

GoToWebinar®

GoToWebinar User Guide

Version 3.0

CITRIX® | online

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Contents

Getting Started	1
Welcome	1
Using This Guide	2
Guide Structure	2
Individual and Corporate Users	2
Mac Users	2
Useful GoToWebinar Terms	3
System Requirements	5
What are the system requirements for running GoToWebinar?	5
What equipment do I need to use GoToWebinar?	6
Features Overview	7
Create Your Organizer Account - GoToWebinar Individual Plan	8
Is Updating Credit Card Information Secure?	8
Create Your Organizer Account - GoToMeeting Corporate Plan	8
Install the GoToMeeting/GoToWebinar Application	9
The GoToMeeting/GoToWebinar Application	10
Set GoToWebinar Application Preferences	11
Start Up Preferences	11
General Preferences	11
Webinars Preferences	12
Recording Preferences	12
Connection Preferences	12
Audio Preferences	12
GoToWebinar Website	13
Log In to Your Organizer Website	13
View Scheduled Webinars	14
View Webinar History	15
View and Edit Organizer Account Information	16
Audio Settings	17
Cancel Your GoToWebinar Account	17
Webinar Planning	20

Organizer Role Overview	20
Schedule a Webinar	21
Reminder Emails	25
GoToWebinar Integrated Audio	27
Private Audio Service	28
Invite Attendees to a Scheduled Webinar	29
Registration Tracking	30
Customize a Scheduled Webinar	32
Create Polls	32
Create a Survey	33
Branding and Theme	34
Email Notifications	35
Registration Form	37
Edit a Scheduled Webinar	38
Cancel a Scheduled Webinar	39
Practice a Webinar	40
Audio Fast Help	41
Audio Help for Webinar Organizers	41
I can't hear other callers	41
Other callers can't hear me	41
I hear static, beeping or a clicking sound	41
I'm experiencing echo, feedback or background noise	42
Words are getting cut off or are being dropped	42
I'm getting an error message	42
No Speakers Detected	44
No Sound Detected	44
No Microphone Detected	45
Microphone Disconnected	45
Virtual Operating System (VMware, Parallels, etc.)	46
What are audio tips and best practices?	46
Audio Help for Webinar Attendees	46
My Access Code is not being accepted	46
I can't hear other callers	47

Other callers can't hear me	47
I hear static, beeping or a clicking sound.....	47
I'm experiencing echo, feedback or background noise.....	47
Words are getting cut off or are being dropped	48
I need to adjust my VoIP audio volume	48
Error Messages.....	48
No Speakers Detected.....	50
No Sound Detected.....	50
No Microphone Detected	51
Microphone Disconnected	51
Virtual Operating System (VMware, Parallels, etc.).....	52
Audio Mode: Using VoIP	53
VoIP Audio Device Recommendations.....	53
VoIP Audio Setup - PC Users	55
VoIP Audio Setup - Mac Users	56
On-Hold Beeps and Entry/Exit Chimes	56
Using GoToWebinar Integrated Audio.....	57
Audio Mode: Using Telephone.....	57
Start GoToWebinar Integrated Audio.....	59
On-Hold Beeps and Entry/Exit Chimes	60
Manage GoToWebinar Integrated Audio	61
Manage Attendee Audio.....	62
Recording Preferences for GoToWebinar Audio Service	64
Integrated Toll-Free Audio	65
Calculating Toll-Free Minutes.....	65
Schedule a Webinar with Integrated VoIP, Long Distance and Toll-Free.....	66
Schedule a Webinar with Toll-Free and VoIP	67
Start a Webinar with Integrated Toll-Free Audio	67
Countries with Integrated Toll-Free Audio.....	68
Recording with Toll-Free Audio	69
Webinar Presentation.....	70
Notes on Conducting Webinars	70
Start a Scheduled Webinar	71

Join a Webinar	71
Step 1: Register for the Webinar	71
Step 2: Join the Webinar	71
Leave or End a Webinar	72
Webinar Now.....	73
Organizer Control Panel.....	75
Additional Control Panel Panes	77
Audience View Pane	77
Chat Pane.....	77
Polls Pane.....	77
Invite Others Pane.....	77
Questions Pane	77
Recording Pane	77
Organizer Control Panel Menu Bar - PC.....	78
Organizer Control Panel Menu Bar - Mac.....	80
Presenter Role Overview	81
Presenter Screen Tools Pane	81
Presenter Control Panel Grab Tab.....	82
Presenter Show Screen	83
Manage Attendees	84
Attendee List Pane	84
Chat with Organizers and Panelists	85
Send a Broadcast Message to Attendees	85
Invite Attendees during a Webinar	86
Dashboard Pane.....	87
Polling	88
Presenter Drawing Tools.....	88
Questions Pane	90
Presenter Audience View Pane	91
Pass Presenter Roles	91
Webinar Follow-Up	92
Webinar Analysis.....	92
Interest Rating	93

Follow-Up with Attendees	93
Archiving, Distributing and Playing a Recorded Webinar	94
Archiving a Recorded Webinar (GoToMeeting Corporate Plans Only)	94
Distributing a Recorded Webinar.....	96
Playing a Recorded Webinar	97
Generate Reports.....	98
Registration Report.....	98
Attendee Report	99
Performance Report	101
Recorded Webinar Report (GoToMeeting Corporate plans only)	101
Notes on Recording a Webinar	102
Record a Webinar	104
GoToMeeting Recording Manager (Mac)	106
Convert Your Mac Recordings	106
Tips for Success.....	109
Mobile Devices	110
GoToMeeting App for iPad, iPhone & iPod Touch FAQs	110
General Information.....	110
Audio.....	112
Troubleshooting.....	114
GoToMeeting App for Android FAQs	115
General Information.....	115
Troubleshooting.....	117
FAQs	119
Audio FAQs.....	119
Integrated Toll-Free FAQ	123
Mac OS X 10.7 Lion FAQs.....	125
Pre-Webinar FAQs.....	128
In-Session FAQs	130
Recording FAQs.....	130
Trouble Joining a Webinar.....	132
Common Issues When Joining Webinars on PCs	132
Common Issues When Joining Webinar on Macs	136

Test Your GoToWebinar Connection 139
Contact Support 140

Getting Started

Welcome

Citrix® GoToWebinar® is a revolutionary and unique Webinar solution that makes it easier to plan, present and profit from web-based events.

GoToWebinar is a managed online event service that makes communication with employees, partners, customers and prospects easier and more efficient than any online event product available today. GoToWebinar users can provide presentations, perform product demonstrations and provide online training to anyone, anywhere. GoToWebinar's rapid product download, innovative Webinar planning tools, intuitive user interface and robust reporting functionality gets Webinar organizers and attendees up and running in a matter of seconds. Other products are very difficult to use, require extensive training and take days - even weeks - to set up a single online event. GoToWebinar eliminates unnecessary confusion surrounding Webinar setup and delivery, and users will appreciate GoToWebinar's original, yet extremely effective, approach to online events.

From Webinar start to end, GoToWebinar is an innovative and user-friendly way to improve business productivity. GoToWebinar's ease-of-use, reliability and high availability create a flawless Webinar experience for each participant every time it's used. GoToWebinar makes it unbelievably simple to set up or join online events through a variety of user options. Individuals residing anywhere can instantly join a Webinar with one-click access, eliminating complex log-in screens so you can achieve higher attendance rates. GoToWebinar results in substantially greater increases in user productivity than does other products because GoToWebinar makes it more efficient for sales, marketing and training users to have Webinars more frequently.

GoToWebinar is the most robust online event service available. Not only does GoToWebinar have all the necessary features needed for effective and successful sales, marketing and training events, but also it remains the easiest and most cost-effective solution on the market.

Using This Guide

Guide Structure

This guide is divided into four sections:

- The GoToWebinar Web Site - This section is for GoToWebinar organizers and covers how to access and use the GoToWebinar Organizer Web site.
- Webinar Planning - This covers how to schedule, customize, track and practice GoToWebinar Webinars.
- Webinar Presentation - This section covers how to start, conduct, record and manage GoToWebinar Webinars.
- Webinar Follow-Up - This section covers GoToWebinar Webinar analysis, reporting and attendee follow-up.

Individual and Corporate Users

These help files address both individual GoToWebinar users and GoToMeeting Corporate users:

- Individual GoToWebinar users sign up for an organizer account online with a credit card.
- GoToMeeting Corporate users are invited as organizers by their company administrator.

While most features apply to both kinds of users, some content relates to just one. This guide will clearly note any user-specific content.








Mac Users



GoToWebinar users can host and attend Webinars on both PCs and Mac® computers. Significant differences in how GoToWebinar works on the Mac platform are highlighted with this icon.

Useful GoToWebinar Terms

- **Attendee:** An attendee is any person who joins a Webinar with no pre-specified role. Attendees have very limited privileges.
- **Control Panel:** The Control Panel gives organizers, panelists and attendees access to various in-session Webinar functions.
- **GoToMeeting Suite Icon:** The GoToMeeting Suite icon enables Mac users to access organizer features of both GoToMeeting and GoToWebinar. To access organizer features, double-click the GoToMeeting Suite icon on your desktop.
- **GoToMeeting/GoToWebinar System Tray Icon:** The system tray icon is used by PC users to access organizer features of GoToMeeting Corporate/GoToWebinar and to provide status of GoToMeeting/GoToWebinar service. To access organizer features, right-click the system tray icon.

Icon	Description
	GoToMeeting Is in Session – A meeting is in progress.
	GoToWebinar Is in Session – A Webinar is in progress.
	GoToMeeting/GoToWebinar Is Starting/Stopping – The application is starting up or shutting down. When this icon is showing, the user will not have any menu options.
	GoToMeeting/GoToWebinar Is Connecting – The application is attempting to establish a connection with the server. This icon is animated to look like it is "filling up." While connecting, the user has a very limited set of menu options (Help, About, Exit).
	GoToMeeting/GoToWebinar Is Ready – A connection has been made, and the application is ready to be used. The user has all menu options available.
	GoToMeeting/GoToWebinar Is Offline – A connection has been made, but there is some temporary network difficulty. The user will still have all menu options available.
	GoToMeeting/GoToWebinar Is Not Connected – A connection could not be established. The user has a very limited set of menu options (Help, About, Exit).

- **Hallway:** The Hallway is a dialog box that attendees see either during a Practice Session or before an organizer has started a live Webinar. Once the Webinar goes live, the Hallway dialog box disappears and attendees see the Waiting Room.
- **In-Session:** Time frame when tasks are done during a Webinar.
- **Interest Rating:** The Interest Rating is a statistic that allows organizers to benchmark and qualify attendee interest in a Webinar. Interest Ratings are computed from a proprietary algorithm that evaluates each Webinar attendee's interactions on a scale of 1 to 100 (100 being best). Factors that contribute to the Interest Rating include, but are not limited to, attendance length, attentiveness during the session, number of questions asked and an attendee's successful completion of polls, surveys and registration.
- **No-Show:** A No-Show is someone who registers for but does not attend the live Webinar.
- **Organizer:** An organizer is the person who schedules and starts a Webinar. There can be more than one organizer. On GoToMeeting Corporate plans, all organizers specified before a Webinar have equal rights to view, create and modify the pre- or post-Webinar information on the website. Panelists and attendees can be promoted to organizers during a session but will not have post-Webinar organizer privileges.
- **Panelist:** A panelist is a guest who will be presenting (guest speaker) or answering questions (subject-matter expert) forwarded to him/her during a Webinar. A panelist can be promoted to presenter at any time during the Webinar. An attendee can be promoted to a panelist.
- **Post-Webinar:** Time frame after the Webinar ends when tasks are done on the GoToWebinar website, such as reporting, archiving a recording or sending out a follow-up email. Only organizers have tasks post-Webinar.
- **Practice Session:** The Practice Session allows organizers to practice their Webinar before going live. Only organizers and panelists who have been invited to attend the event can join a Practice Session.
- **Presenter:** A presenter is the person showing his or her desktop. The current presenter can then pass this role to another organizer or panelist.

- **Pre-Webinar:** Time frame before the Webinar begins when tasks are done on the GoToWebinar website, such as scheduling a Webinar, monitoring the registration count or creating in-session polls and surveys. Only organizers have tasks pre-Webinar.
- **Registrant:** A registrant is any person who has registered for a Webinar.
- **Viewer Window:** The Viewer Window is the window that appears on the attendee's computer displaying the presenter's desktop or shared application.
- **Waiting Room:** The Waiting Room screen displays in the Viewer Window any time attendees wait for a presenter to begin showing his or her screen.
- **Webinar Invitation:** After scheduling a Webinar, the Webinar Invitation is the email that the organizer forwards to prospective attendees to invite them to register for the Webinar.
- **Webinar Confirmation:** The Webinar confirmation email provides the Webinar information and a unique *Join Webinar* link. It is sent to registered attendees and to any panelists and organizers (for GoToMeeting Corporate plans) who have been invited.

System Requirements

Please check to see that you meet the minimum system requirements and that you have the [equipment you need](#) before downloading the latest version of GoToWebinar.

What are the system requirements for running GoToWebinar?

Windows	
Operating System	Windows 2003 Server
	Windows XP
	Windows Vista
	Windows 7
Processor	2.4 GHz or more
RAM	2 GB or more
Internet	DSL or better
Bandwidth	700Kbps or more for simultaneous screen sharing, video and audio conferencing
Browser	Internet Explorer® 7.0 or newer
	Mozilla® Firefox® 3.0 or newer
	Google Chrome™ 5.0 or newer
Additional software	JavaScript™
	Java™ 1.6 or higher recommended

Mac	
Operating System	Mac OS® X 10.5 (Leopard®)
	Mac OS® X 10.6 (Snow Leopard®)
	Mac OS® X 10.7 (Lion®)
Processor	2.4GHz Intel processor (Core 2 Duo)
RAM	1 GB
Internet	DSL or better
Bandwidth	700Kbps or more for simultaneous screen sharing, video and audio conferencing
Browser	Safari™ 3.0 or newer
	Mozilla® Firefox® 3.0 or newer
	Google Chrome™ 5.0 or newer
Additional software	JavaScript™

iOS	
Device	iPad® 1 or newer
	iPhone® 3GS or newer
	iPod® Touch (3rd generation) or newer
Operating system	iOS 4.2 or newer
Internet	WiFi recommended for VoIP
Additional software	Free GoToMeeting App from the App Store

Android	
Operating system	Android 2.2 or higher
Processor	1Ghz CPU or higher recommended
Internet	WiFi recommended for VoIP
Operating system	iOS 4.2 or newer
Additional software	Free GoToMeeting App from the Google Play Store

What equipment do I need to use GoToWebinar?

All you need to start using are the following:

- Windows or Mac computer
- Internet connection (broadband is best)
- Microphone and speakers (built-in or USB headset)
- Webcam to use GoToMeeting with HDFaces

Most computers have built-in microphones and speakers, but you will get much better audio quality if you use a headset or handset. You can also make calls on your landline or mobile device.

Features Overview

Easy Online Webinar Planning

- Automated Email Templates: Use GoToWebinar to craft automated email invitations, confirmations and reminders.
- Recurring Webinars: Schedule a Webinar that recurs daily, weekly or monthly; invite the same or different attendees.
- Customized Branding: Upload your company logo and a custom image to show your brand on all Webinar communications.
- Full-Service Registration: Enable GoToWebinar to host your registration and send you weekly registration reports.
- GoToWebinar Integrated Audio: Allow attendees to join the conference call via telephone or VoIP.
- Pre-Webinar Practice Sessions: Practice your presentation before your Webinar begins to ensure everything goes as planned.

Interactive Presentation Tools

- Webinar Dashboard*: Monitor Webinar attendance, interest and satisfaction using at-a-glance Dashboard charts.
- Desktop/Application Sharing: Broadcast a view of either your PC or Mac desktop, or a specific application* to Webinar attendees.
- Change Presenters: Use multiple presenters at your Webinar to boost audience interest.
- Annotation Tools*: Draw, highlight and point to items of interest right on the screen.
- Audience View*: Get a real-time view of the content your audience is seeing.
- Polling: Get real-time audience feedback during your presentation; create polls on the fly.

Simple Attendee Interface

- One-Click Webinar Entry: Allow attendees to enter your Webinar in seconds by simply clicking the link in the confirmation email.
- Question & Answer Window: Provide attendees with the ability to ask questions and get responses in real time.

Webinar Analysis and Follow-Up

- Survey: Get audience feedback after your session ends.
- Attendee Profile with Interest Rating: Get a ranked list of qualified attendees that you can import into your Customer Relationship Management (CRM) system for follow-up.
- Webinar Reports: Use Webinar reports to identify your most effective Webinars and replicate successful efforts.
- Desktop Recording/Webinar Playback: Record your Webinar - including audio - and play it back later for additional audiences.
- Automated Follow-Up Emails: GoToWebinar sends follow-up emails to all registrants after the Webinar is over.



Features marked with an asterisk (*) are not currently available for Mac users.

Create Your Organizer Account - GoToWebinar Individual Plan

For an organizer account GoToWebinar individual plan users sign up online with a credit card. First-time organizers must create their GoToWebinar account before being able to schedule and start a Webinar. It generally takes less than two minutes to set up a GoToWebinar account.

To create your account

1. Go to www.gotowebinar.com and click the *Try It Free* or *Buy Now* link.
2. On the *Create Your Account* page, enter your information and follow the prompts.
3. On the *Install GoToWebinar Software* page, click the **Install GoToWebinar** button.
4. If prompted, click **Yes**, **Grant** or **Trust** to accept the download.

Is Updating Credit Card Information Secure?

Online credit card payments are processed on our secure server using a VeriSign SSL Certificate. This means GoToWebinar has been authenticated by the strictest industry standard, and your transaction with us is encrypted.

Create Your Organizer Account - GoToMeeting Corporate Plan

GoToMeeting Corporate plan users are invited as organizers by their company administrator; this must be done before you can create your organizer account. In addition, before you are able to schedule or start a Webinar, your GoToMeeting Corporate administrator must enable you to host Webinars.

To create your account

1. Go to your email application and open the GoToMeeting Care invitation email you received from your administrator entitled *Set Up GoToMeeting Corporate with GoToWebinar*.
2. In the email, click the activation link to create your organizer account.
3. On the *Create Organizer Account* page, enter your information and click **Create Account**.
4. On the *Install GoToMeeting Software* page, click **Install Our Software**.
5. If prompted, click **Yes**, **Grant** or **Trust** to accept the install.

Install the GoToMeeting/GoToWebinar Application

The GoToMeeting/GoToWebinar application allows quick access to such features as scheduling and managing a Webinar and setting preferences. You can install the application once you create your organizer account. If the GoToMeeting/GoToWebinar application has been removed, you can re-install it at any time.

▶ PC Users: To install the GoToMeeting/GoToWebinar application

1. Open an Internet browser and go to www.gotowebinar.com.
2. In the top right corner of the website, click *Log In*.
3. Enter your email address and password and click **Log In**.
4. In the left navigation menu, select *My Webinars*. The *My Webinars* page will load.
5. At the bottom of the *My Webinars* page, click the *Need to re-install our software?* link.
6. The GoToMeeting/GoToWebinar application downloads to your computer. For PC users the GoToMeeting icon appears in your system tray ready for use.



▶ Mac Users: To install the GoToMeeting/GoToWebinar application

1. Open an Internet browser and go to www.gotomeeting.com.
2. In the left navigation menu, click **Host a Meeting**. The GoToMeeting application will download.
3. At the email and password prompt, click **Cancel**. The GoToMeeting Suite icon appears on your desktop. Once downloaded, GoToMeeting/GoToWebinar can be moved from your desktop to a location of your choice, including your dock.

Note: For help with Java integration for Mac users, click [here](#).

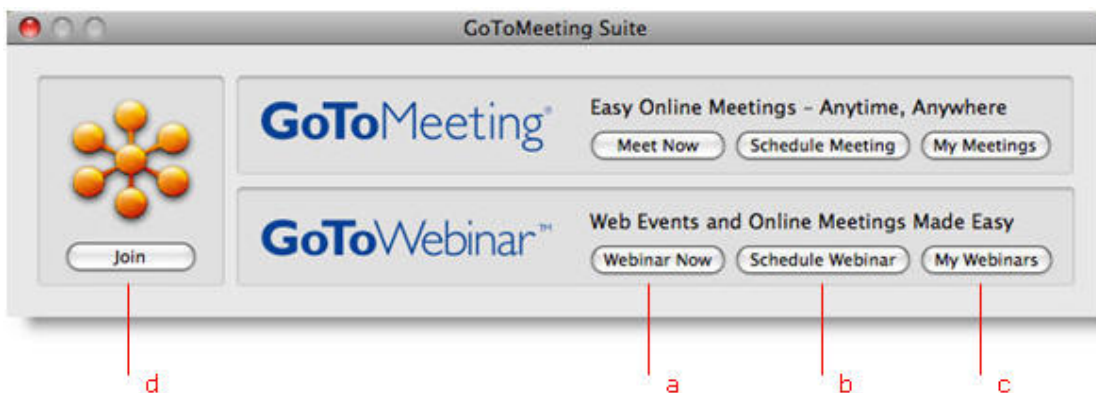
The GoToMeeting/GoToWebinar Application

The GoToMeeting/GoToWebinar system tray icon provides convenient access to all GoToMeeting/GoToWebinar functions. To access functions from your PC, right-click the system tray icon and select the desired function.

- **Webinar Now:** Launches an ad-hoc Webinar. (a)
- **Schedule a Webinar:** Links to the GoToWebinar Web site where organizers can schedule Webinars. (b)
- **My Webinars:** Links to the GoToWebinar Web site where organizers can view and manage scheduled Webinars. (c)
- **Join:** Joins you to a meeting or Webinar after entering the meeting/Webinar ID. (d)
- **Help:** Launches online help for GoToMeeting/GoToWebinar. (e)
- **Preferences:** Provides access to user preferences. (f)
- **About:** Provides GoToMeeting/GoToWebinar software version information. (g)
- **Exit:** Closes the GoToMeeting/GoToWebinar application. (h)




Mac users can access many GoToWebinar functions by double-clicking the GoToMeeting icon on their desktop or clicking the icon in their dock. Other functions, including Help and Preferences, can be accessed from the GoToMeeting menu bar.



Set GoToWebinar Application Preferences

Organizers can set preferences for running GoToWebinar, such as file-save settings, in-session action messages and running a GoToWebinar test connection.

▶ To set GoToWebinar preferences from the system tray icon

1. PC users' right-click the GoToMeeting/GoToWebinar  icon and select **Preferences**. Mac users, double-click the icon and select **Preferences** from the GoToMeeting menu bar.
2. Select the appropriate tab for the set of preferences you want to customize.
3. Select your preferences.
4. Click **OK**.

▶ To set GoToWebinar preferences from the Control Panel during a Webinar

1. When in a Webinar, select **Preferences** from the *File* menu in the Control Panel.
2. Select the appropriate tab for the set of preferences you want to customize.
3. Select your preferences.
4. Click **OK**.

Start Up Preferences

The Start Up category enables organizers to determine how to start GoToWebinar. Options include:

- *Automatically after I log in to Windows*: This option starts the GoToMeeting/GoToWebinar application automatically after you log in to your PC.
- *Manually*: This option sets the GoToMeeting/GoToWebinar application to start only when you launch the application from your Programs menu.
- *Log in*: Selecting the *Remember me on this computer* checkbox will enable automatic login to the system.
- *Remind me of upcoming meetings and Webinars*: This checkbox becomes available if you select the *Automatically after I log in to Windows* checkbox and provides you with reminders for your scheduled meetings and Webinars.
- *Periodically synchronize reminders with My Meetings and My Webinars*: This preference option is applicable to users of Citrix Presentation Server and is the recommended setting for optimal use. This checkbox becomes available if you select the *Remind me of upcoming meetings and Webinars* checkbox and synchronizes meetings and Webinars scheduled from a published Outlook® or Lotus Notes® with a local installation of GoToMeeting/GoToWebinar.



Mac users currently have the Log in option in the Start Up category only.

General Preferences

- *File-save settings*: These settings allow for data storage for the GoToWebinar Reporting features and enable an organizer to always save Chat Logs to his or her local machine.
- *Security*: This option enables/disables the inactivity time-out feature which will automatically stop screen sharing if there is no keyboard input or mouse movement for the specified period of time.
- *Session Identity*: This setting remembers an organizer's name and email address as it will appear in the meeting/Webinar attendee list.



Mac users only have the Session Identity option in the General Preferences category.

Webinars Preferences

The Webinars category enables organizers to determine which action messages are visible to an organizer during a Webinar.



Mac users do not have this option in their Preferences menu.

Recording Preferences

- *Audio*: Allows you to enable or disable the audio recording feature. To record, choose which audio service you scheduled to use for your Webinar.
- *Video*: Allows you to select the Webinar recording output format and destination for saving the file.

For more information on recording settings, please see [Recording a Webinar](#).

Connection Preferences

The Connection category enables organizers to test the status of the GoToMeeting/GoToWebinar connection.

Note: To ensure a valid connection test, we advise that you refrain from testing your connection unless a GoToMeeting/GoToWebinar Global Customer Support representative directs you to perform the connection test.

Audio Preferences

The Audio category enables organizers to select and test microphone and speaker devices for use with VoIP.



Mac users do not have this option in their Preferences menu but can select and test their audio devices in-session through the Control Panel Audio pane.

GoToWebinar Website

The GoToWebinar organizer website enables organizers to schedule, customize, manage, track and delete their Webinars. In addition, organizers can view Webinar history, generate reports and edit account information.

Log In to Your Organizer Website

To access organizer web site features, organizers must first log in.

▶ **To log in to your organizer website**

1. Open an Internet browser and go to www.gotowebinar.com.
2. In the top right corner of the website, select *Log In*.
3. Enter your email address and password and click the **Log In** button.
4. In the left navigation menu, select *My Webinars*.

View Scheduled Webinars

The My Webinars feature enables organizers to view any existing scheduled Webinars.

▶ To view scheduled Webinars

1. Log in to your account.
2. In the left navigation menu, select *My Webinars*. The *My Webinars* page will load with a list of scheduled Webinars.
3. To return to the *My Webinars* page from another page, select *My Webinars* in the left navigation menu.
 - Edit Webinar description, registration form and session settings. (a)
 - Expand and collapse Webinar information. (b)
 - Edit session date/time. (c)
 - View and download Registration Report.(d)
 - Approve/deny registrants when using Upon Approval. (e)
 - Click to practice this Webinar. (f)*
 - Click to start this Webinar. (g)



* Mac users do not have the **Practice Webinar** button on the *My Webinars* page.

The screenshot displays the 'My Webinars' interface for a specific webinar. Key elements include:

- Header:** Webinar title 'Customer Satisfaction Guaranteed' with an 'Edit' link (labeled 'a').
- Registration:** 'Registration: Edit' link (labeled 'a').
- Session Settings:** 'Change Session Settings: Select setting...' dropdown and 'View' link (labeled 'e').
- Calendar:** 'Add to Outlook calendar' link (labeled 'f').
- Webinar Details:** Start Date/Time: 'Tue, Aug 19, 2008 10:00 AM - 11:00 AM PDT' (labeled 'b').
- Registrants:** 'Waiting Approval: 2', 'Registrants: 4' (labeled 'g').
- Buttons:** 'Practice' and 'Start' buttons (labeled 'f' and 'g').
- Edit Options:** 'Edit: Date/Time' link (labeled 'c').
- Registration Web Link:** 'https://qa21.gotomeeting.com/register/655147876' (labeled 'c').
- Registration Report:** Radio buttons for PDF, HTML, CSV, and Excel, with a 'Generate' button (labeled 'd').
- Registered in Last 7 Days:** A bar chart showing 4 registrations on the final day (00).
- Summary:** Registered: 4, Approved: 2, Denied: 0, Waiting Approval: 2, Opened Invitation: 0, Clicked Registration Link: 0.
- Footer:** 'Schedule Another', 'Schedule Similar Webinar', and 'Cancel This Session' links.

View Webinar History

The Webinar History feature enables organizers to view a list of completed Webinars within the past 3 months (or up to 12 months for GoToMeeting Corporate plans). For information on Webinar analysis, see [Webinar Analysis](#).

▶ To view Webinar History

1. Log in to your account.
2. In the left navigation menu, select *Webinar History*. The *Webinar History* page will load, listing any Webinars completed within the past 30 days.
 - Click to expand and collapse Webinar History details. (a)
 - Quick link to generate reports. (b)
 - Upload recorded Webinar (GoToMeeting Corporate plans only). (c)
 - Webinar statistics. (d)

The screenshot shows the 'Webinar History' interface. At the top, there is a search bar with the text 'Enter Webinar title', a dropdown menu set to 'Past 30 days', and a 'Search' button. Below this is a 'Sort By' dropdown menu set to 'Most Recently Held'. The main content area displays details for a webinar titled 'Customer Satisfaction Guaranteed'. A yellow expand/collapse icon is labeled 'a'. The webinar details include the 'Actual Date/Time' (Tue, Jun 3, 2008 10:35 AM - 10:52 AM PDT) and 'Attended Live' count (361). A 'Generate Report' section is labeled 'b', featuring a dropdown menu set to 'Attendee Report', radio buttons for 'PDF', 'HTML', 'CSV', and 'Excel', and a 'Generate' button. An 'Attendee Interest Rating Overview' box is labeled 'd', showing 125 highly interested, 109 moderately interested, and 127 mildly interested attendees. A 'Recorded Webinar' section is labeled 'c', with links for 'Manage' and 'Generate Report'. Other statistics include 'Registered: 623', 'Attendance Rate: 62%', 'Poll Responses: 125', 'Surveys Submitted: 157', and 'Viewed Recording: 52'.

View and Edit Organizer Account Information

The My Account feature enables organizers to view and edit their personal account information, change account passwords, choose audio conference options and set status update email preferences.

▶ To view account information

1. Log in to your account.
2. In the left navigation menu, select *My Account*. The *My Account Details* page will load, displaying organizer account information.
3. In the left navigation menu, select *Settings*. The *Settings page* will load, displaying audio conference options and status update email preferences.

▶ To edit account information

1. Log in to your account.
2. In the left navigation menu, select *My Account*.
3. At the top of the *My Account Details* section, enter your current password and make any desired account changes.
4. Click **Save Changes**.

▶ To change account password

1. Log in to your account.
2. In the left navigation menu, select *My Account*.
3. At the top of the *My Account Details* section, enter your current password. In the *New Password* and *Re-Type New Password* fields, enter your new password.
4. Click **Save Changes**.

Note: Your new password must contain at least 8 characters and include both letters and numbers.

▶ To set audio conference options for your Webinars

1. Log in to your account.
2. In the left navigation menu, select *My Account*, then *Settings*.
3. On the Settings page, scroll to the *GoToWebinar Audio Service* section:

GoToWebinar Audio Service: Sets your default Webinar audio service to the integrated GoToWebinar Audio Service. When selecting *Telephone Only* or *Both*, you can include local toll dial-in numbers for European countries and Australia by clicking **Add more countries**. Changes apply to all *future* scheduled Webinars.

Provide your own conference call number: Sets your default Webinar audio service to your private audio service. Enter your private audio conference numbers in the corresponding *Phone Number* and *Access Code* fields. Changes apply to all *future* scheduled Webinars.

Please see [GoToWebinar Integrated Audio](#) and [Private Audio Service](#) for more information.

Note: Default conference call numbers can be overridden at any time on the Schedule a Webinar page.

4. Click **Save**.

▶ To set the Status Update and Follow-Up Email preferences

1. Log in to your account.
2. In the left navigation menu, click *My Account*, then *Settings*.
3. On the bottom of the *Settings* page, check/uncheck the *Status Update & Follow-Up Emails* box.
4. Click **Save**.

