HOW TO REGISTER IN GO-TO-WEBINAR FOR AN UPCOMING SESSION

IBABC uses *GoToWebinar* to host webinars and some meetings. In this guide, you'll learn how to register in advance for a *GoToWebinar* event and how to login later and participate in a *GoToWebinar* session.

- You will have received an email message from IBABC that provides some details and a link to register yourself on *GoToWebinar* for the event. If you haven't already done this, click on the link provided in the body of the email, at which point your web browser will open to a page that looks a lot like this:

- Type in your personal information in the fields provided and click the **Register** button.
  A "*You're Registered!*" page will then appear. You'll also receive a confirmation email from *GoToWebinar* that looks a lot like this:

Keep this email in a safe place because you'll need it on the day of your session.

HOW TO LOG IN TO YOUR GO-TO-WEBINAR SESSION

NOTE: GoToWebinar only works properly on a <u>desktop or laptop computer</u> (Windows or Mac). Smart phones and tablets are NOT PERMITTED!

On the day of your session…
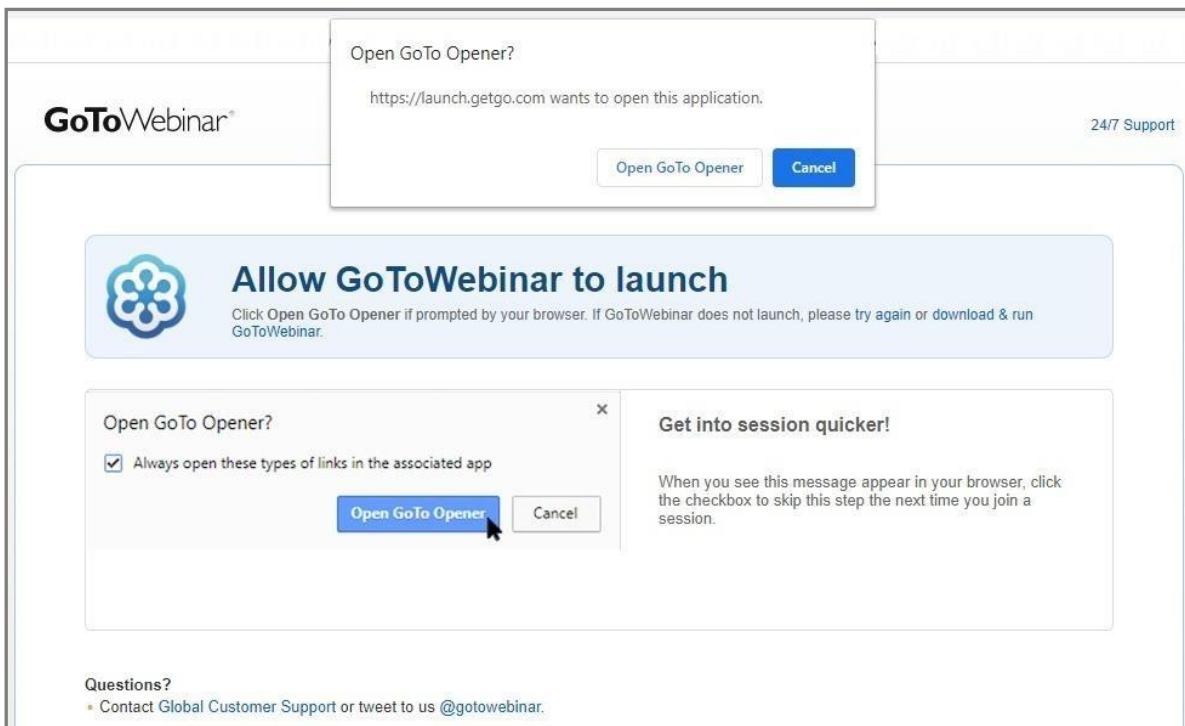
15 minutes before the session start time:

- Open the email you received after your registered in *GoToWebinar* for the event, shown above.
- Click the **Join Webinar** button provided in the email message:

- Your web browser will open to the following *GoToWebinar* page:

- Click the **Open GoTo Opener** button provided in the *Open GoTo Opener?* panel at the top of the page:

