Hints and tips for using GoToWebinar

GoToWebinar lets you join sessions from anywhere, no matter what kind of device you're using. You can join using the desktop app, the browser-based Web App, or your phone or tablet.
When you join a webinar, the features and tools that are available to you will vary depending on various things (like your operating system or web browser type).

You can learn more about the different join methods, as well as the differences between them by clicking here.

To ensure a seamless experience we recommend:

- Running a system check in advance of the scheduled webinar (a link is provided in your unique access link email). Or you can access the system check here too.
https://support.goto.com/webinar/system-check-attendee

- On the day login 15-20 minutes before the scheduled start time to 'take your seat' and prevent any connection issues.

- Ensure you use Google Chrome or Mozilla Firefox if using a web browser.

Having issues? The following hints may help:

I have completed my registration and am trying to join the webinar by clicking on the unique invite link I then received…but all I can see is a blank page in the browser?

This is a common issue with some older browsers in particular, Internet Explorer. Please ensure you are using Google Chrome or Mozilla Firefox.

Please download the Go To Meeting client: Download Go To Meeting client for Windows and Mac

Once downloaded, you will be able to join the webinar. The link above can be accessed from any windows or Mac machines.

Can I use my mobile device?

Yes, you can. **Go to Webinar Mobile Apps** let you join webinar from anywhere using iOS, Android and Windows devices. Don't worry if you forget to download it prior to the webinar. You can click on the meeting invite on the day and it will be redirected to the relevant app store this process should take no longer than 1 minute.

I've joined the webinar but I am unable to hear the speaker

Please ensure that the audio settings on your **local device** is working. Once you are on the webinar check the settings and ensure the correct default speaker option is selected.
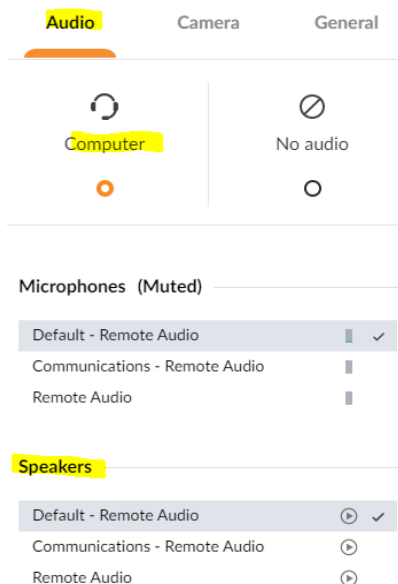
My speaker still does not work

Don't worry there are a few more bits to check:

The volume of your speakers might be turned down too low – Try turning up the volume gradually until you can hear something.

The webinar might be playing sound through a headset instead of speakers – If you have a headset plugged into your computer or device but you are not currently wearing it, the webinar might be using it as your audio output device instead of your speakers. Either; put on the headset, unplug the headset or see Test your Mic and Speakers.

You might not have any speakers plugged into your computer or device – If you're sure you have speakers plugged into your computer, it's possible that our webinar hasn't detected them. In that case there may be a possible issue with your audio device. Try switching to a mobile device as a last resort.