation with a link to join the virtual hearing will be sent to your email address on file. If you need to change or update your email address, please send your request to [AABOffice@bos.lacounty.gov](mailto:AABOffice@bos.lacounty.gov). Please log on to the virtual hearing at least 30 minutes prior to your scheduled hearing.

Similar to in-person hearings, virtual hearings are open to the public telephonically. The dial-in phone number and access code to listen to the hearing is posted on our public website at <http://bos.lacounty.gov/Services/Assessment-Appeals>

## **Additional Resources:**

Please refer to the "*Preparing for Your Assessment Appeal*" section on our website by clicking on the following link: <http://bos.lacounty.gov/Services/Assessment-Appeals>

# Different Roles in WebEx

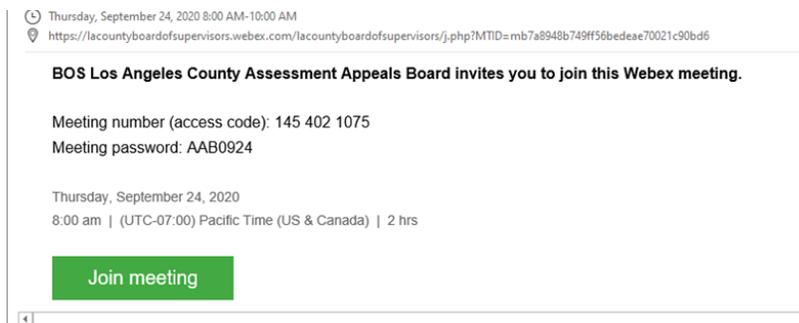
Role Type	Assigned To	Description
Host/ Co-host	Board Clerk/AAB Staff	The host will call the meeting to order and will assign the roles to the participants, as presenters and attendees. The Cohost has similar roles and functions as the host.
Participant/Attendee	Board Members, Assessor's Representative, Appraiser, Applicant and Tax Agent, Public	<p>Any person attending the session who is not already identified as a Presenter, or host. Attendees are typically who the meeting information is being presented to.</p> <p>The public can listen in and/or watch the virtual hearings through WebEx and his/her audio is automatically placed on mute.</p>
Presenters	Applicant, Tax Agent, Appraiser, Assessor's Representative.	The Host will assign the presenter role during the hearing when sharing and annotating presentations, whiteboards, documents, and applications in a meeting.

# How to Access the WebEx Meeting

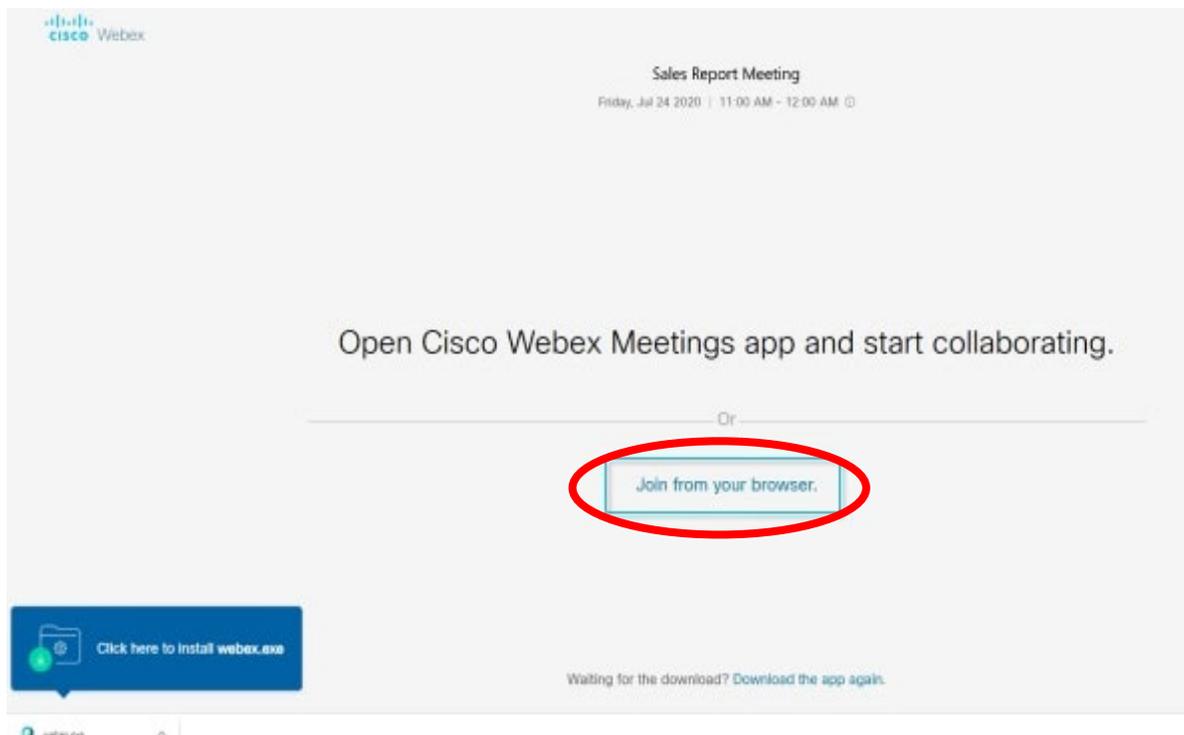
Once an application is scheduled for a virtual hearing via WebEx, all parties will receive an email notification at least 24 hours prior to the commencement of the hearing.

## Use a Web Browser to Join the Hearing

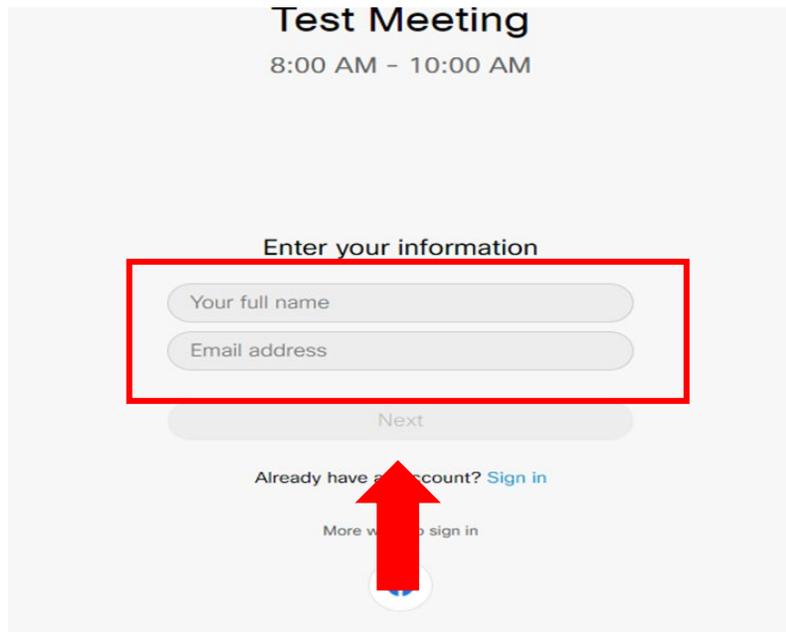
- 1) Open the email you received from [AABWebex@bos.lacounty.gov](mailto:AABWebex@bos.lacounty.gov) containing the WebEx invitation and click on the green “Join Meeting” button.



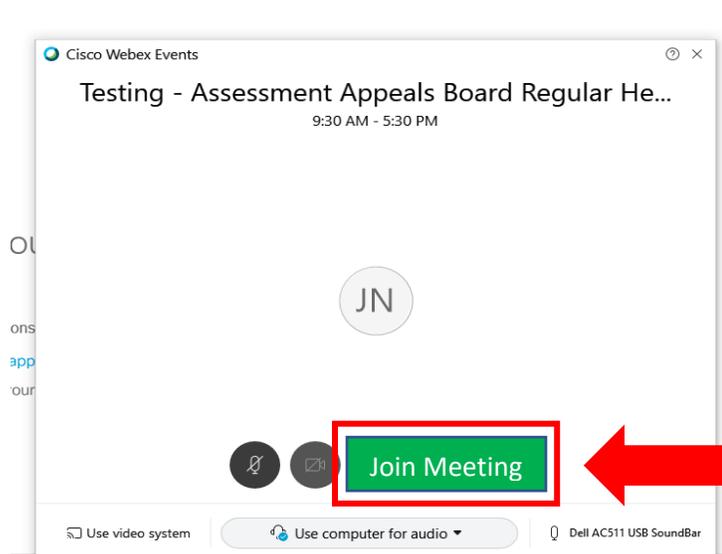
- 2) WebEx starts preparing to connect you to your meeting. If you join from a Windows computer or Mac, click “Join from your browser”.