- A *GoToWebinar* plugin will automatically download and install on your computer, and two *GoToWebinar* panels will appear – a **Screen-view Panel** on the left side of your screen and a **Control Panel** on the right side of your screen:
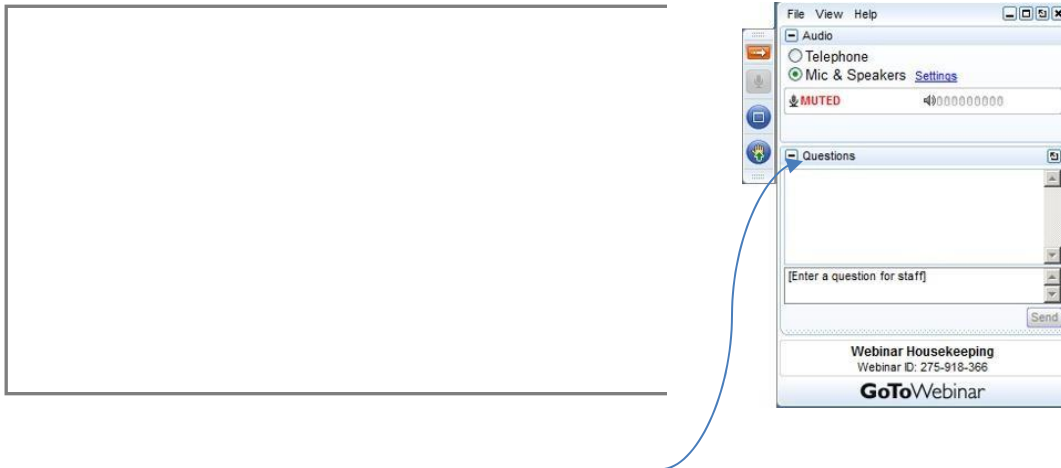
Please note the **Raise Hand** button that you can use during the webinar!

- A **How would you like to listen?** window will also pop up…
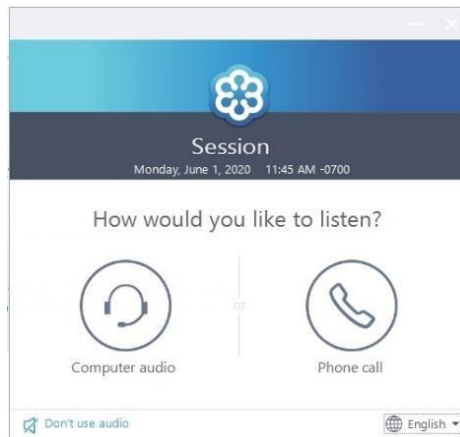
- Select your audio-connection preference – *Computer audio* or *Phone call.* If you select *Phone call*, a toll-free number and access codes will be provided (see below).

10 minutes before the session start time:

- Close all other programs running on your computer.
- Make sure the **Questions** tool is open in the *GoToWebinar* Control Panel so you can easily send and receive comments and questions to and from the presenter(s) during the session:
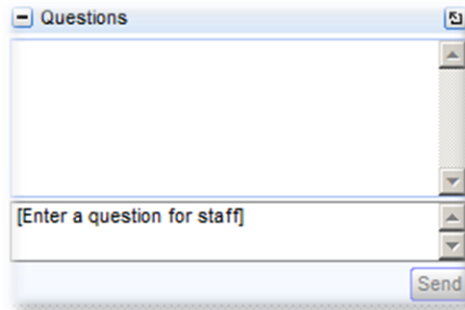
If you like you can undock the **Questions** tool from the **Control Panel**, size it up, and place it somewhere else on your screen.

- If you selected *Phone call* as your audio-connection preference, make sure the **Audio** pane in the *GoToWebinar* **Control Panel** is open, and use your phone to dial the toll-free number, access code, and audio PIN it provides:

- Please wait for the presenter(s) to start the session.

At the start time:

- The presenter(s) will make some introductory announcements and begin the webinar.

NOTE: You and all other attendees are automatically muted when you log in.
You can hear the presenter(s) but the presenter(s) and other attendees can't hear you.

Type and send your comments and questions to the presenter(s) through the Questions tool.
And keep an eye on your Questions tool for incoming communications.

COMMON PARTICIPANT FRUSTRATIONS – CAUSES AND SOLUTIONS

I didn't receive the email from IBABC containing the GoToWebinar registration instructions, or I registered onGoToWebinar but didn't get my confirmation email.

Common Cause: You gave IBABC or *GoToWebinar* an incorrect or misspelled email address.Solution: Please be sure to type your email address correctly.

Common Cause: The email was sent to you but it went into your junk folder or was intercepted by yourspam blocker.
Solution: Check your junk-mail folder or spam blocker.

Common Cause: You misplaced the message or never saw it arrive in your email inbox.
Solution: Look for the message using your email software's search feature. When you find it, move it to afolder where you know you'll be able to retrieve it later.