Audio Settings

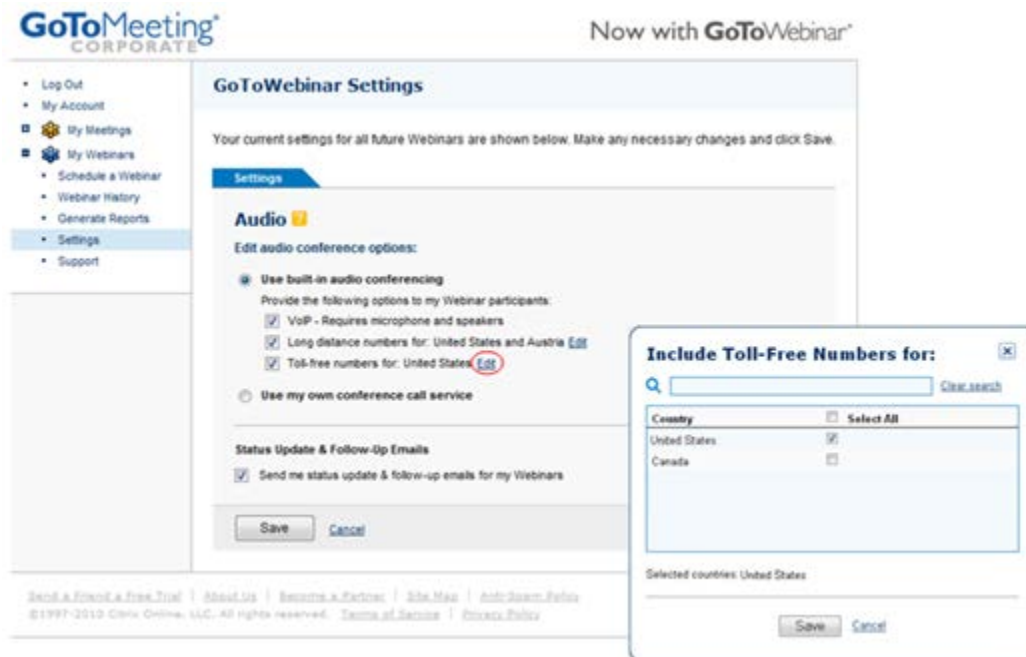
The *Audio Settings* section of the organizer Web site allows you to set your default audio preferences. Choose between Voice over Internet Protocol (VoIP), long distance and/or toll-free. If you select more than one option, your attendees have the choice of dialing in with a provided conference call number or connecting with VoIP. For international attendees, set your default countries by selecting the *Edit* option. Alternatively, you can provide your own conference call number(s) in this section.

You can override your default audio settings while [Scheduling a Webinar](#) or during an event from the [organizer's control panel](#).

Note: You may add toll-free numbers if your account includes the optional [integrated toll-free audio service](#).

► To set your default audio conference options

1. After you sign in, select *My Webinars* > *Settings* from the left-navigation bar.
2. Select the default audio service(s) you wish to include with your Webinars. To provide local toll numbers for multiple countries, select the *Edit* option.
3. Click **Save**. Changes apply to all future Webinars.



Cancel Your GoToWebinar Account

If you are a Webinar organizer on an individual plan, you can easily cancel your subscription from the My Account page by logging in at www.gotowebinar.com.

Note: Webinar organizers on corporate plans (multi-user accounts) must contact their account manager or Global Customer Support to cancel their subscription.

Because the GoToWebinar service is pre-paid, changes made to your subscription plan (including cancellations) will not take effect until the end of your current billing period.

► To cancel your GoToWebinar subscription

1. Log in to www.gotowebinar.com and select *My Account* in the left-navigation menu.

2. Select *Billing Information* in the expanded menu.

GoToWebinar® Web Events and Online Meetings Made Easy™

• Log Out
 ▣ My Account
 ▣ **Billing Information**
 • Plan Selection
 • Account History
 ▣ My Meetings
 • Support & FAQs
 ▣ My Webinars
 • GoToWebinar News

My Account: Billing Information

Your free trial of GoToWebinar will end on May 2, 2012.

- After your free trial ends, a GoToWebinar Monthly Plan with 100 attendees will start and your credit card will be charged \$99.00/month.
- To review other plan options or select a different product, visit [Plan Selection](#).
- To cancel service when your trial ends, update your Subscription Options below.

Billing Information

3. Under the *Subscription Options* section, select the "No, I do not wish to subscribe to GoToWebinar at this time" option.

Billing Information

Payments are processed on our secure server and will appear on your credit card statement as charges made to GoToWebinar Services.

Credit Card Information: Current

Credit Card Number: XXXX-XXXX-XXXX-1111
 Type: Visa
 Expires: 11/22

First Name on Credit Card: Test Account
 Last Name on Credit Card: G2W

Billing Address

Billing Address 1:
 Billing Address 2:
 City: State/Province: Texas
 ZIP/Postal Code: Country: United States
 Phone: (XXX-XXX-XXXX)

[Show my business address on account receipts](#)

Subscription Options:

Yes, I would like to subscribe to GoToWebinar. When my free trial ends, please automatically charge my credit card to ensure uninterrupted service. (Default plan: \$99.00/monthly, charged monthly)

No, I do not wish to subscribe to GoToWebinar at this time.

Please make sure that your credit card information is complete.

4. Click **Save Changes**.

Once your current plan or trial period ends, your plan will not be renewed and you will lose access to GoToWebinar.

► **To see when your plan expires**

1. Log in to www.gotowebinar.com and select *My Account* in the left-navigation menu.
2. Select *Account History* in the left-navigation menu.
3. Find the most recent entry on the *Account Activity* list and look under the Description column to see when your plan expires.

GoToWebinar® Web Events and Online Meetings Made Easy™

My Account: Account History

Review all activity in your account since it was created on Apr 2, 2012.

Account Activity Account Balance: \$0.00

Date	Description	Amount
Apr 2, 2012	GoToWebinar 30-Day Free Trial with 100 attendees activated Print Receipt GoToWebinar 30-Day Free Trial with 100 attendees expires May 2, 2012 PDT	\$0.00

Webinar Planning

Organizer Role Overview

Organizers can create an account either through a GoToMeeting Corporate plan or an individual GoToWebinar plan. Organizers must create an account before they can schedule or conduct Webinars.

Organizers are responsible for [creating](#), [customizing](#) and [managing](#) scheduled Webinars, as well as assigning roles such as panelists and other organizers. An organizer must be present as the Webinar host to start a Webinar and to enable others to join. Only one webinar can be running at a time. (Note: On GoToMeeting Corporate plans, multiple organizers can be assigned to the same Webinar to assist with various Webinar management tasks).

If [practicing a Webinar](#) is desired, organizers are responsible for starting the practice Webinar. At least one organizer must be present to start, manage and end the Webinar. Once a Webinar starts, the organizer is the default presenter and may either begin presenting or pass the role of presenter to any panelist or organizer.

Schedule a Webinar

Organizers must schedule Webinars from www.gotowebinar.com. Organizers can edit a scheduled Webinar at any time. See [Edit a Scheduled Webinar](#) for additional information.

To schedule a Webinar

Step 1: Provide Your Webinar Details

1. Log in to your account.
2. In the left-navigation menu, click *Schedule a Webinar*.
3. On the Schedule a Webinar page:
 - a. **Schedule Similar Webinar:** Select a previous Webinar from the drop-down menu to create a new Webinar using of the settings and customization of the Webinar selected.
 - b. **Webinar Name:** Enter a name for your Webinar which will appear in your Webinar Invitation.
 - c. **Description:** Write a description that will generate audience interest about what will be presented in your Webinar.
 - d. **Date, Start Time, End Time, Time Zone:** Select when your Webinar will take place.
 - e. **Rekurs:** Select these settings if you want to schedule the same Webinar for multiple dates.
 - Select the frequency of your recurring sessions: Daily, Weekly or Monthly.
 - Select the End Date of the last session.
 - Select the type of attendees joining each session: Different attendees or Same attendees.
 - f. **Choose Audio Conference Option:** Provide the attendees with the information they will use to connect to the audio portion of the Webinar.

Schedule Similar Webinar:
 Choose one... [Manage List](#)

Webinar Name:
 New Webinar

Description: ?
 The description will be used in your Webinar Invitation Email and Registration page.

Start Date: Wed, Jun 25, 2008

Start Time: 9:00 AM

End Time: 10:00 AM

Time Zone: ?
 (GMT-08:00) Pacific Time (US and Canada); Tijuana

Recur:
 Weekly Recur every 1 week on:
 Mon Tue Wed Thu Fri
 Sat Sun

End Date: Wed, Jul 23, 2008

Who will be attending each session?

Different attendees
 Attendees will choose which date to attend when registering.

Same attendees
 Attendees will register once to attend all sessions.

GoToWebinar Audio Service

Use built-in audio conferencing

- **VoIP:** (requires microphone and speakers): Attendees may join the audio portion through VoIP and must have speakers to listen to the Webinar and a microphone to speak.
- **Long distance numbers:** Attendees may join the audio portion through the telephone using the GoToWebinar Audio Service (toll fees will be charged to attendees). To include local toll numbers for other countries, click *Edit*.
- **Toll-free numbers:** Attendees may join the audio portion through the telephone using the GoToWebinar Audio Service. Toll fees will be charged to the organizer's account. To include toll-free numbers for other countries, click *Edit*.

Audio ?

Edit audio conference options:

Use built-in audio conferencing
 Provide the following options to my Webinar participants:

VoIP - Requires microphone and speakers

Long distance numbers for: United States and Austria [Edit](#)

Toll-free numbers for: United States and 2 other countries [Edit](#)

Use my own conference call service

Provide your own conference call number

- You can provide your own audio conference service information. Select *Use my own conference call service*. Type in your conference numbers in the corresponding *Phone Number* and *Access Code* fields. For more information, see [Private Voice Conferencing](#).

g. If desired, check the *Require Webinar Password* box

Note: If you want to require a password, you must think of one yourself and communicate it outside of the GoToWebinar system to all organizers, panelists and attendees. When you start the Webinar, you will be prompted to enter a password; this becomes the Webinar Password, and all who join after you will be prompted for the same.

h. *Specify Other Organizers (GoToMeeting Corporate plans only)*: Select from a list of other Webinar-enabled organizers on your account to assist in managing your Webinar.

The screenshot shows a configuration panel with the following sections:

- Require Webinar Password**
- Specify Other Organizers ?**

Organizers will automatically be sent an invitation email after Step 3 when you finish scheduling the Webinar.

 - Allison Miller (amiller@company.com)
 - Candice Suarez (csuarez@company.com)
 - Jeff Anson (janson@company.com)
- Specify Panelists ?**

Panelists will automatically be sent an invitation email after Step 3 when you finish scheduling the Webinar.

Name:	Email Address:
Anja Albrecht	albrechta@vierkirchen.de
Samuel Guariani	sguari@gemco.com

[Specify more panelists](#)

Note: All pre-specified organizers have the same rights pre-Webinar, in-session and post-Webinar.

i. *Specify Panelists*: Invite up to 6 panelists to attend your Webinar. To add panelists, click **Specify more panelists**.

4. Click **Save and Continue**.

Step 2: Add Your Own Brand Elements


1. On the *Branding and Theme* page:

a. *Custom Logo*: Upload your company logo to the theme. The logo can be up to 400 x 200 pixels and 100k in size and must be in either GIF or JPG format.

b. *Choose Your Theme*: Select from one of 5 themes.

- c. *Upload a Custom Image:* Upload your own image that will replace the default image in the theme. The image can be up to 200 x 200 pixels and 100k in size and must be in either GIF or JPG format.
 - d. *Viewer Color:* Select the color that will appear on the Viewer Window border as well as the Control Panel of all attendees.
 - e. *List Presenters in Waiting Room:* Type the name and information of your presenters and upload their photos. To include additional presenters, click **Add another presenter** (you may choose a maximum of 6). The presenter's image can be up to 100 x 100 pixels, 10kb in size and must be in either GIF or JPG format.
 - f. *When attendees arrive, show them this welcome message:* Type a welcome message that attendees will see in their Control Panel as they arrive in the Webinar.
2. To view your customization, click **Preview Theme** or **Preview Waiting Room**.
 3. Click **Save and Continue**.

Step 3: Create Your Registration Form

1. On the *Registration Form* page:
 - a. *Field:* Select your form fields. Selecting the **Required** check box requires registrants to fill in the field before being able to complete registration.
 - b. *Create Your Own:* Click the expansion arrow  next to *Create Your Own*. You can create up to 10 custom questions. See [Registration Form](#) for more information on creating custom registration questions.
 - c. *After registering:* Choose how registrants will receive the confirmation email, which has information on how to join the Webinar - automatically after registering or only upon your approval.

If you select *Upon Approval*, you will need to monitor registrants and approve them before they can join the Webinar. See [Registration Tracking](#). Upon completion of registration, registrants will see a *Registration Complete* page, but will not receive instructions on how to join until you have approved them.

Note: You can select or de-select *Upon Approval* any time after registrations have been sent. However, if you de-select *Upon Approval* after registrations have been sent, all registrants you denied will receive a Confirmation email that will allow them to attend. Likewise, if you select *Upon Approval* after registrations have been sent, you will need to approve all registrations submitted before the change was made. See [Registration Tracking](#).

- d. *Redirect registrants to:* You can choose to type in a URL, such as your company's Web site, to which registrants will be redirected after they complete registration.
2. To view your customization, click **Preview**.

Note: Changes to the registration form can be made after registration has begun; however, changes may affect consistencies in the Registration Report. The Registration feature cannot be turned off.

3. Click **Save and Email me the Invitation**.

An invitation email will be sent to you and any specified organizers and/or panelists. Invitations sent to panelists and other organizers will include a link to add the Webinar as a Microsoft® Outlook® calendar appointment.

The next step is to send out the Webinar Invitation yourself and invite people to your Webinar. See [Invite Attendees to a Scheduled Webinar](#).

Reminder Emails

GoToWebinar Organizers can send up to three reminder Emails to registrants.

Note: The Reminder Email option becomes unavailable if you schedule a Webinar to occur within the next hour.

▶ To set your Reminder Emails

1. Schedule and save your Webinar
2. Locate the Webinar from the *My Webinars* list.
3. Select *Email Notifications* from the *Change Session Settings* drop-down menu.

The screenshot shows the 'My Webinars' interface. At the top, there is a 'Sort By:' dropdown menu set to 'Most Recently Scheduled'. Below this is a list of webinars. The first webinar is 'New Product Demo' with an 'Edit' link. Underneath the title, there are links for 'Registration: Edit', 'Change Session Settings: Select setting...', 'View', 'Email me the invitation', and 'Add to Outlook calendar'. The 'Change Session Settings' dropdown menu is open, showing options: 'Select setting...', 'Audio', 'Organizers/Panelists', 'Branding and Theme', 'Email Notifications' (highlighted with a red arrow), 'Polls (0)', 'Survey (0)', and 'Webinar Password'. Below the dropdown, the webinar details are shown: 'Start Date/Time' is 'Wed, Jun 16, 2010' with a plus icon. To the right, there is a 'Registrants' count of '0' and buttons for 'Practice' and 'Start'. At the bottom right, there is a 'Cancel This Session' link with a trash icon.

4. You may generate up to 3 reminders Emails based on the interval options provided. Each drop down list offers up to 6 hours, days and weeks prior to the scheduled event.

The screenshot shows the 'Reminder Emails to Invitees & Registrants' dialog box. It has a title bar and a close button. The main content area contains the following options:

- Send Reminder Email:** (to all participants) ?
- 2 Hour(s) before
- 4 Day(s) before
- 2 Week(s) before
- + Personalize Reminder Email**
- Reminder Email Format:**
- Include [System Requirements](#)
- Include link to add to Outlook Calendar
-

5. Preview the reminder Email, and if necessary, personalize by clicking on the **+** button.

6. Once you're satisfied with the Email contents and delivery schedule, scroll to the bottom of the page and click **Save Changes**.

Note: Depending on our mail server volume at the time of delivery, delays of up to 20 minutes for hourly reminders, and up to 6 hours for daily reminders (from a 24 hour mark of the time your Webinar is scheduled) are possible. It may be advisable to set your reminder Emails to an earlier time if you would rather ensure your participants receive their reminder Emails early.

GoToWebinar Integrated Audio

GoToWebinar includes an integrated audio service at no extra cost to you. Choose between phone and Voice over Internet Protocol (VoIP) or allow both options. Participants who join the Webinar via telephone dial a toll-based number that GoToWebinar provides automatically. Participants are then charged their standard long-distance rate for calling this toll-based number, just as if they made a regular long-distance call. Participants who join the Webinar via VoIP need speakers or headphones to hear the Webinar and a microphone if you want them to speak. We recommend a USB headset.

Audio instructions are provided for all attendees in the confirmation email, reminder email and in the Control Panel once the Webinar starts. GoToWebinar will automatically generate a conference call number, access code and audio PIN for all attendees joining via telephone.

You may decide to use GoToWebinar integrated audio or choose another method of bringing audio to your online Webinars.

Note: If you choose to use your own audio service provider for the audio portion of the Webinar, GoToWebinar will include your dial-in numbers with the Webinar information; however, GoToWebinar audio features (such as VoIP and Control Panel audio management) do not apply.

Private Audio Service

You may choose an audio conference service other than GoToWebinar's integrated audio. When scheduling your Webinar, simply type in the numbers and access codes from your provider. Your private audio service numbers can also be set as a preference on the *Settings* page under *My Account*. See [View and Edit Organizer Account Information](#). You can also sign up for a toll-free conference service (at discounted rates) with one of our partners.

▶ To set up a toll-free conference service with one of our partners

- GoToWebinar Individual Plans: Log in to your account and select *My Account*, then *Settings*. On the left side of the *Settings* page, click [Only 4.75 min.](#) per attendee.
- GoToMeeting Corporate Plans: Contact your Company Administrator.

▶ Using your own voice conferencing service

1. When scheduling your Webinar, in the *Conference Call Service* section, select *Provide other conference call information*.
2. Type in the corresponding phone numbers and access codes from your provider.

Note: If you choose to use your own audio service provider for the audio portion of the Webinar, GoToWebinar will include your dial-in numbers with the Webinar information; however, GoToWebinar audio features (such as VoIP and Control Panel audio management) do not apply.

Choose Audio Conference Option [More Info](#)

GoToWebinar Audio Service:

VoIP only (requires microphone and speakers)

Telephone only

Both

-OR-

Provide your own conference call number

With your own conference call service:
Enter Conference Call Numbers of your choice below.
Access codes are optional.

Organizer Phone Number: <input type="text" value="1-866-123-4567"/>	Organizer Access Code: <input type="text" value="1451235"/>
Panelist Phone Number: <input type="text" value="1-866-123-4567"/>	Panelist Access Code: <input type="text" value="23452345"/>
Attendee Phone Number: <input type="text" value="1-866-123-4567"/>	Attendee Access Code: <input type="text" value="23452345"/>
International Number: <input type="text" value="011-866-239-6523"/>	

Invite Attendees to a Scheduled Webinar

Part of pre-Webinar planning is inviting people to your Webinar and allowing time for them to register. After you have scheduled your Webinar, GoToWebinar will email you the Webinar Invitation. You can then forward the Webinar Invitation to prospective attendees via your email application or a list broker. You can also copy your Webinar's registration Web link and paste it into your own invitation email or anywhere you'd like to give access to registration for your Webinar.

Note: For information on how to invite attendees to a Webinar already in progress, see [Manage Attendees](#).

▶ **To invite attendees to a scheduled Webinar**

1. After scheduling your Webinar, you will receive the Webinar Invitation in your email application.
2. Forward the Webinar Invitation to your attendees or to a third party, such as a list broker. You can also save the Webinar Invitation in an HTML format and post to your personal or company Web site.

▶ **To get a copy of the Webinar Invitation**

1. Log in to your account.
2. On the *My Webinars* page, scroll to the Webinar for which you want to receive the Webinar Invitation. To the right of the Webinar, click the *Email me the invitation* link. The Webinar Invitation is sent to the email address on your account.

▶ **To copy the registration Web link**

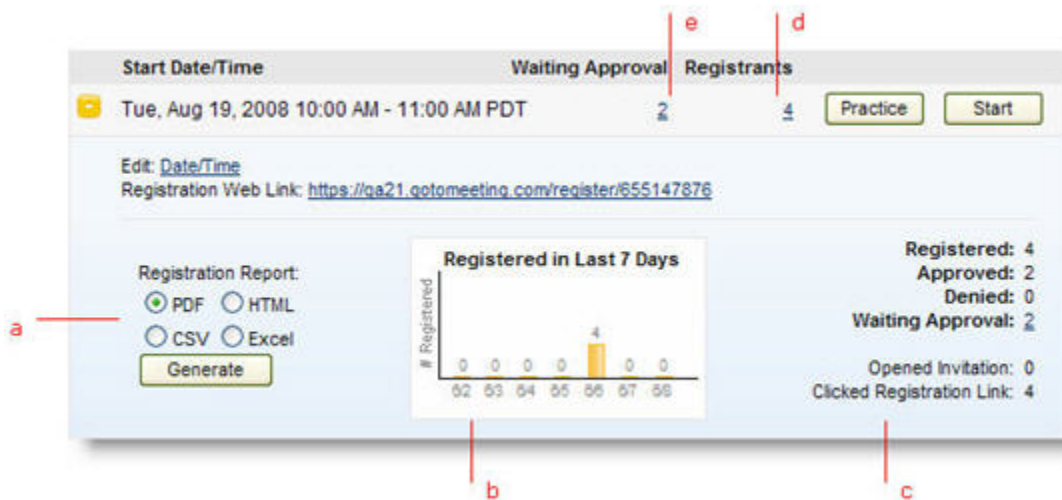
1. Log in to your account.
2. On the *My Webinars* page, click  next to the Webinar date for which you want to copy the registration web link. At **Registration Web Link**, highlight and copy the link.

Registration Tracking

Registration tracking allows organizers to track everything from how many people opened your Webinar Invitation to the number of registrants awaiting registration approval.

Note: Registrants awaiting approval will only show if you selected *Upon Approval* on the registration form. See the *Registration Form* section of this guide.

- View and download Registration Report (a)
- Quick view of number of registrants (b)
- View how many people opened the invitation and clicked the registration link (c)
- View and manage registrants (d)
- Approve registrants if Upon Approval has been turned on (e)



▶ To view a list of registrants

1. Log in to your account.
2. On the *My Webinars* page, scroll to the Webinar for which you want to view registrants.
3. Click the number under *Registered*. The *Registrant* page will load with a list of registrants.

► To approve or deny registrants

Registrants awaiting approval will only show if you selected *Upon Approval* on the registration form. See the *Registration Form* section of this guide.

1. On the *My Webinars* page, scroll to the Webinar for which you want to approve registrants.
2. Click the number under *Waiting Approval*. The *Registrant* page will load with a list of registrants.
3. On the *Registrant* page under the *Webinar Registrants* section, click the check box next to the registrant name or **Select All**. You can also search for a specific registrant using the *Find* fields.

The screenshot shows the 'Webinar Registrants' interface. At the top, there are search fields for 'Find (* = wildcard):', 'In:' (set to 'All'), and 'Status:' (set to 'All'), along with a 'Search Registrants' button. Below this is a table with columns for '4 Registrant(s)', 'Email Address', 'Registration Date/Time', and 'Status'. The table lists four registrants: Bach, Johann S... (Approved), Bronte, Emily (Approved), Tesla, Nikola (Waiting Approval), and Wonka, Willy (Waiting Approval). Below the table are links for 'Select All' and 'Deselect All'. At the bottom, there is an 'Actions:' dropdown menu with options 'Approve' and 'Deny', and a 'Change Status' button.

4 Registrant(s)	Email Address	Registration Date/Time	Status
<input type="checkbox"/>	Bach, Johann S...	jsbach@pianos.com	06/06/2008 06:34 PM PDT Approved
<input type="checkbox"/>	Bronte, Emily	ebronte@etragedy.net	06/06/2008 06:34 PM PDT Approved
<input checked="" type="checkbox"/>	Tesla, Nikola	tesla@freenergy.net	06/06/2008 06:36 PM PDT Waiting Approval
<input type="checkbox"/>	Wonka, Willy	supergum@candy.com	06/06/2008 06:35 PM PDT Waiting Approval

4. In the *Actions* drop-down menu, select **Approve** or **Deny**.
5. Click **Change Status**.
6. When you have approved registrants, a Webinar confirmation email will be sent to the registrant with information on how to join the Webinar.

If you have denied a registrant, the registrant will be sent an email notification that registration has been denied: "*The Webinar organizer has denied your request to join the following Webinar:*"

Customize a Scheduled Webinar

Once a Webinar has been scheduled, organizers can create polls and surveys and set email notifications. If the branding, theme and registration form customizations were not selected during the scheduling process, organizers can customize these at any time.

Create Polls

Using the Polling feature during a Webinar is a great way to generate immediate feedback and keep attendees alert and interested. Up to 8 polling questions can be created before or during a Webinar. Organizers will be able to see poll results during a Webinar as well as review polling responses in the Attendee Report and polling response rates in the Performance Report once the Webinar has ended. See [Generate Reports](#).

Note: See [Polling](#) for information on launching and managing your polls during a Webinar.

To create a poll

1. Log in to your account.
2. On the *My Webinars* page, scroll to the Webinar for which you want to create a poll.
3. Click the *Change Session Settings* drop-down menu and select *Polls*. The *Polling* page will load.
4. In the *Question Type* field, select the answer choice from the drop-down menu:
 - **Choice - Single Answer:** Attendees can select only one answer.
 - **Choice - Multiple Answers:** Attendees can select more than one answer.
5. In the *Question* field, type a question.
6. In the *Answers* fields, type up to 5 answers.
7. Click **Create**.
8. Click **Save Changes**.

Your poll questions will appear in the Polls box. You can modify poll questions, including the order you wish to launch them in-session, by highlighting each in the Poll Questions box and clicking **Edit**, **Delete**, **Up** or **Down**. Up to 8 polling questions can be created. Polls can be modified before and during your Webinar.

See [Polling](#) for more information on managing your polls during a Webinar.

Create a Survey

The survey feature allows organizers to generate feedback after a Webinar. Organizers can choose to have attendees complete a survey with up to 8 questions as soon an attendee exits the Webinar, or through a survey link that can be included in a follow-up email. Organizers will be able to view survey results in the Attendee Report once the Webinar has ended and the survey is launched. See [Generate Reports](#).

▶ To create a survey

1. Log in to your account.
2. On the *My Webinars* page, click the *Change Session Settings* drop-down menu and select *Survey*. The *Survey* page will load
3. In the *Question Type* field, select the answer choice from the drop-down menu. Click **Show me the Question Types** for answer descriptions:
 - a. **Choice - Single Answer**: Attendees can only select one answer.
 - b. **Choice - Multiple Answers**: Attendees can select more than one answer.
 - c. **Choice - Scale 1 to 5**: Attendees can answer based on a rating scale.
 - d. **Open-Ended - Short Phrase**: Attendees can type a short answer.
 - e. **Open-Ended - Essay**: Attendees can type a descriptive answer.
4. In the *Question* field, type a question.
5. In the *Answers* fields, type up to 5 answers.
6. Click **Create**.

Your survey questions will appear in the Survey Questions box. You can modify survey questions, including the order in which they will appear in the survey, by highlighting each in the Survey Questions box and clicking **Edit**, **Delete**, **Up** or **Down**. You can create up to 8 survey questions.

7. Under *Options*, select whether the survey is shown to attendees after they exit the Webinar or is included as a link in the attendee follow-up email. You must have selected to send a follow-up email.

Note: Surveys cannot be modified once follow-up emails have been sent.

8. To view your survey, click **Preview**.
9. Click **Save Changes**.

Branding and Theme

The branding and theme that is selected will create a consistent and polished look to everything the audience sees - from the invitation to the Webinar Waiting Room. The Waiting Room is the screen the audience sees before the Webinar starts.

▶ To select the branding and theme

1. Log in to your account.
2. On the *My Webinars* page, scroll to the Webinar for which you want to customize the branding and theme.
3. On the *My Webinars* page, click the *Change Session Settings* drop-down menu and select *Branding and Theme*. The *Branding and Theme* page will load.
4. On the *Branding and Theme* page:
 - a. Custom Logo: Upload your company logo to the theme. The logo can be up to 400 x 200 pixels and 100kb in size and must be in either GIF or JPG format.
 - b. Choose Your Theme: Select from one of 5 themes.
 - c. Upload a custom image: Upload your own image that will replace the default image in the theme. The image can be up to 200 x 200 pixels and 100kb in size and must be in either GIF or JPG format.
 - d. Viewer Color: Select the color that will appear on the Viewer Window border as well as the Control Panel of all attendees
 - e. List Presenters in Waiting Room: Type the name and information of your presenters and upload their photos. To include additional presenters, click **Add another presenter** (choose a maximum of 6). The presenter's image can be up to 100 x 100 pixels, 10kb in size and must be in either GIF or JPG format.
 - f. Create a welcome message that will appear in the Control Panel as attendees arrive in the Webinar.
5. To view your customization, click **Preview** or **Preview Waiting Room**.
6. Click **Save Changes**.

▶ To delete a presenter from the Waiting Room screen

1. On the *Branding and Theme* page, next to the information of the presenter you want to delete, select the *Delete presenter* check box.
2. Click **Save Changes**.

Email Notifications

The Email Notifications feature allows organizers to manage email communications with registrants and attendees pre- and post-Webinar. Organizers can select when reminder and follow-up emails are sent for a particular Webinar. Confirmation, reminder and follow-up emails can also be personalized.

▶ To modify Email Notifications settings

1. Log in to your account.
2. On the *My Webinars* page, scroll to the **Webinar** for which you want to modify email notifications.
3. Click the *Change Session Settings* drop-down menu and select *Email Notifications*. The *Email Notifications* page will load.
4. On the *Email Notifications* page, modify settings and click **Save Changes**.
 - **Email Format:** Choose the format in which email notifications will be sent. (a)
 - **HTML:** Email notifications will show in HTML format in the body of the email (with graphics).
 - **Plain Text:** Email notifications will show as plain text in the body of the email.
 - **Note:** The Registration Tracking feature can only track opened invitations if the Webinar Invitation is sent in HTML format.
 - **Webinar Invitation:** Preview or send the invitation to yourself. (b)
 - **Other Emails to Registrants:** GoToMeeting Corporate plans only. If you want attendee replies to go to another organizer on your account, select the organizer's name in the drop-down menu. (c)
 - **Confirmation Email:** Personalize by clicking the expansion button. Choose if you want to include system requirements and a link to add to Outlook Calendar. (d)

The screenshot shows the 'Email Notifications' settings page. It is divided into several sections:

- Email Format:** Contains two radio buttons: 'HTML: in body of email (w/graphics)' (selected) and 'Plain Text: in body of email'.
- Webinar Invitation:** Includes a text description, a 'Preview Email' button, and an 'Email Me Invitation' button.
- Other Emails to Registrants:** Includes a text description and a 'Reply-To Address' dropdown menu with 'organizer@company.com' selected.
- Confirmation Email:** Features a red-bordered button with a plus sign and the text 'Personalize Confirmation Email'.
- Notification Email Format:** Contains two checked checkboxes: 'Include System Requirements' and 'Include link to add to Outlook Calendar', followed by a 'Preview Notification Email' button.

Red callout lines labeled 'a', 'b', 'c', and 'd' point to the 'Email Format' section, the 'Webinar Invitation' buttons, the 'Reply-To Address' dropdown, and the 'Personalize Confirmation Email' button, respectively.

- **Reminder Emails to Invitees & Registrants:** Select the frequency that reminder emails are sent to registrants. Personalize by clicking the expansion button. Choose if you want to include system requirements and a link to add to Outlook Calendar. (e)
- **Follow-Up Email to Attendees:** Select when the follow-up email is sent to attendees and no-shows. Personalize by clicking the expansion button. Select if you want to include a link to the recording of your Webinar (GoToMeeting Corporate plans only). (f) (g)

Reminder Emails to Invitees & Registrants

e **Send Reminder Email: (to all participants)** ?

1 Hour(s) before

1 Day(s) before

1 Week(s) before

+ Personalize Reminder Email

Reminder Email Format:

Include [System Requirements](#)

Include link to add to Outlook Calendar

Preview Reminder Email

Follow-Up Email to Attendees

f **Send Follow-Up Email: (to all participants)** ?

1 Day(s) after

+ Personalize Follow-Up Email

Follow-Up Email Format:

Include link to recorded Webinar.
Note: If recording is not uploaded this link will not be sent.

Preview Follow-Up Email

Follow-Up Email to No-Shows

g **Send Follow-Up Email: (to all participants)** ?

1 Day(s) after

+ Personalize No-Show Email

Follow-Up Email Format:

Include link to recorded Webinar.
Note: If recording is not uploaded this link will not be sent.


Preview No-Show Email

Registration Form

To join a Webinar, attendees are required to complete a registration form. To get to know the audience, organizers can customize the registration form to request specific information. Organizers can also redirect registrants to a specific website upon completion of registration

Note: Impromptu Webinars started using the **Webinar Now** link do not require pre-registration and only ask attendees for their name and email address when joining the Webinar.

▶ To customize the registration form

1. Log in to your account.
2. On the *My Webinars* page, scroll to the Webinar for which you want to create the registration form.
3. Under the Webinar title, click **Edit** next to Registration. The *Registration Form* page will load.
4. On the *Registration Form* page:
 - a. Select your form fields. Selecting the **Required** check box requires registrants to fill in the field before being able to complete registration.
 - b. Create up to 10 custom questions by clicking  next to *Create Your Own*.
 - c. After registering, choose whether registrants will receive the confirmation email which has information on how to join the Webinar - automatically after registering or only upon approval.