- 3) Enter your Full name and Email Address and Select “Next” in order to login to the Meeting.



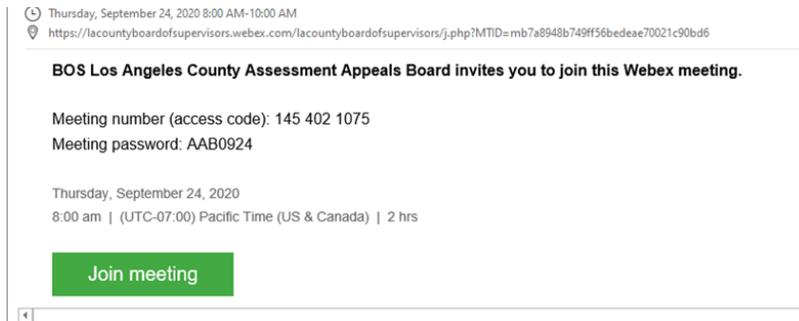
- 4) Enter your Full name and Email Address and Select “Next” in order to login to the Meeting.
- 5) Once completed, a new window will display the green icon to “Join the Meeting”.



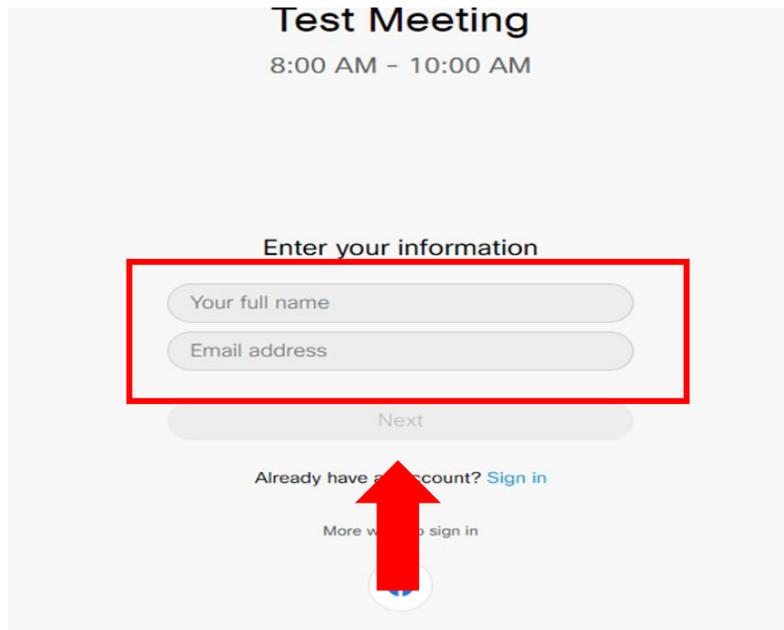
## Running a Temporary Application

If WebEx is not installed on your device, you may run a temporary application without installation by following the steps below:

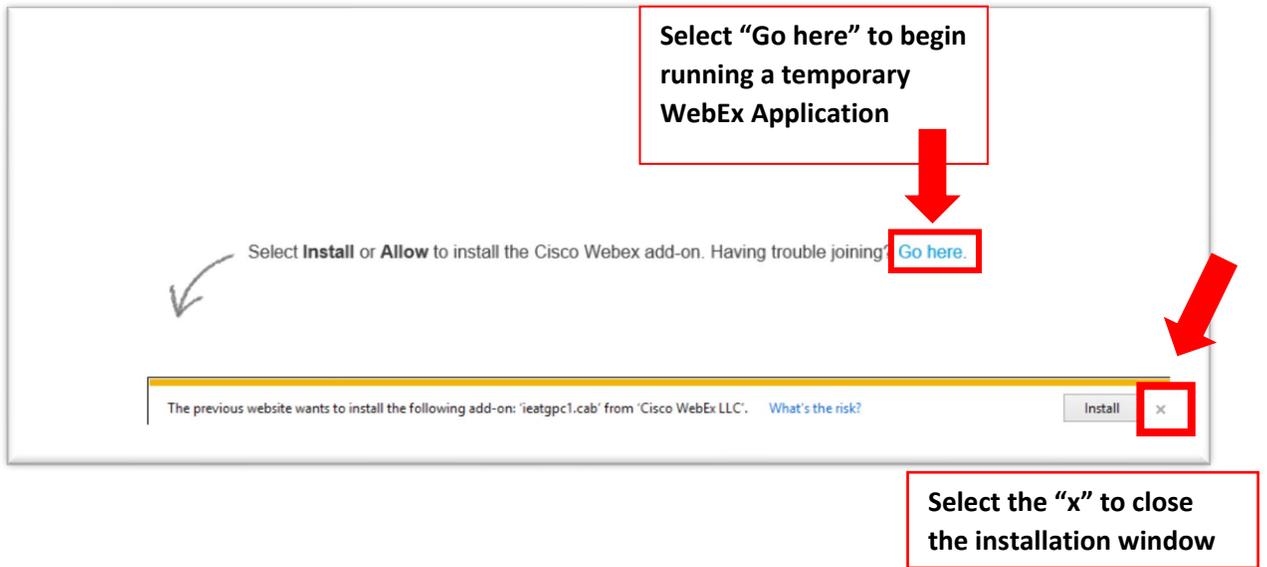
- 1) Open the email you received from [AABWebex@bos.lacounty.gov](mailto:AABWebex@bos.lacounty.gov) containing the WebEx invitation and click on the green “Join Meeting” button.



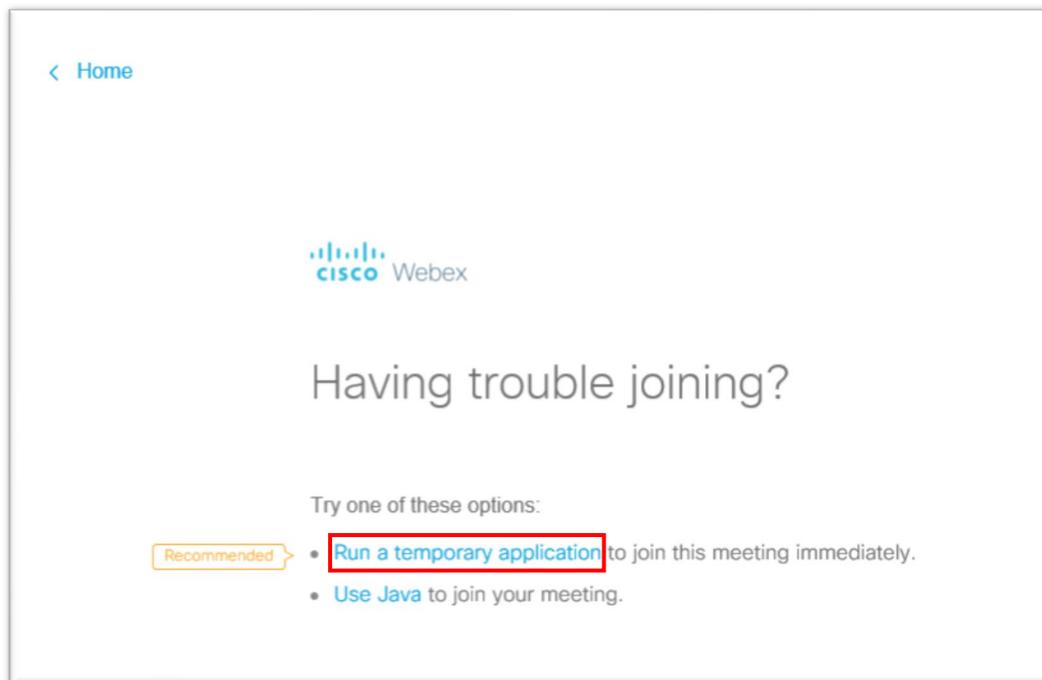
- 2) Enter your Full name and Email Address and Select “Next” in order to login to the Meeting.



