BEST PRACTICES FOR A SUCCESSFUL WEBINAR:
- Whenever possible, use a broadband internet connection (cable) instead of a wifi connection.
- Close all programs (email included) and apps on your computer before joining the webinar.
- Use only the MIC/SPEAKERS option for our webinars. Do not click on TELEPHONE option.
- Keep all cell phones and other devices away from your computer.
- Throughout webinar, keep yourself muted unless you are ready to speak.
- When asking a question verbally, please state your name first.
- The Questions option is preferred over the Hands Up option as it is easier to manage.
- Handouts – you can save to your computer or device for use AFTER the webinar is over.

For those of you that have not used GoToWebinar, some of these suggestions may or may not apply to your situation.

Q: How do I join a webinar?
Joining a webinar is easy. When you receive a webinar email invitation, click the registration link and register for the webinar. You can then join the webinar at the scheduled time by doing the following:

Click the link in your confirmation or reminder emails, which will be automatically sent to you after registering and leading up to the webinar. GotoWebinar should load and bring you to the webinar.

If this does not work let me know right away by email or phone and I will give you the webinar ID and then use these alternate instructions:
   Go to www.joinwebinar.com. Type or paste in the webinar ID provided by me and enter your email address, click "Yes" or "Always if prompted to accept the download .

Q: Can I view presentations in full-screen format?
Yes. On the top of the Attendee Control Panel, click the View Menu button and select the Full Screen option. Or, on the Attendee Grab Tab on the side of the Control Panel you can click the View button to toggle between Full Screen and Window viewing.

Q: Can I test the quality of my microphone and speakers setup before my meeting?
Yes. Just right-click the GoToMeeting system tray icon and select Preferences, then select Audio and choose the devices you want to test from the drop-down menus.

Q: Where can I go for help with audio problems?
If no one can hear you, here are some quick tips:
- Double-check that you have the correct audio option selected – for instance, you cannot use mic and speakers when you have "Use Telephone" selected. We do not use the telephone option.
- Have you started the broadcast? If you are using GoToWebinar's phone conferencing, you must click **Start Broadcast** in the Organizer Control Panel.
- Are the correct sound devices selected on your GoToMeeting Preferences (or Audio, on a Mac$^®$) menu?
- If using a microphone with a mute/unmute button, is your microphone muted?
- Is your attendee's speaker volume set too low?
- If using microphone and speakers, is your Internet connection too slow? (We recommend a broadband Internet connection for VoIP transmissions.)

Q: Can my computer receive a virus from downloading the software or attending the session?
- No, neither organizers nor attendees can catch or be exposed to viruses from downloading our software. We continuously monitor our development environment for viruses and malware, and all of our downloadable software is digitally signed to prevent tampering by third parties. The warning message customers might see when they install the software is a default message displayed by their browser whenever they download executable files.