If you select *Upon Approval*, you will need to monitor registrants and approve them before they can join the Webinar. See [Registration Tracking](#). Upon completion of registration, registrants will see a *Registration Complete* page but will not receive instructions on how to join until you have approved them.

Note: You can select or de-select *Upon Approval* any time after registrations have been sent. However, if you de-select *Upon Approval* after registrations have been sent, all registrants you denied will receive a confirmation email that will allow them to attend. Likewise, if you select *Upon Approval* after registrations have been sent, you will need to approve all registrations submitted before the change was made. See [Registration Tracking](#).

- d. Redirect registrants by entering a URL, such as your company's Web site.
5. To view your customization, click **Preview**.
6. Click **Save Changes**.

Note: Changes to the registration form can be made after registration has begun; however, changes may affect consistencies in the Registration Report. The Registration feature cannot be turned off.

▶ To create your own custom questions

1. On the *Registration Form* page, click  next to *Create Your Own*.
2. In the *New Question* field, type your question.
3. In the *Answers* fields, type up to 5 answers. If you want to provide an open-ended answer field instead, leave the *Answers* fields blank.
4. Select the *Required* check box if you want to require the question to be answered. If the *Required* check box is not selected, registrants may leave the field blank.
5. Click **Create**.

Your questions will appear in the *Your Questions* box. You can modify questions, including the order of appearance in the registration form, by highlighting each in the *Your Questions* box and clicking **Edit**, **Delete**, **Up** or **Down**. You can create up to 10 custom questions.

Edit a Scheduled Webinar

Webinar organizers can edit details (such as modifying the Webinar title, description, conference call information and adding or removing panelists and other organizers) for a scheduled Webinar.

► To edit a scheduled Webinar

1. Log in to your account.
2. On the *My Webinars* page, scroll to the Webinar you want to edit.
3. Modify settings through the edit links noted below.

If you made changes to the Webinar title, description, date or audio service information, you can choose to notify all participants and receive an updated Webinar Invitation.

4. Click **Save Changes**.

- Edit Webinar title (a)
- Edit Registration Form (b)
- Edit date/time for a specific session (c)
- View Webinar settings (d)
- Change session settings (e)

The screenshot shows the 'Customer Satisfaction Guaranteed' webinar page. A dropdown menu for 'Change Session Settings' is open, listing options: Audio, Organizers/Panelists, Branding and Theme, Email Notifications, Polls (0), Survey (0), and Webinar Password. Red annotations include: 'a' pointing to the webinar title 'Customer Satisfaction Guaranteed Edit'; 'b' pointing to the 'Registration: Edit' link; 'c' pointing to the 'Edit: Date/Time' link; 'd' pointing to the 'View' link; and 'e' pointing to the dropdown menu. The page also displays a registration report with a bar chart titled 'Registered in Last 7 Days' showing 4 registrations on the 6th of the month. Other statistics include: Registered: 4, Approved: 2, Denied: 0, Waiting Approval: 2, Opened Invitation: 0, and Clicked Registration Link: 0.

► To add or remove a panelist/organizer from a scheduled Webinar

1. Log in to your account.
2. On the *My Webinars* page, scroll to the Webinar for which you want to add or remove a panelist or organizer (GoToMeeting Corporate plans).
3. At *Change Session Settings*, click the drop-down menu and select Panelist (or *Organizers/Panelists* for GoToMeeting Corporate plans).
4. Make your changes.

5. Click **Save**.

A notification email will be sent to the added or removed panelist/organizer. If the panelist/organizer was removed, the link to join the Webinar, provided in the Webinar Invitation, will be deactivated.




Cancel a Scheduled Webinar

Webinar organizers can delete a scheduled Webinar at any time prior to the start of the Webinar. An email notification will be sent to all registrants, organizers and panelists notifying them that the Webinar has been canceled.

Note: Once a Webinar has been canceled, all records of the Webinar will be removed from Webinar History, Generate Reports and the Schedule Similar Webinar feature.

Note: You may preview but not edit the Webinar cancellation message.

To cancel a scheduled Webinar

1. Log in to your account.
2. On the *My Webinars* page, scroll to the title of the Webinar you want to cancel.
 - To cancel a specific session in a recurring Webinar, click  next to the date of the Webinar you want to cancel. On the right side, click  or **Cancel This Session**.
 - To cancel all sessions of a recurring Webinar, click  or **Cancel All Sessions** at the bottom right of the last session listed.
3. On the *Confirm Cancellation* page, click **Preview notification message** to view the message that all participants will receive.
4. Click **Cancel Session** or **Cancel All Sessions**.

Practice a Webinar

The Practice feature allows organizers to run an unlimited number of practice sessions before the scheduled Webinar start time. All settings and customization made to a Webinar, including Polling, will apply to the practice session. Because attendees cannot join a practice session, using this feature is a great way for organizers and panelists to get comfortable with the presentation flow. If a practice session runs up to the start time of the scheduled Webinar, organizers can start the live Webinar from Practice mode.



The Practice feature is currently unavailable for Mac users.

▶ To start a practice Webinar

1. Log in to your account.
2. On the *My Webinars* page, scroll to the Webinar session you want to practice and click the **Practice** button.
3. Panelists and organizers can join the practice session by clicking on the link provided in their invitation email.

Note: While in Practice mode, registrants will not be able to join the Webinar.


▶ To start a Webinar from Practice mode

1. While in Practice mode, open the Organizer Control Panel.
2. At the top of the Control Panel, click **Start**.
Your Webinar will officially begin, and all registrants will be allowed to join.

Audio Fast Help

Audio Help for Webinar Organizers

I can't hear other callers

- Click the audio icon  in the Attendee List of your Control Panel to unmute an attendee.
- Telephone users: Hang up and dial back in.
- VoIP users:
 - a. Test your Speakers setup. Click **Audio Setup** in the Audio Pane to select the correct device. Mac users: Click the speaker icon in the Audio pane to select the correct device.
 - b. Check the volume setting in Audio Setup. Under Speakers Setup, click **Play Sound** and move the slider bar to the desired volume.

Other callers can't hear me

- Start Broadcast: You must click **Start Broadcast** at the top of the Control Panel or *1 on your telephone keypad to start the conference.
- You can change your audio selection from the Audio pane if you scheduled your Webinar to offer both VoIP and Telephone.
- Telephone users: Hang up and dial back in.
- VoIP users:
 - a. Is the correct microphone device selected? Click **Audio Setup** in the Audio Pane to select the correct device. Mac users: Click the microphone icon in the Audio pane to select the correct device.
 - b. If using a microphone: Does your microphone have a physical mute/unmute button on it? Check that your microphone is not muted.
 - c. If an attendee can't hear you, his or her speaker volume may be off or set too low.
 - d. Analog microphones are sometimes too quiet; we recommend using a USB headset or USB desktop microphone instead.
 - e. If you are using a desktop microphone, avoid touching the microphone since it may cause a reduction in the volume of your voice.
 - f. Speaking very loudly can affect the volume; try speaking at a lower level.
 - g. The speed of your Internet connection can affect one-way sound. For optimum performance when using VoIP, we recommend a broadband Internet connection.
 - h. File sharing: Uploading a file while using GoToWebinar can sometimes affect VoIP sound quality. It is recommended that you close all file sharing applications before you start your Webinar.
 - i. Streaming music or video while using GoToWebinar can sometimes affect VoIP sound quality. It is recommended that you close all streaming music or video before you start your Webinar.

I hear static, beeping or a clicking sound

- Electronic devices, such as BlackBerry® smartphones, can affect microphone and speaker devices. Move any electronic handheld devices away from your microphone and speakers.

I'm experiencing echo, feedback or background noise

- A USB headset is recommended (see [VoIP Audio Device Recommendations](#)).
- Echo from an attendee: If you suspect echo from an attendee, check who is talking at the bottom of the Audio pane and mute that attendee or ask the attendee to lower his or her speaker volume. You can also click **Mute All** in the Audio pane.
- If you join your Webinar via telephone make sure the audio setting on your Control Panel is not set to *Use Mic & Speakers*.
- Built-in or external speakers can cause echo. We recommend reducing the speaker volume to a low level.
- Laptops with built-in microphones: Built-in microphones can pick up noise and cause echo. Using a built-in microphone for your audio is not recommended. If you know how to turn off your laptop's built-in microphone, turn it off for your presentation (check your laptop's owner manual).
- Webcams with microphones can pick up additional noise and cause echo. Using a Webcam for your audio is not recommended.
- A Webinar is best presented from a quiet location.
- If using a microphone, move the microphone closer to your voice and away from competing sounds (i.e.: computer fans).
- Avoid moving or touching the microphone during your presentation.

Words are getting cut off or are being dropped

Dropped words, delay or robotic sound is often due to poor network performance, lack of memory or high CPU usage.

- Close all applications you are not using for your presentation.
- VoIP users: A dial-up Internet connection can cause poor performance. For optimum performance when using VoIP, we recommend a broadband Internet connection.
- VoIP users: If the problem persists, switch to Telephone mode. Select *Use Telephone* in the Audio pane and dial in to the Webinar.

I'm getting an error message

An audio device (speakers or headset) is necessary to join a Webinar using VoIP. When an audio device such as microphone or speakers is not detected, some of the following errors may occur:

When someone experiences problems dialing in to the audio conference during a session, they can use an alternate phone number (toll, toll-free and/or international numbers) from a different network provider to connect to the audio conference.

1. During a session, click the *Problem dialing in?* link in the Audio pane of the Control Panel.



2. You'll automatically be redirected to the *Can't Dial in to the Conference?* web page where you can choose your preferred dial-in country if it's available.
3. Try calling the number provided instead.
 - If the scheduling organizer only enables one country for the session, the alternate toll and/or toll-free number should be displayed on the “Can't Dial in to the Conference?” page.

Can't Dial into the Conference?

If you're having issues reaching the number provided, please try this number instead.

 **United States**

Dial: +1 (404) 589-1029
 Access Code: 142-241-279
 Audio PIN: Shown after joining the session

What's Causing This?

A telephone provider is experiencing an outage. We'll try to provide an alternate number from another telephone provider.


Questions?

Contact [Global Customer Support](#) or tweet to us [@GoToWebinar](#)

- If the scheduling organizer enables toll and/or toll-free numbers for multiple countries, use the drop-down menu to select your preferred country.

Can't Dial into the Conference?

If you're having issues reaching the number provided, please choose your preferred dial-in country and try the number

 **United States**

Toll: +1 (815) 879-4168
 Toll-free: 1 (915) 879-4167
 Access Code: 106-287-736
 Audio PIN: Shown after joining the session

What's Causing This?

A telephone provider is experiencing an outage. We'll try to provide an alternate number from another telephone provider.


Questions?

Contact [Global Customer Support](#) or tweet to us [@GoToMeeting](#)

- If the scheduling organizer enables multiple toll and/or toll-free countries and one of those countries does not have an alternate number available, the following message appears: “Unfortunately, an alternate number is not available for this country.”

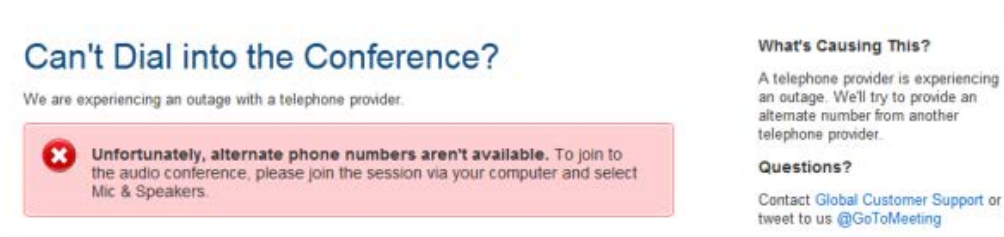
Can't Dial into the Conference?

If you're having issues reaching the number provided, please choose your preferred dial-in country and try the number listed.

 **India**

Unfortunately, an alternate number is not available for this country.

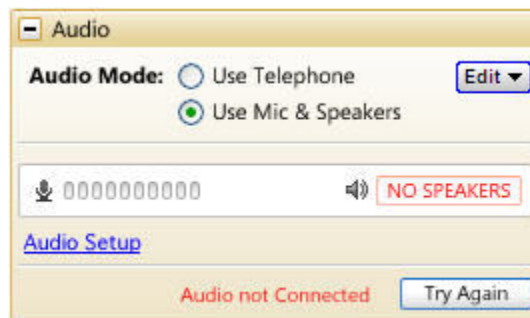
- The message “Unfortunately, alternate phone numbers aren’t available. To join the audio conference, please join the session via your computer and select Mic & Speakers” appears when any of the following occurs:
 - The scheduling organizer only enables one country and an alternate number is not available.
 - The scheduling organizer enables toll and/or toll-free numbers for multiple countries and none of those countries has any alternate numbers available.
 - The audio server is experiencing an outage.



No Speakers Detected

An error message will appear if speakers (or headset) are not present or are not connected properly, or if there is no sound card installed in your computer. You will not hear audio at this time and will not be heard in the conference.

- Check that your speakers (or headset) are properly connected and click **Try Again** in the Audio pane of the Control Panel. See [Audio Mode: Using VoIP](#).
- If you have the option to join the Webinar via telephone, you will automatically be switched to Telephone mode. Dial in to the conference using the number and Audio PIN provided in the Audio pane of your Control Panel.

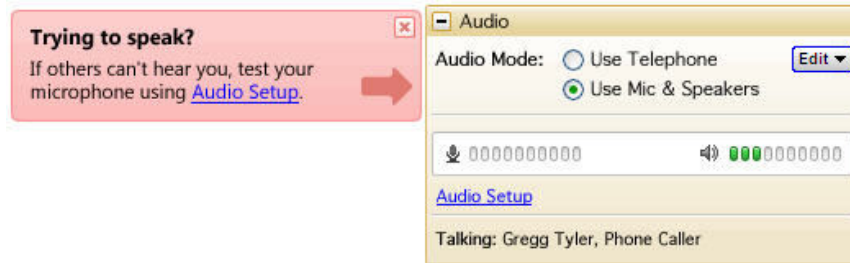


No Sound Detected

After the first minute of a session, GoToWebinar looks for microphone input from attendees who are using a microphone, have speaking rights and are unmuted.

If no input is detected, you may get a Trying to speak? error message. This error may appear under the following conditions:

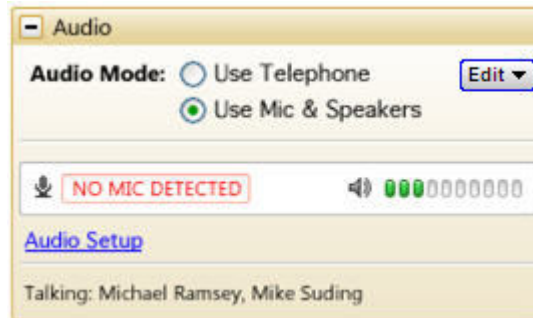
- You have not spoken or made any sound during the first minute of joining the Webinar, or
- The microphone device was incorrectly selected. You can click the Audio Setup link if you are trying to speak but can't be heard. See [Audio Mode: Using VoIP](#).



No Microphone Detected

An error message will appear if a microphone (or headset) is not present or is not connected properly. You will still be able to hear the Webinar but will not be able to speak.

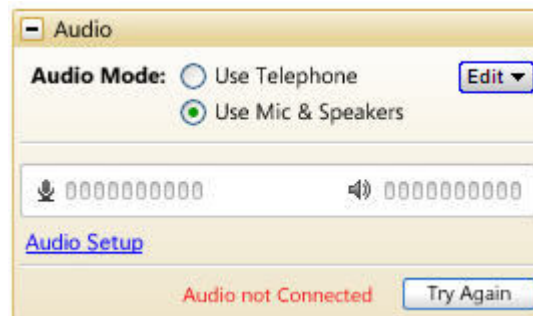
- Check that your microphone (or headset) is properly plugged in.
- If you have the option to join the Webinar via telephone, you can switch to Telephone mode. Then dial in to the conference using the number and Audio PIN provided in the Audio pane of your Control Panel.



Microphone Disconnected

An error message will appear if your microphone fails or is unplugged after joining a Webinar. When this happens, you will no longer hear audio nor be heard by others.

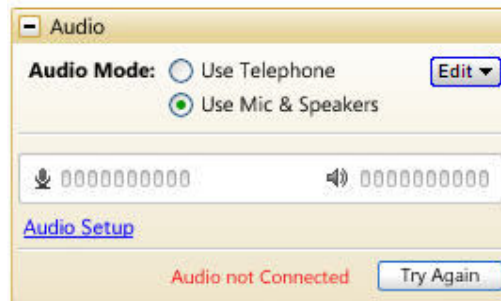
- Check that your microphone is properly plugged in. If it is, test your microphone device and click Try Again in the Audio pane of the Control Panel. See [Audio Mode: Using VoIP](#).
- If you have the option to join the Webinar via telephone, you can switch to Telephone mode. Then dial in to the conference using the number and Audio PIN provided in the Audio pane of your Control Panel.



Virtual Operating System (VMware, Parallels, etc.)

An error message will appear if you are attempting to join a Webinar using VoIP through a virtualized operating system, such as VMware, Parallels, etc. In this instance, to connect to audio, please choose one of the following:

- Rejoin the Webinar through a non-virtual operating system.
- If you have the option to join the Webinar via telephone, you can switch to Telephone mode. Then dial in to the conference using the number and Audio PIN provided in the Audio pane of your Control Panel



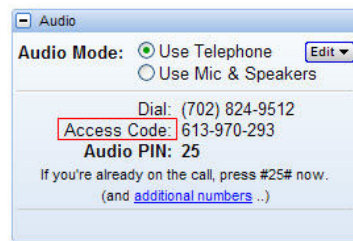
What are audio tips and best practices?

- As with any Webinar, it is important to test your sound quality and audio settings before your live event. In addition to testing your audio settings, it is recommended to start your Webinar in Practice mode with other organizers or panelists to provide feedback on your voice quality.
- If you plan to record your Webinar, be sure to test the Recording feature while in Practice mode.
- It is a best practice to close all applications and documents you are not using for your presentation; applications running in the background may use up your computer's bandwidth and affect network performance.
- It is a best practice to keep attendees muted during your presentation and unmute individual attendees as necessary.
- Attendees who join the audio portion of your Webinar are joined muted by default. Up to 25 attendees can be unmuted at any one time (this is a combination of VoIP and phone attendees).

Audio Help for Webinar Attendees

My Access Code is not being accepted

The Access Code is different from the Webinar ID. The Access Code is for attendees who have dialed into the audio portion of the Webinar via telephone. The Access Code is located in the Audio pane of your Control Panel.



I can't hear other callers

- GoToWebinar audiences are muted by default. You may not hear the presenter until the Webinar begins.
- Telephone users: Hang up and dial back in.
- VoIP users:
 - a. Test your Speakers setup. Click **Audio Setup** in the Audio pane to select the correct device. Mac users: Click the speaker icon in the Audio pane to select the correct device.
 - b. Check the volume setting in Audio Setup. Under Speakers Setup, click **Play Sound** and adjust the slider bar to the desired volume.

Other callers can't hear me

- As an attendee, a Webinar organizer must unmute your line so that everyone can hear you.
- At any time during the Webinar, you can change your audio selection from VoIP to telephone (and vice versa) if the Webinar organizer has given attendees that option. The option to change audio is in the Audio pane of your Control Panel.
- Telephone users: Hang up and dial back in.
- VoIP users:
 - a. Is the correct microphone device selected? Click **Audio Setup** in the Audio pane to select the correct device. Mac users: Click the microphone icon in the Audio pane to select the correct device.
 - b. If using a microphone: Does your microphone have a physical mute/unmute button on it? Check that your microphone is not muted.
 - c. Analog microphones are sometimes too quiet; we recommend using a USB headset or USB desktop microphone instead.
 - d. If you are using a desktop microphone, avoid touching the microphone since it may cause a reduction in the volume of your voice.
 - e. Speaking very loudly can affect the volume; try speaking at a lower level.
 - f. The speed of your Internet connection can affect one-way sound. For optimum performance when using VoIP, we recommend a broadband Internet connection.
 - g. File sharing: Uploading a file while attending a Webinar can sometimes affect VoIP sound quality. It is recommended that you close all file sharing applications before you join the Webinar.
 - h. Streaming music or video while attending a GoToWebinar event can sometimes affect VoIP sound quality. It is recommended that you close all streaming music or video before you join a Webinar.

I hear static, beeping or a clicking sound

- Electronic devices, such as BlackBerry® smartphones, can affect microphone and speaker devices. Move any electronic handheld devices away from your microphone and speakers.

I'm experiencing echo, feedback or background noise

- If you join a Webinar via telephone make sure the audio setting on your Control Panel is not set to *Use Mic & Speakers*.

- A USB headset is recommended. See [Audio Mode: Using VoIP](#).
- Built-in or external speakers can cause echo. We recommend reducing the speaker volume to a low level.
- Laptops with built-in microphones can pick up noise and cause echo. Using a built-in microphone for your audio is not recommended. If you know how to turn off your laptop's built-in microphone, turn it off before you join a Webinar (check your laptop's owner manual).
- If using a microphone, move the microphone closer to your voice and away from competing sounds (e.g., computer fans).
- Avoid moving or touching the microphone when speaking.

Words are getting cut off or are being dropped

- Dropped words, delay or robotic sound is often due to poor network performance, lack of memory or high CPU usage.
- Close all applications you are not using while attending a Webinar.
- VoIP users: A dial-up Internet connection can cause poor performance. For optimum performance when using VoIP, we recommend a broadband Internet connection.
- VoIP users: If the problem persists, switch to telephone. Select Use Telephone in the Audio pane and dial in to the Webinar.

I need to adjust my VoIP audio volume

- PC users, click **Audio Setup** in the Audio pane. Under *Speakers Setup*, move the slider bar to the desired volume.
- Mac users, press the volume buttons on your keyboard.

Error Messages

An audio device (speakers or headset) is necessary to join a Webinar using VoIP. When an audio device such as microphone or speakers is not detected, some of the following errors may occur:

When someone experiences problems dialing in to the audio conference during a session, they can use an alternate phone number (toll, toll-free and/or international numbers) from a different network provider to connect to the audio conference.

1. During a session, click the *Problem dialing in?* link in the Audio pane of the Control Panel.



2. You'll automatically be redirected to the *Can't Dial in to the Conference?* web page where you can choose your preferred dial-in country if it's available.

3. Try calling the number provided instead.

- If the scheduling organizer only enables one country for the session, the alternate toll and/or toll-free number should be displayed on the “Can’t Dial in to the Conference?” page.

Can't Dial into the Conference?

If you're having issues reaching the number provided, please try this number instead.



United States

Dial: +1 (404) 589-1029
 Access Code: 142-241-279
 Audio PIN: Shown after joining the session

What's Causing This?

A telephone provider is experiencing an outage. We'll try to provide an alternate number from another telephone provider.


Questions?

Contact [Global Customer Support](#) or tweet to us [@GoToWebinar](#)

- If the scheduling organizer enables toll and/or toll-free numbers for multiple countries, use the drop-down menu to select your preferred country.

Can't Dial into the Conference?

If you're having issues reaching the number provided, please choose your preferred dial-in country and try the number



- Australia
- Spain
- India
- Norway
- Sweden
- ✓ United States

Toll: +1 (815) 879-4168
 Toll-free: 1 (915) 879-4167
 Access Code: 106-287-736
 Audio PIN: Shown after joining the session

What's Causing This?

A telephone provider is experiencing an outage. We'll try to provide an alternate number from another telephone provider.


Questions?

Contact [Global Customer Support](#) or tweet to us [@GoToMeeting](#)

- If the scheduling organizer enables multiple toll and/or toll-free countries and one of those countries does not have an alternate number available, the following message appears: “Unfortunately, an alternate number is not available for this country.”

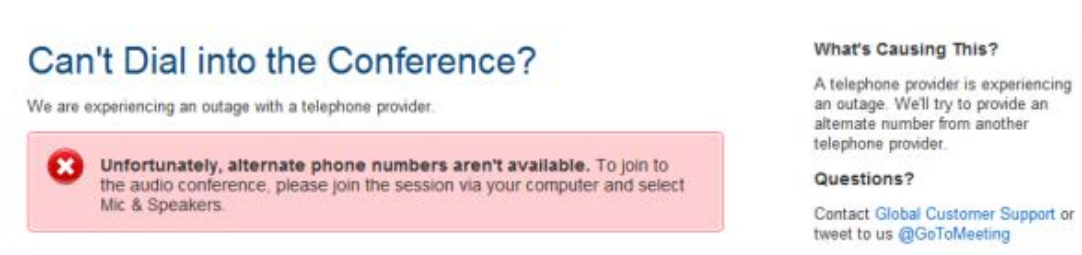
Can't Dial into the Conference?

If you're having issues reaching the number provided, please choose your preferred dial-in country and try the number listed.



Unfortunately, an alternate number is not available for this country.

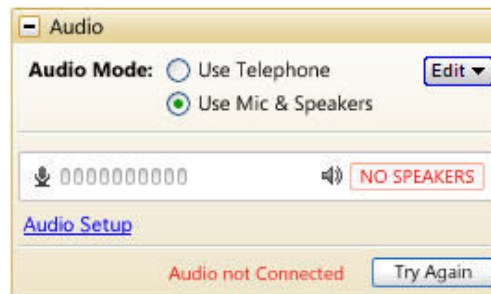
- The message “Unfortunately, alternate phone numbers aren’t available. To join the audio conference, please join the session via your computer and select Mic & Speakers” appears when any of the following occurs:
 - The scheduling organizer only enables one country and an alternate number is not available.
 - The scheduling organizer enables toll and/or toll-free numbers for multiple countries and none of those countries has any alternate numbers available.
 - The audio server is experiencing an outage.



No Speakers Detected

An error message will appear if speakers (or headset) are not present or are not connected properly, or if there is no sound card installed in your computer. You will not hear audio at this time and will not be heard in the conference.

- Check that your speakers (or headset) are properly connected and click **Try Again** in the Audio pane of the Control Panel. See [Audio Mode: Using VoIP](#).
- If you have the option to join the Webinar via telephone, you will automatically be switched to Telephone mode. Dial in to the conference using the number and audio PIN provided in the Audio pane of your Control Panel.

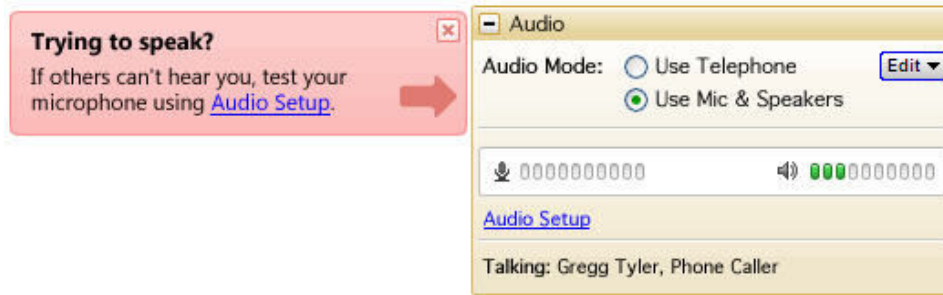


No Sound Detected

After the first minute of a session, GoToWebinar looks for microphone input from attendees who are using a microphone, have speaking rights and are unmuted.

If no input is detected, you may get a *Trying to speak?* error message. This error may appear under the following conditions:

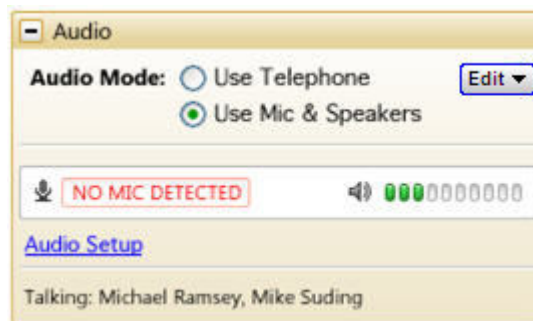
- You have not spoken or made any sound during the first minute of joining the Webinar, or
- The microphone device was incorrectly selected. You can click the **Audio Setup** link if you are trying to speak but can't be heard. See [Audio Mode: Using VoIP](#). [1877650861](#)



No Microphone Detected

An error message will appear if a microphone (or headset) is not present or is not connected properly. You will still be able to hear the Webinar but will not be able to speak.

- Check that your microphone (or headset) is properly plugged in.
- If you have the option to join the Webinar via telephone, you can switch to Telephone mode. Then dial in to the conference using the number and Audio PIN provided in the Audio pane of your Control Panel.



Microphone Disconnected

An error message will appear if your microphone fails or is unplugged after joining a Webinar. When this happens, you will no longer hear audio nor be heard by others.

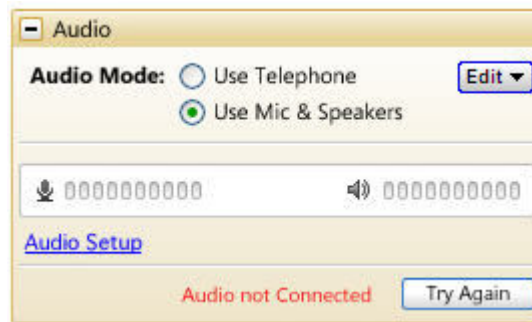
- Check that your microphone is properly plugged in. If it is, test your microphone device and click *Try Again* in the Audio pane of the Control Panel. See [Audio Mode: Using VoIP, 1877650861](#)
- If you have the option to join the Webinar via telephone, you can switch to Telephone mode. Then dial in to the conference using the number and audio PIN provided in the Audio pane of your Control Panel.



Virtual Operating System (VMware, Parallels, etc.)

An error message will appear if you are attempting to join a Webinar using VoIP through a virtualized operating system, such as VMware, Parallels, etc. In this instance, to connect to audio, please choose one of the following:

- Rejoin the Webinar through a non-virtual operating system.
- If you have the option to join the Webinar via telephone, you can switch to Telephone mode. Then dial in to the conference using the number and Audio PIN provided in the Audio pane of your Control Panel





Audio Mode: Using VoIP

VoIP Audio Device Recommendations

When using VoIP for your Webinar, audio quality can vary based on your audio software/hardware manufacturer as well as your operating system.


Listed in order from best quality to poor quality		
	USB* headset connected to your computer	Best
	Headphones and USB* microphone connected to your computer	
	Analog** headset connected to your computer	Good
	Headphones and analog microphone** connected to your computer	
 + 	External speakers and USB microphone	Fair
	External speakers and analog microphone	

Listed in order from best quality to poor quality		
	Laptop built-in microphone and speakers	Poor
	External speakers and USB Webcam microphone	

*USB Cable  ** Analog Cable 

VoIP Audio Setup - PC Users

▶ To select and test your Mic & Speakers settings

1. Right-click the  system tray icon and select **Preferences**.
2. Select **Audio**.
 - **Microphone Setup:** It is recommended that you test your microphone. To test, select your microphone device from the drop-down menu and speak into your microphone; if it is connected correctly, the sound meter will light up green. If the green meter does not light up, select another device listed in the drop-down menu and repeat this test.
 - **Speakers Setup:** It is recommended that you test your speakers. To test, select your speaker device from the drop-down menu and click **Play Sound**; if connected correctly, you will see the sound meter light up green and hear a soundtrack through your speaker device. If you do not hear sound after clicking **Play Sound**, select another device listed in the drop-down menu and repeat this test.
 - **Advanced:** GoToWebinar automatically adjusts audio levels. We recommend you keep this checked. If you uncheck this selection, you must manually configure your audio settings through Windows Sounds and Audio Devices. Use automatic volume and noise processing to improve voice quality.
3. Click **OK**.



VoIP Audio Setup - Mac Users

Mac users can select audio devices in-session only. GoToWebinar will automatically detect the input and output devices connected to your computer.

▶ To select and test your Mic & Speakers settings

1. You can test your audio devices through the Audio pane of the Control Panel. If your audio devices are connected correctly, you will see the sound meters in the Control Panel light up green.
2. If the meters for Mic or Speakers do not light up green when you or others are speaking, click the icons in the Audio pane of the Control Panel. A drop-down menu will appear when you click either icon.
 - *Microphone*: To test, speak into your microphone; if it is connected correctly, the sound meter will light up green. If the green meter does not light up, select another device listed in the drop-down menu and repeat this test.
 - *Speakers*: It is recommended that you test your speakers. To test, select each device from the drop-down menu until you will see the sound meter light up green and hear others speaking in the conference. If the green meter does not light up, select another device listed in the drop-down menu and repeat this test.

