



## 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:

\*Required field

First Name\*  Last Name\*

Email Address\*

By clicking this button, you submit your information to the webinar organizer, who will use it to communicate with you regarding this event and their other services.

**Register**

- 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:

Thank you for registering for "IBABC AGM".

Please send your questions, comments and feedback to: [dpolak@ibabc.org](mailto:dpolak@ibabc.org)

### How To Join The Webinar

Add to Calendar: [Outlook® Calendar](#) | [Google Calendar™](#) | [iCal®](#)

1. Click the link to join the webinar at the specified time and date:

**Join Webinar**

*Note: This link should not be shared with others; it is unique to you.*

Before joining, be sure to [check system requirements](#) to avoid any connection issues.

2. Choose one of the following audio options:

**TO USE YOUR COMPUTER'S AUDIO:**  
When the webinar begins, you will be connected to audio using your computer's microphone and speakers (VoIP). A headset is recommended.

--OR--

**TO USE YOUR TELEPHONE:**  
If you prefer to use your phone, you must select "Use Telephone" after joining the webinar and call in using the numbers below.  
Canada (Toll-free): 1 866 952 7297  
Access Code: 262-746-998  
Audio PIN: Shown after joining the webinar

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 desktop or laptop computer (Windows or Mac).  
Smart phones and tablets are NOT PERMITTED!***

