

# GoToWebinar – How to Join & Questions Tool



# System Requirements for Attendees

Operating system	Windows 7 - Windows 10 Mac OS X 10.9 (Mavericks) - macOS Mojave (10.14) Linux Google Chrome OS Android OS 5 (Lollipop) - Android 9 (Pie) iOS 10 - iOS 12 Windows Phone 8+, Windows 8RT+
Web browser	Google Chrome (most recent 2 versions) Mozilla Firefox (most recent 2 versions)
Internet connection	Computer: 1 Mbps or better (broadband recommended) Mobile device: 3G or better (WiFi recommended for VoIP audio)
Software	GoToWebinar desktop app GoToWebinar mobile app JavaScript <a href="#">enabled</a>
Hardware	2GB of RAM (minimum), 4GB or more of RAM (recommended) Microphone and speakers (USB headset recommended)
Mobile device	iPhone 4S or later iPad 2 or later



The selected device must meet the requirements on the left to join a session.

**NOTE:** The below link will check to see if the current device is compatible for a webinar.

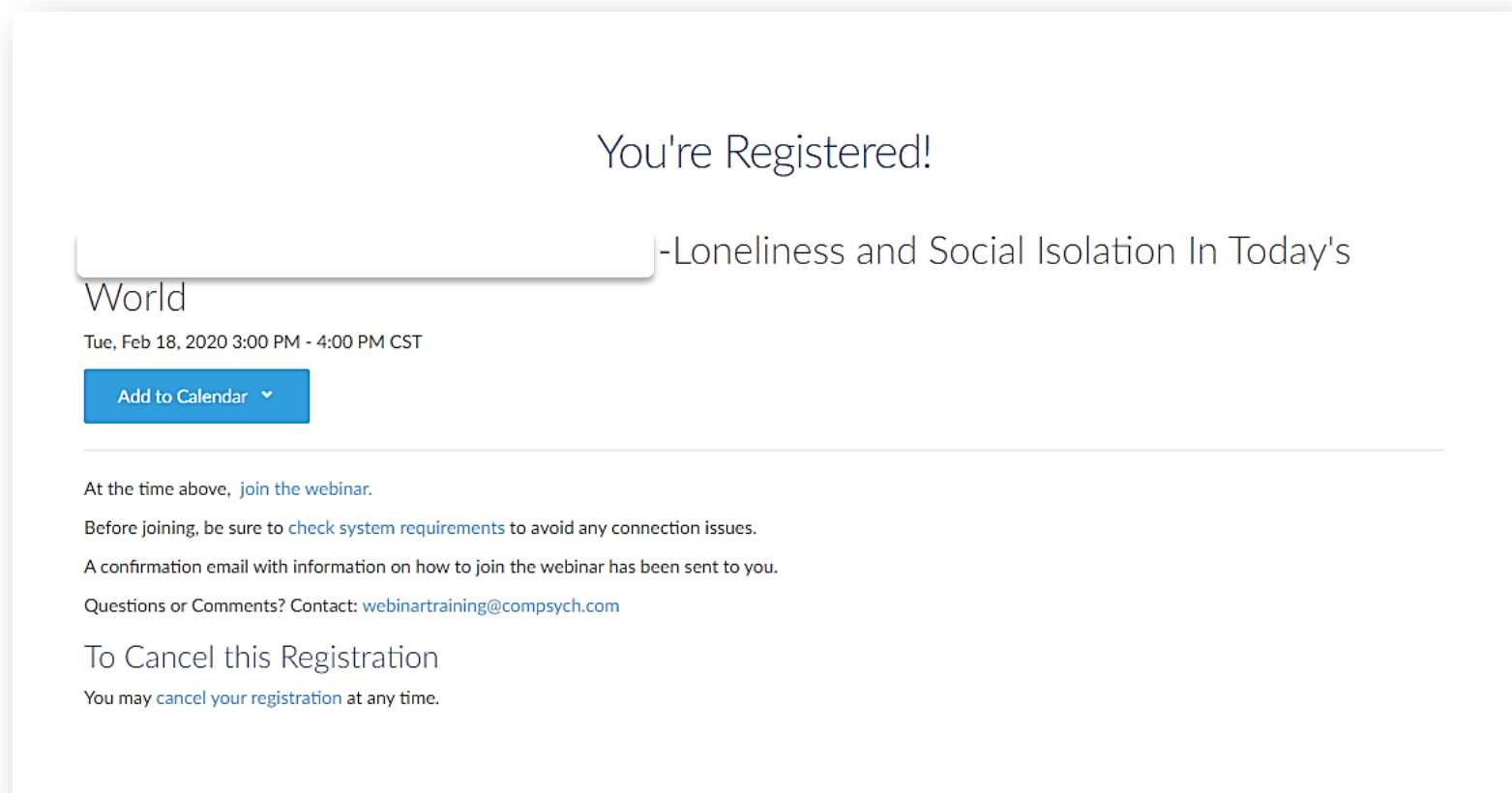
<https://support.goto.com/webinar/system-check-attendee>

