

Free video conferencing services & VPN troubleshooting guides; Deliveries & Post

CISCO WEBEX MEETINGS – VIDEO CONFERENCING

To assist Members during these difficult and unprecedented times, CCL has negotiated an arrangement for Members to use Cisco Webex Meetings Video Conferencing Service free of charge for the next 8 weeks. This service is only available to Members using the CCL VoIP service (ie: Members, Clerks, Licensees & Staff). Unfortunately, because of the way this service is licensed, this offer is not available to Floors who do not use the CCL Cisco VoIP services.

The Webex Meetings service will allow Members to schedule video conference meetings and invite other people to join the meeting from anywhere in the world provided that they have a reasonable internet connection and a webcam (invitees can also join meetings using mobile devices). The person who you are inviting to join a video conference does not need to have a Webex Meetings account, they will receive the instructions on how to join the meeting in an email.

This service can also be used for multi-party telephone conference.

Here is the link to the information and instructions on how to set up this service on your PC, laptop or mobile device: <https://www.webex.com/webexremoteessentials.html> CCL staff are also in the process of developing User Installation Guides and these guides will be circulated as soon as they are ready.

The App is called 'Webex Meetings' or just 'Meetings'. Conferences can be scheduled from any of your devices.

Members need to use their email address and CCL network password to access this service.

To set up Webex Meetings using your Outlook Calendar you need to download additional Outlook Tools.

Here are the links for the Webex Productivity Tools installation instructions:

WINDOWS: <https://help.webex.com/en-us/nby4rwy/Install-and-Set-Up-Webex-Productivity-Tools-for-Windows>

MAC: <https://help.webex.com/en-us/ncy4rwy/Install-and-Set-Up-Cisco-Webex-Productivity-Tools-for-Mac>

Where the guides refer to "your Webex site", connect to <https://chambers.webex.com>

Network members will appreciate that CCL Network support are overwhelmed at the moment and members may have some difficulty in setting up this service, below are some online YouTube videos to assist members in this regard:

https://www.youtube.com/playlist?list=PL_YnWo4XhzTfhkcwB6M1a-wJ9dTlz58yz

The service can be used to meet with staff and members of chambers or any other third party, the service can also be used for multi-party video conferences. As noted above, the service relies on reasonable internet connections at both ends (ie: if you are hosting a meeting from home both your connection and the person you are meeting with need reasonable internet connections).

We appreciate that some members may require some support to setup this service but we encourage you to try to use the instructions at the above links before logging a service request with CCL Network support staff.

NETWORK TROUBLESHOOTING GUIDES

Further to my email of the 20 March 2020, here are the links to the troubleshooting guides for VPN.

Windows: https://www.ccl.com.au/files/documents/CCL_VPN_Troubleshooting_Cheat_Sheet_Window_s.pdf

MAC: https://www.ccl.com.au/files/documents/CCL_VPN_Troubleshooting_Cheat_Sheet_macOS.pdf

As CCL Network staff are overwhelmed with a backlog of services requests, please try to refer to the troubleshooting and setup guides that we have circulated before contacting our offices. A reminder that all service requests need to be logged by either using the tenant portal or by emailing, we are not responding to telephone calls at the moment. We also currently have no staff on reception.

Network members can also contact Quatrotech to assist with service relating to any of the above but please be aware that charges will apply if you engage them to provide this service.

DELIVERIES & POST

It should be noted that if Floors opt to go into self-isolation or if the buildings are closed for any reason, Floors must make their own arrangements in relation to deliveries and re-direction of post. CCL will not be accepting any deliveries or postal re-directions. If a Floor wants their Floor locked off to the Australia Post morning delivery staff (ie: the postman has an access card to Floors), please let CCL maintenance staff know. Floors opting to go into self-isolation should note two things as follows:

1. Shareholders have access to all areas using their access cards;
2. Because CCL staff are extremely busy at the moment, Floors should notify CCL well in advance in relation to any access changes.

Please let me know if you have any questions.

Kind regards,

Debbie George

CEO

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