Trinity Health

Moving to the new Webex:
Questions and Answers

General Information

Q. What is this announcement about? What is changing?

Trinity Health is standardizing and simplifying the phone and video conferencing meeting process across the System. By transitioning from the use of a combination of tools — Intercall for audio conferencing and Webex for visual content — to the sole use of Cisco Webex for scheduled, group calls, Trinity Health will be able to better steward financial resources and enable stronger collaborations. Those who frequently meet by toll-free conference line will experience the biggest change in protocol; they will now have to schedule their meetings, and meet, using the new Webex tool.

Q. Why is Trinity Health moving to the new Webex?

Trinity Health is moving to a new version of the Webex service in order to upgrade to the latest conferencing technologies across the System, reduce conferencing costs and simplify technology for more effective and efficient scheduled, group meetings. The new service lowers costs while offering more reliability and greater functionality.

Q. Isn't Webex just Webex? What exactly will be different about this?

Trinity Health is simplifying and strengthening its web and phone conferencing program by moving from the use of two services for audio conferencing and video calls to one. Currently, Trinity Health uses Intercall audio conferencing combined with Webex web conferencing for all visual content. The process is costly and often requires users to take multiple steps. The future state, using Webex exclusively for audio, video and content sharing will be far more efficient and reliable.

Those who frequently meet by toll-free conference line will experience the biggest change in protocol; they will now have to schedule their meetings, and meet, using the new Webex tool.

Meeting participants may appreciate that the new service includes updated and easy-to-use conferencing hardware in some offices and meeting rooms, giving users a simple way to connect a scheduled room to a meeting. Together, these things will add up to greater productivity.

Q. Will my processes be different with the new Webex?

Yes. The transition will be easy, but it will require updating all existing meetings scheduled for after Friday, May 8, when every virtual meeting will be a Webex meeting. If you frequently meet by toll-free conference line, you will now meet using the new Webex tool rather than by dialing in. For all scheduled group meetings including "calls," participants will schedule meetings through the new Webex and join using Webex, as well. They will select to either "Use Computer for Audio" or have the system call them.

Creating meetings is easy, too. Rather than launch the Webex desktop, you will be able to "Add Webex" or "Add Personal Room" to your meetings from the Outlook ribbon. The correct meeting information will be added after you click "send."

Q. What if I can't connect with a Webex client?

While connecting through Webex is the preferred method of joining all scheduled, group meetings — even audio-only meetings — those who cannot join using the conferencing tool will be able to participate

by dialing in to a unique, Webex-generated toll line, listed in the appointment notice. This option should only be used only as a last resort.

Q. How can I get help with making this change if I need it?

Resources are here or on your ministry's intranet. You can also open a ticket for the Conferencing team in Service Now.

__Updating and/or Rescheduling Meetings__

Q. Why do I have to update my meetings?

All Webex meeting and Intercall conference line meeting hosts will be updating their meetings to ensure participants have the information needed to join. It is a critical step because, once the transition to the new Webex is complete, the old links — and the old Intercall conference phone numbers — will no longer work. The new Webex tool is audio-enabled for Trinity Health meetings.

Q. What is the process for updating meetings?

There are only four steps for making this important update and helpful instructions are available here or on your ministry's intranet:

1. Install Webex Desktop 39.8

2. Remove old Webex service links and/or Intercall conference line numbers from your meetings

3. Choose "Add Webex Meeting" from the Outlook Ribbon

4. Save or resend to invitees

Q. Should we schedule our meetings using the new Webex Desktop or through Outlook?

After installing Webex Desktop, use Outlook to schedule meetings for best results.

__Accessing the new Webex__

Q. What do I need to access the new Webex?

All you need to access the new Webex is a computer with a web browser or a smart phone loaded with the Cisco Webex mobile app. If you are using a Trinity Health or Trinity Health RHM-supplied computer, you can find the new Webex in your application launcher. The first time you click on Webex Desktop 39.8, be patient as the application installs. Next, if you wish to participate in video conferences, you will be able to do so from a PC or phone enabled with both a web camera and a microphone — or one of each.

If you expect to join by smart phone, download the Cisco Webex Meetings app from your app store. Use it when you're on the go, but not when driving. Trinity Health prohibits use of a cellular device while operating a motor vehicle during work hours (See Finance Procedure 4.1, Wireless Communications Devices and Reimbursement for more information).

Q. Where can I get more information and support?

Resources are available here or on your ministry's intranet. You can also open a ticket in Service Now for the Conferencing team.