

Communicating with the  
Police Ombudsman's Office  
using Cisco Webex Video  
Conferencing

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## **Cisco Webex:**

The Office of The Police Ombudsman for Northern Ireland offers a facility to virtually meet members of the public via Video Conferencing. The Office uses Cisco Webex video conferencing software in order to provide this service. You can access this service for free without the need to create a Cisco Webex account. You may wish to consider creating a Cisco Webex account (free of charge). If you chose to create an account the details of your meeting(s) will be stored for you within your Webex account and can be easily accessed at any time.

The office has produced this guide to provide assistance in the use of the Webex. Further assistance may also be obtained by contacting the staff member who your meeting has been arranged with.

Cisco Webex can be used accessed through a web browser (Microsoft Internet Explorer / Microsoft Edge / Mozilla Firefox / Google Chrome) by following the link: <https://www.Webex.com/> or by downloading the Cisco Webex application (App) for Windows, MacOS, or mobile phone by following the link: <https://www.Webex.com/downloads.html/>

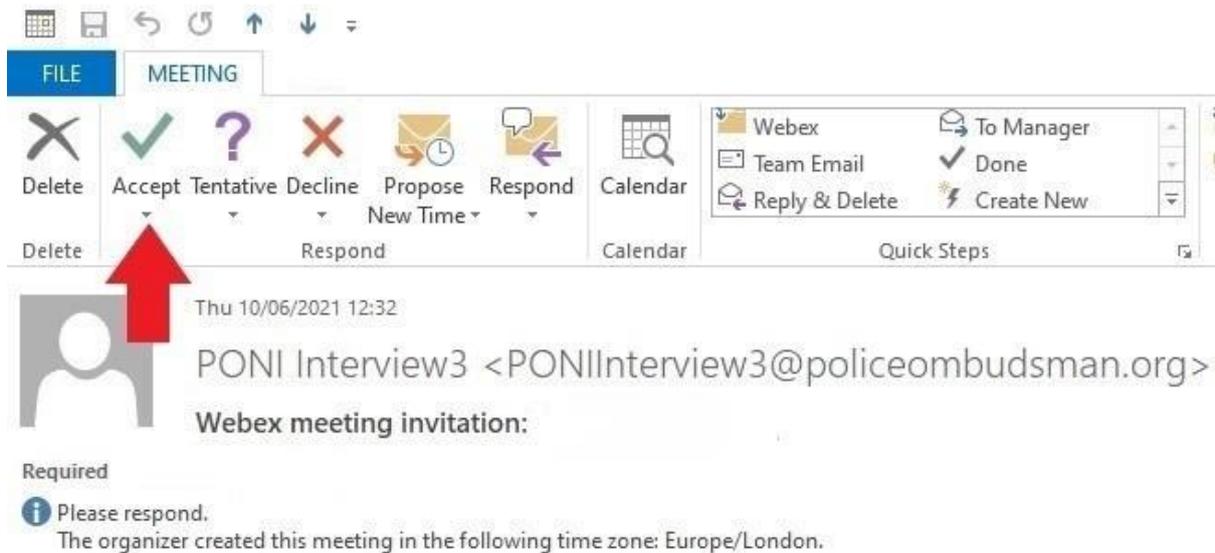
## **Virtual meetings with Police Ombudsman staff:**

The Office may wish to schedule an appointment to meet with you virtually via Webex. You will receive contact from the Office to confirm you are happy to meet virtually. If you are happy to proceed a suitable date / time will be agreed with you. You will then receive an "invite" email from the Office.

## How to accept / change / join a meeting without a Webex account:

### How to accept the meeting:

1. Log on to your email account and open the email you received;
2. You will see three options in the top left of the email: 'Accept', 'Tentative' or 'Decline';
3. Click, 'Accept'.



### Please note:

If you need to change the date / time of the appointment respond to the invite email or contact the Office on 028 90828600 and ask to speak with the staff member your meeting was arranged with. Once a new date / time has been agreed an updated invite will be sent.

### Meeting reminder:

Make a note of the appointment or add it to your Calendar and set a reminder.