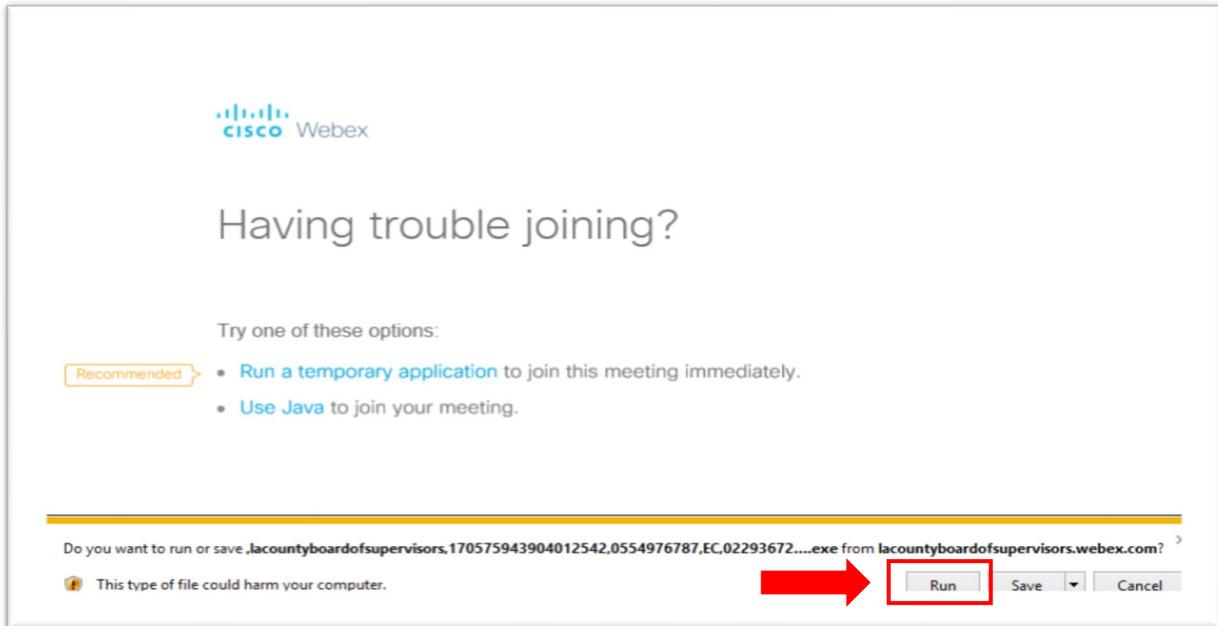
- 3) Enter your Full name and Email Address and Select “Next” in order to login to the Meeting.
- 4) Once you select “Next”, a new window will display a message at the bottom of the page asking you if you would like to install the Application; select the “x” to close the installation window (see below).



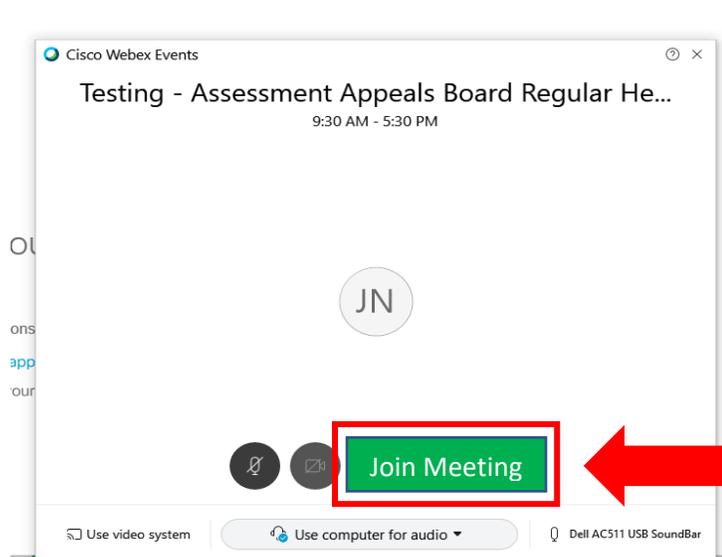
- 5) Click on the "Go here" link in blue next to the "Having Trouble Joining" question, to run a temporary WebEx Application (see above).
- 6) The window will then display the question "Having trouble joining?". At the bottom, click on "Run a temporary application" link in blue (see below).



- 7) A window at the bottom of the page will prompt you to run the temporary WebEx application (see below). Select “Run”.



- 8) Once completed, a new window will display the green icon to “Join the Meeting”.



# Using Different Audio and Video Outputs in WebEx

Before the commencement of the hearing, you must select an audio output preference, i.e. headphones or a personal phone, or if you would like to have it done via video using a webcam.

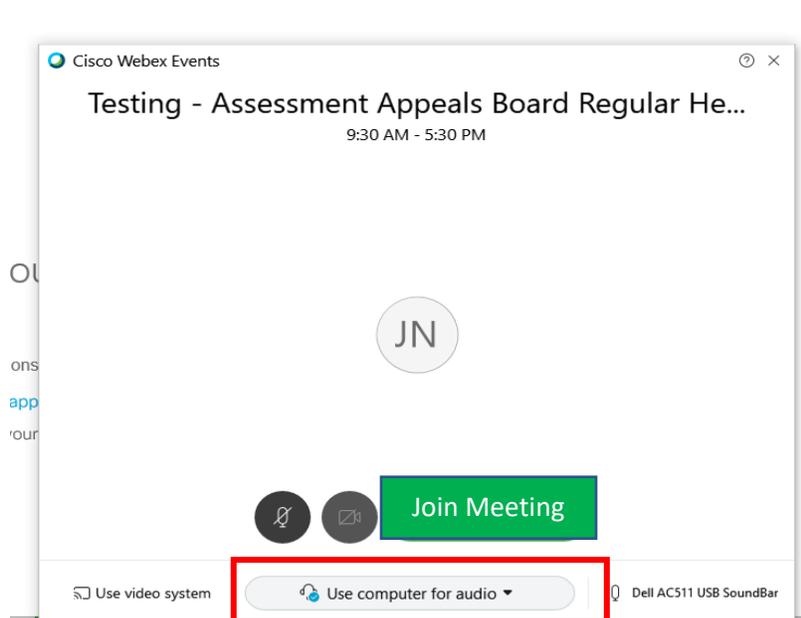
## Using Computer for Audio (Recommended)

Before using a computer for audio, be sure that:

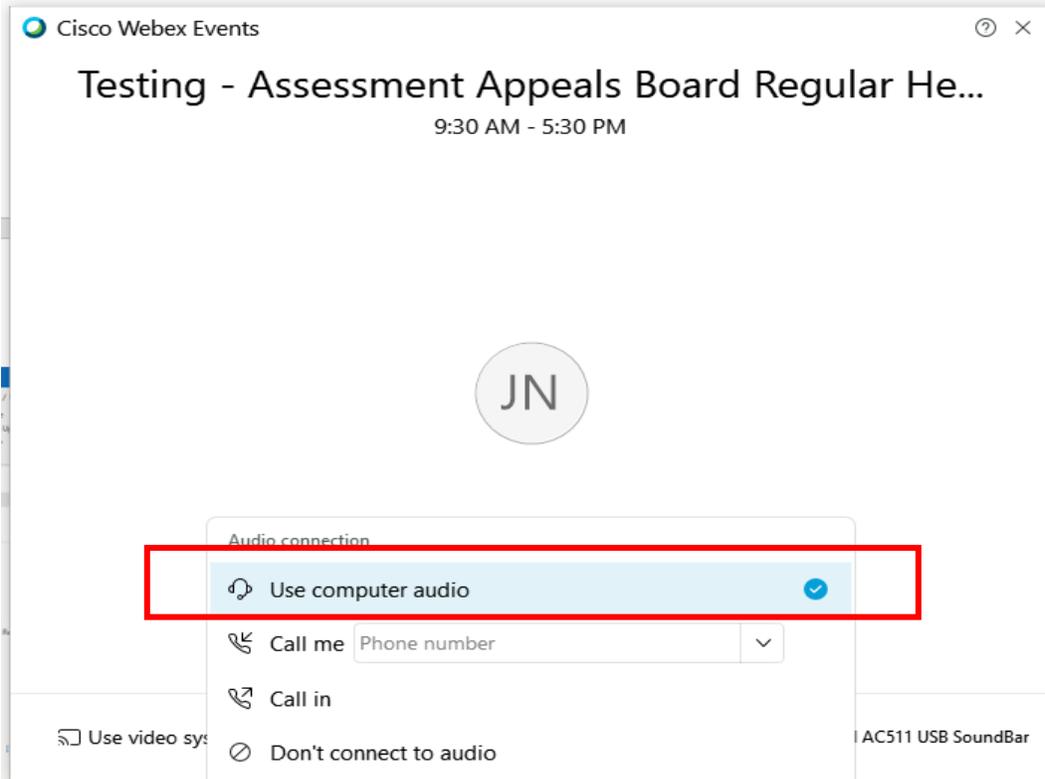
- The computer has a built-in microphone and speaker or
- A headset or headphone that is compatible with your computer with built-in microphone.

