Webinar Frequently Asked Questions

Full instructions on how to join the webinar and participate are provided in the [Webinar Attendee Guide](#) available on SOLGM's website.

Contents

What equipment do I need to view a webinar?

Single person watching at computer:

- Computer with Broadband Internet connection
- For PC users:
    - Windows 7, Vista, XP or 2003 server
    - Internet Explorer 7/Chrome 5 or newer (Javascript or Java enabled)
- For Mac users:
    - MAC OS10.5/10.6 or 107
    - Safari 3/Chrome 5 or newer (Javascript and Java enabled)
- Headset or Speakers/microphone or phone

Group of staff watching webinar:

- Computer with Broadband Internet connection
- Speakers/microphone or phone (with speakers)
- Datashow projector to display webinar on big screen

Note: it is recommended you close all other windows and tabs while attending the webinar to free system resources

How do I hear the webinar?

You can hear the webinar by using VoIP technology (through a headset or speakers and microphone) or by using your telephone. Note you will be charged normal tool charges by your phone operator when you join by telephone.

If using the telephone, ensure you enter the audio PIN # you will be provided

Refer to the Webinar Attendee Guide for further instructions.

How do I join the webinar?

The link to access the webinar is emailed out automatically to each individual person after they register. The email address is from *gotowebinar@citrixonline.com*

At the bottom of this email is a link to "Add to Outlook". This creates an appointment in your Outlook calendar, saving the link in the body of the appointment. You can then simply open the appointment on the day and click the link to join the webinar.

You will be entered into the Waiting Room. The Attendee Control Panel and GoToWebinar Viewer Window will appear when the organizer starts the Webinar.

I've lost my email with all the details

Send us an email and we can resend your email

You can also log in manually from the GoToWebinar website www.gotowebinar.com.

Click Join a Webinar at the top of the page.

On the Join the Webinar window, enter the Webinar ID you received from your Webinar organizer (see your confirmation or reminder email).

Preparation for the webinar

To get ready for the webinar:

- Make sure you have the joining link available (via the email or Outlook appointment).
- Log in using the email address you registered with (each link is unique to your registration)
- Let others know you are participating in a webinar so you are not disturbed (maybe put a sign up?)
- Log in to the webinar 5 – 10 minutes before the webinar is due to begin (little earlier if this is your first time to allow the software to load)
- You will be placed in a 'waiting room' and there will be no sound until the webinar starts
- Close down other programs (e.g. email) to free up system resources for better transmission over the internet.
- If you have any problems logging in try exiting and re log back in

If you are listening as a group delegate one person to control the input of questions and poll answers for the group.

Asking Questions/Polls

While the webinar will mostly consist of a presentation of information, you can participate by asking questions or taking part in polls during the webinar.

You can ask questions by typing into the Q & A box during the webinar. Simply type into the box and click SEND. If appropriate the presenter will answer questions during breaks verbally so everyone gets the answer, or the organiser may send you a private answer.
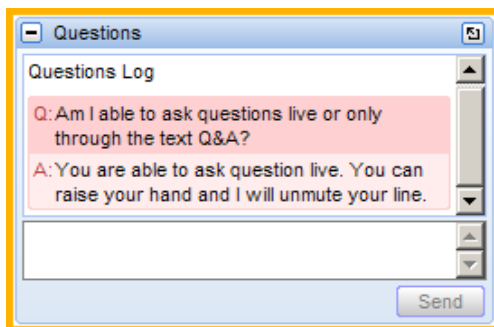
If you would like to ask a question verbally you use the "raise your hand" button on the bottom of the grab panel to notify the organiser you would like to be unmuted (refer Webinar Attendee Guide for more details).

The presenter may also conduct a poll during the webinar. You use your mouse to select your answer and click submit.. The results of the poll will be share d with the audience.

I wasn't able to attend the webinar session live

The webinars are usually recorded and a link to the recording will be made available to those who have registered within a few days. So if you missed the session or want to listen to the recording again you can do so at a time that suits you

Troubleshooting technical problems

If you have any technical queries, or would like more information about webinars, go to the GoToWebinar support site. There are articles and short video tutorials available.

http://support.citrixonline.com/GoToWebinar/