**If for any reason you cannot keep the appointment we would ask that you contact the office by email or telephone to schedule a new suitable date / time.**

### How to join a meeting:

#### Option 1 - Join a meeting from an email:

1. Open the email you received from the Office;
2. Click "Start Meeting";

Start Meeting

3. Ensure your video and audio are enabled. The options are located at the bottom of the screen. (Green for enabled, red for disabled), if either your video or audio options are shown in red click, “unmute” for audio or, “start video” for video; Your microphone and video if enabled should look like this:



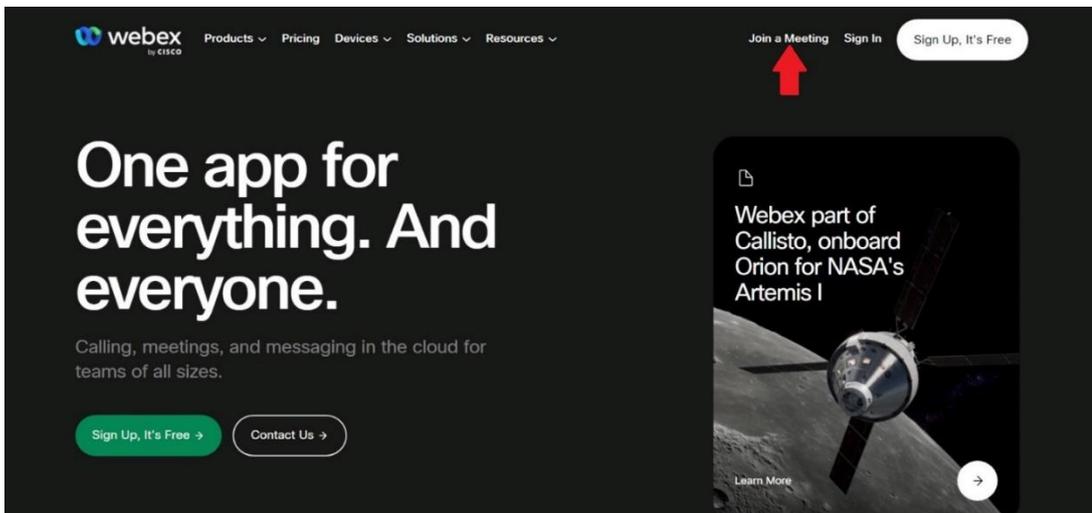
4. A message will be displayed advising you the meeting will start when the host joins;
5. Once the PONI staff member joins the meeting it will commence.

**Please note:**

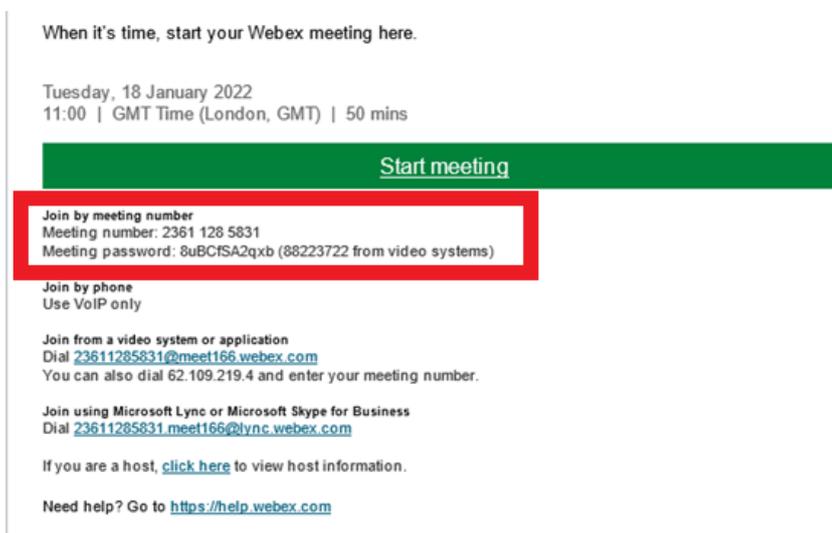
- The option to join a meeting will only become active 5 minutes before the scheduled start time.

**Option 2 - Join a meeting via your web browser:**

1. Open you web browser and go to <https://www.Webex.com/>
2. Click “Join a meeting”;



3. Open the email you received to obtain the meeting number and password;



4. Enter the meeting number and click “Continue”;
5. Enter the meeting password and click “Ok”;
6. Ensure your video and audio are enabled. The options are located at the bottom of the screen. (Green for enabled, red for disabled), if either your video or audio options are shown in red click, “unmute” for audio or, “start video” for video;
7. You will see a message advising you the meeting will start when the host joins;
8. Once the PONI staff member joins the meeting it will commence.