Before joining the meeting, select the audio output using a computer by:

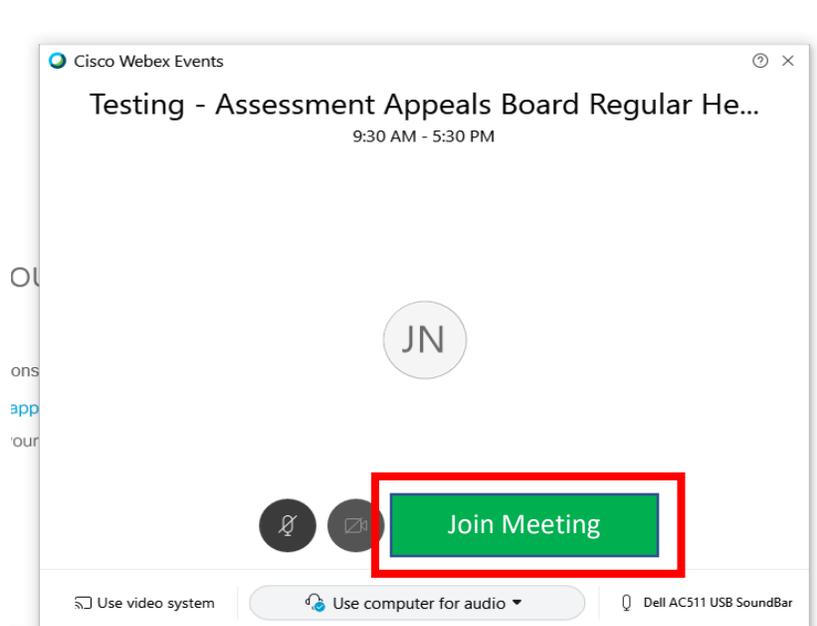
- 1) When the “Join Meeting” window is displayed, click on the drop-down list located on the bottom center of the window to select the preferred audio connection (i.e. “Use computer for audio”).



- 2) Select the arrow to display the options and select “Use computer for audio”



- 3) Be sure that the selection is highlighted in blue and a blue arrow will indicate your selection.
- 4) After you have selected your audio connection, select "Join Meeting".

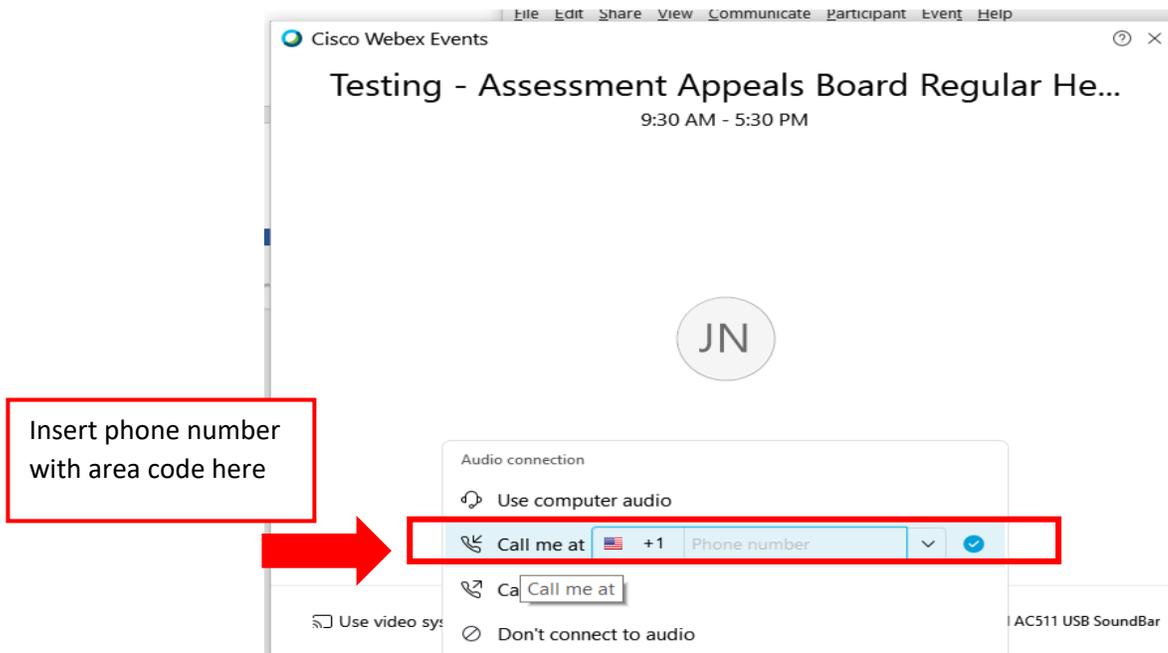


## Using a Phone for Audio Connection

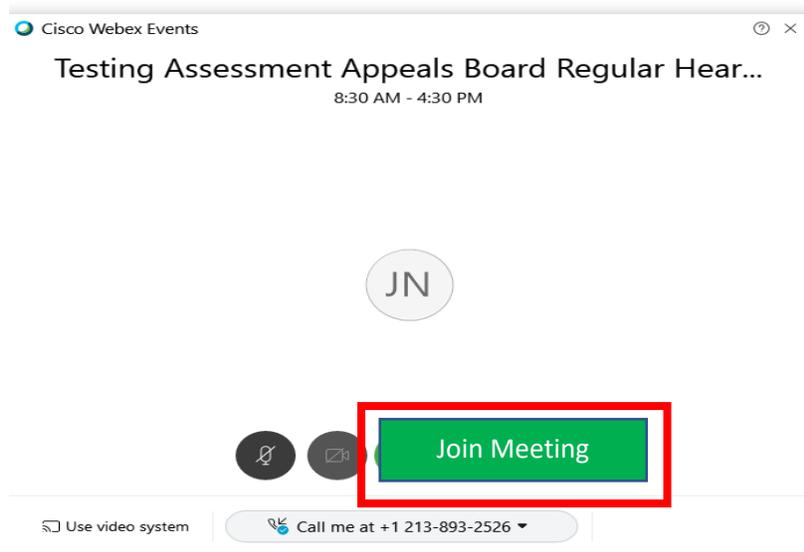
Please use this option when experiencing internet or wi-fi connection issues that impacts the audio quality.