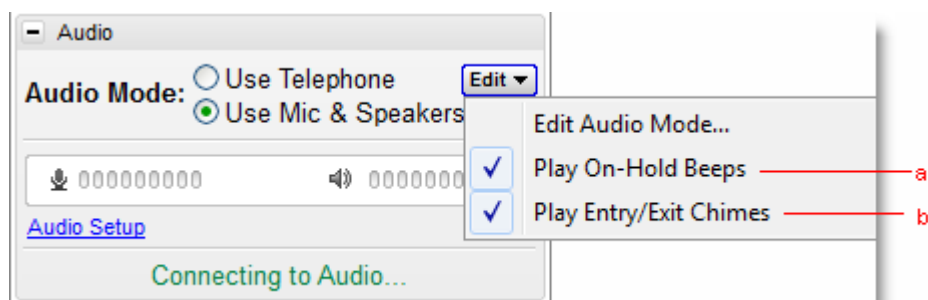


On-Hold Beeps and Entry/Exit Chimes

On-Hold Beeps (a) play when an attendee connects to a Webinar before the organizer has started it, unless the organizer disables the beeps.

Entry/Exit Chimes (b) play each time an attendee joins or leaves the Webinar, unless the organizer turns the chimes off.

To toggle *On-Hold Beeps* or *Entry/Exit Chimes* on and off, click *Edit* in the GoToWebinar Audio pane, then click each item to turn it on or off.



Using GoToWebinar Integrated Audio

Audio Mode: Using Telephone

At the specified Webinar time, dial the conference call number. When prompted, enter the access code followed by the # key.

Once in a conference call, the organizer is automatically entered into a sub-conference between all organizers and panelists. To start the conference call for all participants, an organizer must press *1.

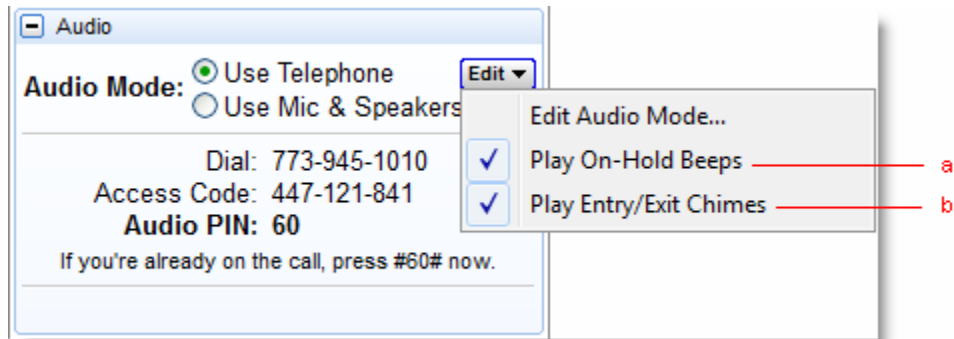
Organizer Telephone Commands		
Command	Feature	Details
*1	Start	Starts the conference call. Organizers and panelists are initially joined in a sub-conference until *1 is pressed.
*2	Count	Provides the number of attendees dialed in to the conference
*3	On-hold beep controls	By default, organizer will hear beeps until the first caller arrives. Press *3 to turn off the on-hold beeps.
*4	Menu	Provides a menu of available conference commands.
*5	Mute/Unmute Organizers and Panelists	<p>Sets mute and unmute for organizer and panelist lines. By default, organizers and panelists are first joined unmuted. Pressing *5 cycles through the following options:</p> <ul style="list-style-type: none"> - Mute: organizers and panelists can unmute themselves by pressing *6 - Mute: organizers and panelists cannot unmute themselves - Unmute: organizers and panelists are unmuted (default)
*6	Organizer Mute/Unmute	Organizer can mute his or her line. Pressing *6 again will unmute the line
*8	Chime Control	<p>Sets entry and exit chimes. By default, entry and exit chimes are off. Pressing *8 cycles through the following options.</p> <ul style="list-style-type: none"> - Entry chime off and exit chime on - Entry chime on and exit chime off - Entry and exit chimes on - Entry and exit chimes off

▶ Turning On-Hold Beeps and Entry/Exit Chimes on and off

On-Hold Beeps (a) play when an attendee connects to a Webinar before the organizer has started it, unless the organizer disables the beeps.

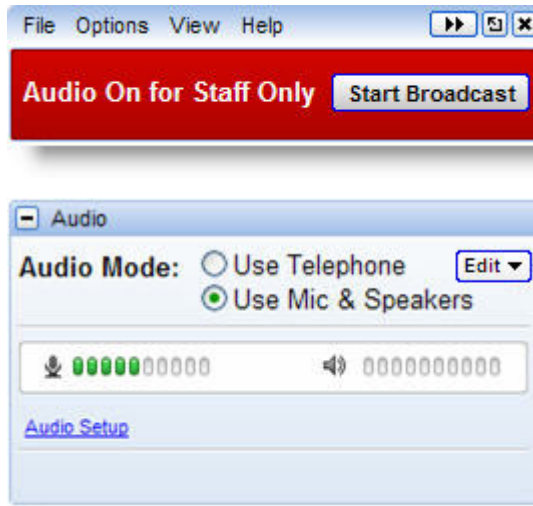
Entry/Exit Chimes (b) play each time an attendee joins or leaves the Webinar, unless the organizer turns the chimes off.

To toggle *On-Hold Beeps* or *Entry/Exit Chimes* on and off, click *Edit* in the GoToWebinar Audio pane, then click each item to turn it on or off. You may also press *8 on your telephone key pad to toggle *Entry/Exit Chimes* on and off.

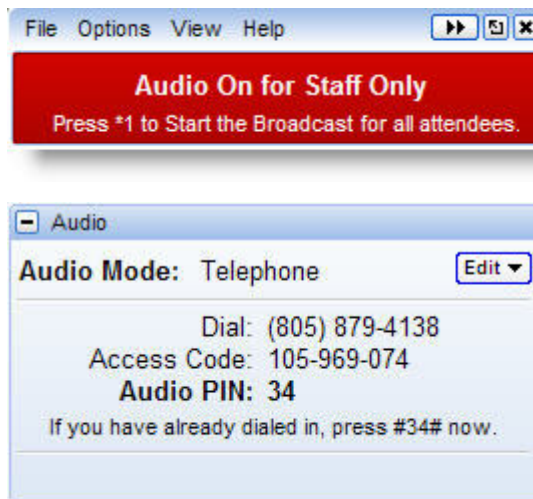


Start GoToWebinar Integrated Audio

- **VoIP and Telephone:** If you have selected the option to use either VoIP or Telephone for your Webinar, you will see the options "Use Telephone" and "Use Mic & Speakers" in your Control Panel. The default mode is Mic & Speakers; however, GoToWebinar will remember your selection for your next event.
- If you are joined via Mic & Speakers, you must click **Start Broadcast** to begin the audio portion of your Webinar. Before starting the broadcast, you will be joined in a subconference with all other organizers and panelists you invited.

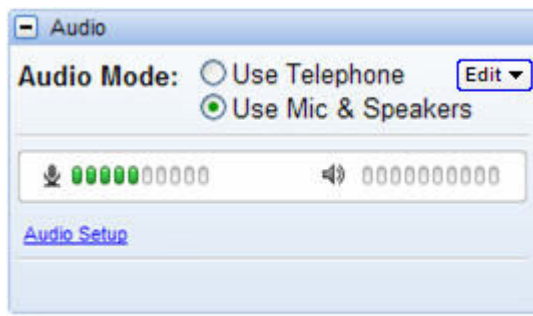


- **Telephone:** If you have selected the option to use Telephone only for your Webinar, you must join the audio portion by dialing the conference number and providing the Access Code and Audio PIN noted in your Control Panel.
- If you are joined via the telephone, you must press *1 on your telephone keypad to begin the audio portion of your Webinar. Before starting the broadcast, you will be joined in a subconference with all other organizers and panelists you invited.



► To switch audio formats during a Webinar

If you are using the GoToWebinar integrated audio, you can switch between using Mic & Speakers or Telephone. In the Audio pane at *Audio Mode* select either *Use Telephone* or *Use Mic & Speakers*.

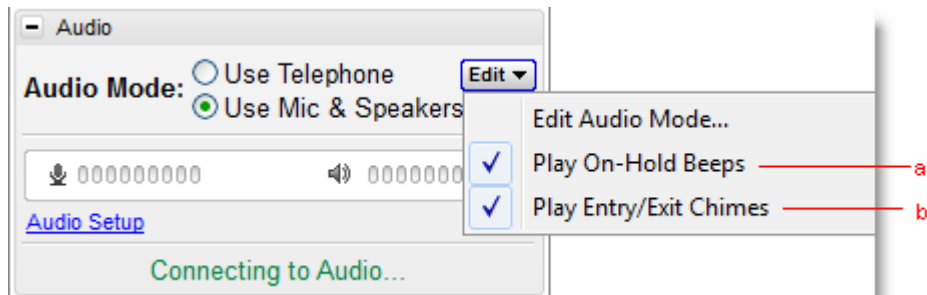


On-Hold Beeps and Entry/Exit Chimes

On-Hold Beeps (a) play when an attendee connects to a Webinar before the organizer has started it, unless the organizer disables the beeps.

Entry/Exit Chimes (b) play each time an attendee joins or leaves the Webinar, unless the organizer turns the chimes off.

To toggle *On-Hold Beeps* or *Entry/Exit Chimes* on and off, click *Edit* in the GoToWebinar Audio pane, then click each item to turn it on or off.



Manage GoToWebinar Integrated Audio

With the GoToWebinar Integrated Audio Service, you can manage audio through the Organizer Control Panel, including muting and unmuting attendees.

Note: Up to 25 attendees can be unmuted at any one time and in any combination of VoIP and phone attendees.

▶ To mute/un-mute attendees

You can mute/unmute yourself and attendees in the following ways:

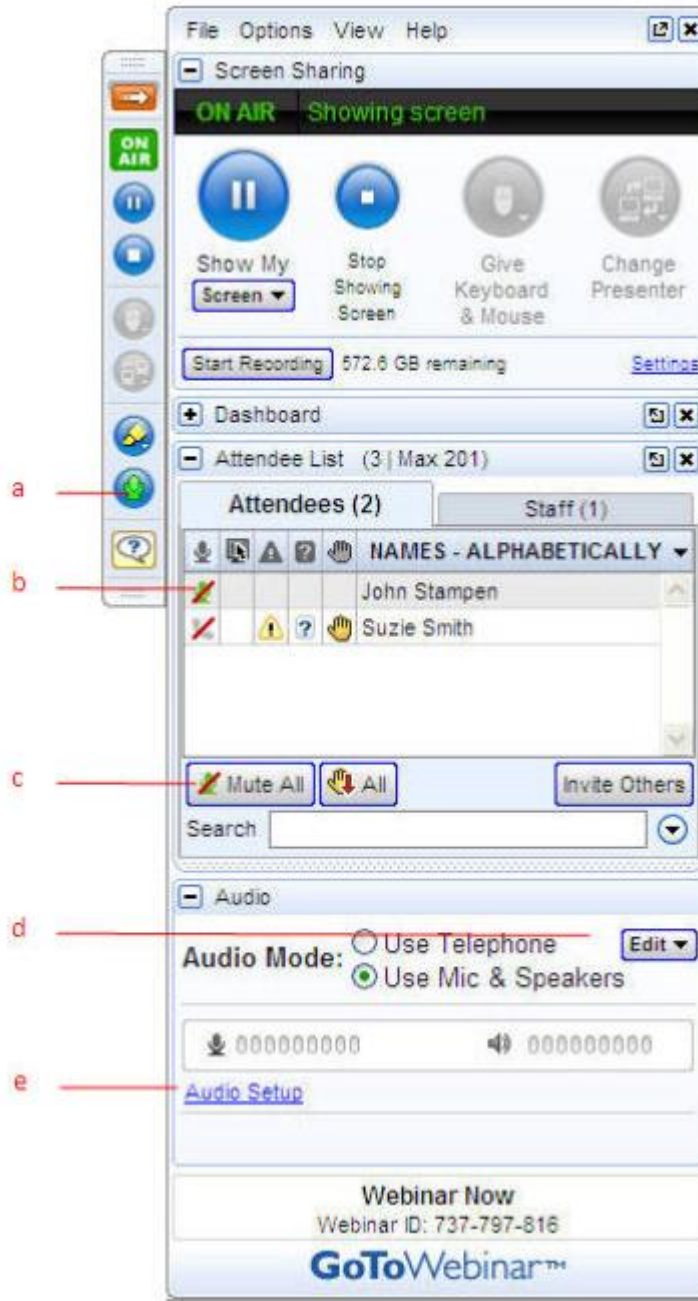
- Click the microphone icon on the Grab Tab. (a)
- Right-click anywhere in the attendee row. (b)
- Click the Mute drop-down menu in the Attendee or Staff List. (c)

▶ To edit audio

- Click the Edit Audio Services drop-down menu to change audio options for attendees. (d)
- Click *Audio Setup* to select and test your Mic & Speakers. (e)

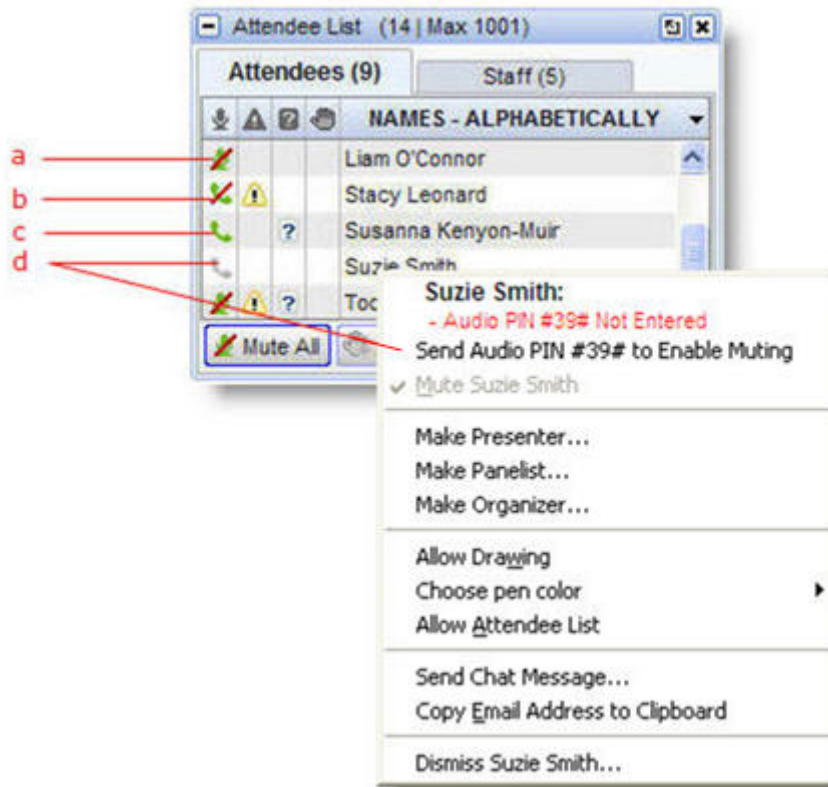
Attendees who join the audio portion of your Webinar are joined muted by default. Attendees who joined via VoIP will have a microphone icon next to their names. Attendees who joined via telephone will have a handset icon next to their names.

Note: Up to 25 attendees can be unmuted at any one time and in any combination of VoIP and phone attendees).



Manage Attendee Audio


- Attendee joined via VoIP, muted (default) (a)
- Attendee, joined via telephone, muted (default) (b)
- Attendee joined via telephone, unmuted (c)
- Attendees who join the Webinar via telephone must enter their audio PIN so that you have full audio controls through the Organizer Control Panel. If not entered, you can right-click the person's name and select Send audio PIN. This will send a pop-up message with the audio PIN to that person (d)



Attendees		Organizers and Panelists	
	Telephone: Muted by default. Only an organizer can unmute		Telephone: Unmuted by default. Can mute/unmute self through Control Panel or telephone keypad (*6).
	Telephone: Unmuted by organizer. Can mute/unmute self through Control Panel.		Telephone: Muted
	Telephone: Muted by default, but did not enter Audio PIN. Organizer cannot unmute until audio PIN is entered. Right-click this attendee's name and select <i>Send Audio PIN</i>		Telephone: Did not enter audio PIN. Cannot mute/unmute until audio PIN is entered.
	VoIP: Muted by default. Only an organizer can unmute.		VoIP: Unmuted by default. Can mute/unmute self through Control Panel.
	VoIP: Unmuted by organizer. Can mute/unmute self through Control Panel.		VoIP: Muted
No icon	Not connected to audio (cannot hear audio or speak).	No icon	Not connected to audio (cannot hear audio or speak).

Recording Preferences for GoToWebinar Audio Service

▶ To select your recording settings for the GoToWebinar Audio Service

1. Right-click the  system tray icon and select **Preferences**.
2. Select **Recording**.
 - *Audio*: Allows you to enable or disable the audio recording feature. To record, choose which audio service you want to use for your Webinar (see tables below).
 - *Video*: Allows you to select the Webinar recording output format and destination for saving the file.

Note: If using VoIP, be sure to check your audio device settings under the Audio category.

Note: Mac users can only view Webinars recorded in Windows Media Player format.

- *Save in*: Select the folder in which you want to save your recording.
3. Click **OK**.

Using GoToMeeting Audio Service (a)	
What do you want to record?	Device
Just my voice	You can use either a microphone connected to your computer or a telephone. Your computer must have a sound card installed to record audio, whether you join via phone or VoIP.
Everyone in the session	You can use either a microphone connected to your computer or a telephone. Your computer must have a sound card installed to record audio, whether you join via phone or VoIP.

Using Your Own Audio Service (b)	
What do you want to record?	Device
Just my voice	A microphone connected to your computer.
Everyone in the session	A phone patch connected to both your phone and the <i>mic in</i> port of your computer. Your computer must have a sound card installed to record audio. If you want to use VoIP with your own audio service, please contact your Account Manager (GoToMeeting Corporate plans) or Global Customer Support (GoToWebinar plans) for assistance.

Integrated Toll-Free Audio

GoToWebinar organizers have the option to host meetings and Webinars with any combination of toll-based, toll-free and VoIP audio. Features like on-screen muting and integrated recording remain the same regardless of which audio option is selected.

Integrated toll-free audio is a separate service and has to first be enabled online by individual organizers or by your company's GoToMeeting account administrator if you're a corporate user. Individual GoToWebinar organizers based within the United States can purchase Integrated Toll-Free service. GoToMeeting Corporate accounts can purchase Integrated Toll-Free service only if their billing address is based in the United States, Australia, Canada or United Kingdom.

An organizer's account incurs per-minute charges for each attendee dialing in through the Integrated Toll-Free audio service.

As with existing Webinars, each session will have a unique toll-free number and access code. If you wish to re-use the same audio options, make sure you [schedule the Webinar](#) as a recurring event.

Note: For any Webinar, meeting or recurring meeting that was scheduled prior to an account's toll-free integration, the regular toll based conference numbers will automatically be changed if toll-free numbers are added to an already existing meeting or Webinar. It is recommended that you resend the [Webinar confirmation](#) emails to your participants so that they get access to the new numbers. The meeting ID and URL for those meetings and Webinars will not be impacted, and the new conference number will be provided to the attendees in the Waiting Room as well as the Control Panel.

Calculating Toll-Free Minutes

Per-minute charges apply to all participants who dial in with the toll-free option. Those who join by regular toll numbers are charged rates based on their own long distance provider. There are no additional charges for those who join a meeting or Webinar with VoIP audio.

To minimize billing, any attendee who joins a meeting or Webinar before the organizer starts the event is disconnected after 15 minutes of inactivity. If the meeting or Webinar is cancelled and never started by the organizer, then no charges are incurred.

The organizer's company will be billed separately for toll-free audio by Citrix Online Audio, LLC.

Schedule a Webinar with Integrated VoIP, Long Distance and Toll-Free

► To schedule a Webinar with integrated toll-free audio

1. Log in to your account and schedule your Webinar.
2. On the Webinar *Details* tab select the *Toll-free numbers* box to add integrated toll-free. To add more countries, click *Edit*.

The screenshot shows the 'Audio' configuration section of a webinar setup. Under 'Edit audio conference options:', the 'Use built-in audio conferencing' option is selected. Below it, three checkboxes are checked: 'VoIP - Requires microphone and speakers', 'Long distance numbers for: United States and Austria' (with an 'Edit' link), and 'Toll-free numbers for: United States' (with an 'Edit' link). A red box highlights the 'Edit' link for toll-free numbers, with a red arrow pointing to a modal window titled 'Include Toll-Free Numbers for:'. This modal window contains a search bar, a table of countries with checkboxes, and a 'Selected countries' field showing 'Australia'.

Country	<input type="checkbox"/> Select All
Australia	<input type="checkbox"/>
Austria	<input type="checkbox"/>
Belgium	<input type="checkbox"/>
Canada	<input type="checkbox"/>
Denmark	<input type="checkbox"/>
Finland	<input type="checkbox"/>
France	<input type="checkbox"/>

Selected countries: Australia.

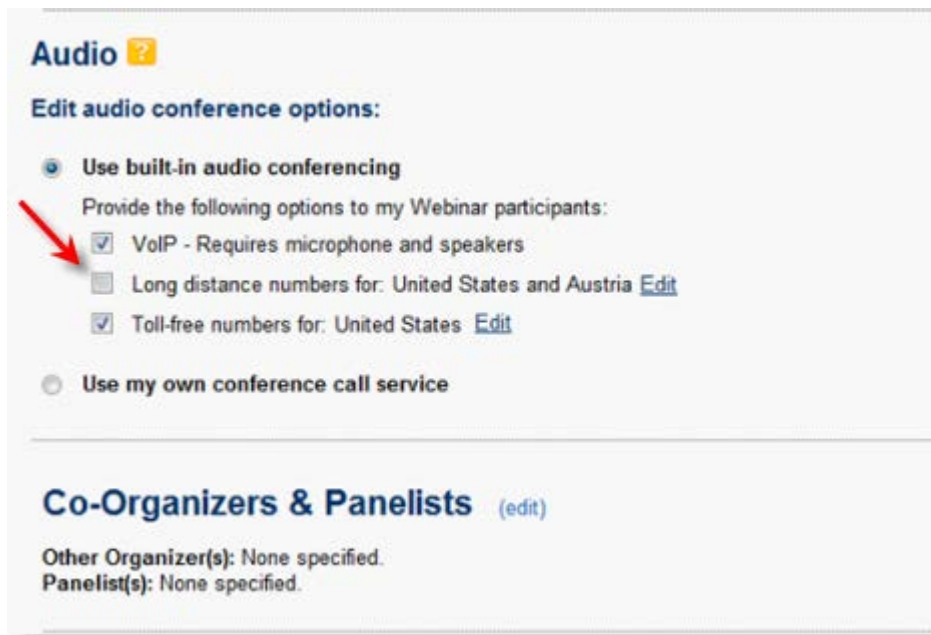
Buttons: Save, Cancel

Note: The toll-free number can be offered to your attendees along with VoIP and the traditional long distance option.

Note: Additional per-minute charges are incurred for each attendee dialing in with the toll-free service.

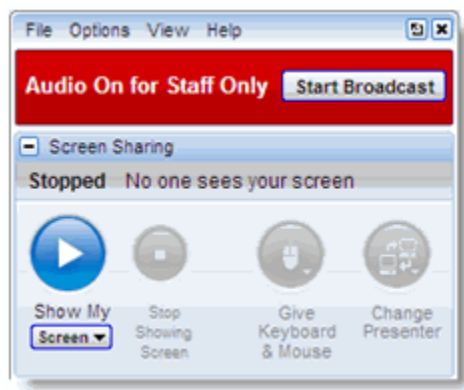
Schedule a Webinar with Toll-Free and VoIP

To offer your attendees a choice between two audio options for which they incur no charges, ensure that *Long distance number for:* has been deselected when you schedule the training.



Start a Webinar with Integrated Toll-Free Audio

Once an account is enabled with integrated toll-free audio, an organizer must launch GoToWebinar for the audio conference to begin. If the organizer is late launching the Webinar, all participants will be placed on hold and will hear the following greeting: "Welcome to the Webinar. You will be placed on hold until the Webinar begins. Please remain on the line." When an organizer starts GoToWebinar, co-organizers and panelists will be able to speak with each other without the attendees hearing. Once the organizer starts the broadcast, attendees will then join the conference in listen-only mode. Per-minute charges for participants dialing in with toll-free audio begin as soon as their toll-free calls are connected.



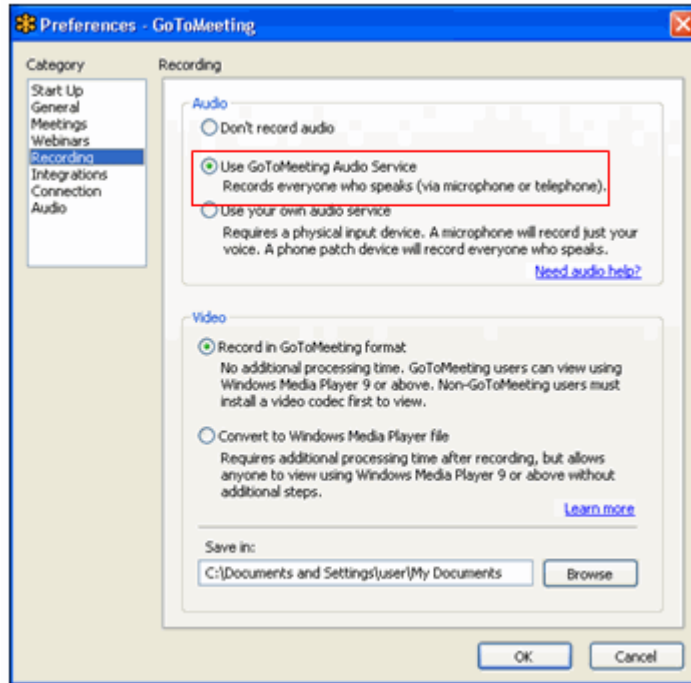
Countries with Integrated Toll-Free Audio

Individual GoToWebinar organizers have the option to add Integrated Toll-Free service for the United States and Canada. GoToMeeting Corporate accounts have the option to add Integrated Toll-Free service for the following countries:

International Toll-Free Conference Numbers (GoToMeeting Corporate)			
Argentina	Hong Kong	New Zealand	Taiwan
Australia	Iceland	Panama	Thailand
Austria	India	Peru	Ukraine
Belarus	Indonesia	Philippines	United Kingdom
Belgium	Ireland	Poland	United States
Brazil	Israel	Portugal	Uruguay
Canada	Italy	Russia	Vietnam
China	Japan	Singapore	
Czech Republic	Luxembourg	South Africa	
Denmark	Malaysia	Spain	
Finland	Mexico	Sweden	

Recording with Toll-Free Audio

Whether you or your attendees join with VoIP, toll or toll-free audio, you can easily and seamlessly record all participants. From the *Recording* section of the *Preferences* window, simply select **Use GoToMeeting Audio Service**. For more information about the Recording feature, please refer to [Recording a Webinar](#) on the GoToWebinar support site.



Webinar Presentation

Notes on Conducting Webinars

Organizers need to first create their accounts before they can schedule or conduct Webinars.

Webinars can be started from the GoToWebinar Web site or from the Organizer Control Panel while in Practice mode.

GoToWebinar organizers start all Webinars and at least one organizer must be present to manage and end a Webinar. Once a Webinar starts, the organizer becomes the initial Webinar presenter. During the Webinar, the organizer may pass the role of presenter to any panelist, organizer or attendee.

Start a Scheduled Webinar

A scheduled Webinar is always started by an organizer from the GoToWebinar website or from the Organizer Control Panel while in Practice mode.

▶ To start a scheduled Webinar from the GoToWebinar website

1. Log in to your account.
2. On the *My Webinars* page, scroll to the Webinar you want to start and click the **Start** button.
3. On the *Start Your Webinar Now?* page, click **Start Now**.
4. If prompted, click **Yes** or **Grant** to accept the GoToWebinar download.

Your Webinar will start and the GoToWebinar Organizer Control Panel will appear in the right side of your desktop. For more information on the Organizer Control Panel, see [Organizer Control Panel](#).

▶ To start a scheduled Webinar from Practice mode

1. While in Practice mode, open the Organizer Control Panel.
2. At the top of the Control Panel, click **Start**.

Your Webinar will officially begin and all registrants will be allowed to join.

Join a Webinar

There are several ways to join a Webinar. Joining a Webinar requires registration through an invitation link or email but no prior configuration to your computer.

Note: When joining a Webinar, remember to also conference into the session using the conference call information provided by the organizer.

Step 1: Register for the Webinar

Note: Registration is not required if the organizer hosts an impromptu Webinar with the [Webinar Now](#) feature.

▶ To register for a Webinar

1. Open the email that contains the Webinar invitation.
2. Click the link provided in the email to register for the Webinar.
3. Complete the Registration form.
4. Click **Register Now**.
5. You will receive a confirmation email providing you with a unique link to join the Webinar as well as a link to add the event to an Outlook or Lotus Notes calendar.

Note: Some Webinars may require organizer approval prior to the delivery of a confirmation email.

Step 2: Join the Webinar

▶ To join a Webinar from a confirmation or reminder email

1. Open the confirmation or reminder email for the Webinar event.
2. Click the link provided in the email to join the Webinar.
3. If prompted, click **Yes**, **Trust** or **Always** to accept the download. If the automatic download does not occur, follow the instructions on the download Web page to do it manually.
4. If prompted, enter the Webinar password. If a password is required, this would have been provided in a separate communication from the Webinar organizer.


You will be entered into the Waiting Room. The Attendee Control Panel and GoToWebinar Viewer Window will appear when the organizer starts the Webinar.

▶ To join a Webinar from the GoToWebinar Web site

1. Open an Internet browser and go to www.gotowebinar.com. Click **Join a Webinar** at the top of the page.
Or you can go to www.joingotowebinar.com.
2. On the *Join the Webinar* window, enter the Webinar ID you received from your Webinar organizer (see your confirmation or reminder email).
3. If prompted, complete the Registration form.
4. If prompted, click **Yes, Trust** or **Always** to accept the download. If the automatic download does not occur, follow the instructions on the download Web page to do it manually.
5. If prompted, enter the Webinar password. If a password is required, this would have been provided in a separate communication from the Webinar organizer.

You will be entered into the Waiting Room. The Attendee Control Panel and GoToWebinar Viewer Window will appear when the organizer starts the Webinar.

▶ To join a Webinar from your desktop

1. If you are a GoToWebinar organizer and GoToWebinar is already installed on your computer, you can right-click the  icon in the PC system tray or double-click the GoToWebinar icon on a Mac and select **Join a Webinar**.
2. On the *Join a Session* window, enter the Webinar ID you received from your Webinar organizer.
3. If prompted, complete the Registration form.
4. If prompted, click **Yes, Trust** or **Always** to accept the download. If the automatic download does not occur, follow the instructions on the download Web page to do it manually.
5. If prompted, enter the Webinar password. If a password is required, this would have been provided in a separate communication from the Webinar organizer.

You will be entered into the Waiting Room. The Attendee Control Panel and GoToWebinar Viewer Window will appear when the organizer starts the Webinar.

Leave or End a Webinar

Organizers may choose either to leave a Webinar while allowing another organizer to continue the Webinar or to end the Webinar completely.

Note: At least one organizer must be present to start, manage and end a Webinar. If an organizer chooses to leave a Webinar while allowing it to continue, either another organizer must be present to continue the Webinar or the organizer must promote another attendee/panelist to Webinar organizer.

▶ To leave a Webinar and allow the session to continue

1. Prior to leaving the Webinar, be sure another organizer is present or make another attendee/panelist the organizer.
2. From the File menu, select **Exit - Leave Webinar**.
3. On the *Leave Webinar?* confirmation dialog box, click **Yes**.

Note: If you leave a Webinar that you organized and allow the session to continue, you will not be allowed to host or join another Webinar until the first Webinar is finished.

▶ To end a Webinar


1. From the File menu, select **Exit - End Webinar**.
2. On the *Are you sure you want to end the Webinar for everyone?* dialog box, click **Yes**.

Webinar Now

The Webinar Now feature enables you to host quick, impromptu Webinars with a maximum of 200 attendees. Choosing Webinar Now takes the organizer immediately into a session; no advanced scheduling is necessary. Webinar details (such as branding) are generic, there are no email notifications (confirmation, reminders, follow-up) and there is no survey option. Webinar Now is launched from the GoToMeeting/GoToWebinar system tray icon.

