

# How to join a GoToWebinar session

## What you'll need:

- Access to a computer, laptop, tablet or smart phone.
- Good audio sound on the device you're using – see **Testing audio** below.
- A working microphone on your device is desirable to be able to join in the conversation. There is a chat box you can type any questions/responses too.
- Good Wi-Fi or internet connection.
- **No** web camera is required.

You don't need a GoToWebinar account to join as an attendee.

## Register for the session

You'll be invited to register for a session via an email registration link. Once you've successfully registered, you'll receive an email confirmation with further details, including specific joining instructions. **If you do not receive a confirmation email, please let your staff contact know.**

## Testing audio

We recommend testing your device audio settings before taking part, using this link: <https://support.goto.com/webinar/system-check-attendee>.

## Joining the webinar

You can join the webinar via your desktop computer, laptop mobile or tablet device.

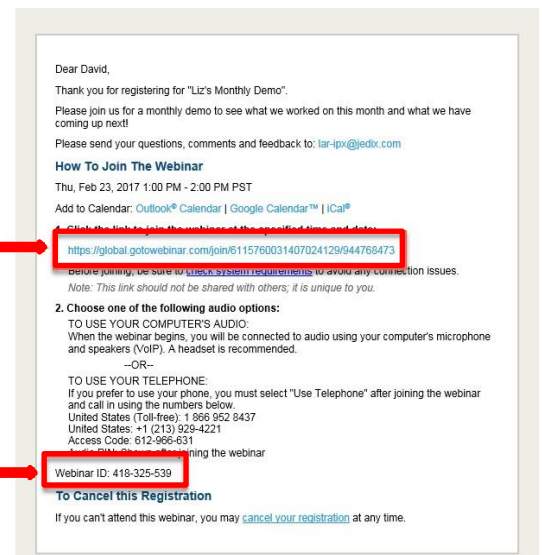
If it's your first time joining a GoToWebinar session, we encourage you join at least five minutes before the start to check everything is set up and working for you.

## Accessing via your computer or laptop

Google Chrome or Mozilla Firefox are the most compatible browsers.

Before the webinar is about to begin use the information provided in the confirmation email to join the session via one of these options below:

- **Join link:** click the link in your email to instantly launch the webinar session.
- **Webinar ID:** click [here](#) and enter the 9-digit webinar ID, also provided in your email confirmation.



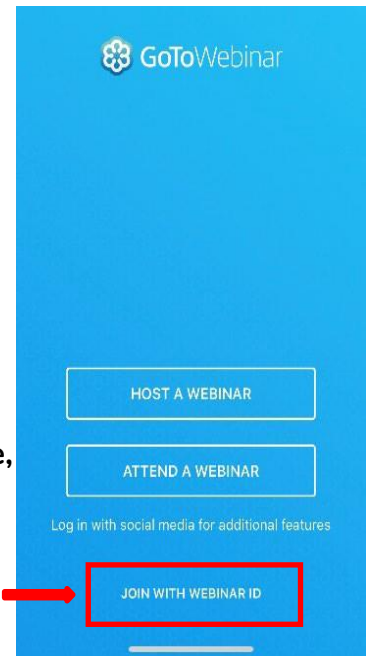
Example email

## GoToWebinar for mobile or tablet devices

The GoToWebinar app for all iOS, Android and Windows allows you to join sessions directly from smart phones and tablets. And it's free! To do this, go to your App store, search 'GoToWebinar' and download the app.

To join the webinar, click **'join with webinar ID'** and enter the 9-digit webinar ID provided in your email confirmation.

**If you are having trouble joining the webinar, try restarting your device, or contact the staff member running the session. You'll always be informed who this is beforehand.**

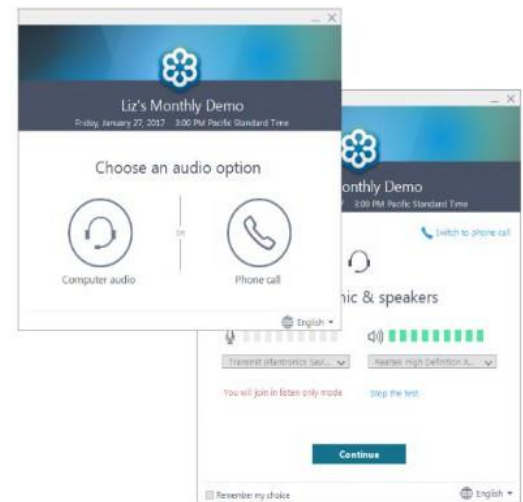


## Setting up audio

Once you're in the session, you may be prompted to set up your audio and microphone. However, this may be selected automatically for you depending on which device you're using.

There are instructions about setting up your audio in your email confirmation, including an 'access ID', should you choose to call in and listen from your phone.

You can call in, listen and take part from your phone even if you are viewing the webinar on a computer or tablet.



## Take part in the webinar

Once you've finished setting up your audio, you're ready to go!

You may see one of the following messages:

- **If you see the message 'the meeting will begin when the organiser arrives',** you don't need to do anything, except wait for the organiser to start the webinar.
- **If you see a new window open with the message 'waiting to view <organiser>'s screen',** the webinar has officially begun but the organiser is not presenting any visual content yet. You may be able to hear audio at this point.

That's it – you're now ready to take part in the webinar. The session facilitator will talk you through some of GoToWebinar's functionality and check that everything is working for you.