# Register for a Webinar

The screenshot shows a registration form for a webinar. At the top, there is a title box containing the text '-Loneliness and Social Isolation In Today's World'. Below the title, the date and time are listed as 'Tue, Feb 18, 2020 3:00 PM - 4:00 PM CST', with a link to 'Show in My Time Zone'. The form includes three required fields: 'First Name\*' with the value 'Robert', 'Last Name\*' with the value 'Armstrong', and 'Email Address\*' with the value 'rarmstrong@compsych.com'. A blue 'Register' button is positioned at the bottom of the form. A disclaimer at the bottom of the form states: '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.'

- 1) To register for a webinar, please fill out the information on the registration screen: **A)** First Name **B)** Last Name **C)** Email Address. A confirmation of registration will be sent to the email address.

# Register for a Webinar (Continued)



The screenshot shows a confirmation page for a webinar. At the top, it says "You're Registered!". Below that, the webinar title is partially visible: "World" followed by a box containing "-Loneliness and Social Isolation In Today's". The date and time are listed as "Tue, Feb 18, 2020 3:00 PM - 4:00 PM CST". There is a blue button labeled "Add to Calendar" with a dropdown arrow. Below a horizontal line, there are instructions: "At the time above, [join the webinar](#)." "Before joining, be sure to [check system requirements](#) to avoid any connection issues." "A confirmation email with information on how to join the webinar has been sent to you." "Questions or Comments? Contact: [webinartraining@compsych.com](mailto:webinartraining@compsych.com)". There is a section titled "To Cancel this Registration" with the text "You may [cancel your registration](#) at any time."

- 1) Once registered, the above screen will pop automatically. This screen will have resources for you to join the webinar, check system requirements, and a contact email should any concerns arise.
- 2) The event can be added to either an Outlook, Google, iCal, or Outlook.com Calendar by clicking "Add to Calendar."

# Confirmation Email

Dear Robert,

Thank you for registering for " [redacted] Loneliness and Social Isolation In Today's World".

Please send your questions, comments and feedback to: [webinartraining@compsych.com](mailto:webinartraining@compsych.com)

## How To Join The Webinar

Tue, Feb 18, 2020 3:00 PM - 4:00 PM CST

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.

[redacted]

Canada: +1 (647) 497-9429  
Access Code: 755-261-652  
Audio PIN: Shown after joining the webinar  
[Calling from another country?](#)

Webinar ID: 468-187-035

- 1) Once registered, a confirmation email with directions on how to join the session will have been sent to the registered email address – Example email appearing above.

# Joining Webinar

- 1) To join the webinar, please select “Join Webinar” on the confirmation email. The webinar screen should pop up in a separate window.



## How To Join The Webinar

Tue, Feb 18, 2020 3:00 PM - 4:00 PM CST

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) There are two ways to listen to the webinar. **A)** Use the computer’s audio via a microphone and speakers. **B)** Join via a personal/work phone. GoToWebinar will provide a phone number to dial, an access code, and an audio pin which will display after you’ve joined the session.



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.

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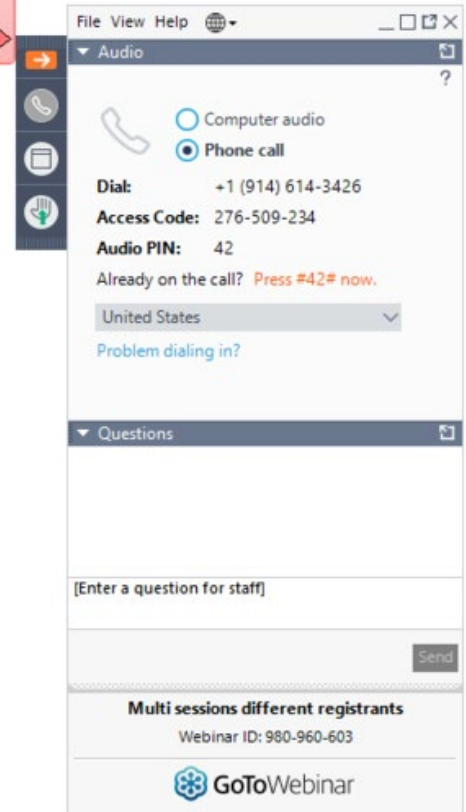
**Note:** The phone number will be different for every webinar. Please dial phone number on confirmation email, not from screenshot above.