Organizers can send attendees an invitation through the Control Panel, or direct attendees to www.gotowebinar.com and ask them to click **Join a Webinar** in the left menu and enter the Webinar ID. Attendee registration simply requires the person's name and email address.

▶ To start an impromptu Webinar

1. Right-click the  system tray icon or double-click the GoToMeeting suite icon on a Mac and select **Webinar Now**.
2. Your Webinar will start and the GoToWebinar Organizer Control Panel will appear on the right side of your desktop.

Invitation options appear in the Attendee List pane. Audio options appear in the Audio pane; the default mode is Mic & Speakers using the GoToWebinar Audio Service.

▶ To use your own conference service in an impromptu Webinar

1. Click **Edit Audio Services**.
2. Select *Provide your own conference call information* and type in the conference call number and passcode (if necessary) from your conference call provider.
3. In the Audio pane, click **Edit** button in the right corner.



The information you provide will appear in the attendee's Control Panel.

▶ To create polls for an impromptu Webinar

1. If you are presenting, be sure to pause or stop screen sharing.
2. In the Polls pane of your Control Panel, click the **Manage Polls** button.
3. If prompted, log in to your account. The *Polls* page will load.
4. In the *Question Type* field, select the answer choice from the drop-down menu:
 - **Choice - Single Answer:** Attendees can select only one answer.
 - **Choice - Single Answer:** Attendees can select only one answer.
5. In the *Question* field, type a question.


6. In the *Answers* fields, type up to 5 answers.

7. Click **Create**.

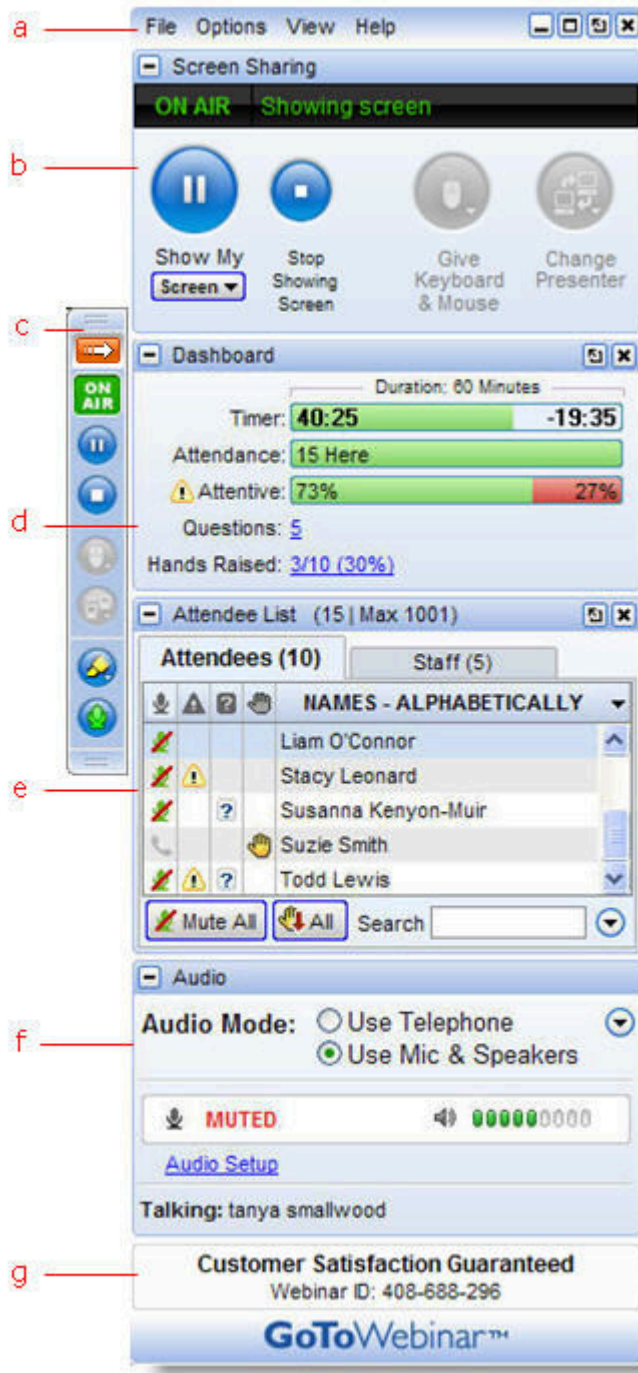
Your poll questions will appear in the *Polls* box. You can modify poll questions, including the order you wish to launch them in-session, by highlighting each in the *Polls* box and clicking **Edit**, **Delete**, **Up** or **Down**. Up to 8 polling questions can be created.

8. Click **Save Changes** and log out. Your polls will appear in the *Polls* pane. Edit or create additional polls in-session by clicking the **Manage Polls** button.

Organizer Control Panel

When the organizer first joins the Webinar, the Organizer Control Panel appears on the right side of the desktop. The Organizer Control Panel gives access to various organizer and presenter functions. The Control Panel can be customized by re-ordering panes, undocking or resizing those with .

- **Menus:** Provides access to leaving/ending the Webinar, attendee options, Control Panel tools and online help files. (a)
- **Screen Sharing:** Provides presenter with a visual reminder of On Air status, the ability to show/pause/stop screen sharing, share keyboard and mouse control and change presenters (see [Presenter Screen Tools Pane](#)). (b)
- **Grab Tab:** Enables presenter to minimize the Control Panel to the side of the desktop to display his or her full desktop to attendees and still access Screen Sharing tools (see [Presenter Control Panel Grab Tab](#)). (c)
- **Dashboard Pane:** Provides organizers with a quick view of the timer, attendance, audience attentiveness, number of unanswered attendee questions and number of hands raised (see [Dashboard Pane](#)). (d)
- **Attendee List Pane:** Provides organizers with the ability to manage all Webinar attendees (see [Manage Attendees](#)). (e)
- **Audio Pane:** Enables organizers to manage their audio format, audio service and audio setup (Audio Pane). (f)
- **Webinar Information Pane:** Provided for quick reference; Webinar ID can be given to someone to join through www.gotowebinar.com. (g)
- **Additional Control Panel Panes:** See the next section for additional Control Panel features.



Additional Control Panel Panes

Organizers can customize their Control Panel to suit their preferences. Additional panes can be displayed from the View menu. See [Organizer Control Panel Menu Bar](#).

Audience View Pane

Provides the presenter a view of what the audience is seeing during the presentation. See [Present at a Webinar](#).

Chat Pane

Enables organizers to chat with other organizers and panelist or send a broadcast message to attendees. See [Chat with Organizers and Panelists](#) and [Send a Broadcast Message to Attendees](#).

Polls Pane

Enables organizers to manage the polling feature. See [Create Polls](#) and [Polling](#).

Invite Others Pane

Enables organizers to invite attendees to a Webinar already in progress.

Questions Pane

Enables organizers to manage questions and answers from attendees as well as forward questions to panelists. See [Questions Pane](#).

Recording Pane

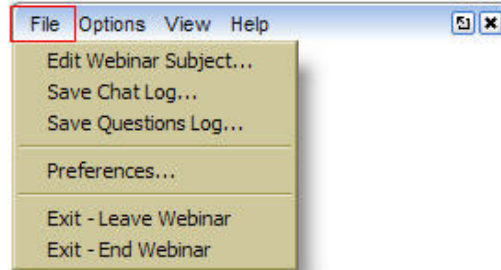
Provides organizers the ability to record all screen activity that is presented in the GoToWebinar Viewer window, including desktop and application sharing of other presenters in the Webinar. See [Record a Webinar](#).

Organizer Control Panel Menu Bar - PC

The Organizer Control Panel menu bar for PC users provides access to various in-session application tools. Menu options include File, Options, View and Help.

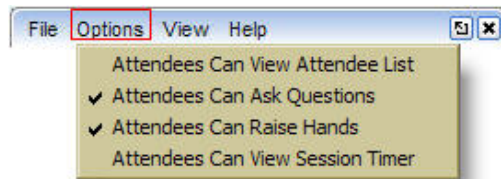
File Menu

For impromptu Webinars started using Webinar Now, you can edit the name of your Webinar (which appears in the attendee's Control Panel). If you leave the Webinar, you will be prompted to end the Webinar or promote someone to organizer to keep the Webinar running. Questions and answers and any chat during the Webinar can be saved for later review as a .txt file to your computer.



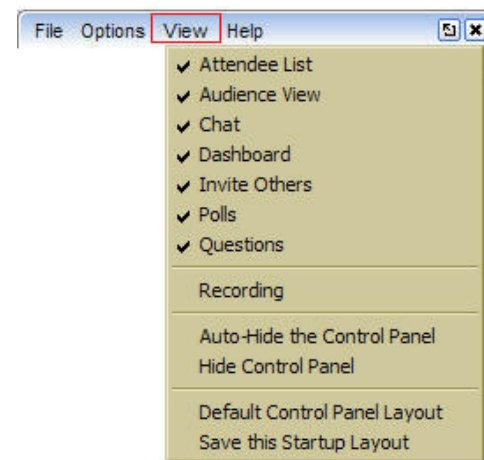
Options Menu

You can manage whether attendees can view the attendee list, ask questions, raise their hands and view the session timer (which appears at the top of their Viewer window). Simply check to turn options on and uncheck to turn them off.



View Menu

Organizers can select which panes to display in their Control Panel. With *Auto-Hide the Control Panel* on, your Control Panel is set to collapse automatically after 10 seconds of Control Panel inactivity. Select *Show Control Panel* in the View menu to keep it expanded.



Help Menu

The Help Menu provides access to the online Help files and GoToWebinar software version information. Send audio feedback directly to GoToMeeting Global Customer Support.



Organizer Control Panel Menu Bar - Mac

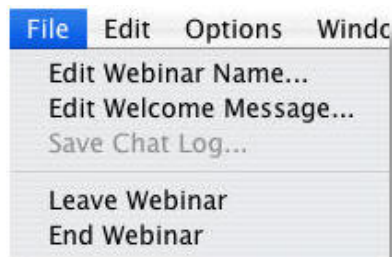
The Organizer Control Panel menu bar for Mac users provides access to various in-session application tools. Menu options include File, Options and Audio.

Note: If you are presenting on a Mac and navigate to these menu options, attendees can see this. We recommend pausing screen sharing before navigating to the menu.



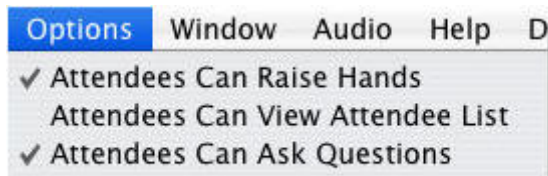
File Menu

For impromptu Webinars started using Webinar Now, you can edit the name of your Webinar as well as the Welcome Message (which appears in the attendee's Control Panel). If you leave the Webinar, you will be prompted to end the Webinar or promote someone to organizer to keep the Webinar running. Chat during the Webinar can be saved for later review as a .txt file to your computer.



Options Menu

You can manage whether attendees can raise their hands or view the attendee list. Simply check to turn options on and uncheck to turn them off.



Audio Menu

If you are using the GoToWebinar Audio Service, you can switch between using Mic & Speakers or Telephone. In the Audio menu, select either *Use Telephone* or *Use Mic & Speakers*. When using Mic & Speakers, choose your devices under Audio Input and Audio Output.



Presenter Role Overview

The Webinar organizer is always designated as the first Webinar presenter. The presenter role may be passed to any other organizer or panelist.

Presenters can show their complete desktops to all Webinar attendees either as a clean screen with no icons or taskbar or as a specific application window. Presenters may choose to pause showing their desktops or applications at any time. Presenters may grant other organizers and panelists the ability to share control of the presenter's mouse and keyboard.



Mac presenters can only show their complete desktops at this time.

Presenter Screen Tools Pane

When another organizer or panelist becomes a presenter, the Control Panel adjusts to incorporate the Presenter Screen Tools pane at the top. The Screen Tools pane provides the presenter with access to the various presenter controls.

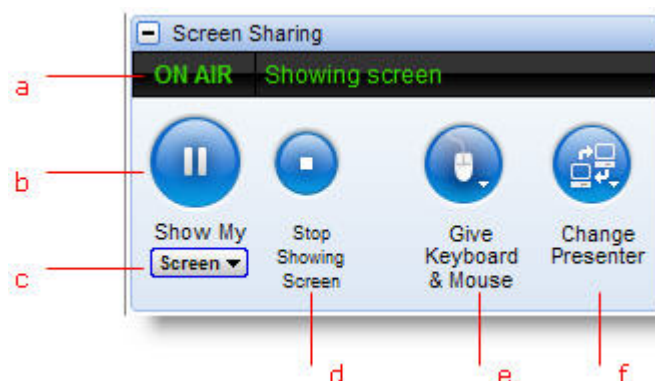
You can promote an attendee to be a presenter. Simply right-click the attendee's name in the Attendee List pane and select *Make Presenter*. The attendee presenting will automatically become a panelist and cannot be demoted.



monitor.

As a Mac presenter, your expanded Control Panel will be visible to attendees as a black silhouette and sometimes parts of the Control Panel are fully visible (not blacked out) to attendees. This can obstruct a portion of what you are presenting. We recommend that Mac presenters leave the Control Panel collapsed as much as possible during the Webinar. If you have a multi-monitor setup, we recommend keeping the Control Panel on your second

- The Broadcasting Status field notifies presenters of the status of screen sharing .(a)
- The **Play/Pause** button starts screen sharing or pauses screen sharing (pausing on the current screen). (b)
- The **Show My Screen** button allows the presenter to choose what to share with attendees. (c)
- The **Stop Showing Screen** button stops the Webinar presentation and takes attendees to the Waiting Room screen. (d)
- The **Give Keyboard & Mouse** button grants shared mouse and keyboard control to another organizer or panelist.(e)
- The **Change Presenter** button passes the presenter role to another organizer or panelist. (f)



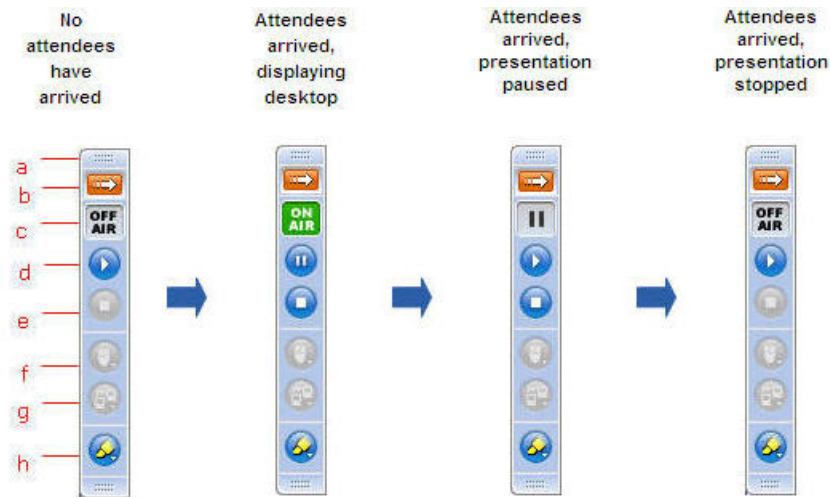
Presenter Control Panel Grab Tab

The Control Panel Grab Tab enables organizers and presenters to minimize the Control Panel to the side of their screens to display their full desktops to attendees and still access Presenter Screen Sharing Tools. The Grab Tab changes depending on the status of the presenter's display mode.

There are 5 main display modes (see images below):

1. Organizer has started the Webinar but no attendees have arrived.
2. Attendees have arrived and the presenter is displaying his or her desktop.
3. Attendees have arrived and the presenter has paused displaying his or her desktop. In this mode screen sharing is paused and attendees see a frozen image of the presenter's desktop.
4. Attendees have arrived and the presenter has stopped displaying his or her desktop. In this mode, screen sharing is stopped and attendees see a *Presentation Stopped* message.

- Click and drag to move Grab Tab up or down. (a)
- Click to show/hide Control Panel. (b)
- Show On Air status. (c)
- Share screen. Right-click for screen sharing options. (d)
- Stop screen sharing. (e)
- Grant shared keyboard/mouse control to another organizer or panelist. (f)
- Pass presenter role to another organizer or panelist. (g)
- Use Drawing Tools to annotate your presentation. (h)



5. A fifth Grab Tab mode is available to organizers only when they are not a presenter:

- Click to toggle Viewer window between Full Screen and Window mode. (a)
- Click to take back presenter role or pass presenter role to another. (b)



Presenter Show Screen

Presenters have the option to show one screen, multiple screens (multiple-monitor capability), clean screen or a specific application. This is especially helpful for smooth screen transitions.



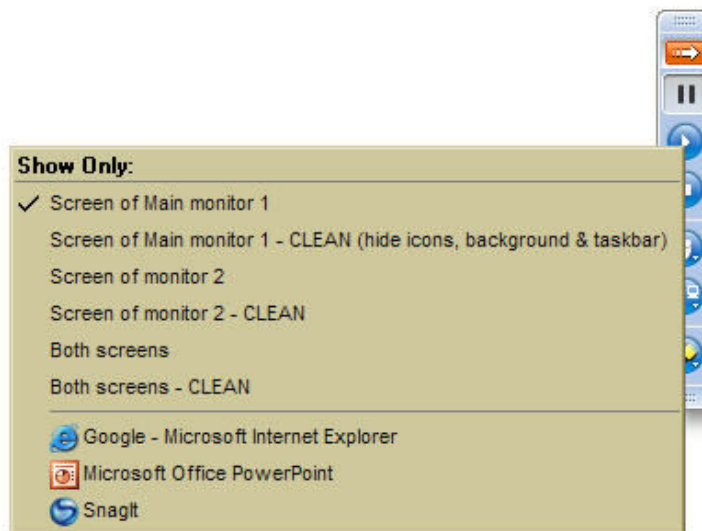
Mac presenters can only show their complete desktops at this time.

▶ To show your desktop

1. On the Screen Tools pane or the Grab Tab, click the **Show My Screen** button.

▶ To select a specific screen or application

1. On the Screen Tools pane, click the Screen button.
- or -
On the Presenter Grab Tab, right-click the Play button.
2. Select the screen or application you want to present.



Note: Hovering over your screen sharing menu selection will display an animated gray frame that indicates what attendees will see if selected. If you select an application window that is minimized, the selected window will automatically maximize and be presented to attendees. If the presenter opens a window on top of the window being shared, screen sharing will pause until the intruding window is either moved or closed.

Note: The specific application sharing feature will also allow you to share one or all of your multiple monitors if you have the hardware already set up.

Note: If you are attempting to show a PowerPoint presentation and your screen will not advance to the next slide, click the PowerPoint presentation displaying on-screen to bring it back into focus, then try again.

▶ To pause screen sharing

1. On the *Screen Tools* pane or the *Grab Tab*, click the **Pause** button.

Manage Attendees

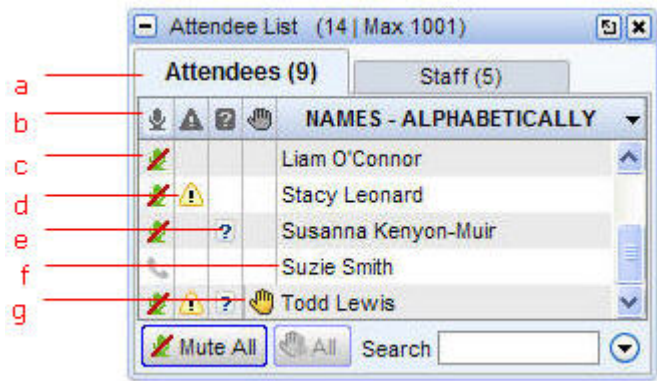
Organizers can manage attendees and the Webinar staff through the Attendee List pane, either by column or by right-clicking on each organizer or panelist name.

Attendee List Pane

The list of attendees can be sorted by column, and organizers can search for attendees using the Search field.

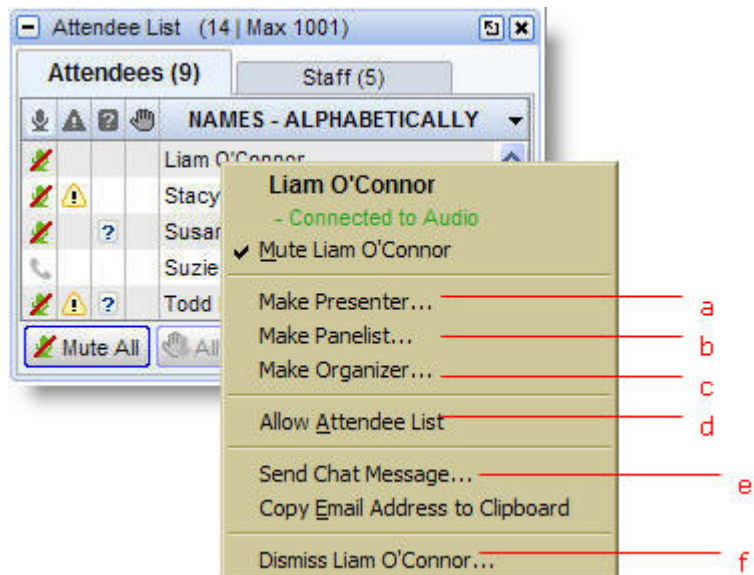
Attendee List Pane

- Click tabs to view attendee or staff list. (a)
- Click a column to sort. Right-click to show/hide columns. (b)
- Click to mute/unmute attendees (c)
- Shows attendee attentiveness. (d)
- Shows attendee has a question. (e)
- Right-click attendee name for attendee options. (f)
- Shows attendee has raised hand. (g)



Attendee Right-Click

- Pass presenter role (this also promotes attendee to panelist). (a)
- Promote to panelist role. (b)
- Promote to organizer role. (c)
- Allow this attendee to view Attendee List. (d)
- Send chat to this attendee. Attendees will see chat in the Questions pane. Staff will see chat in the Chat pane. (e)
- Dismiss attendee from the Webinar. (f)



Chat with Organizers and Panelists

Organizers and panelists can chat with each other to help manage the Webinar and presentation flow. Organizers can save a chat log for review after the Webinar has ended.

▶ To chat with an organizer or panelist

1. Right-click an organizer or panelist name in the Attendee List.

Or

In the Chat pane, select the desired recipient(s) from the **To:** drop-down selection field.

2. Enter the desired chat message in the *Type message here* field.
3. Click **Send**.

▶ To save a chat log

1. Under the **File** menu, select **Save Chat Log**.
2. This opens the *Save Chat Log to a File* dialog that allows you to store the file locally.
3. Browse to the location you would like to save it and click **Save**.

Send a Broadcast Message to Attendees

Organizers can send a broadcast message to all attendees using the Chat feature. The message will appear in the attendees' Questions pane.

▶ To send a broadcast message to attendees

1. In the Chat pane, select **All** from the **To:** drop-down selection field.
2. Enter desired chat message in the *Message Entry* field.
3. Click **Send**.

Invite Attendees during a Webinar

Organizers may invite new attendees to Webinars in progress from the Attendee List pane. Invitation methods include email and copying the invitation for use in other email or instant messaging programs. New attendees must go through the registration process before being able to join a scheduled Webinar. Organizers can invite other organizers and panelists during a Webinar, but they must register and join as an attendee and then be promoted in-session.

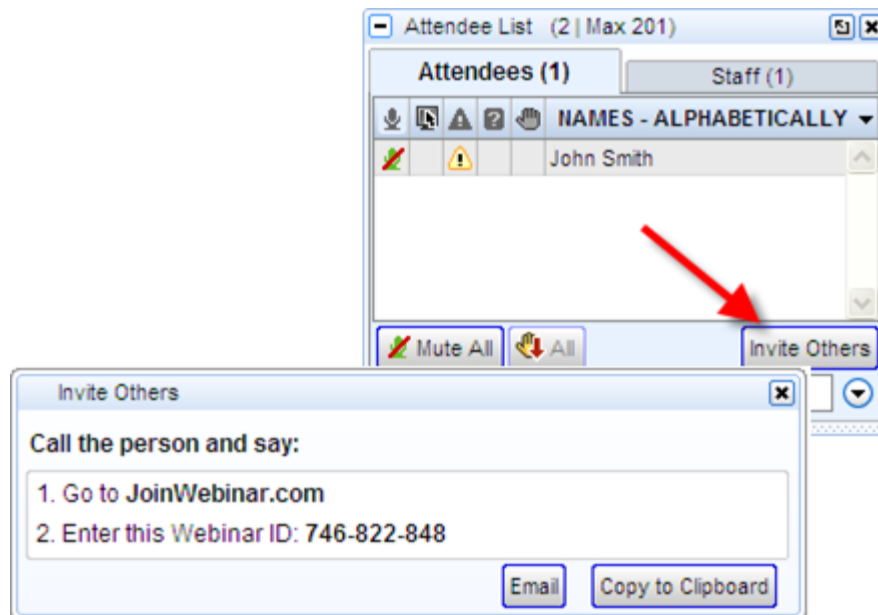
▶ To invite attendees by email

1. In the Attendee List pane, click **Invite Others** and then **Email**.
An email using your default email program will be generated with the Webinar Invitation in plain text in the body of the email. Enter the recipient's email address and send the email.

▶ To invite attendees by other methods

1. In the Attendee List pane, click **Invite Others** and then **Copy to Clipboard**.

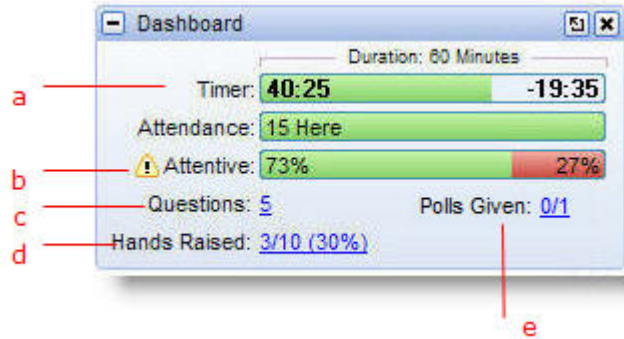
This will copy the Webinar Invitation in plain text to your clipboard, where it can then be pasted into another email program or an instant-messaging application.



Dashboard Pane

The Dashboard pane assists organizers in monitoring a Webinar at a glance. Organizers can quickly view the timer, attendance, audience attentiveness and hands raised. If the Questions feature is turned on, organizers can see the number of unanswered questions queued in the Questions pane, then click the number to open the Questions pane.

- Timer begins when presenter clicks Show My Screen. (a)
- Attentive = Attendee's Viewer is in foreground. Inattentive = Attendee's Viewer is not in foreground. (b)
- Quick-view of number of attendee questions in the queue. Click the number to open the Questions pane. (c)
- Attendees can raise their hand if enabled by the organizer. Click the number to view who has raised a hand in the Attendee List. (d)
- Quick-view of number of polls given. (e)



Polling

Organizers can use polls to revive and engage an audience or to focus their attention. Polls can be created pre-Webinar (see [Create Polls](#)) or in-session on the fly. After a poll has been closed, organizers can choose to show the results immediately or at a later time in the Webinar.

While polling is managed by organizers only, an organizer does not have to be presenting to launch a poll.

Note: Shared poll results display aggregated audience responses and do not include any individual information. However, attendee responses can be reviewed after the Webinar in the [Attendee Report](#).

▶ To launch a poll

1. In the Polls pane, scroll to the poll you want to launch and click the **Launch** button. Attendees will see the poll in their Viewer window.
2. After you have given attendees time to answer, click the **Close** button.

▶ To show poll results

1. In the Polls pane, scroll to the poll for which you want to show the results.
2. Click the **Share** button.
3. Click **Hide** to resume your presentation.

▶ To create or edit polls in-session

1. Open the Polls pane in the Organizer Control Panel.
2. If you are presenting, be sure to pause or stop screen sharing.
3. Click **Manage Polls**. If prompted, log in to your account. The *Polls* page will load.
4. After making your changes, click **Save Changes**.
5. Log out of your account. Your new or updated polls will appear in the Polls pane of the Organizer Control Panel.

Presenter Drawing Tools

Presenters can use the Drawing Tools to annotate directly on their presentation or give other organizers/panelists the ability to draw on their presentation.

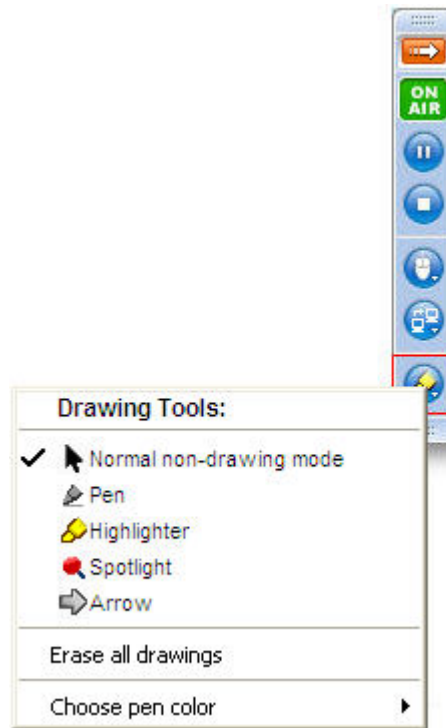


Mac presenters do not have Drawing Tools.

▶ To use a drawing tool

1. Click **Drawing Tools** button on the Presenter Grab Tab.
2. Select an appropriate tool from the Drawing Tools drop-down menu.

Note: Press the Shift key with any drawing tool to make a straight line.



▶ To disable a drawing tool

1. Click the **Drawing Tools** button on the Presenter Grab Tab.
2. Select **Normal non-drawing mode**.
Or
Press the **Esc** key to disable a Drawing Tool without going to the Grab Tab or Control Panel.

▶ To erase drawings

1. Click the **Drawing Tools** button on the Presenter Grab Tab.
2. Select **Erase all drawings**.

Note: Only the presenter can erase drawings. Drawing will pause for organizers and panelists anytime the presenter pauses the presentation.

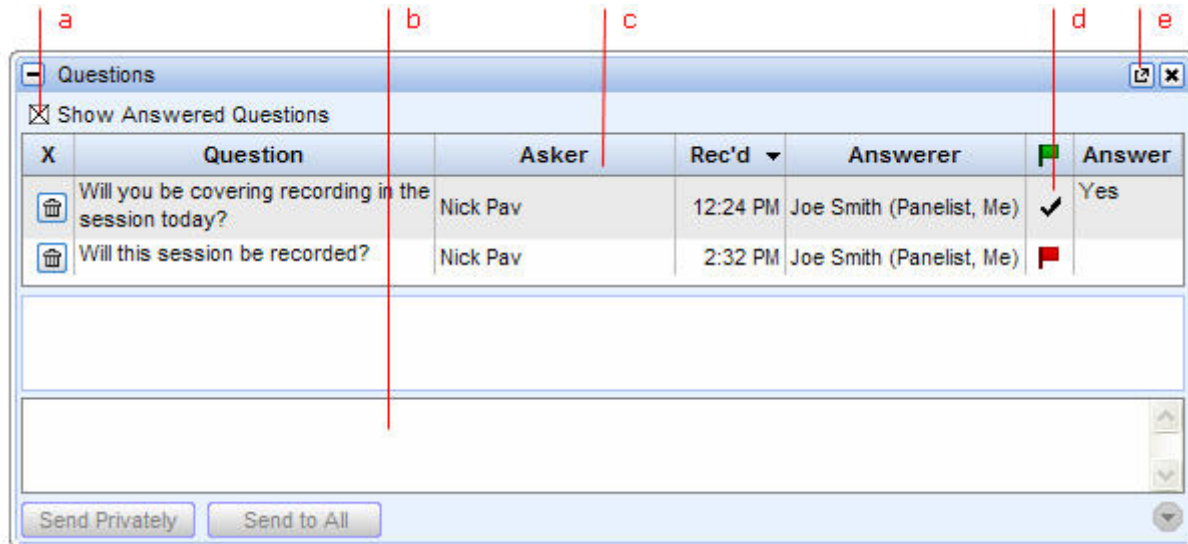
▶ To allow another organizer or panelist to draw

1. In the Attendee List, right-click the organizer or panelist name.
2. Select *Allow Drawing*.

Questions Pane

The Questions pane enables organizers to engage their audience. Organizers can sort questions and flag them with priority. Questions can also be assigned to another organizer or, for example, to a panelist attending as a subject-matter expert.

- Check to show answered questions. (a)
- Type in answer. Click **Send Privately** or **Send to All**. (b)
- Right-click any column header to show/hide columns. (c)
- Icon indicates answered questions. (d)
- Click to set priority. (d)
- Click to snap the Question and Answer pane on and off of the Control Panel. (e)



▶ To enable/disable attendee question and answer

1. Click the **Options** menu at the top of the Control Panel.
2. Select or deselect *Attendees Can Ask Questions*. When checked, attendees will be able to ask questions.