To connect your phone as the Audio Connection:

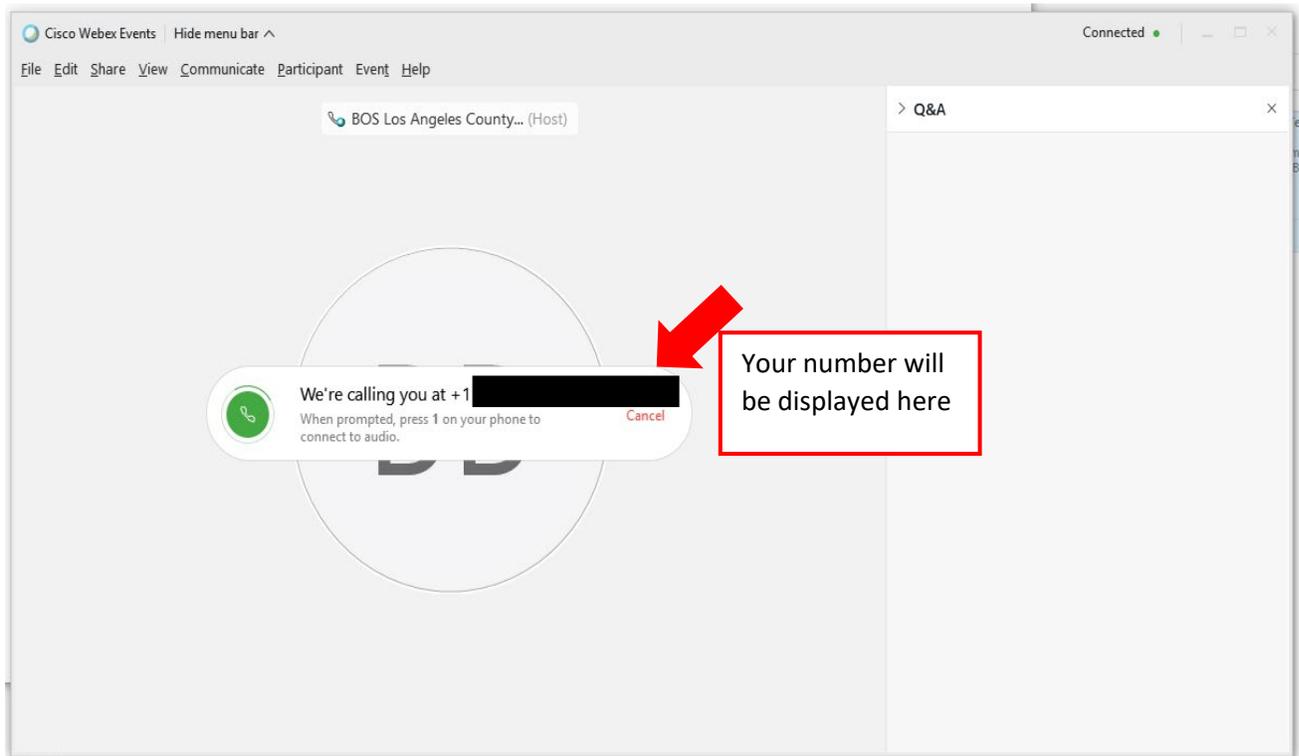
- 1) Before selecting “Join Meeting” at the bottom center of the screen, select the arrow to select “Call me”.
- 2) Enter the phone number of the device you plan to use.



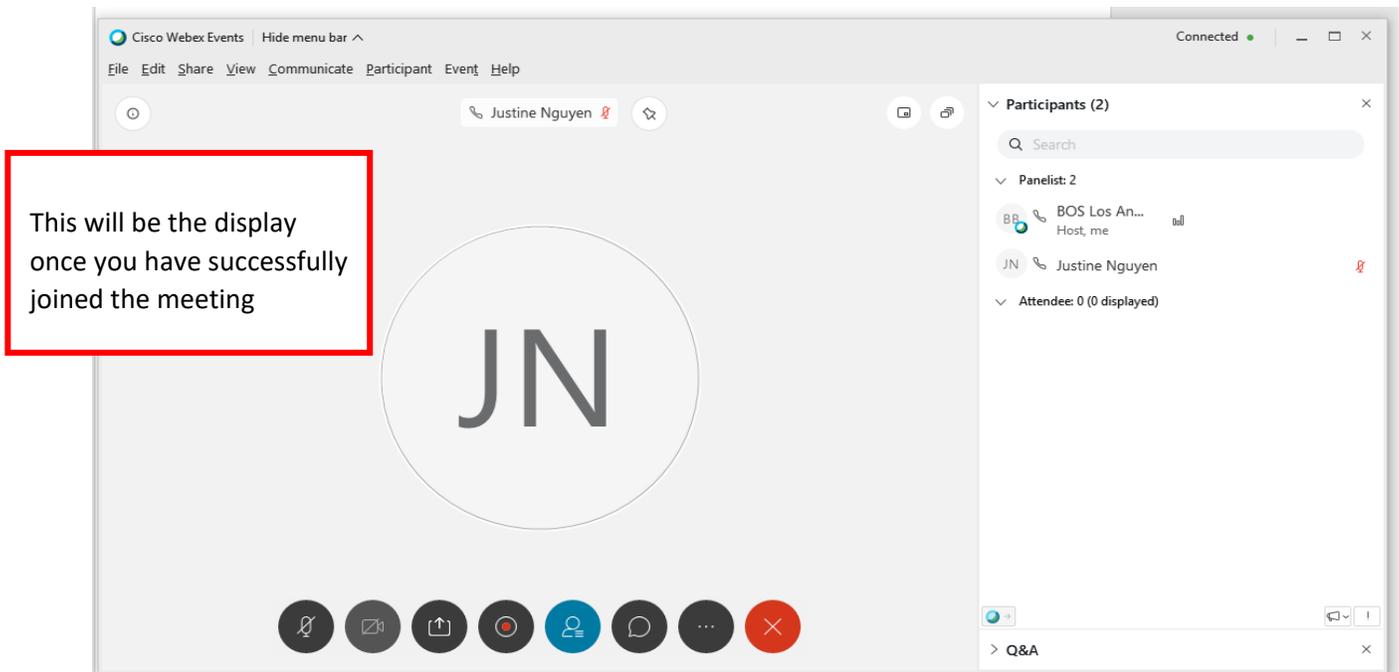
- 3) Once the number has been inputted, select “Join Meeting”.



- 4) Once you select “Join Meeting”, the system will display a window indicating that it is calling you at the number you provided.



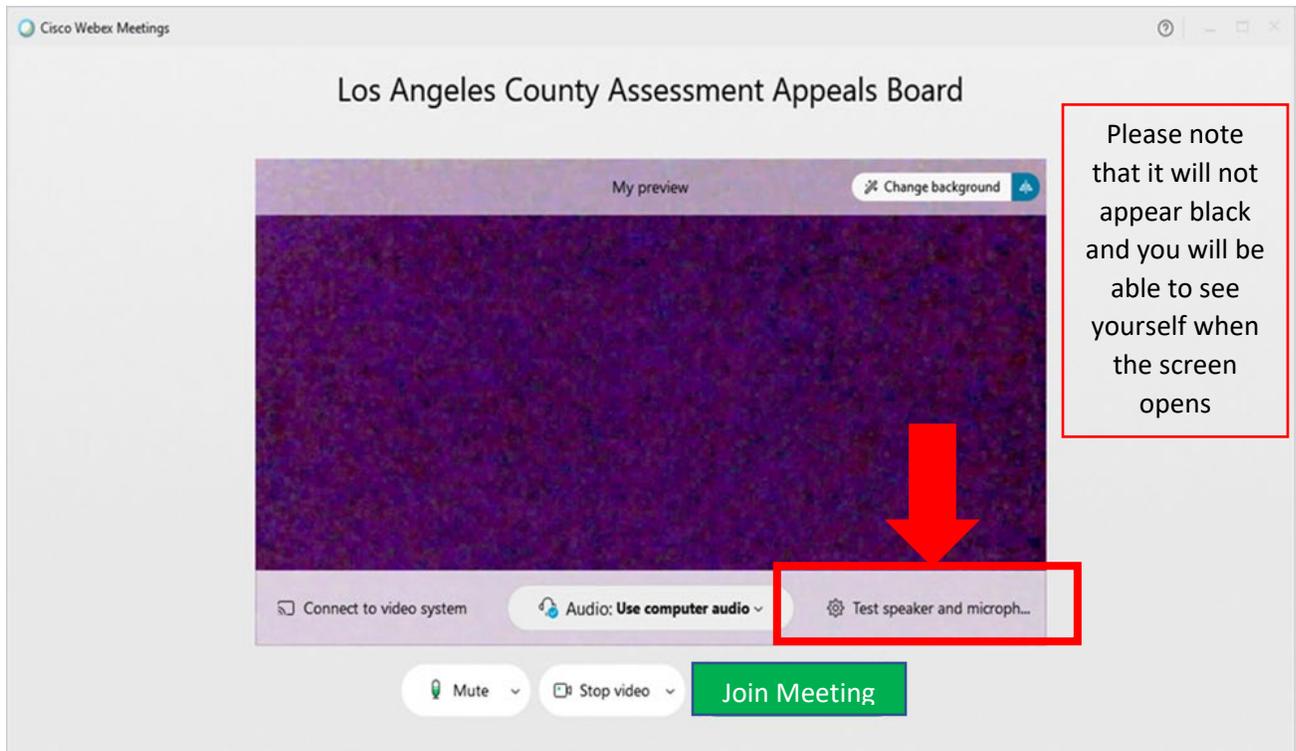
- 5) Once you answer the phone, and a welcome message from WebEx will play.  
6) After the welcome message plays, WebEx will prompt you to select “1” to join the meeting.  
7) Dial “1” to enter the meeting.