**Please note:**

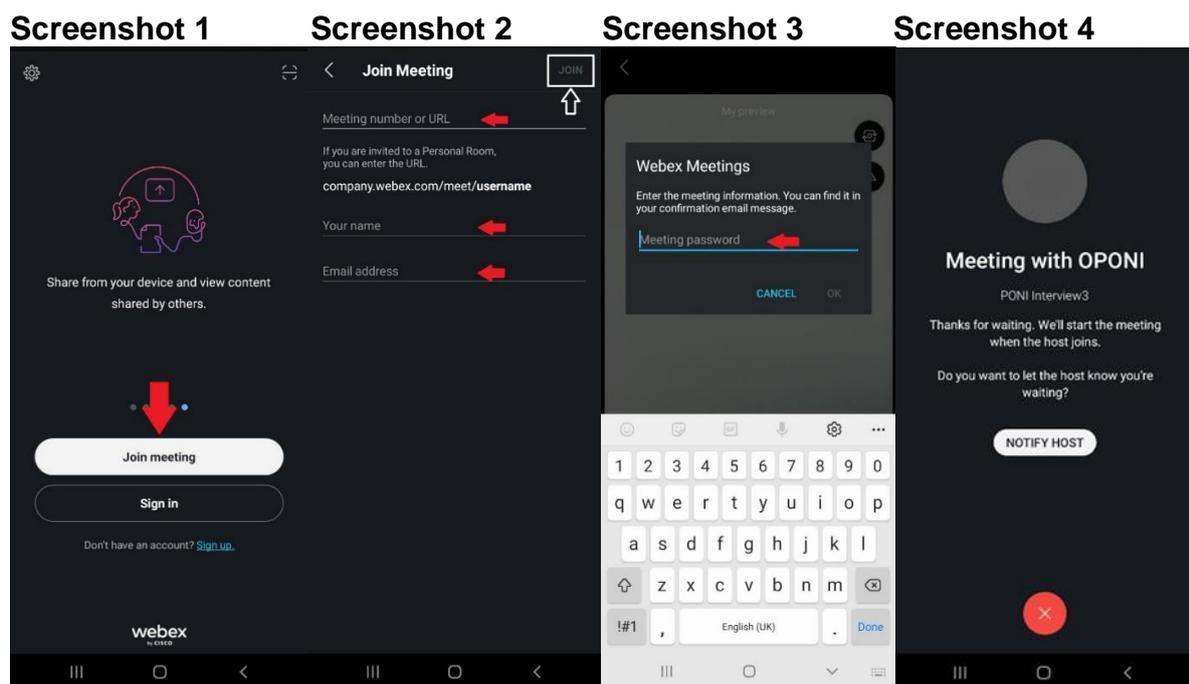
- The option to join a meeting will only become active 5 minutes before the scheduled start time.

**Option 3 - Join the meeting via the Webex application (App):**

1. Open the App;
  2. Click on “Join Meeting” (Screenshot 1);
  3. Open the email you received to obtain the meeting number and password;
  4. Type the Meeting number, your name and email address (Screenshot 2);
  5. Click “Join” (Screenshot 2);
  6. Enter the meeting password and click “Ok” (Screenshot 3);
  7. Ensure your video and audio are enabled. The options are located at the bottom of the screen. (Green for enabled, red for disabled), if either your video or audio options are shown in red click, “unmute” for audio or, “start video” for video;
- Your microphone and video if enabled should look like this:



8. A message will be displayed advising you the meeting will start when the host joins (Screenshot 4);
9. Once the PONI staff member joins the meeting it will commence.