▶ To answer a question

1. In the Questions pane, click the question you want to answer.
2. In the answer field, type your answer and click **Send Privately** (to the attendee) or **Send to All** (to all attendees).

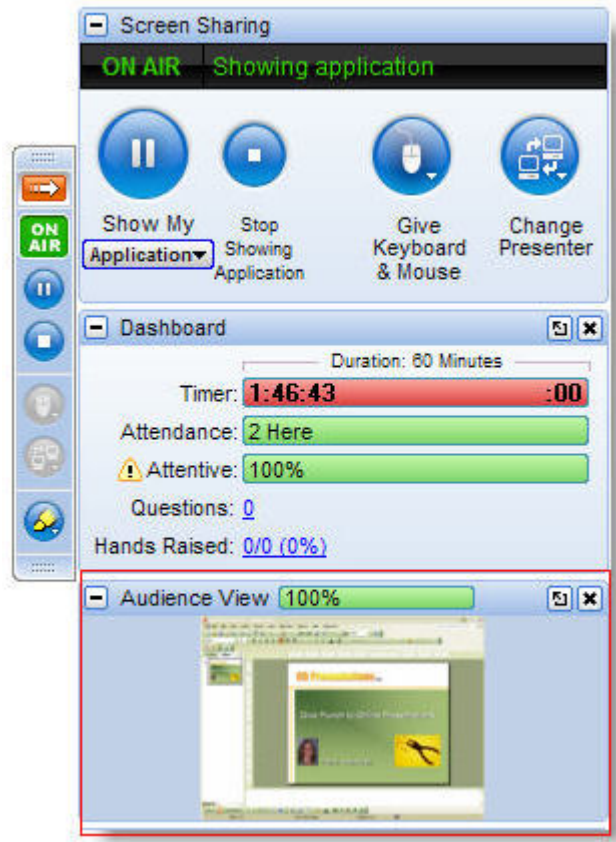
▶ To assign a question to another organizer or panelist

1. Click the question you want to forward. This will highlight the question.
2. Right-click the question field and select *Assign Question to*.
3. Select the name of the organizer or panelist you want assigned to the question.

Note: Only organizers can see all questions and answers, set question priority and assign questions. Panelists can only see questions that are assigned to them by organizers. Both organizers and panelists can answer privately to an attendee or to the entire audience.

Presenter Audience View Pane

Audience View provides the presenter with a thumbnail view of what the audience is seeing.



Pass Presenter Roles

► To change presenters

1. On the Screen Tools pane or the Grab Tab, click the **Change Presenters** button.
2. Select the name of the organizer or panelist to whom you want to pass the presenter role.

► To share the presenter's keyboard and mouse

Only organizers and panelists can share a presenter's keyboard and mouse. If you want an attendee to share keyboard and mouse, you must first promote him or her to a panelist role.

1. On the Screen Tools pane or the Grab Tab, click the **Give Keyboard & Mouse** button.
2. Select the name of the organizer or panelist to whom you want to grant keyboard and mouse control.

Webinar Follow-Up

Webinar Analysis

GoToWebinar organizers can view Webinar statistics once a Webinar has ended. A snapshot view is located in Webinar History on the GoToWebinar Web site. Organizers can view such statistics as the number of registrants versus attendees, how many surveys were submitted (if created) and the attendee [Interest Rating](#). Organizers can also access the Performance Report and the Attendee Report, as well as links to Webinar follow-up tasks.

► To view Webinar statistics

1. Log in to your account.
2. In the left navigation menu, click **Webinar History**. The *Webinar History* page will load, listing any Webinars completed within the past 30 days.
 - Click to expand and collapse Webinar History details. (a)
 - Quick link to generate reports. (b)
 - Upload recorded Webinar (GoToMeeting Corporate plans only). (c)
 - Webinar statistics. (d)
 - Edit Email Notifications and the Survey. (e)

The screenshot displays the 'Webinar History' interface. At the top, there is a search bar with the text 'Enter Webinar title', a dropdown menu set to 'Past 30 days', and a 'Search' button. Below this is a 'Sort By' dropdown menu set to 'Most Recently Held'. The main content area shows a webinar entry for 'Customer Satisfaction Guaranteed'. A red line labeled 'e' points to the 'Change Settings: Select setting...' dropdown. A red line labeled 'a' points to the expand/collapse icon next to the webinar title. Below the title, there is a 'Generate Report:' section with a dropdown menu set to 'Attendee Report' and radio buttons for 'PDF', 'HTML', 'CSV', and 'Excel'. A red line labeled 'b' points to the 'Generate' button. To the right of this is an 'Attendee Interest Rating Overview' box with a red line labeled 'd' pointing to it. Further right is a statistics box with 'Attended Live: 361', 'Registered: 623', 'Attendance Rate: 62%', 'Poll Responses: 125', and 'Surveys Submitted: 157'. At the bottom left, there is a 'Recorded Webinar: Manage | Generate Report' link with a red line labeled 'c' pointing to it. At the bottom right, there is a 'Viewed Recording: 52' link.

Interest Rating

For each Webinar, organizers can view the interest level of their attendees. The Interest Rating is a statistic that allows organizers to benchmark and qualify attendee interest in a Webinar. Interest Ratings are computed from a proprietary algorithm that evaluates each Webinar attendee's interactions on a scale of 1 to 100 (100 being best). Factors that contribute to the Interest Rating include, but are not limited to, attendance length, attentiveness during the session, number of questions asked and an attendee's successful completion of polls, surveys and registration.

Follow-Up with Attendees

Once a Webinar has ended, organizers can modify their follow-up email settings if, for example, attendee interest was very high and an organizer would like to send a follow-up email immediately after the Webinar instead of one week later. You may customize separate follow-up emails for both attendees and no-shows.

To edit follow-up email settings

1. Log in to your account.
2. In the left navigation menu, click **Webinar History**. The *Webinar History* page will load, listing any Webinars completed within the past 30 days.
3. Scroll to the Webinar for which you want to modify email notifications.
4. At Change Settings, click the drop-down menu and select *Email Notifications*.
5. On the *Email Notifications* page, modify settings and click **Save Changes**.

Archiving, Distributing and Playing a Recorded Webinar

After a Webinar has been recorded, organizers can distribute the recorded Webinar, enabling Webinar attendees and other prospects to view the Webinar at a later date. In addition, GoToMeeting Corporate plan organizers have the ability to archive recorded Webinars on the GoToWebinar website.

Archiving a Recorded Webinar (GoToMeeting Corporate Plans Only)

The Archiving a Recorded Webinar function is available on GoToMeeting Corporate plans only. The GoToWebinar website will host archived recordings that organizers can use to include in follow-up emails or to post to their website. Anyone accessing the archived recording who did not attend the Webinar will be prompted to register first. GoToMeeting Corporate organizers can archive up to 3.0 GB of Webinar recordings on the GoToWebinar website. Archived Webinars are accessible for up to 12 months. Once expired, any published links to the archived Webinar will break and the recording will no longer be available.

When a recorded Webinar has ended, the scheduling organizer is prompted to choose to archive the recording immediately after the Webinar has ended or to archive later. (If Windows Media format is selected, you will be prompted after the conversion is complete.)

Note: If an organizer other than the scheduling organizer has recorded the Webinar, that organizer will not be prompted to archive at the end of the Webinar. He or she can archive it manually at a later time.

► To automatically archive a recorded Webinar

1. When your Webinar has ended, you will be prompted to archive the recording. (If Windows Media format is selected, you will be prompted after the conversion is complete.)
2. At the *Archive Recording Now?* prompt, click **Yes, now**. Archiving will automatically begin.

► To manually archive a recorded Webinar

1. Log in to your account.
2. In the left navigation menu, click **Webinar History**. The *Webinar History* page loads, listing any completed Webinars within the past 30 days.
3. Scroll to the Webinar for which you want to archive the recording.
4. At Recorded Webinar, click **Manage**. On the *Manage Webinar* page, click **Archive Recording**.

You will be prompted to browse for the recording file you want to upload. After selecting the file, archiving will automatically begin.

Note: If your browser is not capable of launching the automatic upload, you will be prompted to click **Launch Archiver**.



Archiving on the GoToWebinar Web site (GoToMeeting Corporate plans) is not available for Mac users. To archive, the PC user who is recording needs to be an invited organizer for the Webinar.

► To replace an archived recorded Webinar

1. Log in to your account.
2. In the left navigation menu, click **Webinar History**. The *Webinar History* page loads, listing any completed Webinars within the past 30 days.
3. Scroll to the Webinar for which you want to archive the recording.

4. At Recorded Webinar, click **Manage**. On the *Manage Webinar* page, click **Replace Recording**.

You will be prompted to browse for the recording file you want to upload. After selecting the file, archiving will automatically begin.

▶ **To delete an archived recorded Webinar**

1. Log in to your account.
2. In the left navigation menu, click **Webinar History**. The *Webinar History* page loads, listing any completed Webinars within the past 30 days.
3. Scroll to the Webinar for which you want to delete an archived recording.
4. At Recorded Webinar, click **Manage**. On the *Manage Webinar* page, click **Delete Recording**.

Distributing a Recorded Webinar

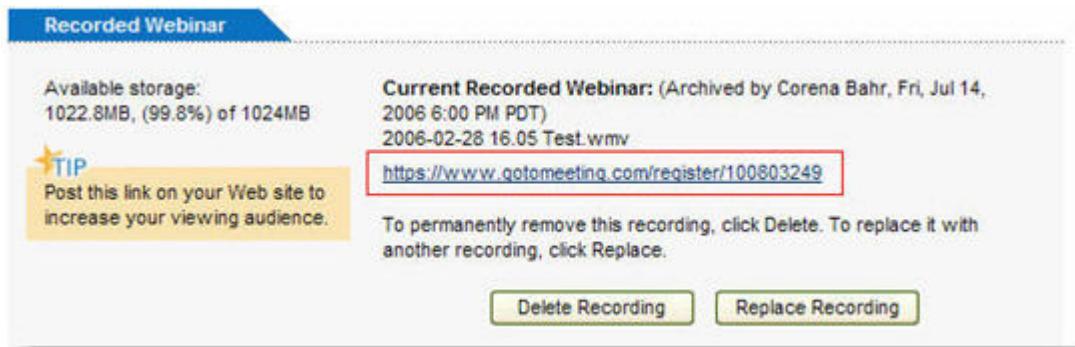
Organizers on GoToMeeting Corporate plans can easily distribute Webinar recordings for on-demand viewing. GoToWebinar organizers can automatically include the link to the recording in Webinar follow-up emails by checking the appropriate box in the Email Notifications section of the *Manage Webinar* page.

By inserting the archived Webinar recording link in other promotional emails or posting to a Web site, organizers can gather registration information from additional on-demand viewers. This data is tracked in the Recorded Webinar report. Keep in mind that archived Webinars are only accessible for 12 months. Once expired, any published links to the archived Webinar will break and the recording will no longer be available.

Organizers on GoToWebinar individual plans can zip and send Webinar recordings (depending on the file size) by email, FTP or post to a Web site.

▶ To retrieve the archived Webinar recording link (GoToMeeting Corporate plans only)

1. Log in to your account.
2. In the left navigation menu, click **Webinar History**. The *Webinar History* page loads, listing any completed Webinars within the past year.
3. Scroll to the Webinar for which you want to retrieve the archived recording.
4. At Recorded Webinar, click **Manage**. On the *Manage Webinar* page, highlight and copy the Webinar recording link.



▶ To distribute a recorded Webinar in the GoToMeeting format

1. Deliver the recorded Webinar by email or FTP or post to a Web site.
2. Recipients must have Windows Media 9 or higher to view the recorded Webinar.
3. If recipients have not already installed, or are not running, the GoToMeeting software on their PC, direct them to install the GoToMeeting Codec at <http://www.gotomeeting.com/codec>.

Note: Recipients must have administrator rights on their PC in order to install the GoToMeeting Codec and view a recorded Webinar in the GoToMeeting format. Mac users cannot view in GoToMeeting Codec format.

▶ To distribute a recorded Webinar in the Windows Media format

1. Upon completion of the conversion process, deliver the recorded Webinar by email or FTP or post to a Web site.
2. Recipients must have Windows Media 9 or higher to view the recorded Webinar.

Playing a Recorded Webinar

GoToWebinar creates one recording file per Webinar.

▶ To replay a Webinar recorded in the GoToMeeting format (PC users only)

1. If you haven't already, end the Webinar that you are recording and GoToWebinar will automatically save your file with the date and time noted after the name that you gave the Webinar upon scheduling it.
2. Navigate to the directory that is listed in the *Save in:* field under the Preferences Recording tab.
3. Double-click the file name to start the replay.
4. Press **Alt** and **Enter** on your keyboard at the same time to maximize the Viewer window for best replay quality.

Note: You must have GoToMeeting installed or download the GoToMeeting Codec to view a Webinar recorded in the GoToMeeting format. Visit <http://www.footnoting.com/codec> to download the GoToMeeting codec.

Note: Playing a recorded Webinar back before ending the Webinar may cause abnormal playback behavior. Be sure to end the Webinar before playing it back.

▶ To replay a Webinar recorded in the Windows Media format

1. If you haven't already, end the Webinar that you are recording.
2. GoToWebinar will save your file with the title, date and time of the Webinar and will immediately start converting the recorded file into the Windows Media format.
3. Upon completion of the conversion process, navigate to the directory that is listed in the *Save in:* field under the Preferences Recording tab.
4. Double-click the file name to start the replay.
5. Press **Alt** and **Enter** on your keyboard at the same time to maximize the Viewer window for best replay quality.

Note: The conversion process begins automatically, immediately after you end a recorded Webinar in the Windows Media format. Allow time for the conversion to take place. The time needed is dependent upon video content, CPU speed and amount of memory available. Due to the use of CPU resources, you may have to wait until the conversion process is complete to resume use of the computer. GoToWebinar converts the recorded Webinar into a Windows Media Player file after the Webinar is over, instead of recording direct to Windows Media format, so that impact on CPU resources doesn't bog down the computer during the Webinar.

Note: Playing a recorded Webinar back before ending the Webinar may cause abnormal playback behavior. Be sure to end the Webinar before playing it back.

Generate Reports

Organizers can get detailed Webinar information by using the Generate Reports feature. This reporting feature allows organizers to view various statistics, in either PDF, HTML or Excel® format, on Webinars for any date range.

Note: Report data is available online for GoToMeeting Corporate plans for 12 months from a Webinar's date of occurrence. For GoToWebinar plans, report data is available online for 90 days from a Webinar's date of occurrence. We strongly recommend that you run reports on a quarterly basis.

▶ To generate a report

1. Log in to your account.
2. In the left navigation menu, click Generate Reports.
3. Select the report you want to generate. See report descriptions in the following pages:
 - [Registration Report](#)
 - [Attendee Report](#)
 - [Performance Report](#)
 - [Recorded Webinar Report \(GoToMeeting Corporate plans only\)](#)
4. Click **Next**.
5. Select the Date Range.
6. Select a Webinar.
7. Select the Report Format (PDF, HTML, Excel or Comma Delimited Text).
8. Click **Generate Report**. Your report will load in a new window.

Registration Report

The Registration Report provides a detail of registrants, including the registration date and time and registrant data. Use this report to track the registration process for an upcoming Webinar.

Field definitions

Registration Report	
Date Range	Date range of report data
Webinar Title	Title of the Webinar
Date	Date of the Webinar
Scheduled Start Time	Scheduled start time of the Webinar
Scheduled Duration	Scheduled duration of the Webinar
Registered	Total number of registrants for the Webinar
Opened Invitation	Number of recipients who opened the invitation email to register for the Webinar
Clicked Registration Link	Number of recipients who clicked the registration link to register for the Webinar
Registration Time/Date	Date and time of individual registration
First Name	Registrant's first name

Registration Report	
Last Name	Registrant's last name
Email Address	Registrant's email address
Unsubscribed	<p>N/A: Indicates registrant is subscribed to email notifications from organizer(s).</p> <p>Unsubscribed: Indicates registrant has opted out of receiving email notifications from organizer(s) through the unsubscribe link.</p> <p>SPAM Button: Indicates registrant has opted out of receiving email notifications from organizer(s) by marking them as SPAM within their email application.</p> <p>Bounce: Indicates invalid or undeliverable email address.</p>
Approval Status	Status of registrant's approval from organizer
Industry	Registrant's business industry
Organization	Registrant's business organization
Job Title	Registrant's job title
Phone	Registrant's phone number
Address	Registrant's address
City	Registrant's city
State/Province	Registrant's state/province
ZIP/Postal Code	Registrant's ZIP/postal code
Country	Registrant's country
Role in Purchase Process	Registrant's role in purchase process
Purchasing Time Frame	Registrant's purchasing time frame
Number of Employees	Number of employees in registrant's company
Questions and Comments	Registrant's questions and comments
Custom Questions	Registrant's responses to custom questions added by the organizer

Attendee Report

The Attendee Report provides detail about attendees, including registration, Question and Answer responses, in-session time and Interest Rating. Use this report to follow-up with interested attendees after a Webinar.

Field definitions

Attendee Report	
Date Range	Date range of report data
Webinar ID	Webinar identification number
Webinar Title	Title of the Webinar
Date	Date of the Webinar
Actual Duration	The duration, in minutes, of the Webinar
Clicked Registration	Number of recipients who clicked the registration link to register for the

Attendee Report	
Link	Webinar
Opened Invitation	Number of recipients who opened the invitation email to register for the Webinar
Total Attended	Total number of Webinar attendees
Name	Attendee's first name
Email Address	Attendee's email address
Attended	Yes or No value to indicate whether the registrant attended the Webinar
Address**	Attendee's address
City**	Attendee's city
State/Province**	Attendee's state/province
ZIP/Postal**	Attendee's ZIP/postal code
Country**	Attendee's country
Phone**	Attendee's phone number
Industry**	Attendee's business industry
Organization**	Attendee's business organization
Job Title**	Attendee's job title
Role in Purchase Process**	Attendee's role in purchase process
Purchase Time Frame**	Attendee's purchase time frame
Number of Employees**	Number of employees at attendee's company
Questions and Comments**	Attendee's questions and comments
Custom Questions**	Attendee's responses to custom questions created by the organize
Registration Date	Date and time person registered
Unsubscribed	<p>N/A: Indicates registrant is subscribed to email notifications from organizer(s)</p> <p>Unsubscribed: Indicates registrant has opted out of receiving email notifications from organizer(s) through the unsubscribe link</p> <p>SPAM Button: Indicates registrant has opted out of receiving email notifications from organizer(s) by marking as SPAM within their email application</p>
Question & Answer	Any questions and answers submitted through the Question and Answer pane
Poll Question	Poll responses to any polls launched in-session
Interest Rating	Numerical value from 1-100 which shows attendee's interest in the Webinar (100 being most interested)
In-Session Time	Time stamp of when attendee joined and exited the Webinar
Duration	Time attendee remained in-session
Survey Question	Survey responses (if a survey was created by the organizer)

** These fields appear in the report only if they were requested in the Registration Form.

Performance Report

The Performance Report provides details about the entire Webinar from start to finish, including high-level statistics on the success of a Webinar.

Field definitions

Performance Report	
Date Range	Date range of report data
Webinar ID	Webinar identification number
Webinar Title	Title of the Webinar
Date	Date of the Webinar
Actual Duration	The duration, in minutes, of the Webinar
Registered	Total number of registrants for the Webinar
Opened Invitation	Number of recipients who opened the invitation email to register for the Webinar
Clicked Registration Link	Number of recipients who clicked the registration link to register for the Webinar
Total Attended	Total number of Webinar attendees
Attendance Rate	Percentage of the number of registrants who attended the Webinar
Average Attentiveness	Average based on the focus of the attendees Viewer window during the Webinar
Average Attendee Interest Rating	Numerical value 1-100 (100 being most interested) indicating the average interest rating of the Webinar attendees
Polls (#)	Number of polls launched
Polls Response Rate (%)	Percentage of attendees who responded to polls
Q & A Number of Questions Asked (#)	Number of questions asked from the Question and Answer session during the Webinar
Number of Surveys Submitted (#)	Total number of post-Webinar surveys submitted from Webinar attendees
Survey Response Rate (%)	Percentage of attendees who submitted the post-Webinar survey
Time	Webinar session time broken down into 15-minute increments
Number of Attendees (#)	Snapshot of the number of attendees at 15-minute increments throughout the Webinar
Percentage of Total Attended (%)	Percentage of total number of registrants who attended the Webinar
Average Attendance Duration	Average duration of the attendee presence in the Webinar
Response Rate	Percentage of attendees who answered each poll

Recorded Webinar Report (GoToMeeting Corporate plans only)

The Recorded Webinar Report is available to GoToMeeting Corporate plans only. This report provides details about recorded Webinar registrants or viewers and includes the time and date when the Webinar recording was downloaded.

Field definitions

Recorded Webinar Report	
Date Range	Date range of report data
Webinar Title	Title of the Webinar
Recording Upload Date	Date the recording was uploaded
Total Registered	Total number of people who registered to view the recorded Webinar
Total Recordings Viewed	Total number of registrants who have viewed the recorded Webinar
View Time/Date	Date and time the recorded Webinar was viewed
First Name	Registrant's first name
Last Name	Registrant's last name
Email Address	Registrant's email address
Industry	Registrant's business industry
Organization	Registrant's business organization
Job Title	Registrant's job title
Phone	Registrant's phone number
Address	Registrant's address
City	Registrant's city
State/Province	Registrant's state/province
ZIP/Postal Code	Registrant's ZIP/postal code
Country	Registrant's country
Role in Purchase Process	Registrant's role in purchase process
Purchasing Time Frame	Registrant's purchase time frame
Number of Employees	Number of employees at registrant's company
Questions and Comments	Registrant's questions and comments
Custom Questions	Registrant's responses to custom questions added by the organizer

Notes on Recording a Webinar

Webinar recording allows an organizer to record all screen activity that is presented in the GoToWebinar Viewer window, including desktop and application sharing of other organizers, panelists and/or attendees presenting in the Webinar.

See [System Requirements](#) for requirements to record a Webinar.

Before recording a Webinar, an organizer must set [recording preferences](#), including selecting the audio format and recording media format (either GoToMeeting format or Windows Media Player format). If the Windows Media Player format is selected, GoToWebinar will begin an automatic conversion process immediately after a Webinar has ended. Allow time for the conversion to take place. The time needed is dependant upon video content, CPU speed and amount of memory available.

To record the audio portion of your session, an organizer must have a sound card installed on his or her computer. (If you are able to hear music on the computer, you have a sound card.) To record using GoToWebinar integrated audio, an organizer can use the telephone or a microphone connected to his or

her computer. To record using the organizer's private audio service, an organizer must have a phone patch connected to both the phone and the *mic in* port of his or her computer.

Only one recording file is created per Webinar. If an organizer clicks **Record** to start the recording, then stops the recording and subsequently restarts the recording during the course of one Webinar, GoToWebinar will continue recording to one Webinar recording file.

The default destination to save a recording is the My Documents folder. An organizer can change the destination but only before beginning recording. It is recommended that the designated location have a minimum of 1.0GB of free space to accommodate the recording. For optimum recording performance and in-session experience, it is recommended that you select a location on your local hard drive.

Record a Webinar

Webinar Recording is only available to meeting organizers or promoted organizers.

Note: To avoid a recorded Webinar with a blank screen, please ensure the presenter initiates some type of screen action (such as advancing a presentation slide) after clicking the **Start Recording** button. If recording begins before the presenter shares his or her screen and there is no screen action, then the playback will only show a blank screen with the audio.

▶ To configure recording settings

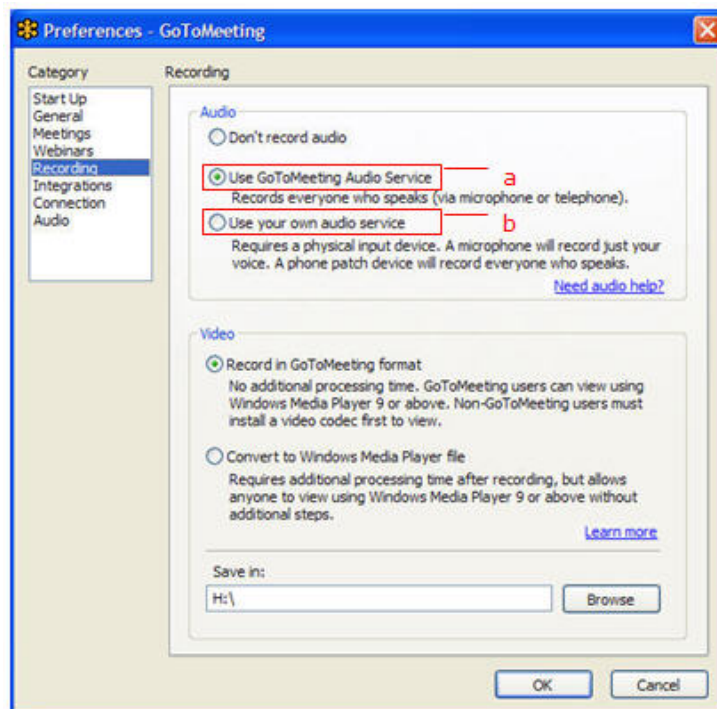
1. From the Organizer Control Panel, click the View menu, select *Recording*. The Recording pane will appear in the Control Panel. Click **Settings**.

2. On the Recording category:

- **Audio:** Allows you to enable or disable recording the audio portion of your Webinar. To record audio, choose which audio service you have scheduled to use for your Webinar.

Note: If using VoIP, be sure to check your audio device settings under the Audio category.

- **Video:** Allows you to select the Webinar recording output format and destination for saving the file.
- **Save in:** Select the folder in which you want to save your recording.



Using GoToMeeting Integrated Audio (a)	Using Your Own Audio Service (b)
Records all unmuted speakers in the Webinar.	<p>To record all unmuted speakers, you need a phone patch connected to both your phone and the mic in port of your PC.</p> <p>To record just your voice, you need a microphone connected to your PC.</p> <p>If you want to use VoIP with your own audio service, please contact your Account Manager (GoToMeeting Corporate plans) or Global Customer Support (GoToWebinar plans).</p>
Your PC must have a sound card installed in order to record audio. If you can hear music through your PC, you have a sound card.	

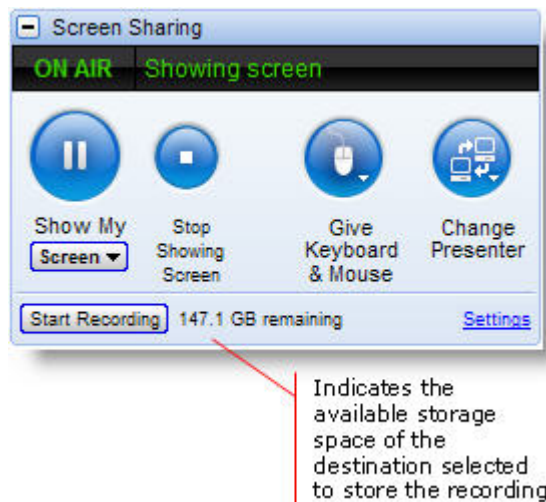
3. Click **OK**.

Note: For optimum recording performance and in-session experience, it is recommended that you select a location on your local hard drive.

Note: You cannot change location setting once you have started to record a Webinar. If you do not specify a destination, the default is My Documents.

► **To record a Webinar**

1. When you are ready to begin recording, click **Start Recording**. All screen activity that is presented in the GoToWebinar Viewer window will be captured.
2. Click **Stop Recording** to pause or stop recording completely. Clicking **Start Recording** again will continue recording to the same file.



Note: The lower you set your monitor resolution, the better the quality of the Webinar recording. A resolution of 1024 x 768 is recommended for optimal recording quality. Since the recording will scale to the highest resolution among the presenters in a recorded Webinar, it is also recommended that all presenters set their resolution to the same setting. Avoid displaying multiple monitors when recording a Webinar.

Note: You must have at least 500 MB of space on the destination drive to record a Webinar. If you have less than 500 MB of available space, GoToWebinar will display a warning when recording begins. If space drops to 100 MB, recording will be automatically stopped and you will receive a warning message. If you have selected to convert your recording to Windows Media format, you will need 1 GB (twice as much space). The *Remaining* field in the Recording pane refers to the amount of space available for recording that is listed in the Recording Preferences *Save In* field.

GoToMeeting Recording Manager (Mac)

If you record a session on a Mac, you must first convert the recording file to an .MP4 file before anyone can view it. Using the GoToMeeting Recording Manager, you can easily convert multiple recordings at once either immediately after you end a session or whenever it's convenient for you.

Recording sessions on Macs is only available if you're running Mac OS X 10.6 (Snow Leopard) or newer with GoToMeeting 5.2 or higher.

Convert Your Mac Recordings

1. After you end a session on a Mac, the GoToMeeting Recording Manager automatically launches and prompts you to convert your recording (if you haven't changed your default settings). You can choose **Not Now** or **Convert Recording**.



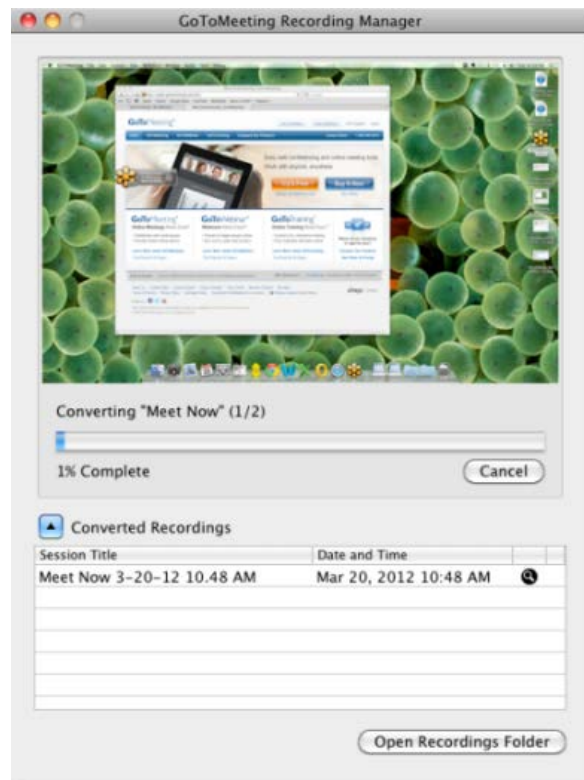
2. If you click **Not Now**, you can launch the Recording Manager later from **Preferences - GoToMeeting > Convert Recordings Now**. To convert your recording immediately, click **Convert Recording** to launch the GoToMeeting Recording Manager.


If you have older recordings you need to convert as well, expand the "Recordings You Need To Convert" option to see a list of all your recordings that need to be converted.

3. Choose the recording(s) you need to convert by selecting the check box next to the recording. Then click **Convert Recordings**.



The conversion process may take some time depending on the size of your recording. If you want to delete a recording without converting it, click the Trash Can icon 🗑 next to a recording.



4. After the conversion process is completed, you can share the .MP4 file via email, YouTube, Vimeo, etc., and anyone can view it. In the Recording Manager, either click the Magnifying Glass icon  next to a converted recording or click **Open Recordings Folder** to open the location where your converted recordings are stored.

Note: GoToWebinar organizers can't currently archive Mac recordings.

By default recordings are stored in `/Users/<current user>/Documents/Recordings`. To change where recordings are saved, open **Preferences - GoToMeeting > Recordings > Choose** to browse for a new location.

Tips for Success

Prior to Webinar Start

- If you plan to share your entire desktop, turn off any instant-messaging applications, notification software or other programs that may interrupt or distract from the Webinar.
- Turn off any streaming media applications that may take up bandwidth and resource-intensive applications that may be taxing processor ability.
- Set the desktop display to a neutral background and adjust display settings to a mid-range resolution (e.g., 1024 x 768) to improve the display for attendees with lesser settings. This is also the optimal setting for recording a Webinar.
- Clean up your desktop before a Webinar or use the Clean Screen feature when showing your desktop to avoid distracting your attendees.
- Have the documents you wish to share ready to be accessed in one or two clicks.
- Run a Practice Session with your panelists and any other organizers to familiarize yourself with the format and flow of your online presentation.

Managing the Webinar

- Arrive a few minutes early to greet the attendees as they arrive, and start the Webinar on time. It also helps to have a welcome presentation running during this time. Your presence in these opening minutes can help establish the tone and direction of the Webinar.
- Provide an agenda at the start of the Webinar, including estimated duration, and stick to it.
- Inform attendees what the purpose/goal of the Webinar is, what to expect and when and how to ask questions and participate in the Webinar.
- Provide information on how to use equipment or services and how to get assistance if needed.
- Consider having another organizer help manage and monitor questions and answers.
- Encourage participation by using the Polling feature.
- End the Webinar clearly. Make sure all the attendees know that the Webinar is formally over and stay on the line to address any last questions.

