



How to Join an Online Meeting - GoToWebinar Troubleshooting Guide

Thank you for joining us on our upcoming Online Public Meeting.

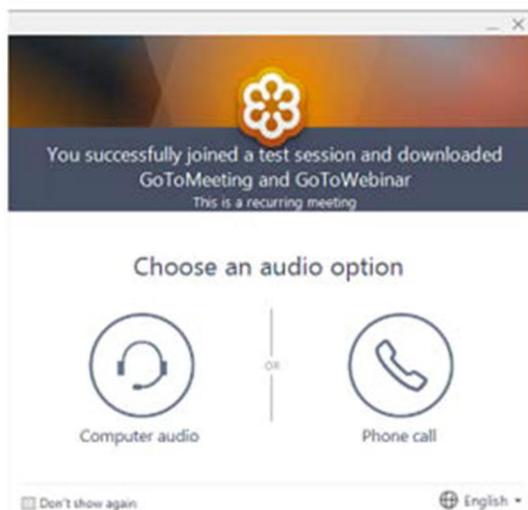
We have information below on how to join the Online Meeting, how to test your computer connection, and some of the most common problems and their solutions when joining GoToWebinar.

A few tips for the best online meeting experience:

- ❑ Have a strong WIFI signal: You need a good ADSL or WIFI signal to ensure the webinar streams smoothly. An ethernet connection is always best, but WIFI is also fine. Make sure nothing else is draining the bandwidth of your WIFI while you are watching the webinar, such as downloading, uploading or streaming video.
- ❑ Close all programs except the webinar: Don't have any programs open except for the webinar software. Programs such as email, browsing the web or chatting on social media can affect the quality of your webinar because these activities use the bandwidth of your internet connection.
- ❑ Log out and log back in: 99% of problems viewing and/or listening to the webinar are resolved by logging out and logging back into the webinar. Shut down the webinar, then log back in using your registration link. This process will only take a minute or two at the most.

How to join an online meeting – test your computer connection

1. If you want to know if your current computer can connect you to a webinar, [click this link to join a test session](#).
2. You will automatically be launched into session.





- ❑ If you see a “Waiting for the organizer” screen, then you’ve successfully joined the test session! You should be able to join all future GoToWebinar sessions from this computer. You can now close the “Waiting for the organizer” screen to exit the test session.
- ❑ If you do not reach the “Waiting for the organizer” screen, then there was an issue along the way. Make sure you meet all the System Requirements for Attendees or see Join Help and FAQs for more troubleshooting tips.

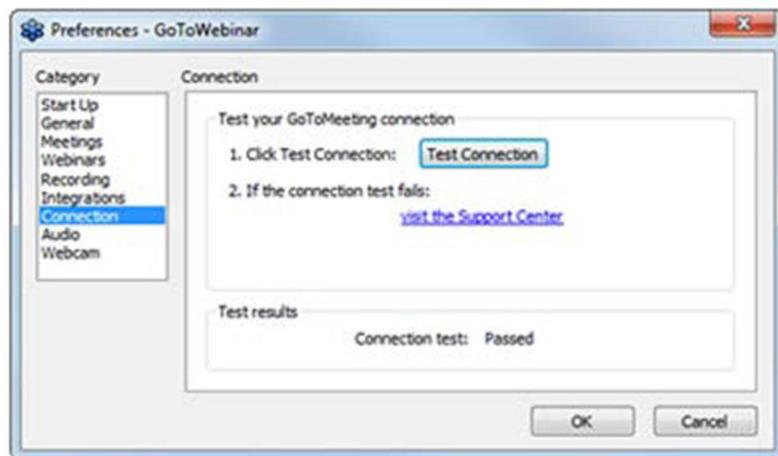
Analyze your connection (Windows only)

Does something feel off with your webinar session? You can use the Preferences window to test your GoToWebinar connection before or during a session to find out for sure.

1. Open Preferences.
2. Click Connection in the left navigation.
3. Under “Test your GoToMeeting connection”, click Test Connection.
4. Under “Test Results”, you’ll see one of the following messages:
 - ❑ Passed: You’ve established a connection.
 - ❑ Fail: You haven’t established a connection. See Join Help and FAQs for troubleshooting info.