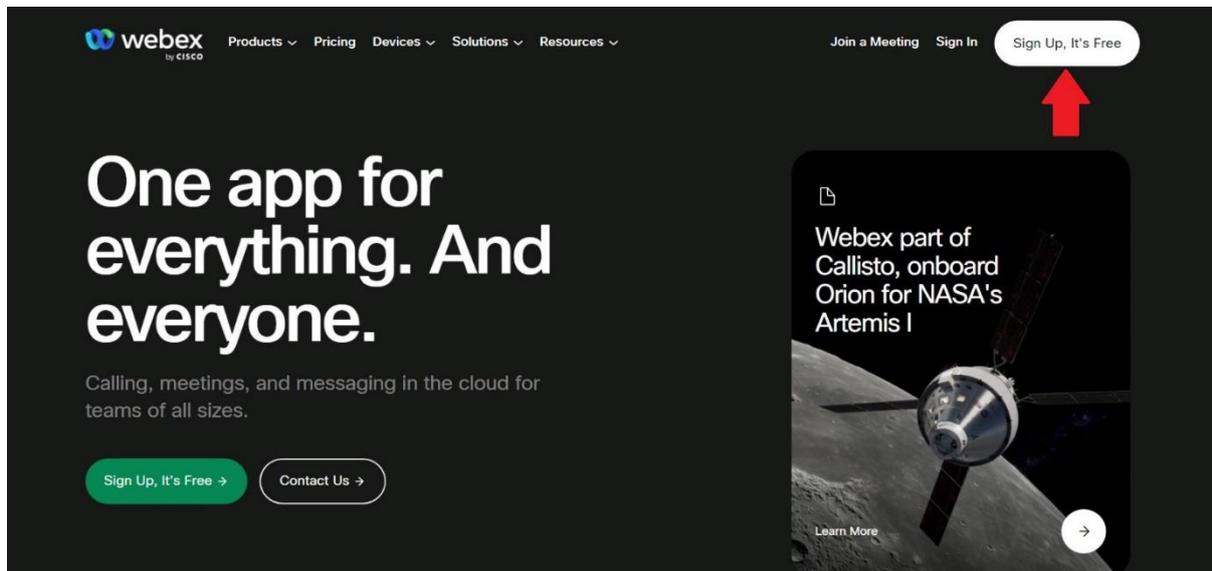
**Please note:**

- The option to join a meeting will only become active 5 minutes before the scheduled start time.

## How to create a Webex account (optional):

You may wish to create a Webex account, the benefit of signing up to Webex is that any arranged appointments will be stored in your account for your convenience. **The sign up process only takes a few minutes.**

Within your web browser or Webex application (App) click on “Sign Up, It’s Free”.



There are three steps to sign-up for a free Webex account.

1. Enter your email address and click “Next”;
2. A 6-digit verification code will be sent to your email account;
3. Log into your email account and obtain the verification code;
4. Enter the 6-digit verification code;
5. Enter your details and create a password for your account.

Once you have followed the steps above you will be notified you have successfully created an account.

## How to accept / change / join a meeting with a Webex account:

### How to accept the meeting:

1. Log on to your email account and open the email;
2. You will see three options in the top left of the email: 'Accept', 'Tentative' or 'Decline', or;  
If you are accessing the invite through the Webex App you will see the following options:  
'Yes', 'No', or 'Maybe';
3. Click, 'Accept' or 'Yes'.

### Meeting reminder:

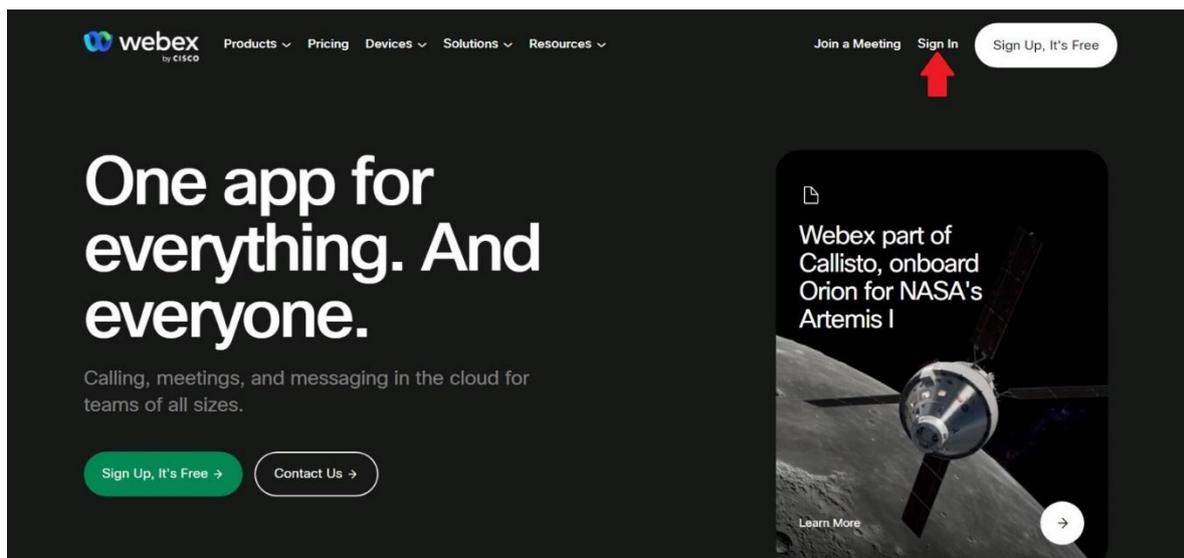
Once you have accepted a meeting it will show in your Webex account and as an appointment in your default calendar (subject to the permission settings). If the appointment does not show place it in your calendar and set a reminder to ensure you do not miss the appointment.

