

JOIN A WEBINAR

Joining a Webinar requires pre-registration.

► To register for a Webinar

1. Click the registration link or button provided on a Web site or in an invitation email.
2. Complete the registration form.
3. You will receive an email confirming your registration for the Webinar along with the option to add the Webinar information to your Outlook® Calendar.*
***Some Webinars may require organizer approval prior to the delivery of a confirmation email.**

► To join a Webinar

1. Open the Webinar confirmation email and click the **Join Webinar** link.
Alternatively, you may be invited to a Webinar that is already in session; in this case, follow the instructions provided by the Webinar organizer.
2. If prompted, click **Yes** or **Grant** to accept the download.
3. If requested, enter the *Webinar password* provided by your Webinar organizer.
You will be entered into the Webinar and the Attendee Control Panel and GoToWebinar Viewer Window will appear.

Note: When joining a Webinar, remember to join the audio portion using the information provided in your Attendee Control Panel.

USE AUDIO SERVICE

How you join the audio portion of a GoToWebinar session is determined by the organizer: An organizer can select whether attendees may join via telephone, VoIP or both. The audio information is provided in the Webinar confirmation email as well as the Attendee Control Panel once you join the session.

Note: You may be joining the conference call in a listen-only mode. To communicate with the organizer, please use the Question and Answer feature in the Attendee Control Panel.

VoIP Best Practices

If you join the Webinar using VoIP, please note the following:

Audio quality can vary based on your audio software/hardware manufacturer as well as your operating system. When using VoIP, the following best practices are recommended:

- For optimum sound quality, a headset is recommended, preferably a USB headset.
- If a headset is not available, speakers are required to listen to the Webinar and a USB microphone to speak (if the organizer gives you speaking rights).
- If using a microphone, it should be at least 1.5 feet away from any speakers built-in or connected to your PC.
- The use of a Webcam microphone is not recommended.

► To join the audio portion of the Webinar

Once you have joined the online portion of the Webinar, audio information is provided in the Audio pane of your control panel (*see Control Panel Features below*). By default, you will be joined muted.

Note: If you choose to join via VoIP, you will need speakers to listen to the Webinar and a USB microphone to speak (if the organizer gives you speaking rights). To communicate with the organizer, please use the Question and Answer feature in your control panel.

► To switch audio formats during a Webinar

If the organizer has given attendees a choice in how to join the audio portion of the Webinar, you can switch between using VoIP (Mic & Speakers) or Telephone during the Webinar session. In the Audio pane, select either *Use Telephone* or *Use Mic & Speakers*.

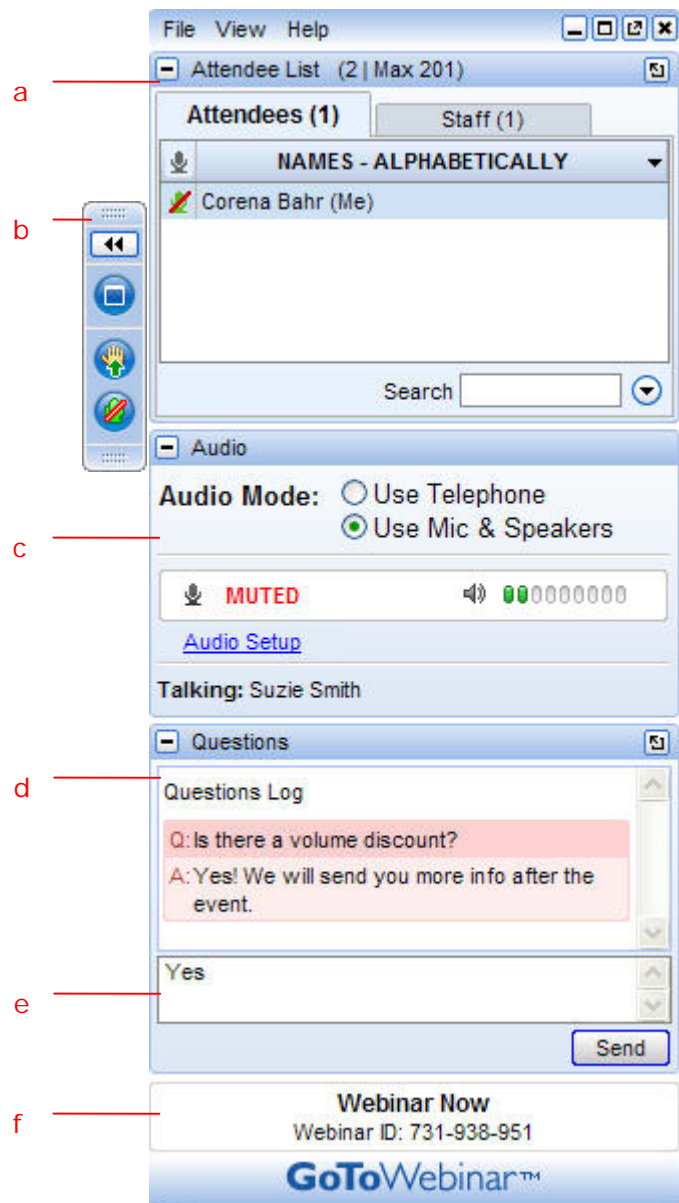
Note: If you choose to join via VoIP, you will need speakers to listen to the Webinar and a USB microphone to speak (if the organizer gives you speaking rights).

CONTROL PANEL FEATURES

Once you have joined the Webinar you will see the Attendee Control Panel and Grab Tab. The control panel contains panes that can be expanded or collapsed by clicking the +/- on the left side of each pane.

Note: Viewing the Attendee List, raising your hand and asking questions are only available if the organizer has enabled these features.

- Attendee List (viewable only if organizer has enabled) (a)
- Grab Tab – click arrow to open/close control panel. Click square to toggle Viewer Window between full screen/window mode. Click hand icon to raise/lower hand. Click mic icon to mute/unmute your audio (if organizer has enabled) (b)
- Audio pane – select audio format. Click **Audio Setup** to select Mic & Speakers devices (c)
- If turned on by an organizer, attendees can submit questions and review answers. Broadcast messages to attendees will also show here (d)
- Type your question and click **Send** to submit it to the organizer (e)
- Provided for quick reference (f)



LEAVE A WEBINAR

An attendee may leave a Webinar at any time.

► To leave a Webinar

1. From the Attendee Control Panel File Menu, select **Exit – Leave Webinar**.