## Using a Video Interface in WebEx

It is required that your PC, laptop or smart device's camera is enabled during the virtual hearing. If your device has access to a webcam, the WebEx system will automatically begin detecting a webcam within your computer and the screen below will appear.

- 1) Verify that you are using the computer audio
  - You can test the speaker and microphone prior to joining the meeting



- 2) Once you verify that the audio is working properly, select “Join Meeting”

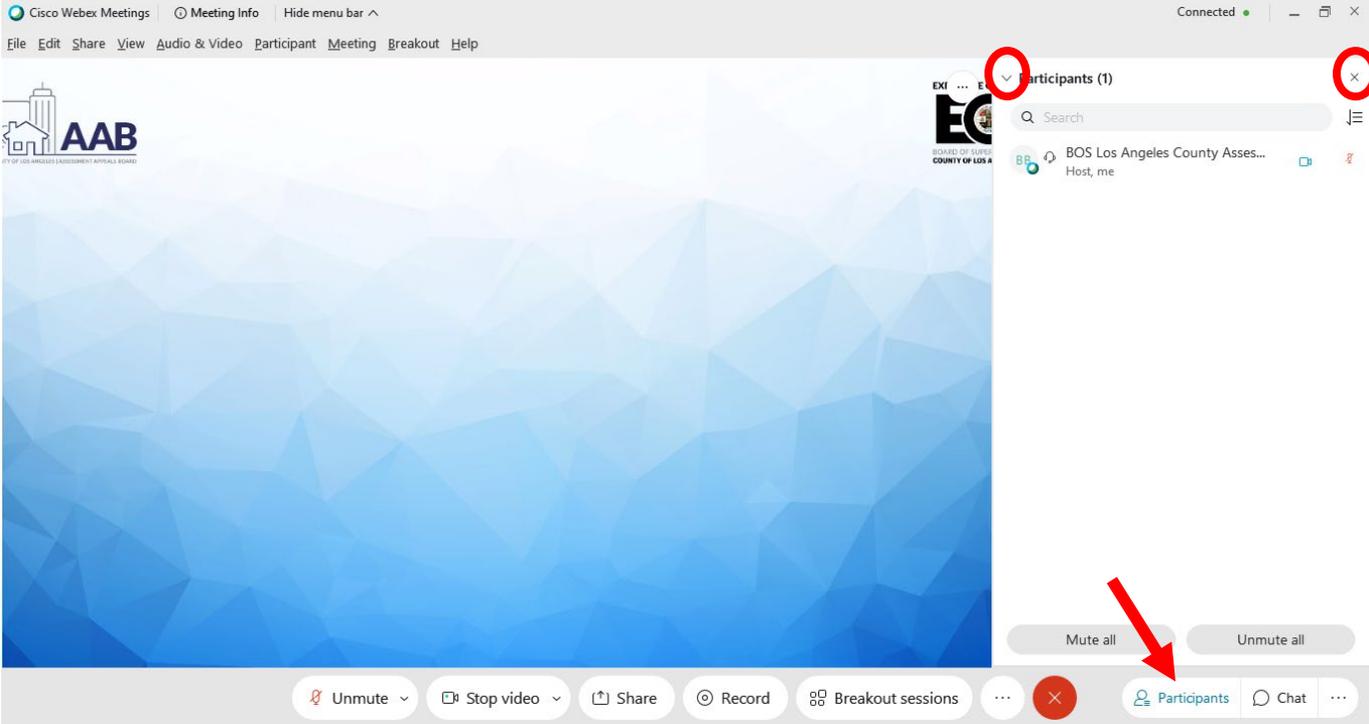
# DURING THE MEETING

The Attendees will join in once the Host (Clerk) has started the meeting. The attendee/participant will be able to automatically see all the attendees who are logged in with video cameras enabled at the top of the screen.

Attendees/participants will be able to communicate with the host/AAB Clerk once successfully logged in. See the next sections.

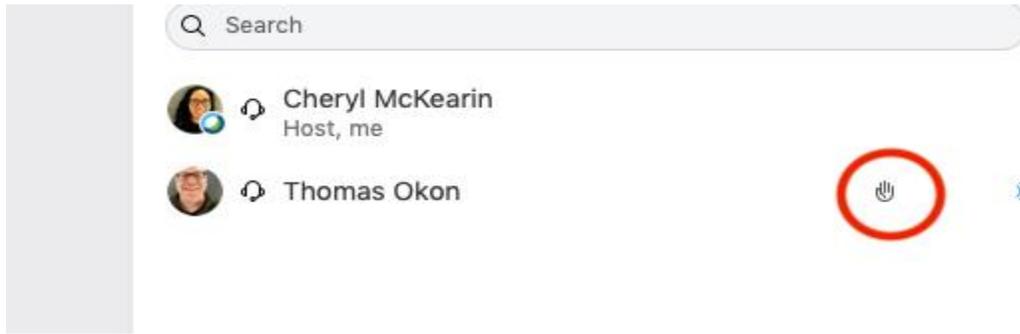
## How to view the participants list in a WebEx Meeting

- 1) Select  "Participants" (located at the bottom right) to open the Participants panel.
- 2) To close the Participants panel, click on the upper arrow or "x" (see below).



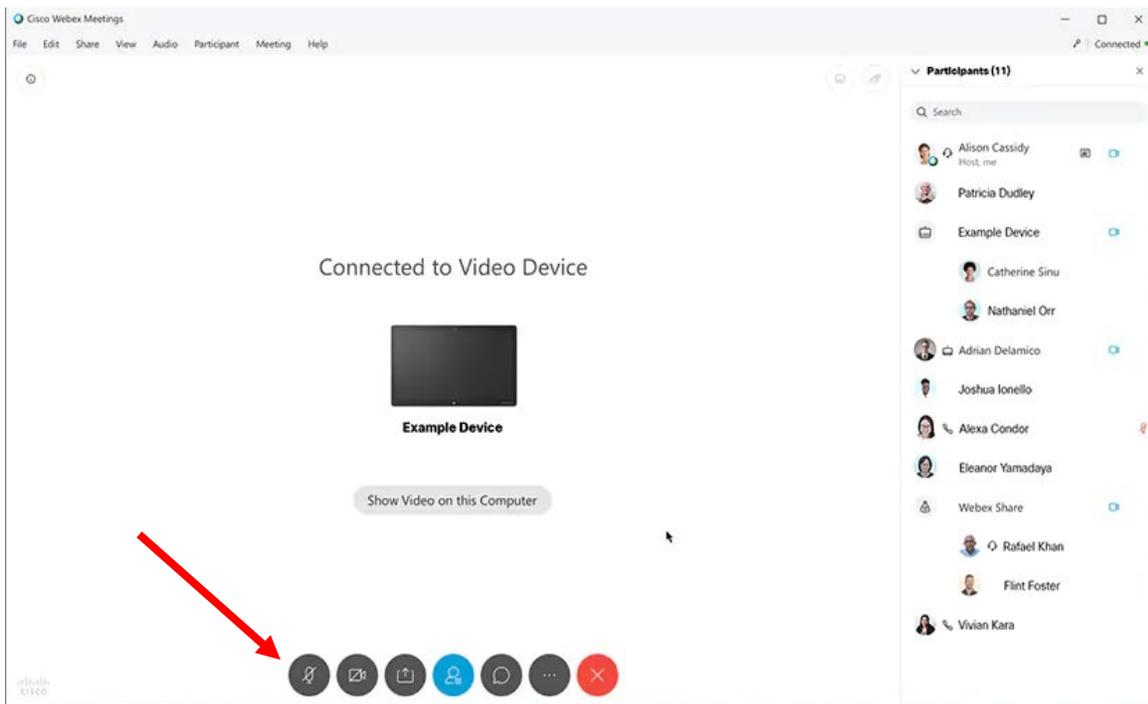
## How to raise hand during the hearing

- 1) Find your name on the participant list, and hover over your name. A Raise Hand icon will appear
- 2) Click on the Raise Hand button which will place a small hand icon next to your name in the participant list.