# Questions Tool

- 1) The audio in a webinar will be muted to eliminate background noise. The best way to communicate with the trainer will be via the question's tool in GoToWebinar. For an attendee, this tab will appear at the bottom of the control panel. This tab will be marked **“Questions.”**

**Join the audio conference**  
Dial in using your phone or select Computer audio to use your mic & speakers.

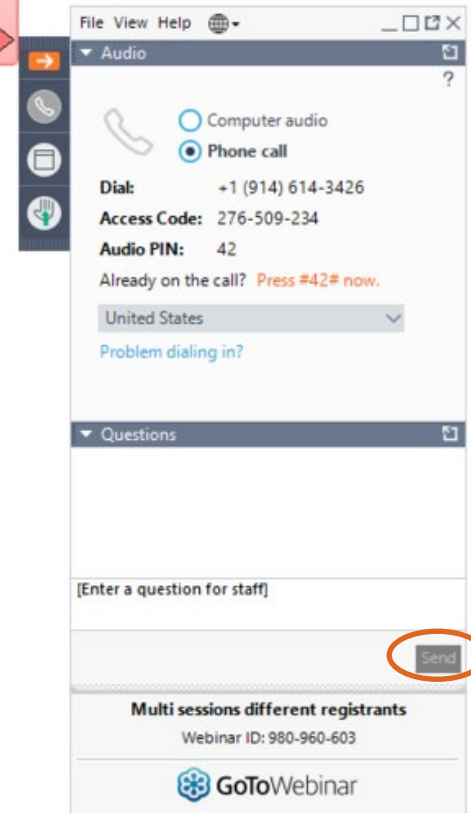


# Questions Tool (Cont.)

1) To ask a question, please type a question in the box where it states, **Enter a question for staff** on the right image. Then click **send**.

2) This question will then be sent to the trainer for their viewing.

**Join the audio conference**  
Dial in using your phone or select Computer audio to use your mic & speakers.



Please enter your question in the box to the right.



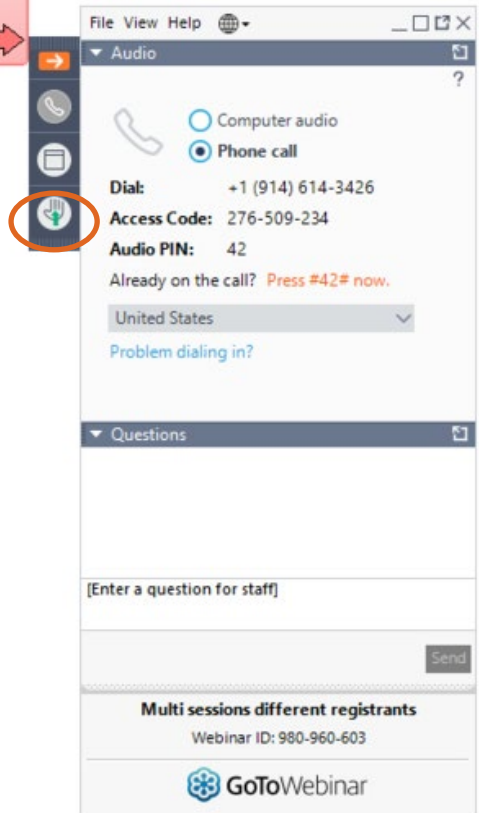
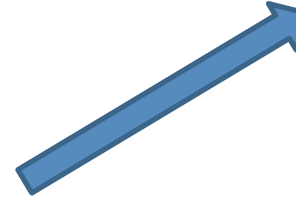


# Raising Your Hand

- 1) Raising your hand in a webinar indicates to the presenter of the webinar that an attendee has a question. All presenters will be able to see that a hand has been raised.
- 2) To use this feature, please click the **Raise Your Hand** button:



**Join the audio conference**  
Dial in using your phone or select Computer audio to use your mic & speakers.



**Note:** Other attendees may also be attempting to use this same feature during the webinar. Please send your question and use this feature if necessary, however keep in mind that the trainer may miss the question. It is okay to ask the question again. The trainer will try their best to answer all questions appropriately and in a timely fashion.

# GoToWebinar Resources

1. GoToWebinar First Time Join Explorer - Quick Tip  
<https://youtu.be/BHbqPwTkH2w>
2. GoToWebinar First Time Join from a Mac - Quick Tip  
<https://youtu.be/k9JzekXwO24>
3. GoToWebinar First Time Join Chrome - Quick Tip  
<https://youtu.be/XQYzwHJNt8M>
4. GoToWebinar First Time Join Firefox - Quick Tip  
<https://youtu.be/Tsnb3Un94T8>

The videos above are a great resource to visually see how one joins a webinar in the following browsers: Internet Explorer, Safari, Chrome, and Firefox.

## Things to Remember:

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- 1) Please check your system requirements to ensure you can join a session.
- 2) Register for the webinar.
- 3) Please review the confirmation email to see directions on joining the session.
- 4) Should any concerns arise, please contact [webinartraining@compsych.com](mailto:webinartraining@compsych.com) for further assistance.