**If for any reason you cannot keep the appointment we would ask that you contact the office by email / telephone to schedule a new suitable date/time.**

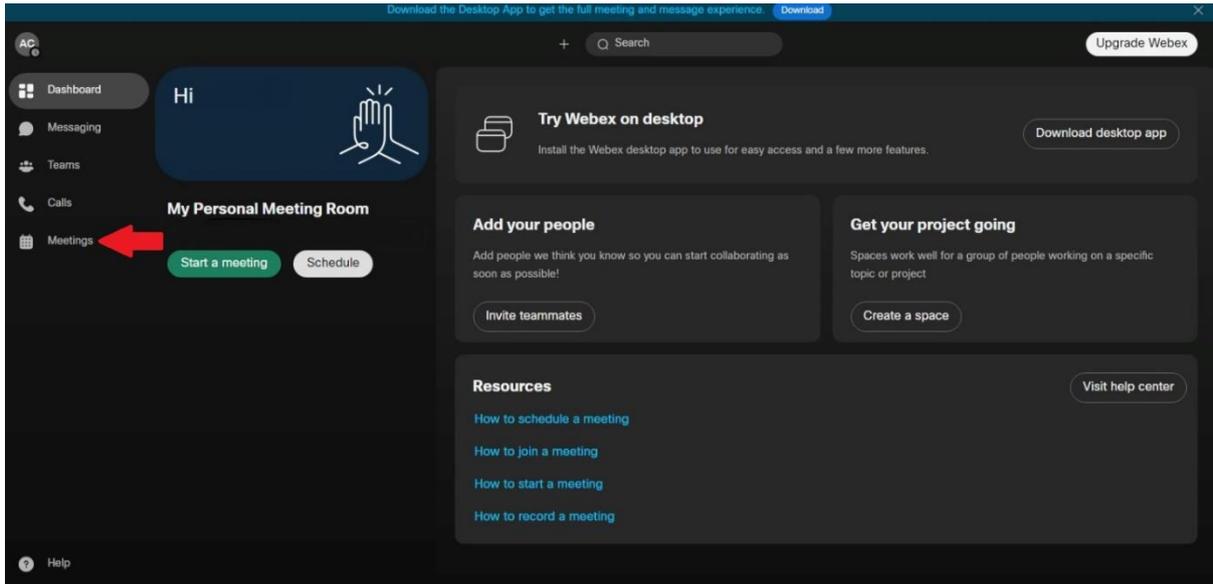
### How to join a meeting:

#### Option 1 - Join a meeting via your web browser:

1. In your Web browser go to: <https://www.Webex.com/>
2. Click "Sign In";



3. Enter your email address and click "Next";
4. Enter your password and click "Sign In";
5. Once you have successfully signed in click on the meetings tab;



6. You will see a list of your upcoming meetings. Click “Join”;
7. Ensure your video and audio are enabled. The options are located at the bottom of the screen. (Green for enabled, red for disabled), if either your video or audio options are shown in red click, “unmute” for audio or, “start video” for video; Your microphone and video if enabled should look like this:



8. A message will be displayed advising you the meeting will start when the host joins;
9. Once the PONI staff member joins the meeting it will commence.

**Please note:**

- The option to join a meeting will only become active 5 minutes before the scheduled start time.