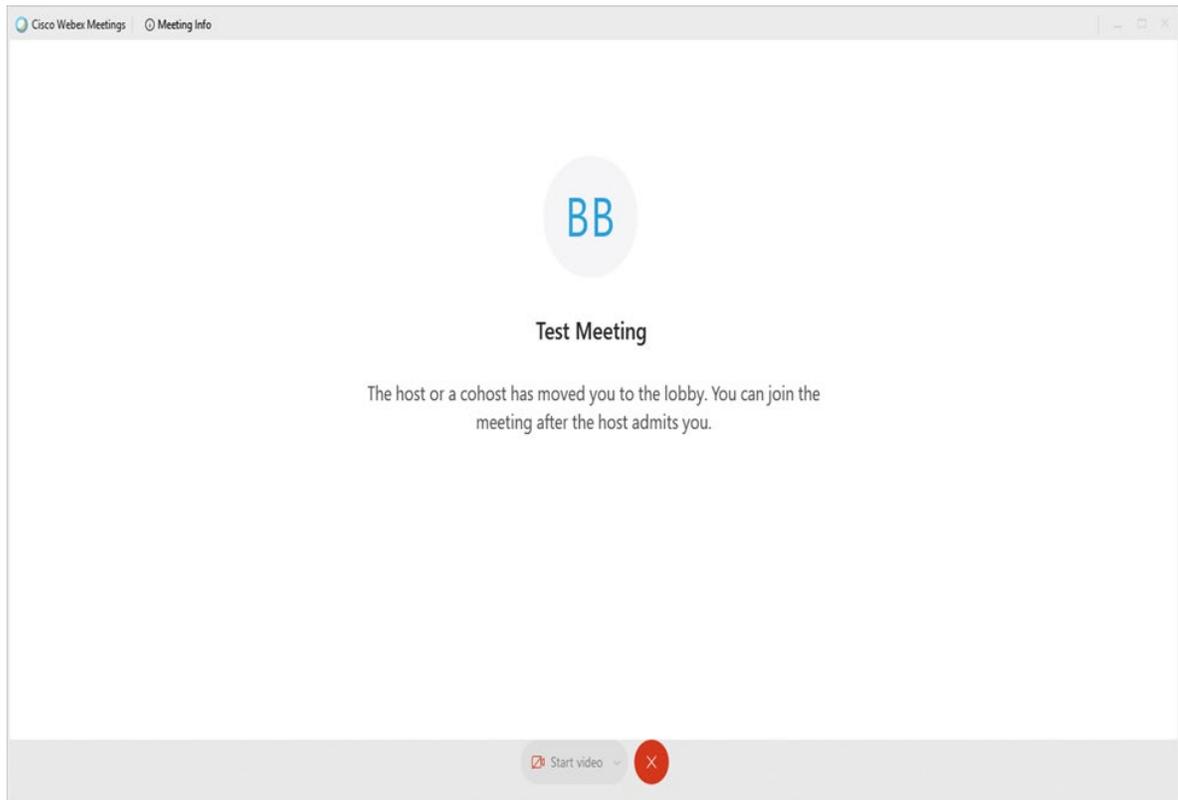
## How to mute/unmute during the hearing

To mute or unmute yourself, click on the  or unmute  which can be found at the bottom of the screen.



## When Taking Recess/Lunch Break

- 1) The host (Hearing clerk) will pause the recording.
- 2) The host will move all attendees into the “Lobby”, and the page below will be displayed. **Note: Attendees are not able to listen or hear anything while in the “lobby”.**



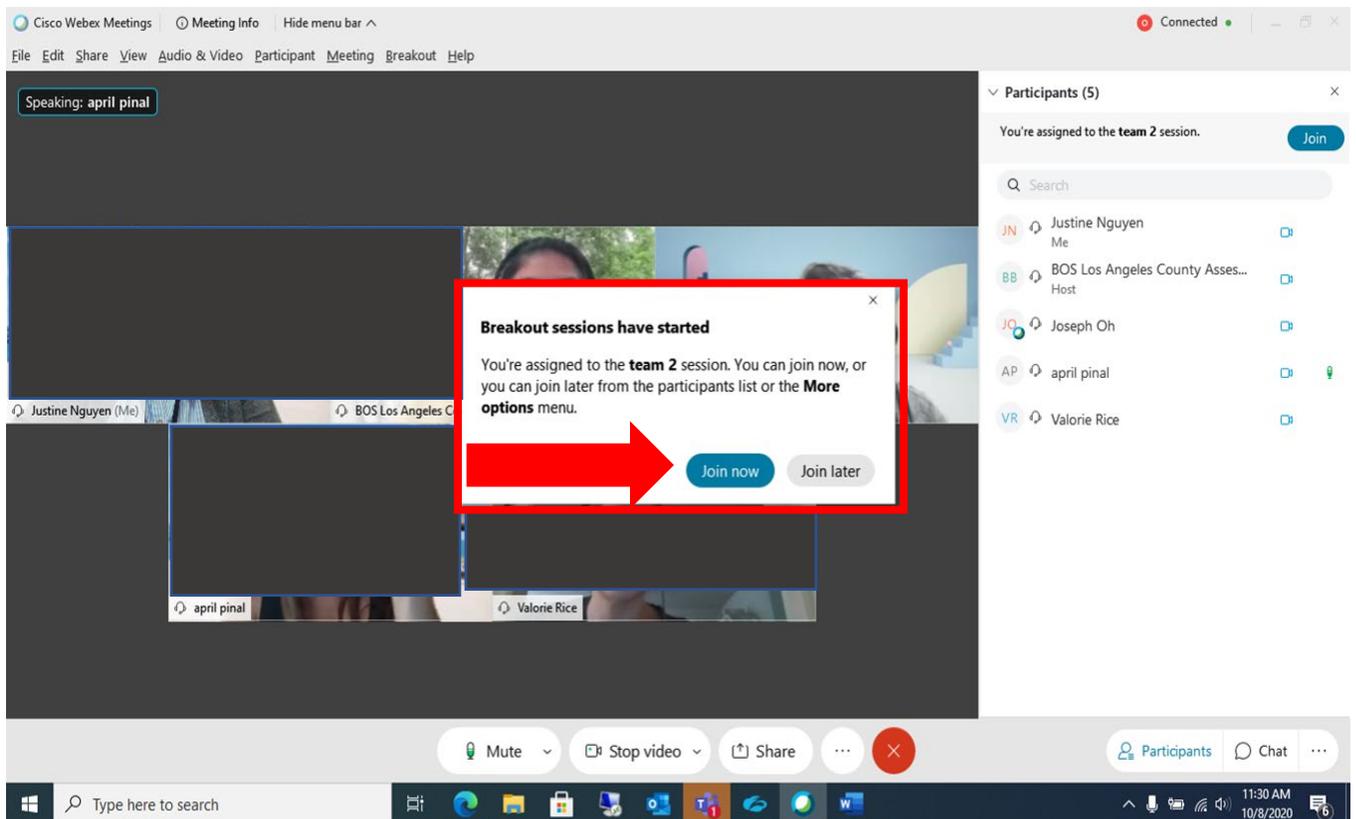
- 3) After the break, the host will go to the list of people waiting in the Lobby and admit them back into the hearing.