Note: You may need to enter your Windows username and password or domain if you have a proxy that prevents you from connecting to GoToWebinar. If you don't have a proxy, please check to see that you have the minimum system requirements.

5. Click OK when finished.



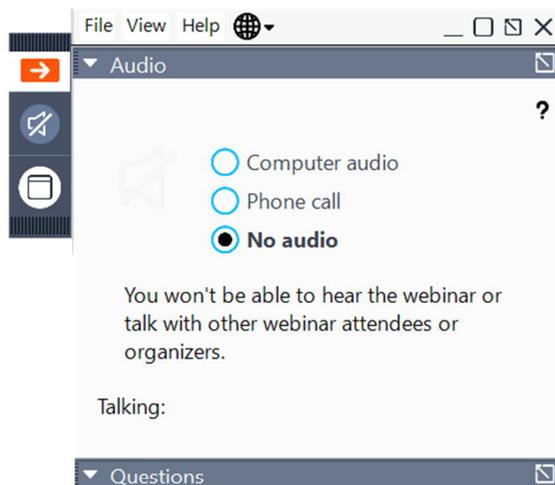


Your Control Panel

When you first join a session, the Control Panel appears on the right side of your screen. Use the Control Panel to manage your session. To free up space on your desktop, you can collapse the Control Panel and use the Grab Tab to continue to manage your session.

Grab Tab: From the Grab Tab, you can hide the Control Panel, mute yourself (if you have been unmuted by the organizer), and view the webinar in full-screen.

- ❑ Audio Pane: Use the Audio pane to switch between Telephone and Mic & Speakers.
- ❑ Questions Pane: Ask questions for the staff.



[Enter a question for staff]

Send

Webinar Now

Webinar ID: 536-682-355

GoToWebinar



Possible problems logging into GoToWebinar

TRY LOGGING IN AND LOGGING OUT FIRST

The majority of issues are resolved by logging out and logging back in again

PROBLEM #1: I cannot get into the Online Meeting.

Sometimes attendees have problems getting onto the webinars because you need to download a small piece of software to your computer, and this gets blocked or they are not aware they need to approve it to add it to their computer.

SOLUTION: Login through the GoToWebinar website

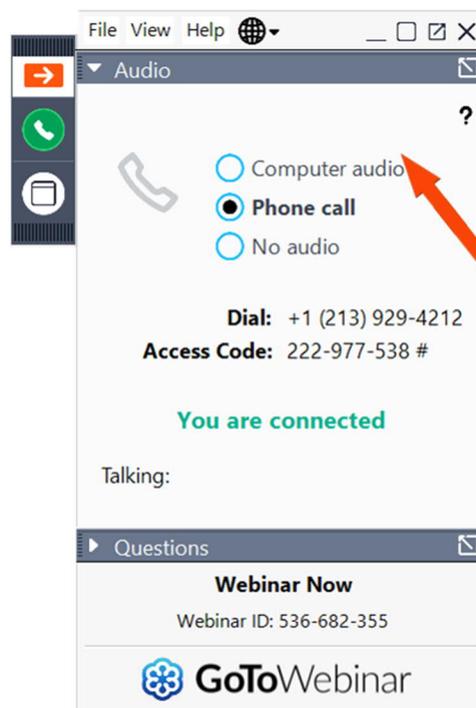
1. Go to: <http://www.gotomeeting.com.au/webinar/join-webinar>
2. Enter your webinar ID (this is listed on your reminder emails).

PROBLEM #2: I cannot hear sound

If you are in the webinar and can see the presentation but can't hear, then it's possible you have logged in using the phone instead of your computer audio.

SOLUTION: Check your Audio Settings

You need to select "computer audio" instead of "phone call" on your control panel. Or log out and log back in. See the image below you can change the sound setting. Also, check what you have selected for your microphone and select the correct output in the settings section of your Audio.





PROBLEM #3: I cannot submit a question

If you're having problems submitting a question, there is a questions section in your control panel where you need to submit your questions.

SOLUTION: Write your question in the Questions Section of your Control Panel.

1. Find the Questions section of your Control Panel.
2. Write your question in the area where it says [Enter a question for staff].
3. Press 'Send' to submit your question to the presenters

