

GOTOWEBINAR

There are numerous software platforms for on-line meetings/webinars.

Zoom	WhatsApp	Google Chrome	Microsoft OneDrive
Blue Jean	Cisco Webex	Ring Central	Trello
DropBox	Microsoft Teams	Salesforce	Spotify
Slack	Skype	Google Hangout	Discord
Google Meet	TeamViewer	Big Blue Button	Adobe
Adobe Connect	Jitsi	Amazon.com	GoToWebinar

FCC (Free Conference Call)

There are commonalities in the various platforms and if you have used some of them, you may find that using GoToWebinar will be fairly easy. The following information will hopefully enable you to have an enjoyable experience.

REGISTRATION PROCESS

- You'll first need to register for the session using the Registration URL in your GoToWebinar invitation.
 - Open your GoToWebinar invitation email.
 - Click Registration URL to open the registration form.
 - Fill out all required fields* including your first name, last name, and email address. If prompted, accept the organizer's webinar disclaimer by checking the box, then click Register.
 - * Depending on the organizer, the required information may vary
 - If you're registering for a webinar sequence, you can use the same Join URL to join all sessions. The organizer may also opt to use the same link for a series of webinars – it will show the date and time of each webinar and you can then click to choose which ones you wish to attend.
- Once you've successfully registered, you'll see a Registration Confirmation page. After you register, you'll receive a confirmation email with information on how to join the session when it's time.
 - If the organizer has automatic approval enabled, you'll immediately receive a confirmation email with information on how to join the session.
 - If the organizer has manual approval enabled, the organizer must first approve your registration before you'll receive a confirmation email.

If you haven't used GoToWebinar before, you should click on the link 'check system requirements' and the program will check to make sure your system checks out and you have downloaded the software

How To Join The Webinar

Tue, Jul 21, 2020 7:00 PM - 8:00 PM PDT

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

JOINING THE WEBINAR

Depending on the organizer, you may get a reminder email (with the link) about the date.

Now that you've checked to make sure you are ready to join, when it's time for the session, just click the Join Webinar URL in your confirmation email (or Reminder email). Don't share the Join URL with anyone – it's unique to you.

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TIPS FOR A SMOOTH EXPERIENCE

- Usually the host will mute everyone when they join the webinar.
- If you are called on to speak, you may need to click the microphone icon shown on the ribbon at the bottom of the screen.
- When you're finished speaking, you should click the microphone icon again to mute yourself (we don't want all the background noises – phone, kids demanding attention, lawn mower outside, etc., to be heard by everyone else).

It is recommended you prepare in advance before joining a GoToWebinar for the first time. Avoid the frustration. Don't wait until the last minute or you will probably end up missing some or all of it. Preparing yourself will help to avoid some of the following problems.

- ***I got an error message n trying to download the software***

When you start the registration process, the software installation will be automatic.

- If the software installation was stalled or unsuccessful, the most likely culprit is a firewall or browser issue.
- Restart the download. Usually you will be launched directly into session, but it's possible that the automatic process got stuck somewhere along the way. Try installing the software directly here first, then join or start your session again.
- Check the browser-specific instructions. Each web browser works a little differently when downloading files, so it's possible that you missed a prompt or a button somewhere along the download process.

- ***I got an error message when trying to join the webinar***

If you successfully downloaded the GoToWebinar software but encountered an error when you tried to connect to your webinar, it's possible that one of the following scenarios occurred.

- If you are trying to join a session but received a message stating "The GoToWebinar is full," then the session already has the maximum number of attendees that are allowed. You will not be able to join the session unless one of the attendees who has already joined leaves the session.
- If you are trying to join a session and see a screen that says "Waiting for organizer," then you have successfully connected to the session! The organizer is the individual who is hosting the session (i.e., they scheduled it and invited you to it), so if you joined the session before they did, then you can just sit tight until they get there.

We call this the "Hallway" because you have arrived at the session but are still waiting for the organizer to "open the door" so you can come in.

- If you are trying to join a session and encounter "The webinar ID is invalid" message, it means that the ID you entered does not match with the session you are trying to join because it is incorrect, was mistyped, or the webinar ID has expired.

The password you entered is incorrect. If you were invited to attend someone else's webinar and are asked to enter a password when joining, it means that the organizer who scheduled the session has password protected it for added security. This does not mean that you need to log in to a GoToWebinar account – you just need to enter the password that the organizer set.