## Breakout Sessions

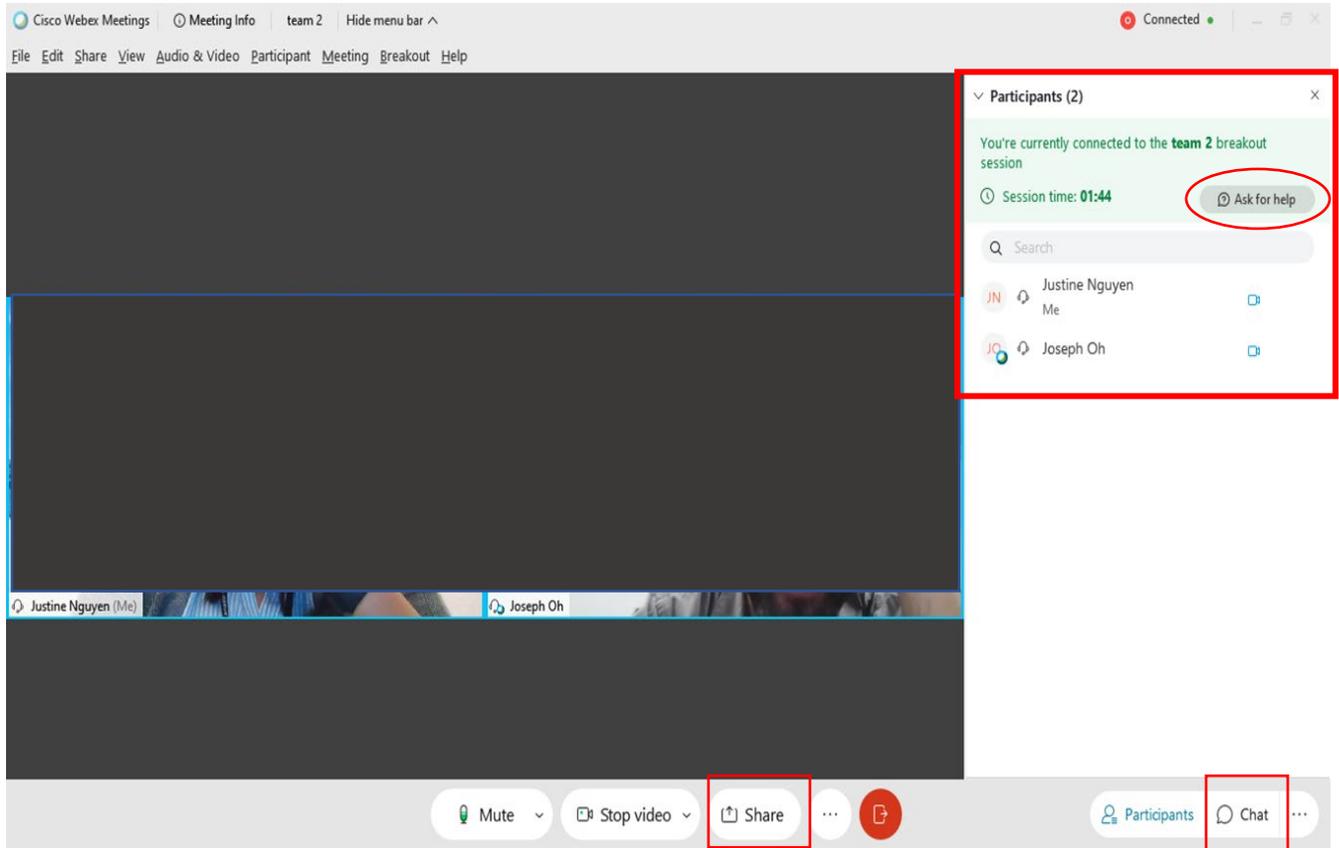
Breakout sessions can be used for when you need a moment to talk privately with your tax agent/attorney, outside of the main meeting. The Host/AAB Clerk creates breakout sessions and assigns attendees when they are ready to start. Attendees in breakout sessions can share content and use collaboration tools such as the chat feature to collaborate in smaller, more focused discussion groups.

All breakout sessions are private and are not recorded during the hearing. If you are not assigned to a breakout session, you will not be allowed to listen into another team's session.

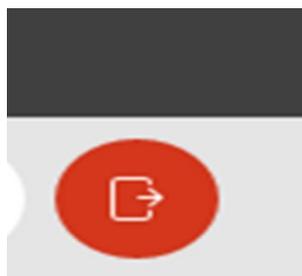
- 1) When the Host (Clerk) assigns you to a group breakout session, a window will pop-up on your screen (see below) with the name of the group you have been assigned to.
- 2) Select the "Join now" icon in order to be moved into your group breakout session.



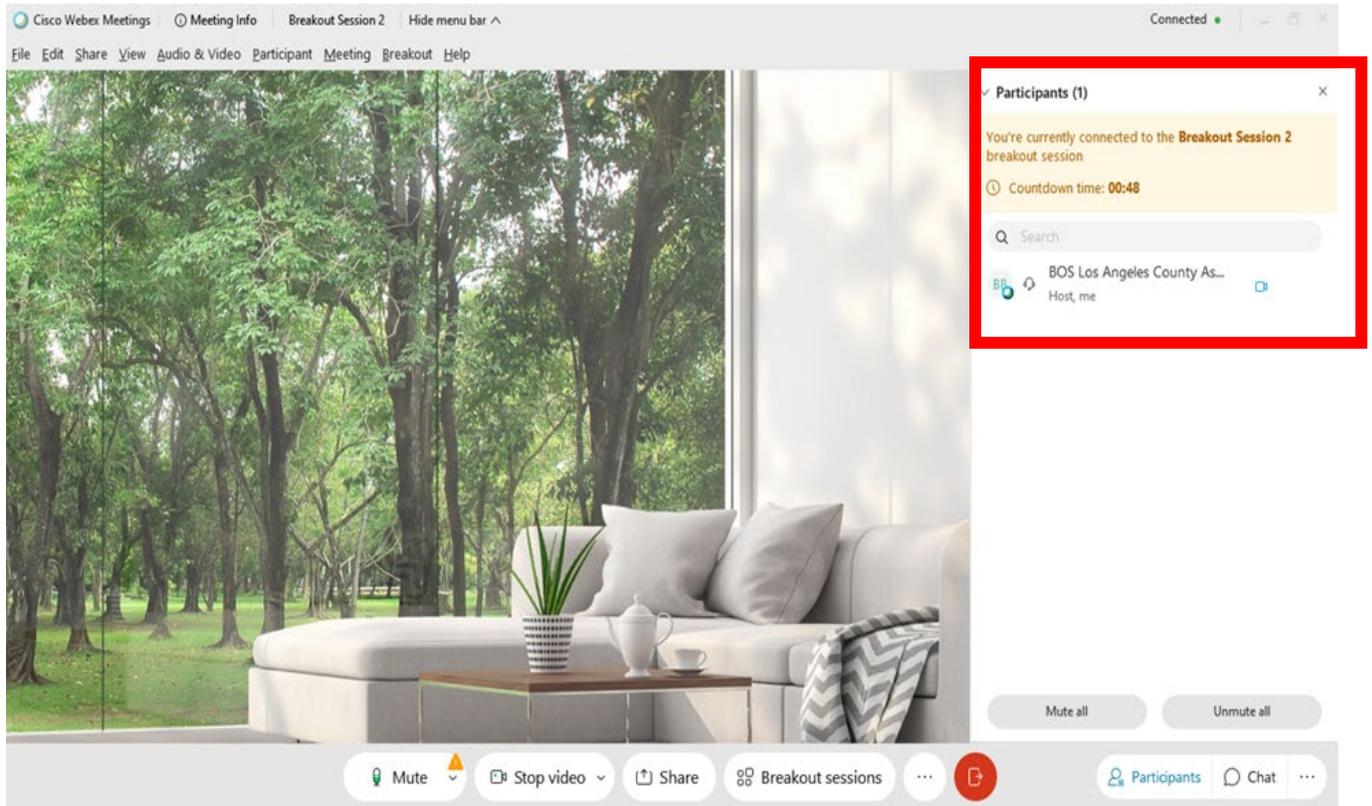
- 3) Once you have joined your group breakout session, you will only be able to see and communicate with those attendees assigned to your group session.
- 4) You may use the “Chat” option to communicate as well as “share” any content by selecting the “Share” icon.
- 5) You can use the “Ask for help” feature (circled below) to request assistance from the Host/AAB Clerk while you are in your private breakout session.



- 6) When you are ready to exit out of the breakout session, you may select the exit button located at the bottom of the screen.



- 7) The host/AAB Clerk can also end the breakout session and the system will notify you of a “1 minute” countdown at the top right of your screen before being admitted back into the main hearing. This will provide you time to end any last-minute conversations/comments that you may not want other parties to hear.



# How to End Your WebEx Meeting

Once your meeting has adjourned, the Clerk of the Board will end the meeting, or you may do the following to exit the meeting:

- Select the red “x” at the bottom of the screen to leave meeting.
- A pop up will verify that you are trying to leave the meeting.
- Select “Leave Meeting” to end your WebEx meeting.