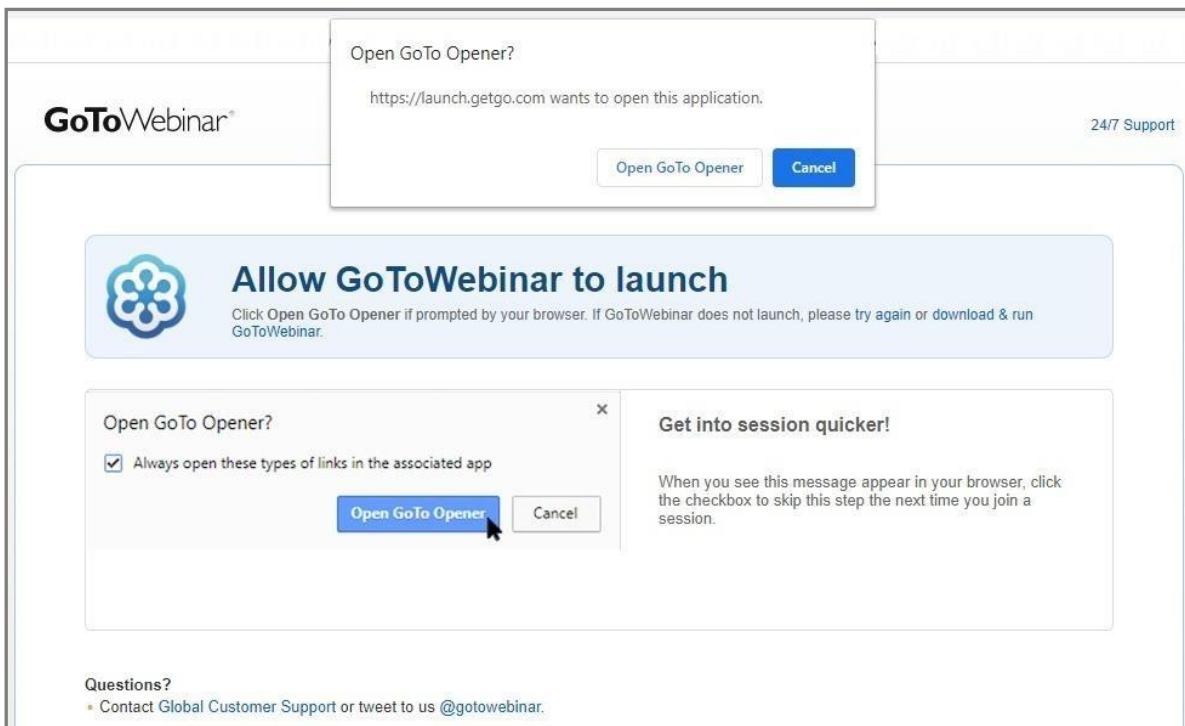
*On the day of your session...*

### 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:

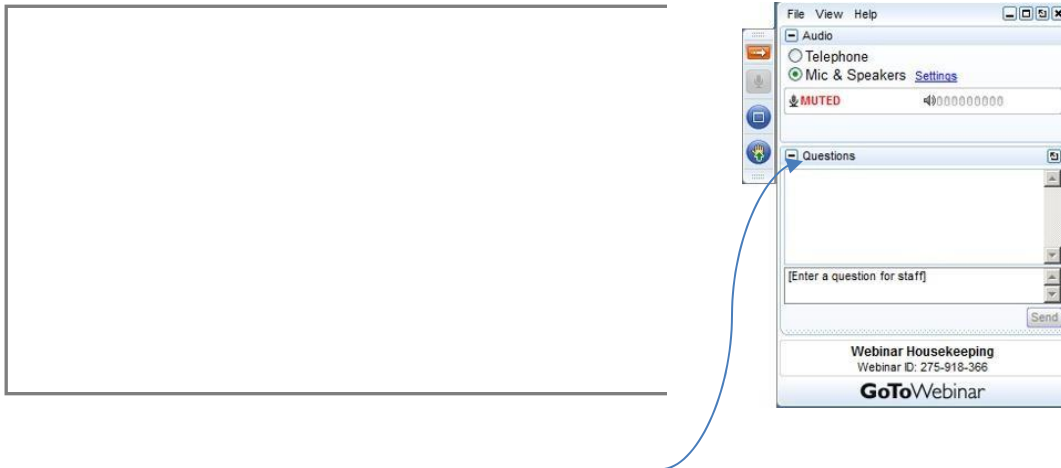


The screenshot shows the GoToWebinar landing page with several browser prompts. At the top, a modal asks "Open GoTo Opener?" with the URL "https://launch.getgo.com wants to open this application." and buttons for "Open GoTo Opener" and "Cancel". Below this, a large blue banner reads "Allow GoToWebinar to launch" with instructions: "Click Open GoTo Opener if prompted by your browser. If GoToWebinar does not launch, please try again or download & run GoToWebinar." In the center, another modal asks "Open GoTo Opener?" with a checked checkbox "Always open these types of links in the associated app" and buttons for "Open GoTo Opener" and "Cancel". To the right, a section titled "Get into session quicker!" says: "When you see this message appear in your browser, click the checkbox to skip this step the next time you join a session." At the bottom left, there is a "Questions?" section with the text "Contact Global Customer Support or tweet to us @gotowebinar." and "24/7 Support" in the top right corner.

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



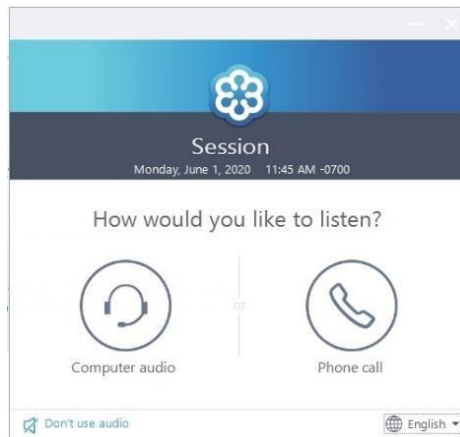
- A *GoToWebinar* plugin will automatically download and install on your computer, and two *GoToWebinar* panels will appear – a **Screen-view Panel** on the left side of your screen and a **Control Panel** on the right side of your screen:



Please note the **Raise Hand** button that you can use during the webinar!



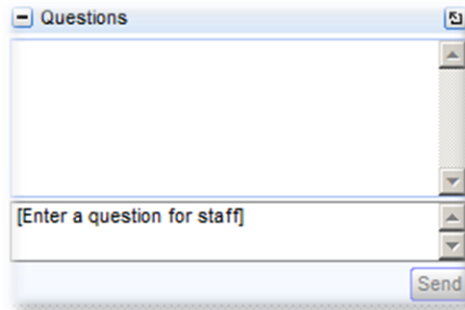
- A **How would you like to listen?** window will also pop up...



- 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 your spam 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 a folder 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](mailto: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 and installing.

Solution: Participate in the *GoToWebinar* session at home where an office firewall won't be an issue or contact 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 (blue and 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 dial the 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 phone and dial the toll-free number again.

Common Cause: You were dialed in via phone and got disconnected when you hung up or put the phone down 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, close the 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. If that 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](mailto: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>