**Option 2 - Join the meeting via the Webex application (App):**

1. Open the Webex application (App);
2. Log in if prompted to do so (Screenshot 1);
3. At the bottom of the screen you will see three options. Select “Meetings” (Screenshot 2);
4. Click “Join” on the scheduled meeting (Screenshot 3);
5. Ensure your video and audio are enabled. The options are located at the bottom of the screen. (Green for enabled, red for disabled), if either your video or audio options are shown in red click,  to enable audio or  to enable video. Your microphone and video if enabled should look like this:



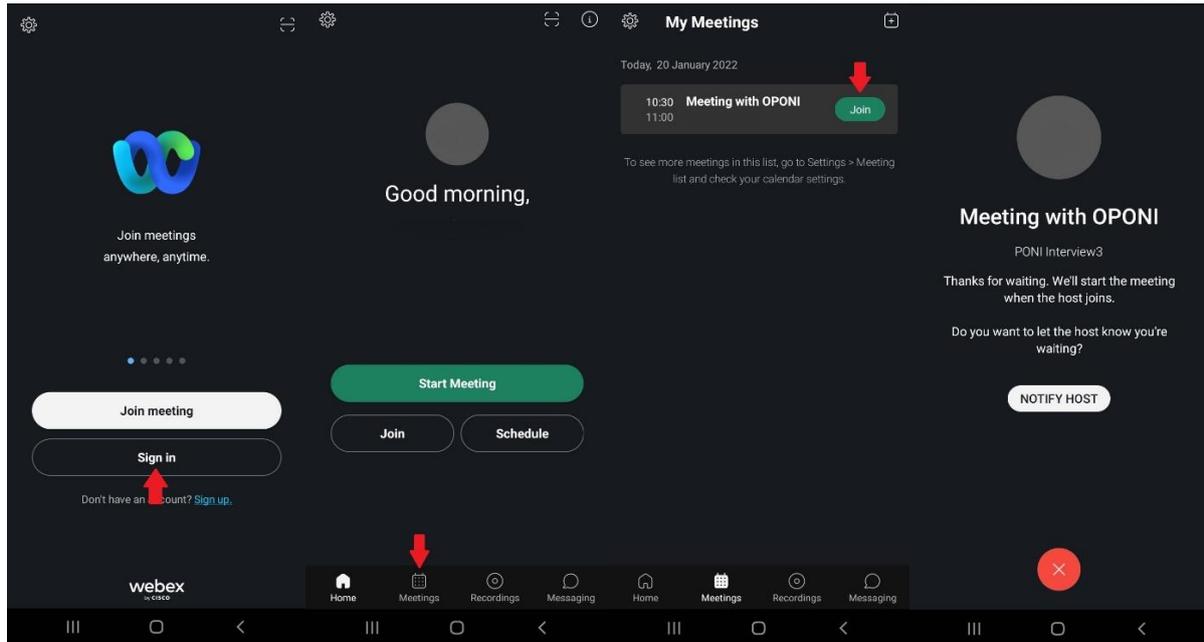
6. A message will be displayed advising you the meeting will start when the host joins (Screenshot 4);
7. Once the PONI staff member joins the meeting it will commence.

Screenshot 1

Screenshot 2

Screenshot 3

Screenshot 4



**Please note:**

- The option to join a meeting will only become active 5 minutes before the scheduled start time.

## Frequently asked questions:

### **Do I need a Webex account to join a meeting?**

No, you can join a meeting without a Webex account, creating an account is optional. If you chose to create a Webex account your appointment will be stored in your Webex account and, subject to permissions, the application will place the appointment in your default calendar.

### **Do I have to pay for a Webex account?**

No, Webex offer a free account. Webex do not ask you to provide Credit/Debit card details to sign up to a free account.

### **Do I have need to schedule a virtual meeting to make a complaint?**

No. There are several methods in which to make a complaint which can be found at the following link: <https://www.policeombudsman.org/Home>

### **I have a received an email inviting me to a Webex meeting. How do I know it is from the Office of the Police Ombudsman for Northern Ireland?**

The Office will not send an invite to meet with you without first contacting you to confirm you are willing to meet virtually. Emails from the Office of the Police Ombudsman end in the address, "@Policeombudsman.org".

### **What do I do if I join a meeting but the PONI staff member does not join?**

The staff member may not have been able to join for a number of reasons, please contact the office on Tel: 028 90828600 and ask to speak with the staff member you were due to meet.