Webinar User Guide

Citrix GoToWebinar

Version 2
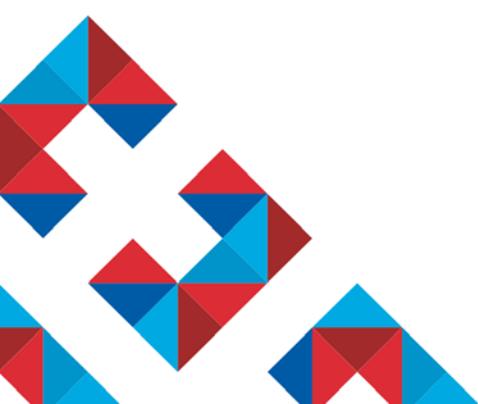
Introduction

To get the most from your webinar experience, please take a moment to read through this user guide. It explains some of the technical requirements you need to check beforehand, interactive features of the software you can use during the webinar and how to contact us if you are having any technical difficulties.

Register for a Session

When you have clicked on your preferred date for the chosen webinar you will be taken to the registration form.

- Fill out all required fields in the registration form and click *Register*. Please note all questions marked with an asterisk have to be completed.
- Once you've successfully registered, you'll see a Registration Confirmation page. You will immediately receive a confirmation email with all information on how to join the session including the joining link and password.

Downloading Citrix GoToWebinar

The webinar will run using Citrix GoToWebinar software. **Before you join a webinar session please ensure you:**

- Have the correct system requirements for running the software which can be found here: http://support.citrixonline.com/en_US/webinar/all_files/G2W010002

- **Join a test session to check that your computer has everything required:** https://www3.gotomeeting.com/join/406552062

- If you do this you may be prompted to open "Citrix Online Launcher", if so click Run. If you see a "Waiting for Organizer" dialogue, you've successfully joined the test session:

Figure 1: Citrix Online Launcher

- Test the audio settings you are using – for example check that the volume on your computer or speakers is turned on and clear for you to hear.
- If you're joining a webinar via app or phone, you can download the GoToWebinar app for [Android](#) or [iOS](#) and join from your mobile device. It provides slightly less functionality than on a desktop PC. If you wish to join the webinar via the app please enter the Webinar ID which can be found in your confirmation email. (It will resemble the format: *114-980-339*)

Please note: If you are joining from a work PC it is recommended that you speak to your IT department beforehand, as some security settings may prevent the plugin needed to load the webinar from working.

Cancelling your registration

If you are no longer able to attend the webinar session we encourage that you cancel your registration. To stop receiving emails about the webinar access your confirmation email to cancel your registration.

- Open your Registration email from your inbox.
- Click the *cancel your registration* link at the bottom of the email. You will be redirected to the Registration page. **(Figure 2)**
- Click **Yes, Cancel Registration** on the "Are you sure?" pop-up message to cancel your registration.

How To Join The Webinar

Tue, Nov 17, 2015 10:00 AM - Wed, Nov 18, 2015 12:00 AM GMT

Add to Calendar: Outlook® Calendar | Google Calendar™ | iCal®

1. **Click the link to join the webinar at the specified time and date:**

   https://global.gotowebinar.com/join/652779324375270658/587467132

   Note: This link should not be shared with others; it is unique to you.

2. **Choose one of the following audio options:**

   TO USE YOUR COMPUTER'S AUDIO:
   When the webinar begins, you will be connected to audio using your computer's microphone and speakers (VoIP). A headset is recommended.

   --OR--

   TO USE YOUR TELEPHONE:
   If you prefer to use your phone, you must select "Use Telephone" after joining the webinar and call in using the numbers below.
   United Kingdom: +44 (0) 20 3713 5022
   Access Code: 562-227-279
   Audio PIN: Shown after joining the webinar

   Webinar ID: 124-072-619

   PASSWORD

   The password for this session is '12345'   ⬅ Webinar session password

   View System Requirements

   To Cancel this Registration

   If you can't attend this webinar, you may cancel your registration at any time.   ⬅ Cancel your registration

Figure 2: Cancelling your registration and Webinar Password
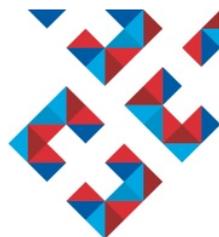
Joining the webinar

The webinar will be run using Citrix GoToWebinar software. Before registering for a webinar please ensure you:

1. Before your webinar commences, you will receive a confirmation email with a hyperlink to take you to join the session. **Click to open the link.**

2. You will then be directed to the webinar. To join the session, you will be prompted to **enter a password (Figure 3)** which can also be found in your confirmation email **(Figure 2).**

Figure 3: Enter the session password (usually '12345')

3. When you join the session you will automatically be muted and directed to the 'waiting room' **(Figure 4)** if the webinar has not started.

4. If you arrive late to the webinar, don't worry! We will welcome you to the session and send you further instructions using the Question and Answer pane which is explained below.


Figure 4: 'Waiting room'

How to use some of the webinar features:

GoToWebinar has some useful tools which allow you to interact during the webinar. You can use the questions box to the right of your screen to type questions to the National Agency staff during the session. They will decide:

- If your question is relevant to the whole audience, they will reply to all sharing both your question and answer publically.

- If your question is specific to your organisation, they will respond to your question privately and only you will see the response.

The Control Panel **(Figure 5)** to the right of your screen provides access to all the webinar tools and functions available to you.
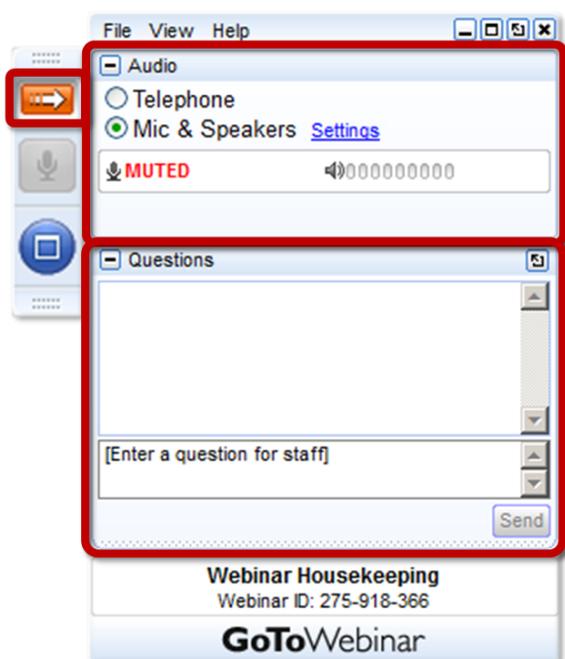
Figure 5: Control Panel

Having problems? We're here to help

If you are having any technical problems during the webinar, please contact us as follows:

For VET, Adult Education and Youth (KA2/3) webinars: eplusevents@ecorys.com

For HE, Schools and Youth (KA1) webinars: erasmusplus.events@britishcouncil.org