

WebEx Technical Issues

The Lewin Group, under contract with the Centers for Medicare and Medicaid Services Medicare and Medicaid Coordination Office, is pleased to present online training and technical assistance to providers serving Medicare and Medicaid enrollees. Webinar trainings are provided using the WebEx platform. While this platform is convenient for most of our audiences, we understand that some users may experience technical issues. Please refer to the instructions below to work through any issues you may be experiencing with the platform. You may also contact RIC@Lewin.com if you continue to experience difficulties.

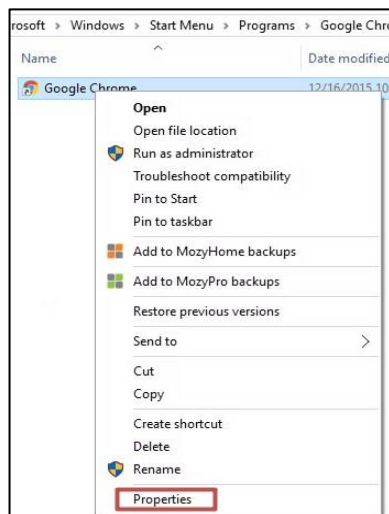
Please follow the link below to test your system's capabilities prior to the start of the event:
<https://optum.webex.com/optum/onstage/systemdiagnosis.php>

Here are the system requirements for running WebEx on a Mac:

- Firefox browser, version 2.0 (for any Mac OS)
- If you're using Mac OS 10.5, you can use safari browser version 3.0
- If you're using Mac OS 10.4, you can use safari browser version 2.0 or 3.0
- If you're using Mac OS 10.3, you can use safari browser 1.3

Unfortunately, the most recent update to the Windows Operating Software, Windows 10, is not compatible with the WebEx platform. If you are running Windows 10 on your computer, please follow these instructions¹ to be able to use WebEx and participate in the webinar using your Google Chrome or Mozilla Firefox browser:

1. Go to Start window, click on **All Apps**.
2. Right-click on Google Chrome or Mozilla Firefox and select **Open File Location**.
3. Right-click either Chrome or Firefox, and select **Properties**.

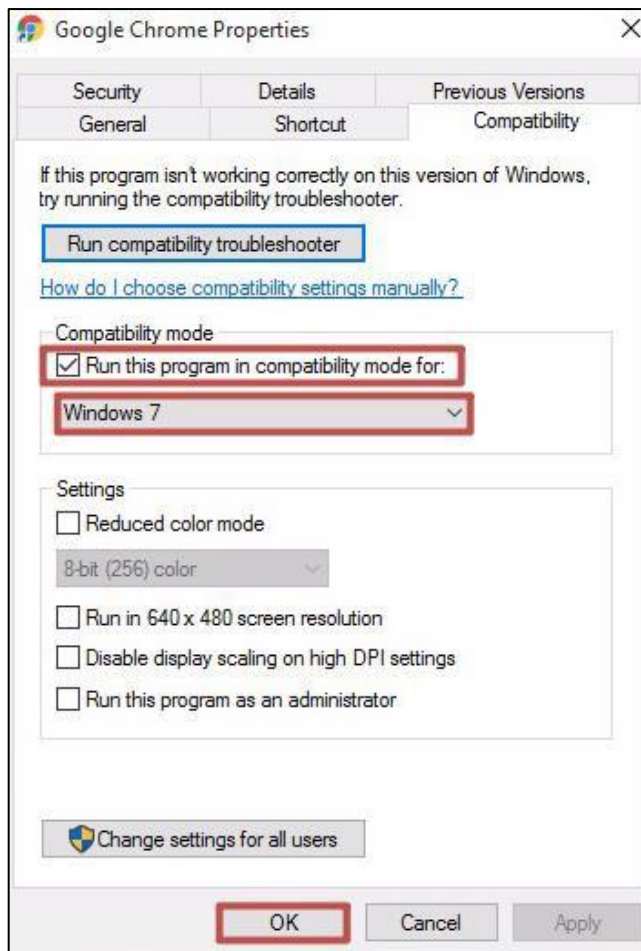


¹ http://support.mozy.com/articles/en_US/FAQ/WebEx-on-Windows-10-Chrome-and-Firefox

RESOURCES FOR INTEGRATED CARE

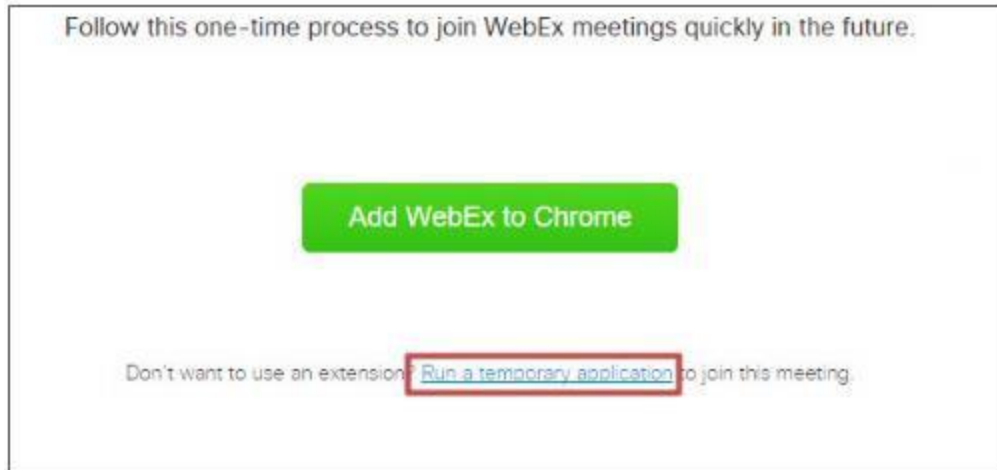
Resources for Plans and Providers for Medicare-Medicaid Integration

4. Select the **Compatibility** tab, and enable the option **Run this program in compatibility mode**.
5. From the drop down select **Windows 7** and click **Apply** and then **OK**.



6. Open Chrome or Firefox and paste the link for the webinar into the address bar of the browser.
7. Fill-out the form with your name and email and click **Submit**.
Note: If you get an error stating that WebEx does not support Windows 10, please either try another browser or reboot the machine.
8. Click on **Run a temporary application**. For Firefox a pop up will appear, click **Save File**.

Chrome



Firefox



9. On Chrome, click on **download** on the bottom of the screen. On Firefox, click on the download icon on the top right of the screen and select download.



10. A pop up will appear. Click on **Run anyway** and then the remote session will start.