Managing Audio

- If dialing in to the Webinar using a telephone, avoid using cellular and cordless phones due to static. Use the phone handset or a headset instead of speakerphones to avoid background noise, tunnel effect and sentence clipping.
- If using a telephone, turn off your call waiting. The beep of a new call on another line can be heard by everyone.
- If using a telephone, avoid putting your phone on hold during the presentation. Your hold music will play into the conference call and make it impossible for other attendees to continue the Webinar.
- If you find you are having a sound quality issue, hang up and dial back in (telephone) or check your mic and speaker devices (VoIP). Sometimes these problems clear themselves when the bad connection is terminated.
- If presenting, join the Webinar from a location where there is little background noise.
- Introduce yourself when you begin speaking and ask your panelists to also identify themselves before speaking. Not everyone in the Webinar may know everyone else's voice.

Mobile Devices

GoToMeeting App for iPad, iPhone & iPod Touch FAQs

General Information

What is the GoToMeeting app for iPad, iPhone & iPod Touch?

GoToMeeting now offers attendees the flexibility to attend meetings and webinars directly from an Apple® iPad, iPhone and iPod Touch. The free GoToMeeting app enables iPad, iPhone and iPod Touch attendees to view online meeting content shared by a GoToMeeting organizer or presenter from a Mac® or PC. Attendees are not required to have a GoToMeeting account to join a meeting or webinar.

To leave feedback about your GoToMeeting app experience, fill out the [GoToMeeting Feedback form](#). After each session, you can also tap the **How was your GoToMeeting?** button to leave your feedback.

What can I do with GoToMeeting on an iPad, iPhone or iPod Touch?

- Attend online meetings or webinars free of charge.
- Join sessions in seconds by tapping the Join link in your invitation email.
- View the presenter's screen.
- Connect to audio through your iPad, iPhone or iPod Touch's Internet connection or dial in by phone.
- Chat with everyone in the meeting, with only organizers or with individual attendees. (Chat isn't supported for GoToWebinar at this time.)
- Pinch with 2-fingers or double-tap to zoom.
- Switch between portrait and landscape mode.
- See who's talking and who's attending.

How much does the GoToMeeting app cost?

There is no cost for the GoToMeeting app. You can easily download the app from the [App Store](#).

What are the mandatory system requirements to attend sessions from my iPad, iPhone or iPod Touch?

- Free GoToMeeting app from the App Store.
- iOS 4.2 or later.
- iPad 1 or newer, iPhone 3G or newer or iPod Touch 3rd generation or newer.

Can I join a GoToMeeting with [HDFaces](#) session from an iPad, iPhone or iPod Touch?

Yes. You can join HDFaces meetings as an attendee, but you'll be unable to view or share webcams and show your screen (if you're given presenter controls) at this time.

Are there any additional fees for using the GoToMeeting app?

The app is free, and there's no charge for attending meetings or webinars. However, you are responsible for any long-distance charges associated with dialing in to sessions by phone. There are no long-distance charges for using audio over your iPad, iPhone or iPod Touch's built-in mic & speakers (VoIP), but you'll be responsible for any data charges that may be incurred.

How do I join a session from an iPad, iPhone or iPod Touch?

If you know the 9-digit Meeting or Webinar ID, you can join the session by simply opening the GoToMeeting app and entering your name and the Meeting or Webinar ID (webinar attendees must also enter their email). If you already have the GoToMeeting app installed, you can also join a session by tapping the Join link in your GoToMeeting or GoToWebinar invitation email, which will automatically launch you into session.

Where can I download the GoToMeeting app?

You can download the free GoToMeeting app from the [App Store](#).

Can I host a meeting or webinar from my iPad, iPhone or iPod Touch? Can I show my screen if I'm given presenter controls?

You can only join sessions as an attendee and cannot show your screen from your iPad, iPhone or iPod Touch at this time.

Can I join a webinar as a panelist?

No, you cannot join a webinar as a panelist on an iPad, iPhone or iPod Touch.

How does attending a meeting or webinar on an iPad, iPhone or iPod Touch compare with the experience on a PC or Mac?

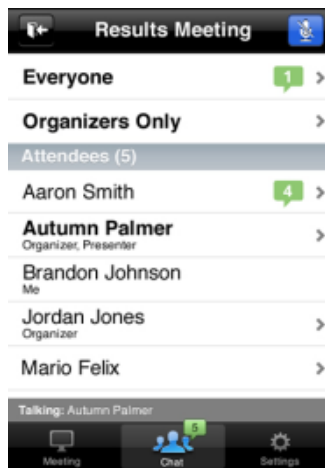
Just as on a PC or Mac, you can view the presenter's screen, see who's attending and who's talking. However, some features are not yet available on the iPad, iPhone and iPod Touch, including drawing tools, presenter controls, keyboard and mouse controls and starting or scheduling sessions.

How can I change the view or zoom into the presenter's screen?

You can view the presenter's screen in both portrait and landscape mode. You can also double-tap anywhere on the GoToMeeting Viewer to change the display to Fill Screen mode. Double-tap a second time to zoom in to 100% mode. Double-tap a third time to return to the default view – Entire Screen mode. You can also pinch or expand with 2 fingers, and pan to different parts of the presenter's screen by dragging 1 finger across the GoToMeeting Viewer.

Can I chat with other meeting participants?


Yes, you can tap Chat in the toolbar to instantly send and receive messages to everyone in the meeting, to only the organizer(s) or to individual attendees. You can toggle between meeting participant names in the Attendee List to read and send messages. Chat is currently not supported on GoToWebinar at this time.



Can I ask questions, raise my hand or answer polls during a webinar?

No. At this time, asking questions (Q & A), raising your hand and answering polls are not supported GoToWebinar features on the GoToMeeting app. If a GoToWebinar organizer sends a chat or question to everyone in the webinar, iOS attendees will not be able to reply or send a response.

What version of GoToMeeting is required to host an iPad, iPhone or iPod Touch attendee?

An iPad, iPhone and iPod Touch attendee can only attend meetings or webinars that are hosted on GoToMeeting 4.8 or later. On a PC, the organizer can check their version and build number while in session by clicking the *Help* menu and selecting *About GoToMeeting* or *About GoToWebinar*. The organizer on a PC can also right-click the daisy icon  in the system tray and select *About*. On a Mac, the organizer can click *GoToMeeting* in the toolbar and select *About GoToMeeting*.

Can I attend meetings that are password protected?

Yes, you can join password-protected meetings as long as you have the password, which is included in your GoToMeeting invitation email. All meetings are fully secured with end-to-end 128-bit AES encryption.

Is the GoToMeeting app available on any other mobile device?

The GoToMeeting app is also available on [Android](#) smartphones and tablets.

Can I attend a GoToWebinar session from an iPad, iPhone or iPod Touch?


Yes! Simply use the GoToMeeting app to attend webinars from your iPad, iPhone or iPod touch.

Can I attend a GoToTraining session from an iPad, iPhone or iPod Touch?

No. You can only join GoToMeeting and GoToWebinar sessions as an attendee at this time.

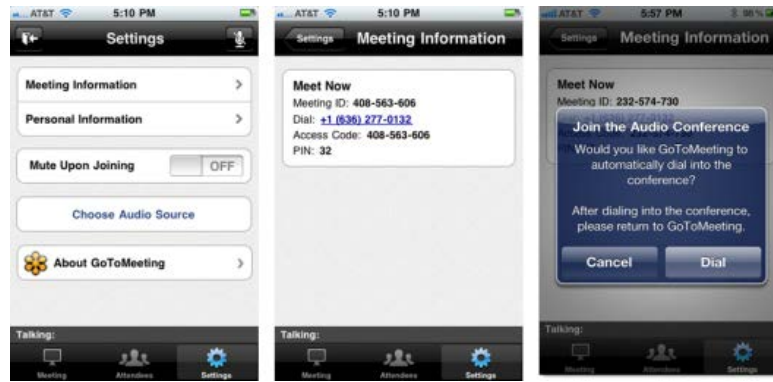
Audio**Can I connect to audio from the GoToMeeting app?**

If the organizer provides both mic and speakers (VoIP) and conference call numbers, you will automatically connect to mic and speakers over your iPad, iPhone or iPod Touch's Internet connection (WiFi or 3G) once you join.. The audio quality on your iPhone depends on the quality and bandwidth available on the WiFi or 3G network that you're connected to. For best results, you should make sure you have nothing else running that might use up bandwidth. WiFi connection is highly recommended.

If the organizer only provides a conference call number, or if you prefer to dial in by phone, iPad attendees can tap the Settings button  at the top right of the screen, tap **Audio Settings** and then **Telephone** to access the conference call information.

iPhone attendees can go to the Meeting Information screen and tap a U.S. phone number to automatically connect to the audio conference. With a single tap, the conference call number, access code and Audio PIN are automatically dialed.

If you have an iPhone 4 or 4S on a network that does not allow simultaneous voice and data sharing (CDMA), you won't be able to connect to GoToMeeting and dial in on your iPhone at the same time. To connect to audio, you should use your iPhone's Internet connection (WiFi or 3G) or dial in with a different device.



Can I mute/unmute attendees using VoIP or dialing in by phone on iOS devices?

Yes, if the attendee is connected to VoIP, you can mute/unmute them to allow them to speak. If the attendee is dialed in by phone, you can mute/unmute them only if they have entered the Audio PIN, which they can access in-session from Settings.

How do I dial in to the audio conference by phone?

If the organizer provides a U.S. phone number, you can go to the Meeting Information screen in-session and tap the telephone number to automatically connect to the audio conference from your iPhone.

International telephone numbers do not have the single tap auto-dialing capability at this time. You can still use the Phone app on your iPhone to enter international telephone numbers manually and dial in to the audio conference.

Why can't I switch from phone to mic & speakers (VoIP)?

Once you dial in to the audio conference, mic and speakers (VoIP) is disabled for the remainder of the session. If you want to switch back to VoIP, you will need to leave the session and rejoin.

Why can't I connect to GoToMeeting and dial in on my iPhone?

If you have an iPhone 4 or 4S on a network that does not allow simultaneous voice and data over (CDMA), you won't be able to connect to GoToMeeting and dial in on your iPhone at the same time. To connect to audio, you should use your iPhone's built-in mic and speakers (VoIP) or dial in with a different device.

If the organizer only provides a conference call number as the audio option and you try to dial in to the audio conference from a CDMA network without having a WiFi connection, you'll see a dialog notifying you that your device does not support simultaneous voice and data sharing. Once you tap the **Dial** button on the Join the Audio Conference dialog, you'll lose access to screen sharing.



What audio options does the GoToMeeting app support?

- iPad, iPhone or iPod Touch's built-in mic and speakers (VoIP).
- iPad, iPhone or iPod Touch's built-in mic along with external headphones connected via the 3.5-mm stereo headphone jack.
- Headset connected via the 3.5-mm stereo headphone jack.
- Bluetooth Hands Free devices.

For optimal audio quality, we recommend using a headset.

Will I have access to all of the session's conference call numbers?

Any conference call numbers provided by the organizer are available to an iPad attendee. iPhone attendees who prefer to dial in by phone can access the conference call number(s) (if provided by the organizer) in the GoToMeeting or GoToWebinar invitation email or Meeting Information screen.

Troubleshooting

Why do I have to enable cookies to join a session? How do I enable cookies on Safari?

If your iPad, iPhone or iPod Touch is running iOS 5 or higher, cookies are disabled on Safari by default. You must first change your settings to enable cookies before you can join a meeting or webinar. To enable cookies on Safari, go to **Settings > Safari > Accept Cookies > Always or From Visited**. Then tap the Join link in your GoToMeeting or GoToWebinar invitation email to join the session.

I enabled cookies on Safari but still can't join the session. What should I do?

Try clearing your history, cookies and data by going to **Settings > Safari > Clear History/Clear Cookies and Data**. Then tap the Join link again in your GoToMeeting or GoToWebinar invitation email to join the session.

If you're still having problems joining, try forcing the GoToMeeting app to close:

1. Double-click the Home button to bring up the multi-tasking bar.
2. Press and hold the GoToMeeting app until the icon starts to wiggle.
3. Tap the minus symbol above the GoToMeeting app to close it.
4. Tap the Home button or anywhere above the multi-tasking bar to exit.
5. Then tap the Join link in your GoToMeeting or GoToWebinar invitation email to join. If you know the 9-digit Meeting or Webinar ID, you can also open the app and manually enter it.

GoToMeeting App for Android FAQs

General Information

Can I use the GoToMeeting app for Android on my Android device?

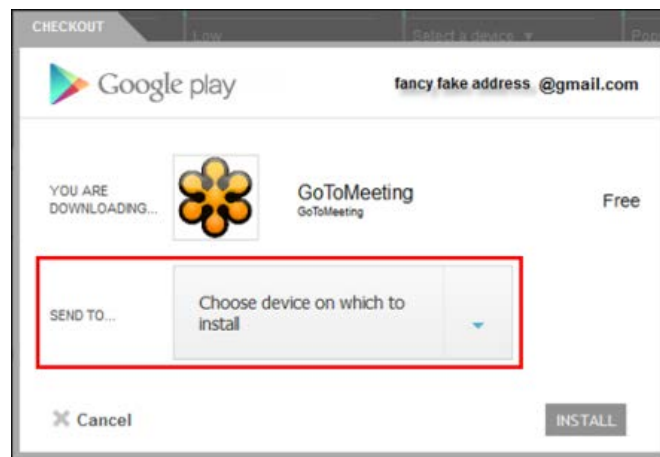
Yes. If you're running Android 2.2 or higher, you can install the GoToMeeting app from the Google Play Store to join meetings and webinars as an attendee. We recommend using devices with a 1Ghz processor or higher for optimal performance.

How can I download the GoToMeeting app?

You can download the GoToMeeting app from the [Google Play Store](#) by signing in to your Google account linked with your Android device and searching for the GoToMeeting app to install it. If you don't see an **Install** button, you may not be running Android 2.2 or higher – the minimum system requirement needed to install the GoToMeeting app.

You can also download the GoToMeeting app from the [Amazon Appstore](#) (only available in the U.S.), which lets you instantly download the GoToMeeting app to an Android device.

If you have the GoToMeeting app pre-loaded onto your device, you'll need to first upgrade to the latest version of GoToMeeting. To upgrade, select the GoToMeeting daisy icon 🌻 and then select the **Upgrade** button to install the most recent version of the app.



If I have a Motorola Android-based device that doesn't have the Google Play app, can I still download the GoToMeeting app?

Yes. Attendees using Motorola Android-based devices in China can now download the GoToMeeting app from SHOP4APPS™ – Motorola's preinstalled Android application storefront. The GoToMeeting app is not yet localized in Chinese, but it is available in English, German, French, Spanish and Italian.



Why can I see the GoToMeeting app in the Google Play Store but can't download it?

Your device may not be running Android 2.2 or higher (the minimum system requirement needed to install the GoToMeeting app). If your device is running 528 MHz CPU, you may not see the Install button to download the GoToMeeting app.

What are the minimum system requirements for joining a GoToMeeting or GoToWebinar session from my Android device?

- Android 2.2 or higher
- 1 Ghz CPU or higher recommended
- WiFi or 3G connection (WiFi recommended)
- Free GoToMeeting App

Note: Attendees on devices that use CDMA and do not allow simultaneous data and voice sharing must be connected to the Internet from a WiFi network to dial in using the same device they use to join the meeting. Otherwise, they will be disconnected from GoToMeeting. Attendees on devices that use GSM can simultaneously share data and voice seamlessly.

- For the best audio experience, a headset recommended.

Can I host meetings or webinars from the GoToMeeting app?

Unfortunately, the GoToMeeting app for Android is only designed to support attendees who want to join meetings and webinars. Attendees who join sessions from their Android device cannot be given Presenter Controls at this time. Attendees do not have to have a GoToMeeting account to use the GoToMeeting app.

Can I join a GoToWebinar session as an attendee on my Android smartphone or tablet?

Yes! Simply use the GoToMeeting app to join a webinar as an attendee. You can select the Join URL from your GoToWebinar invitation email, or you can enter the Webinar ID (into the Meeting ID field) to join. If you haven't yet registered for the webinar, you'll be prompted to register and fill out the required information before you can join the session.

Can I join or host a GoToTraining or GoToMeeting Global session from the GoToMeeting app?

No. The GoToMeeting app is only designed for attendees to join meetings and webinars at this time.

Do I need a GoToMeeting or GoToWebinar account to join a session from my Android device?

No. As long as you're running Android 2.2 or higher, you can install the GoToMeeting app from the Google Play Store free of charge and join meetings and webinars from your device.

What are some of the unsupported GoToWebinar staff features?

- Starting or joining a webinar as an organizer

- Joining a webinar from a panelist invitation email
- Presenting as a panelist or organizer
- Screen Sharing

What are some of the unsupported GoToWebinar attendee features?

- Submitting responses to Polls (attendees can only see Polls)
- Participating in Q & A
- Sending and receiving chats
- Raising hands
- Screen Sharing or presenting

Can I multi-task and use other apps on my Android device while attending a session?

Yes. During a session, you can put the GoToMeeting app into background mode by pressing the Home button on your device to simultaneously use other apps without disconnecting from the meeting.

To re-open the GoToMeeting app, you can do any of the following:

- Select the GoToMeeting daisy icon 🌸 from the Android app menu.
- Open the Notifications tab and select **GoToMeeting**.
- Hold down the Home button on your device until the Recent Apps screen appears. Select the GoToMeeting daisy icon 🌸.

Can I use a Bluetooth device for a meeting or webinar?

The GoToMeeting app for Android does not officially support Bluetooth devices. However, if you have an A2DP (Advanced Audio Distribution Profile) device, you may be able to listen to the audio during a meeting or webinar, but you probably won't be able to speak. If you can stream music from your Bluetooth device, then you most likely have an A2DP profile that may let you listen to audio during a meeting or webinar – but it's not guaranteed.

Check your device's manufacturer to see if it supports an A2DP profile.

What languages does the GoToMeeting app for Android support?

The GoToMeeting app for Android is supported in English, German, French, Spanish and Italian. If you set your device's default language to one of the supported languages, the GoToMeeting app appears in your selected language.

Troubleshooting

Why can't I connect to a meeting or webinar on the GoToMeeting app for Android?

The meeting organizer must be using GoToMeeting v4.8 or higher or GoToWebinar v2.8 or higher for attendees to join sessions from Android devices. If the organizer is using an older version, you won't be able to use the GoToMeeting app; instead, you would need to join the meeting from a PC or Mac. Attendees cannot join GoToTraining or GoToMeeting Global sessions from an Android device.

Why do I see an “Unable to Join the Meeting” error telling me that the Meeting ID is invalid?

If you manually entered the Meeting ID, double check to see that you typed it correctly.

Why do I have to enable cookies to join? How do I enable cookies on my browser?

If your browser is set to disable cookies, you must first enable cookies before you can join a session. To enable cookies, go to your browser's settings, and select **Accept Cookies**. Then select the Join link in your GoToMeeting or GoToWebinar invitation email to join.

I prefer to dial in to audio by phone. Where can I find the Audio PIN?

The Audio PIN is not created until the organizer starts the session. You can access the Audio PIN once the organizer arrives and you enter the session by selecting **Settings** from the View tab and then selecting **Meeting Information**.

Why am I disconnected from GoToMeeting when I try dialing in from my device?

If you're using a device that doesn't allow simultaneous data and voice sharing (CDMA), you must connect to the Internet from a WiFi network to dial in using the same device you use to join the meeting; otherwise, you'll be disconnected from GoToMeeting. If you aren't connected to the Internet through WiFi, you must use your device's mic and speakers (VoIP) or dial in with a different device to connect to audio.

Why can't I access the Meeting Information in my Settings before the meeting starts?

You have to wait until you enter the meeting before you can access the Meeting Information. Once the organizer starts the meeting, you can access the Meeting Information by selecting the **Settings** button on the View tab.


Why can't I register for a webinar from my Android device?

You may be using an Android device that is not fully compatible with GoToWebinar. Try registering for the webinar from a supported computer or tablet.

FAQs

Audio FAQs

I can't hear other callers

- Click the audio icon  in the Attendee List of your Control Panel to un-mute an attendee.
- Telephone users: Hang up and dial back in.
- VoIP users:
 - a. Test your Speakers setup. Click **Audio Setup** in the Audio pane to select the correct device. Mac users: Click the speaker icon in the Audio pane to select the correct device.
 - b. Check the volume setting in Audio Setup. Under Speakers Setup, click **Play Sound** and move the slider bar to the desired volume.

Other callers can't hear me

- Start Broadcast: You must click **Start Broadcast** at the top of the Control Panel or *1 on your telephone keypad to start the conference.
- You can change your audio selection from the Audio pane if you scheduled your Webinar to offer both VoIP and telephone.
- Telephone users: Hang up and dial back in.
- VoIP users:
 - a. Is the correct microphone device selected? Click **Audio Setup** in the Audio pane to select the correct device. Mac users: Click the microphone icon in the Audio pane to select the correct device.
 - b. If using a microphone: Does your microphone have a physical mute/un-mute button on it? Check that your microphone is not muted.
 - c. If an attendee can't hear you, his or her speaker volume may be off or set too low.
 - d. Analog microphones are sometimes too quiet; we recommend using a USB headset or USB desktop microphone instead.
 - e. If you are using a desktop microphone, avoid touching the microphone since it may cause a reduction in the volume of your voice.
 - f. Speaking very loudly can affect the volume; try speaking at a lower level.
 - g. The speed of your Internet connection can affect one-way sound. For optimum performance when using VoIP, we recommend a broadband Internet connection.
 - h. File sharing: Uploading a file while using GoToWebinar can sometimes affect VoIP sound quality. It is recommended that you close all file sharing applications before you start your Webinar.
 - i. Streaming music or video while using GoToWebinar can sometimes affect VoIP sound quality. It is recommended that you close all streaming music or video before you start your Webinar.

I hear static, beeping or a clicking sound

- Electronic devices, such as Blackberries, can affect microphone and speaker devices. Move any electronic handheld devices away from your microphone and speakers.

I'm experiencing echo, feedback or background noise

- A USB headset is recommended. See [VoIP Audio Device Recommendations](#).
- Echo from an attendee: If you suspect echo from an attendee, check who is talking at the bottom of the Audio pane and mute that attendee or ask the attendee to lower his or her speaker volume. You can also click **Mute All** in the Audio pane.

- If you join your Webinar via telephone make sure the audio setting on your Control Panel is not set to *Use Mic & Speakers*.
- Built-in or external speakers can cause echo. We recommend reducing the speaker volume to a low level.
- Laptops with built-in microphones can pick up noise and cause echo. Using a built-in microphone for your audio is not recommended. If you know how to turn off your laptop's built-in microphone, turn it off for your presentation (check your laptop's owner manual).
- Webcams with microphones can pick up additional noise and cause echo. Using a Webcam for your audio is not recommended.
- A Webinar is best presented from a quiet location.
- If using a microphone, move the microphone closer to your voice and away from competing sounds (e.g., computer fans).
- Avoid moving or touching the microphone during your presentation.

Words are getting cut off or are being dropped

Dropped words, delay or robotic sound is often due to poor network performance, lack of memory or high CPU usage.

- Close all applications you are not using for your presentation.
- VoIP users: A dial-up Internet connection can cause poor performance. For optimum performance when using VoIP, we recommend a broadband Internet connection.
- VoIP users: If the problem persists, switch to Telephone mode. Select *Use Telephone* in the Audio pane and dial in to the Webinar.

I need to adjust my VoIP audio volume

- Click **Audio Setup** in the Audio pane. Under Speakers Setup, move the slider bar to the desired volume.

If the presenter is using telephone/VoIP can the attendees hear him on the other service?

Yes. The only difference is that in order to take over the presenter role via telephone, the user will be asked to dial into a different number so he can become part of the presentation team and exit the audience line.

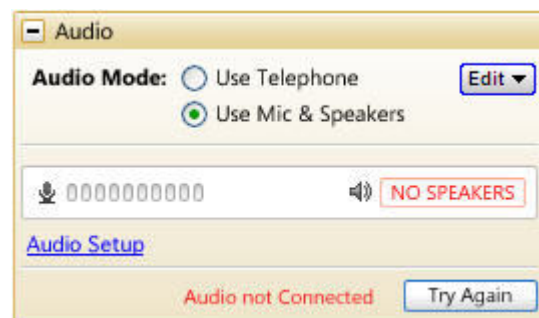
I'm getting an error message

An audio device (speakers or headset) is necessary to join a Webinar using VoIP. When an audio device such as microphone or speakers is not detected, some of the following errors may occur:

No Speakers Detected

An error message will appear if speakers (or headset) are not present or are not connected properly, or if there is no sound card installed in your computer. You will not hear audio at this time and will not be heard in the conference.

- Check that your speakers (or headset) are properly connected and click **Try Again** in the Audio pane of the Control Panel. See [Audio Mode: Using VoIP](#).



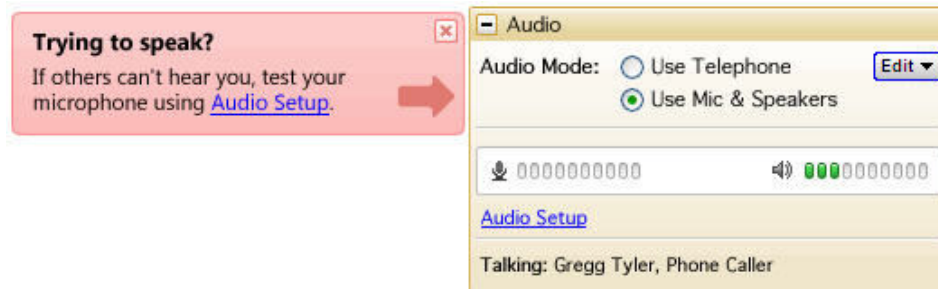
- If you have the option to join the Webinar via telephone, you will automatically be switched to Telephone mode. Dial in to the conference using the number and audio PIN provided in the Audio pane of your Control Panel.

No Sound Detected

After the first minute of a session, GoToWebinar looks for microphone input from attendees who are using a microphone, have speaking rights and are un-muted.

If no input is detected, you may get a *Trying to speak?* error message. This error may appear under the following conditions:

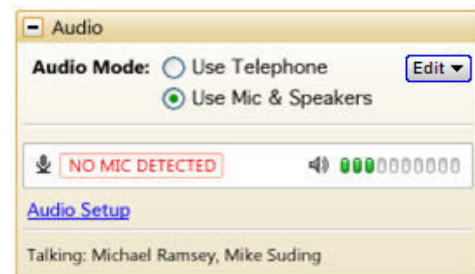
- You have not spoken or made any sound during the first minute of joining the Webinar, or
- The microphone device was incorrectly selected. You can click the Audio Setup link if you are trying to speak but can't be heard. See [Audio Mode: Using VoIP](#).



No Microphone Detected

An error message will appear if a microphone (or headset) is not present or is not connected properly. You will still be able to hear the Webinar but will not be able to speak.

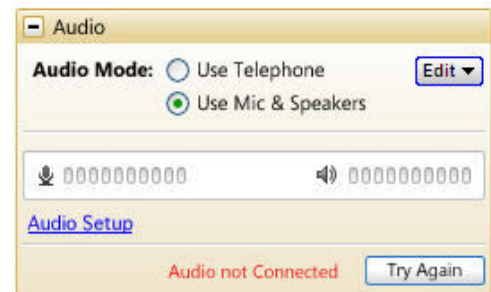
- Check that your microphone (or headset) is properly plugged in.
- If you have the option to join the Webinar via telephone, you can switch to Telephone mode. Then dial in to the conference using the number and Audio PIN provided in the Audio pane of your Control Panel.



Microphone Disconnected

An error message will appear if your microphone fails or is unplugged after joining a Webinar. When this happens, you will no longer hear audio nor be heard by others.

- Check that your microphone is properly plugged in. If it is, test your microphone device and click **Try Again** in the Audio pane of the Control Panel. See [Audio Mode: Using VoIP](#).
- If you have the option to join the Webinar via telephone, you can switch to Telephone mode. Then dial in to the conference using the number and audio PIN provided in the Audio pane of your Control Panel.



Virtual Operating System (VMware, Parallels, etc.)

An error message will appear if you are attempting to join a Webinar using VoIP through a virtualized operating system, such as VMware, Parallels, etc. In this instance, to connect to audio, please choose one of the following:

- Rejoin the Webinar through a non-virtual operating system.
- If you have the option to join the Webinar via telephone, you can switch to Telephone mode. Then dial in to the conference using the number and audio PIN provided in the Audio pane of your Control Panel



What are audio tips and best practices?

- As with any Webinar, it is important to test your sound quality and audio settings before your live event. In addition to testing your audio settings, it is recommended to start your Webinar in Practice mode with other organizers or panelists to provide feedback on your voice quality.
- If you plan to record your Webinar, be sure to test the Recording feature while in Practice mode.
- It is a best practice to close all applications and documents you are not using for your presentation; applications running in the background may use up your computer's bandwidth and affect network performance.
- It is a best practice to keep attendees muted during your presentation and un-mute individual attendees as necessary.
- Attendees who join the audio portion of your Webinar are joined muted by default. Up to 25 attendees can be un-muted at any one time (this is a combination of VoIP and phone attendees).

Integrated Toll-Free FAQ

What is Integrated Toll-Free Audio Service?

Integrated Toll-Free Audio is an additional service that'll allow you to offer your GoToMeeting and GoToWebinar attendees a toll-free option. With integrated toll-free you have the flexibility to schedule your sessions with any combination of long distance, toll-free and VoIP audio.

How much does it cost to use the Integrated Toll-Free audio service?

Per-minute charges are based on your service contract, and minutes are calculated per participants. (For instance, if three participants call in the session for 10 minutes using the toll-free option, you will have used 30 minutes of your plan. Those who join by regular toll numbers are charged rates based on their own long-distance provider. There are no additional charges for those who join a meeting or Webinar with VoIP audio.

How am I billed for the toll-free service?

You will receive a separate monthly invoice from Citrix Online Audio, LLC for any toll-free minutes used by you and your attendees.

How do I add the toll-free option to meetings/Webinars that I've already scheduled?

For any Webinar, meeting or recurring meeting that was scheduled prior to an account's toll-free integration, the regular toll based conference numbers will automatically be changed if toll-free numbers are added to an already existing meeting or Webinar. It is recommended that you resend the meeting invitation or Webinar confirmation emails to participants so they have access to the new toll-free audio information. Meeting IDs and URLs will stay the same, however, and the new toll-free number will be provided to attendees in the waiting room, as well as on the Control Panel.

Will I use the same toll-free number for each meeting or Webinar?

No, as with existing meetings and Webinars, each session will have a unique toll-free number and access code.

How do I schedule a meeting with Integrated Toll-Free?

To [add a toll-free number](#) to your meeting invitation, select the *Edit Countries* link in the *Schedule a Meeting* window. Next, scroll to the bottom of the list of countries and select the option for **U.S. and Canada (toll-free)**.

Do you offer toll-free numbers for countries outside of the United States and Canada?

- Individual GoToWebinar organizers have the option to add Integrated Toll-Free service for the United States and Canada.
- GoToMeeting Corporate accounts have the option to add Integrated Toll-Free service for the following countries:

International Toll-Free Conference Numbers (GoToMeeting Corporate)			
Argentina	Hong Kong	New Zealand	Taiwan
Australia	Iceland	Panama	Thailand
Austria	India	Peru	Ukraine
Belarus	Indonesia	Philippines	United Kingdom

International Toll-Free Conference Numbers (GoToMeeting Corporate)			
Belgium	Ireland	Poland	United States
Brazil	Israel	Portugal	Uruguay
Canada	Italy	Russia	Vietnam
China	Japan	Singapore	
Czech Republic	Luxembourg	South Africa	
Denmark	Malaysia	Spain	
Finland	Mexico	Sweden	

Can I purchase Integrated Toll-Free service outside the United States?

- Individual GoToWebinar organizers based within the United States can purchase Integrated Toll-Free service.
- GoToMeeting Corporate accounts can purchase Integrated Toll-Free service only if their billing address is based in the United States, Australia, Canada or United Kingdom.

Is there anything different about recording a meeting/Webinar with Integrated Toll-Free?

Whether you or your attendees join with VoIP, toll or toll-free audio, you can easily and seamlessly record all participants. From the Recording section of the Preferences window, simply select **Use GoToMeeting Audio Service**. For more information about the Recording feature, please see [Recording a Webinar](#).