Last Resort: If you simply don't have or can't find the email, contact itoledo@ibabc.org

I tried to log into the session, but the GoToWebinar Opener wouldn't download and run properly.

Common Cause: Sometimes the *GoToWebinar* **Opener** doesn't download the first time.
Solution: Close the **Opener** window and start again.

Common Cause: Your office-server firewall is blocking the *GoToWebinar* **Opener** from downloading andinstalling.
Solution: Participate in the *GoToWebinar* session at home where an office firewall won't be an issue orcontact your office IT manager to allow *GoToWebinar* to run on your computer-network server and workstation.

Common Cause: You logged into *GoToWebinar* through a remote-desktop connection.
Solution: You should only run GoToWebinar directly on your local computer, not through a remote desktop.

The GoToWebinar Control Panel has disappeared from my computer screen.

Common Cause: The **Control Panel** auto-hides after several seconds.

Solution: Restore the **Control Panel** by clicking the red arrow

in the strip of *GoToWebinar* buttons on the far-right side of your screen.
To stop the **Control Panel** from auto-hiding, click "View" in the selection menu at the top of the **Control Panel** and then de-select "*Auto-hide the Control Panel*" in the pop-up menu that appears.

I can't see the Questions tool, or it disappears/collapses frequently.

Common Cause: A *GoToWebinar* software error.

Solution: If you login to *GoToWebinar* and the **Questions** tool is not included in the list of tools in the

Control Panel, close the software and try logging in again.

I had the Questions tool open, but it has disappeared or collapsed.

Common Cause: You accidentally closed or collapsed the **Questions** tool.
Solution: Look for the **Questions** tool in the **Control Panel** and click on its name to reopen it.

Or, if you undocked and moved it to the desktop and can't find it there, click the
GoToWebinar icon (blueand white flower) on your Windows Taskbar for it to reappear on
your screen.

I can see the GoToWebinar Screen-view Panel and Control Panel, but I'm not hearing the presenter(s) speak.

Common Cause: You opted to use your computer audio (VOIP) but your volume is turned down
low or is off.Solution: Use the audio controller on your Windows taskbar to turn up/on the
audio.

Common Cause: You opted to use your computer audio (VOIP) but your computer speaker is
not activated.Solution: Use Windows settings to activate your computer speaker.

Common Cause: You opted to use the telephone for audio but you didn't dial in.
Solution: Make sure "*Phone call*" is selected in the **Audio** tool (in the *GoToWebinar* **Control
Panel**) and dialthe toll-free number provided there. When prompted, enter the Access Code
and Audio PIN shown in the **Audio** tool.

Common Cause: *GoToWebinar* server error – the audio portion of the broadcast
got dropped.Solution: If logged in through VOIP, close all *GoToWebinar* windows
and login again.
If you dialed in via phone don't close the *GoToWebinar* windows on your screen; simply hang
up the phoneand dial the toll-free number again.

Common Cause: You were dialed in via phone and got disconnected when you hung up or
put the phonedown during a break in the session.
Solution: Don't hang up your phone during a session, even if the presenter(s) calls for a short
break. If you

hang up or get disconnected, simply dial the toll-free number again to reconnect.

I've logged into GoToWebinar and can hear the presenter(s) but I can't see the presentation.

Common Cause: A *GoToWebinar* software error.

Solution: If you login to *GoToWebinar* and the **Screen-view Panel** tool does not appear on your screen, closethe software, and try logging in again.

Common Cause: You accidentally minimized or closed the **Screen-view Panel** tool.

Solution: If you saw the **Screen-view Panel** when you first logged in but it later disappears, click the *GoToWebinar* icon (blue and white flower) on your Windows Taskbar for it to reappear on your screen. Ifthat doesn't work, close the software and try logging in again.

Common Cause: You dialed into the session using a smart phone.
Solution: The *GoToWebinar* software doesn't work well on smart phones. Hang up the call and login using a
computer (with or without using your smart phone for the audio).

WHO TO TURN TO FOR HELP

If none of the above solutions help you resolve a frustration with *GoToWebinar*, please contact…

FOR BASIC LOGIN ASSISTANCE, INCLUDING A NEED FOR THE REGISTRATION OR LOGIN EMAIL:

Ileana Toledo Figueroa at IBABC: itoledo@ibabc.org

FOR MORE COMPLEX TECHNICAL ASSISTANCE:

GO-TO-WEBINAR CUSTOMER CARE – 24/7   Phone toll free 1-877-582-7011

Or to create a support case: https://support.logmeininc.com/gotowebinar/contactus