How can I cancel Integrated Toll-Free?

If you'd like to cancel your Integrated Toll-Free service, please contact our 24/7 Global Customer Support.

Mac OS X 10.7 Lion FAQs

The new Mac Lion OS promises to be a great upgrade for Mac customers. It includes over 250 new features and many usability enhancements. We have been working closely with Apple and testing our products with this new OS. There are a few known issues that our Mac customers should be aware of if they upgrade to Lion.

If I purchase Mac OS X Lion, will GoToMeeting, GoToWebinar or GoToTraining work for me?

Yes, but you will need to make sure that (1) you're using GoToMeeting, GoToWebinar and/or GoToTraining 4.8 or higher, and (2) you've installed a version of Java compatible with OS X Lion.

1. Checking the Version Number

If you have GoToWebinar or GoToTraining, remember that you will only see GoToMeeting on the menu bar and desktop icon because the 3 products are all part of the same collaboration suite. To see which GoToMeeting, GoToWebinar and/or GoToTraining version you're using on your Mac, do one of the following:

- **In session:** Click *GoToMeeting* in the menu bar and select *About GoToMeeting*. The version number will be listed in the window that pops up.
- **Not in session:** Hover your mouse pointer over the GoToMeeting (🌸) daisy icon in your dock to see a pop-up message listing which version you're using.

If you are not using GoToMeeting, GoToWebinar or GoToTraining 4.8 or higher, you will still be able to host meetings but will not be able to share your screen. To upgrade to the newest version, contact your account manager (if you're on a corporate account) or call our toll-free 24/7 support line and request to be upgraded.

2. Installing Java

GoToMeeting, GoToWebinar and GoToTraining require Java to be installed in order to host or join sessions; without it, the GoToMeeting, GoToWebinar and GoToTraining applications cannot launch. Since OS X Lion does not include Java, you will need to download and install a version of Java compatible with OS X Lion (this is a one-time download of 150 MB). See [Java is not installed in Mac Lion. Do I need it?](#) below for information on downloading Java.

Can I host a GoToMeeting, GoToWebinar or GoToTraining session from OS X Lion?

Yes. As long as you're using GoToMeeting, GoToWebinar and/or GoToTraining 4.8 or higher and have Java installed, your current version will work fine. If you are using an older version, then you may be able to start the session but you will not be able to share your screen. See [If I purchase Mac OS X Lion, will GoToMeeting, GoToWebinar or GoToTraining work for me?](#) above for more information.

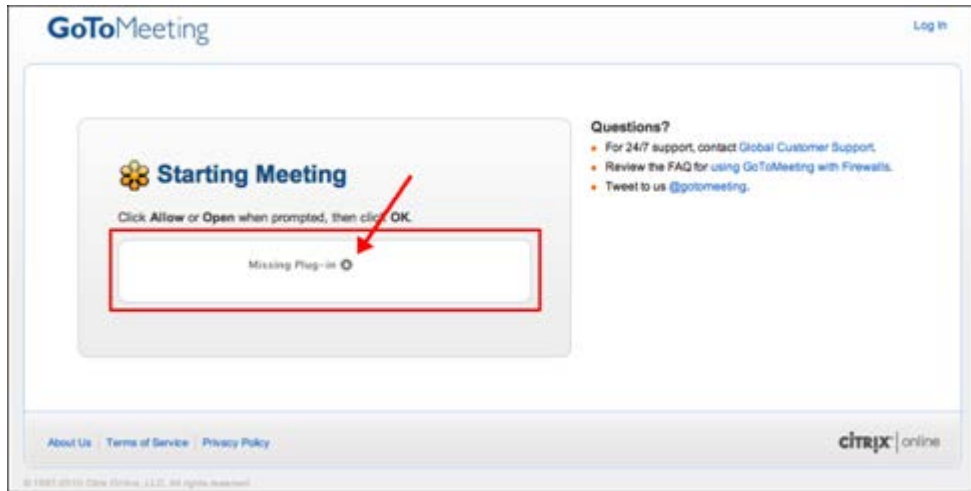
Can I attend a GoToMeeting, GoToWebinar or GoToTraining session from OS X Lion?

Yes. As long as you have Java installed, you should have no trouble joining. However, if the organizer is not using GoToMeeting, GoToWebinar or GoToTraining 4.8 or higher and makes you the presenter, you will not be able to share your screen. See [If I purchase OS X Lion, will GoToMeeting, GoToWebinar or GoToTraining work for me?](#) above for more information.

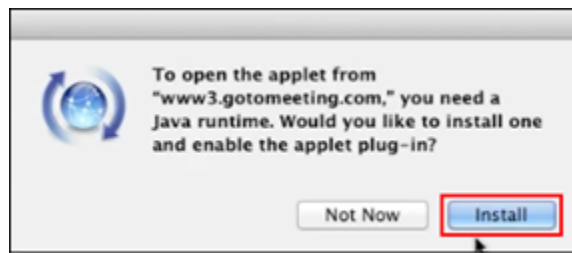
Java is not installed in OS X Lion. Do I need it?

Yes. GoToMeeting, GoToWebinar and GoToTraining require Java to be installed in order to launch the application. Since OS X Lion does not include Java, you will need to download and install Java compatible with OS X Lion (this is a one-time download of 150 MB). See the following instructions to download Java:

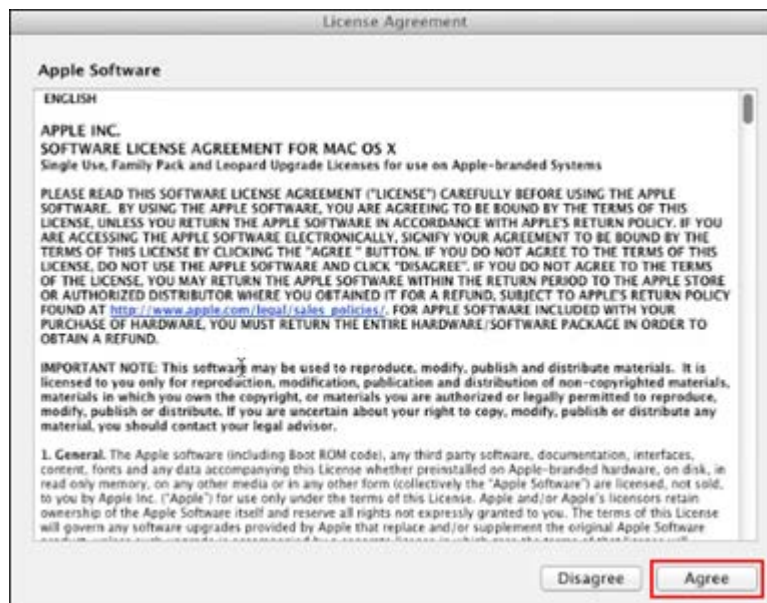
1. Try to start or join a session. A "Missing Plug-in" message will appear instead of the download progress bar on the Download page. Click the Meeting Plug-In icon (🔌) next to the message.



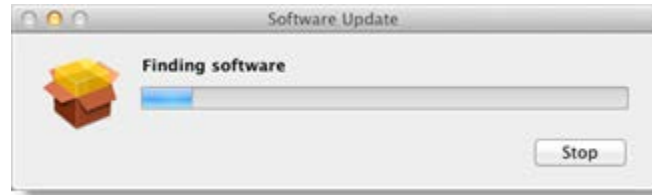
2. When the following pup-up message appears, click **Install**.



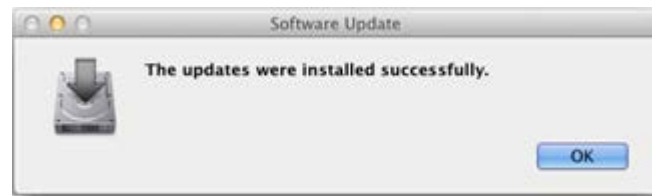
3. When the following License Agreement appears, click **Agree**.



4. When the following Download Progress bar appears, Java will begin automatically downloading and installing the necessary packages (150 MB).



5. After installation is complete, you will need to refresh the page or simply launch the meeting, webinar or training session again. You will then be able to join or host GoToMeeting, GoToWebinar or GoToTraining sessions from Mac OS X Lion without being asked to download Java again.



What are the known issues with using GoToMeeting, GoToWebinar and/or GoToTraining on OS X Lion?

If you do not have GoToMeeting, GoToWebinar and/or GoToTraining 4.8 or higher and are using OS X Lion, then you will not be able to share your screen as an organizer or attendee (if you are made the presenter).

Contact Us

Should you have any questions about using GoToMeeting, GoToWebinar or GoToTraining with the new Mac Lion OS, please feel free to contact your account manager or call our toll-free 24/7 support line.

Pre-Webinar FAQs

What time zone should I use when scheduling a Webinar?

When scheduling a Webinar, we recommend you use the time zone where the organizer is located. The time zone can be set as a preference on the My Account page. On the Registration page, registrants will see a *Show time in my time zone* link to help them convert times to their own locales.

To further clarify the time zones for your registrants/attendees, you can outline each time zone-based start time in the Description section when scheduling your Webinar. This information will appear in both the invitation email and the Webinar confirmation email. The Webinar confirmation email also provides a link to add the Webinar to an Outlook calendar, which will automatically adjust it to the attendee's time zone.

Can my co-organizer start the session if I am not available at the time of the scheduled Webinar?

On GoToMeeting Corporate plans, any organizer whom you have pre-specified before the start of your Webinar can start the session. On GoToWebinar plans, you must start the Webinar; however, you can promote someone else to organizer, leave the session, and allow the other organizer to manage the rest of the event for you.

How do I invite people to register?

There are several ways to invite people to register for your Webinar. Once you have finished scheduling a Webinar, an invitation email is sent to you.

- You can forward the invitation email to all prospective attendees, just like forwarding any other email.

Note: If the invitation is being sent to people outside of your organization, we recommend that you blind copy everyone on your invitation list out of respect for their privacy.

- You can place the invitation onto a Web site or company intranet:
 - Save the invitation email as an HTML file.
 - Incorporate the HTML code into the code of your Web site or company intranet.
- A Registration Web link is provided for each scheduled Webinar. On the My Webinars page, click the expansion button next to a Webinar date. The Registration Web link can be included in an email or online newsletter or incorporated into the HTML code of a Web site or company intranet.

How do I make registration available on my Web site?

- You can save the invitation email as an HTML file, then incorporate the HTML code into the code of a Web site or company intranet.
- A Registration Web link is provided for each scheduled Webinar. On the My Webinars page, click the expansion button next to a Webinar date. The Registration Web link can be included in the HTML code of your Web site or company intranet.

Can I create a calendar with all of my scheduled Webinars from which people can register?

Follow these simple steps to create a calendar and centralize your GoToWebinar registration:

1. Create and code your calendar/registration web page and include the Webinar titles, dates and times.
2. Schedule all of the Webinars you wish to include on your calendar. (Tip: Use the *Schedule Similar Webinar* function.)
3. Copy the registration links for your scheduled Webinars and paste them into the HTML code of your calendar/registration web page.

For additional instructions, see the GoToWebinar Hosting Webinar Registration QuickRef Guide.

My attendees already register through my web site. Is there a way I can dump that information into your Webinar registration?

You can manually register your attendees by clicking the Webinar session registration link:

1. Log in to your account.
2. Click the expansion button next to the Webinar date for which you want to manually register attendees.
3. Click **Registration Web Link**.

How can I bill the Webinar to my attendees?


If you would like to require participants to pay to attend your Webinar, you can customize your Registration Form so that:

- Registrants are redirected to a Web page of your choice where they can enter payment information.
- Registrants receive the Webinar confirmation email only after they have been approved by you (allowing you to suspend confirmation until payment has been received).

When customizing the Registration Form:

1. In the *After Registering* section, select *Upon Approval*. Once you receive payment from a registrant, you can approve that person to receive the Webinar confirmation email. See [Registration Tracking](#).
2. In the *Redirect registrants to* field, type a URL to redirect your registrants to a Web page where they can provide you with payment information.

How can I view scheduled Webinars?

To see what meetings you have scheduled, right-click the  icon in the system tray or double-click the GoToWebinar Suite icon on a Mac and select **My Webinars**. After your login email address is verified, you will see the list of scheduled meetings.

You can also log in to www.gotowebinar.com and view your scheduled meetings.

In-Session FAQs

Can I host a Webinar and join via VoIP using my XenApp server?

GoToWebinar Total Audio Service is not supported on the XenApp server with a server install. If you want to join a Webinar using Mic & Speakers, join via your local computer.

Is there a way for me to see what my attendees see during a Webinar?

When presenting, the Audience View pane gives presenters a view of what the audience is seeing. In your Control Panel, select View, then Audience View. (This feature is not yet available for Mac users.)

How do I allow attendees to show their screens during a Webinar?

If you would like an attendee to present during a Webinar, go to the Attendee List, right-click the attendee's name and select *Make Presenter*. Note that once you promote an attendee to presenter, he or she is a panelist for the remainder of the Webinar.

I don't want to have to forward my questions to the panelist. Is there a way for panelists to see questions and answers?

All organizers can view the Question and Answer pane. Therefore, you can promote a panelist to organizer and he or she will be able to view and manage Question and Answer. Note that once you promote a panelist to organizer, he or she is an organizer for the remainder of the Webinar.

How do all organizers see the poll questions? I want my co-organizer to launch the poll but I want to read it.

When a poll is launched, it will appear in the Control Panel of the person presenting and in the Viewer window of all attendees (including other organizers and panelists). Therefore, if you are presenting, another organizer can launch the poll and you will be able to view and respond to the poll in your Control Panel.

Recording FAQs

How can I record the audio from the conference call?

See [Recording a Webinar](#).

Can I edit a recording?

When selecting your recording preferences, choose the Windows Media Player format. In this format you can edit your Webinar recording using most video editing software.

Why does the playback only display a blank screen?

To avoid a recorded Webinar with a blank screen, please ensure the presenter initiates some type of screen action (such as advancing a presentation slide) after clicking the **Start Recording** button. If recording begins before the presenter shares his or her screen and there is no screen action, then the playback will only show a blank screen with the audio.

How do I replace an archived Webinar recording?

Log in to your account and select Webinar History. Find the title of the Webinar for which you want to replace an archived recording. At *Recorded Webinar*, click **Manage**. On the *Manage Webinar* page, click **Replace Recording** and follow the prompts.

Is there a limit on how long archived Webinars are available for viewing?

Archived Webinars are only available for 1 year. After 12 months, any published links to the archived Webinar will break and the recording will no longer be available.

Can I share a recording without downloading it to my computer and sending it out?

Yes, go to www.goview.com for more information about our online recording and sharing beta.

Can I view the questions/chat after the Webinar is over?

Yes, but please allow for up to 30 minutes after the Webinar is shut down until the report is fully populated.

Why can't my attendees view my recorded meeting in Safari or Flip4Mac?

If you experience problems playing recordings from Flip4Mac and/or Safari, we recommend pasting the video URL directly into QuickTime player. This can be done with the Open URL menu item in the *File* menu in QuickTime player.

Trouble Joining a Webinar

Common Issues When Joining Webinars on PCs

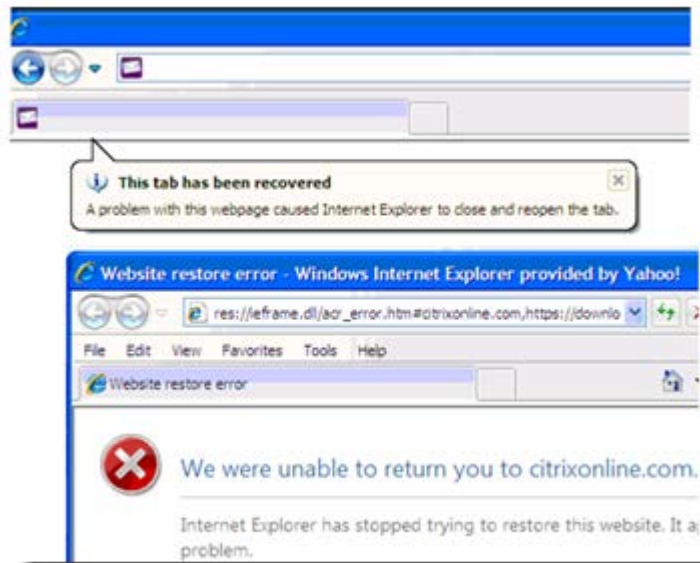
The following are some common issues that you may encounter when trying to connect to GoToWebinar on a PC. We've recommended a few easy ways you can resolve these issues.

Trouble joining a webinar?

If you're running into problems when trying to join a webinar, we highly recommend that you install the latest version of Java. To install the latest version of Java, visit [Free Java Download](#). Many common issues can be easily resolved by updating or installing the latest version of Java.

Does your browser crash or freeze?

If you're trying to join a webinar and either your browser crashes or you see the error message below, we recommend that you uninstall your old version of Java and reinstall a newer version of Java. Uninstalling an older version of Java is optional but highly recommended for security reasons. Read [Why should I remove older versions of Java from my system?](#) for more information.



► To uninstall or install Java on your PC

1. To uninstall Java on your PC, visit [How do I uninstall Java on my Windows computer?](#). Follow the directions.
2. Once you've uninstalled your old version of Java, you'll need to reinstall an updated version of Java. To install the latest version of Java, visit [Free Java Download](#).

Can your installer not locate a suitable folder?



If you're trying to join a webinar from a PC and see "The installer could not locate a suitable folder to install into" error, try any of the following workarounds:

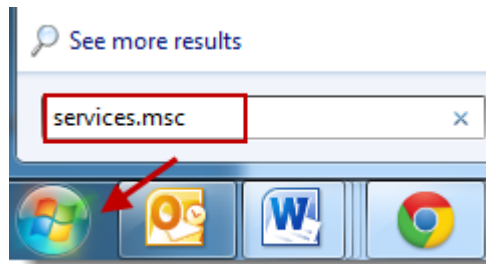
On Windows XP:

- **Install Java:** On Windows XP, you can visit [Free Java Download](#) to install the latest version of Java. After you've installed the most recent version of Java, you can seamlessly join sessions!
- **Use a Different Browser:** If you're using Internet Explorer, try joining the webinar using a different browser, such as Mozilla Firefox or Google Chrome.

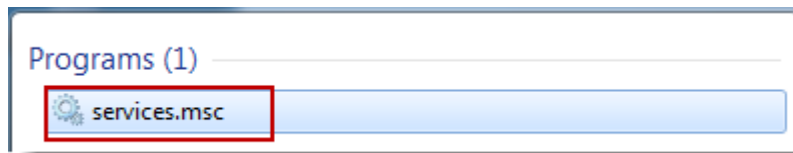
Windows Vista & Windows 7

In rare cases, GoTowebrinar may not install correctly if the Windows Secondary Logon Service is disabled. Follow the steps below to turn it on:

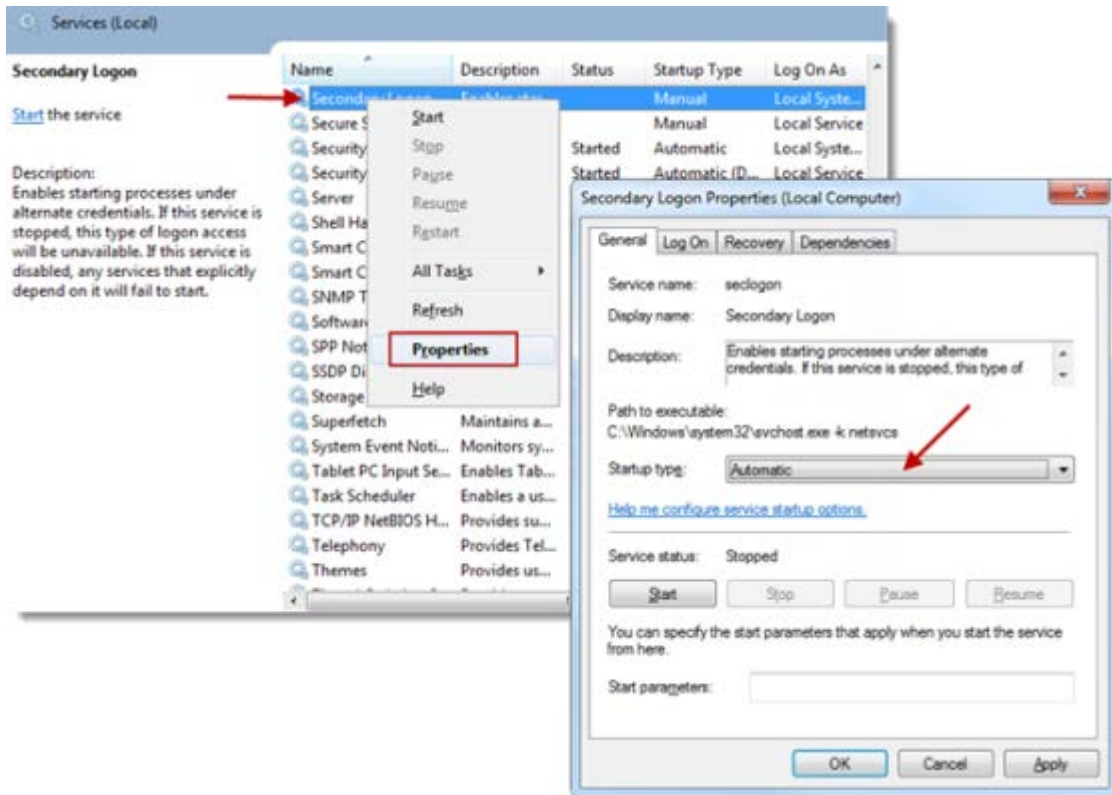
1. Click the Windows Start button on your desktop.



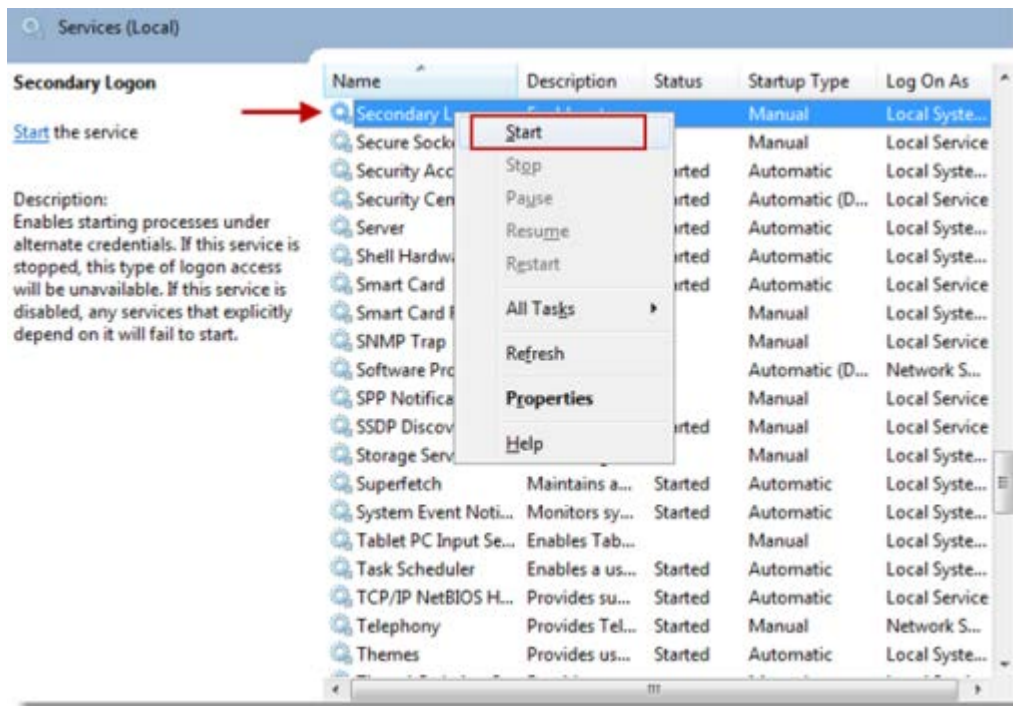
2. Type "services.msc" into the search field. Select the "services.msc" option from the search results.



3. Scroll down and find "Secondary Logon." Right-click "Secondary Logon," and select **Properties**.
4. On the Secondary Logon Properties dialog, select **Automatic** from the "Startup type" drop-down menu. Click **Apply**, and then click **OK**.



5. From the Services window, right-click the "Secondary Logon" option again, and click **Start**.



6. Restart your PC. You can now install GoTowebar!

Do you see a "Connection Failed" error?

If GoTowebinar launches, but you see a "Connection Failed" error, you may either have security software on your PC that's blocking you from downloading GoTowebinar or have poor Internet connection. You may see one of the following error:



- **Security Firewall:** If you have security software on your PC that's preventing you from launching GoTowebinar, visit [Using GoToMeeting with a Firewall](#) for help on how to configure your firewall to allow GoTowebinar to launch.
- **Internet Connection:** Check to see if your Internet connection is down. See the [GoToWebinar System Requirements](#) for information on what type of Internet connection is required to host or join webinars. Satellite, dial-up and other non-broadband Internet connections do not meet our system requirements.
- **Firewall:** If you're using GoTowebinar in a corporate or network security environment, try running the [GoToMeeting Connection Wizard](#) to test and find the ideal connection settings you can use within your protected network.
- **Network Security Restriction:** If you're prompted to authenticate for Internet access, your network administrator may have placed restrictions. Enter your Windows or network login if prompted.

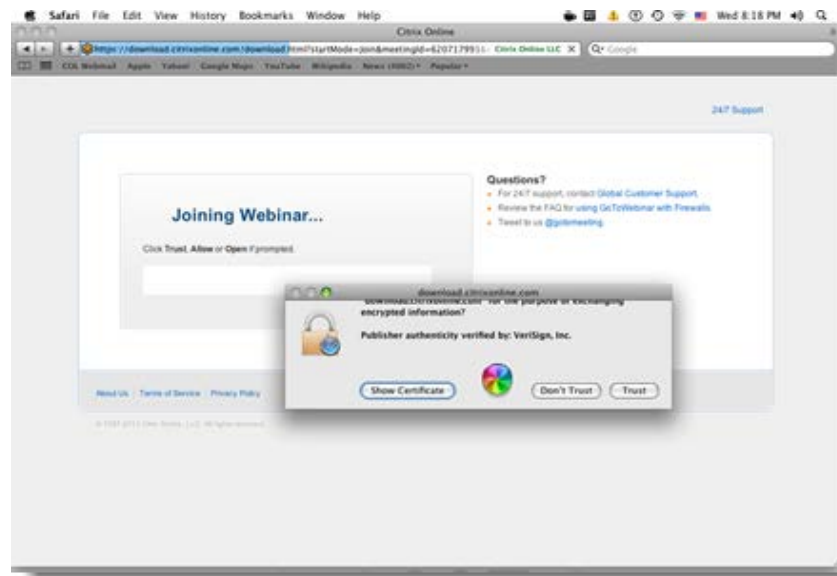


Common Issues When Joining Webinar on Macs

The following are some common issues that you may encounter when trying to connect to GoToWebinar on a Mac. We've recommended a few easy ways you can resolve these issues.

Are you having problems using GoToWebinar on Mac OS X 10.5 (Leopard)?

GoToWebinar isn't supported on Safari if you're running Java update 10 on Mac OS X 10.5 (Leopard). If you're running Java update 10 and Mac OS X 10.5 (Leopard), we recommend using the latest version of Mozilla Firefox or Google Chrome to launch GoToWebinar. You won't be able to launch GoToWebinar using Safari on OS X Leopard.



► To install the latest version of Mozilla Firefox

1. Visit www.mozilla.com.
2. Click **Firefox Free Download** to get the latest version of Firefox.
3. Once you've successfully installed Firefox, you may find it helpful to copy and paste the Join URL into Firefox's address bar.

► To install the latest version of Google Chrome

1. Visit www.google.com/chrome.
2. Click **Download Google Chrome**.
3. Once you've successfully installed Chrome, try joining the webinar. You may find it helpful to copy and paste the Join URL into Chrome's address bar.

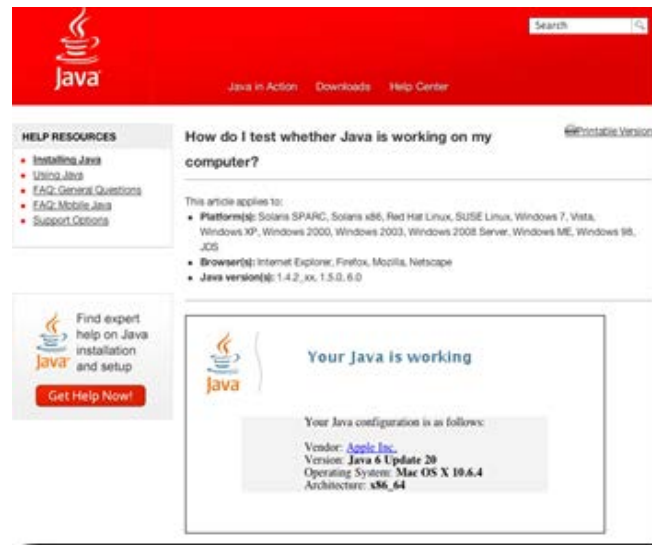
Does your web page display "Joining the webinar: Click Trust, Allow or Open if prompted" but nothing happens?



Most likely Java did not successfully load in your browser. Try to [manually download GoToWebinar](#) or [troubleshoot your Java issues](#).



How do I find out if Java is working correctly?

1. Visit [How do I test whether Java is working on my computer?](#) to see if Java is working on your Mac.
2. If Java is working correctly, you'll see the message "Your Java is working":



3. If you don't see "Your Java is working" or if you see an error, check to see if a Java update is available from Apple by clicking the Apple icon  in the top-left corner of your menu bar.
4. On your Mac, click the Apple icon  in the top-left corner of your menu bar, and select **About This Mac**.



5. See which version of Mac OS X you're running.



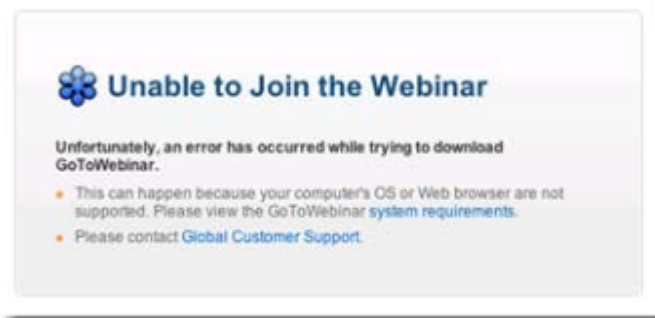
Visit Apple's website to download the most recent version of Java:

[Java for Mac OS X 10.5 \(Leopard\)](#)

[Java for Mac OS X 10.6 \(Snow Leopard\)](#)

[Java for Mac OS X 10.7 \(Lion\)](#)

Why do I see "Unfortunately, an error has occurred while trying to download GoToWebinar"?



If you try to join a webinar and see "an error has occurred while trying to download GoToWebinar", you must allow the "download.citrixonline.com" applet to access your computer.



► **To allow GoToWebinar to download**

1. Quit and re-open your web browser.
2. Click the Join URL in the GoToWebinar invitation email.
3. Once your browser displays a security certificate that prompts you to select Allow or Deny, choose **Allow**.

Note: If you accidentally select **Deny** or **Don't Trust**, then you must quit and re-open your web browser and click the Join URL to initiate the security certificate prompt again.

4. GoToWebinar should now download and launch successfully!

Test Your GoToWebinar Connection

You can easily test your connection with GoToWebinar before your organizer begins the webinar to ensure that you can join successfully. This allows you to make sure your computer has everything required to join a session. Simply [join a live session](#) to get started. This will connect you to our test GoToMeeting session, which will test your ability to join GoToWebinar sessions as well.

Related Topics

[Common Issues When Joining Webinars on PCs](#)

[Common Issues When Joining Webinars on Macs](#)

► **To test your ability to join GoToWebinar sessions, click the link below to join a test session**

[Join a live session!](#)

- If you're launched into session and the GoToMeeting Control Panel and Viewer appear on your desktop, you've successfully joined the meeting! This means you should also be able to join GoToWebinar sessions on this computer. A live support representative will also be available to answer your questions Monday through Friday between 12:00 AM and 4:00 PM PST.



- If you're unable to join the meeting, you may not have all the necessary software. Try checking [Common Issues When Joining Webinars on PCs](#), [Common Issues When Joining Webinars on Macs](#) or the [GoToWebinar System Requirements](#) for more information.

Contact Support

If you are experiencing problems with GoToWebinar or have questions, please contact Global Customer Support (<http://support.citrixonline.com>).