

Go-To-Webinar reference guide

What do I need for the webinar?

- stable internet connection (access a speed test here (fast.com), 50Mbps is preferred for optimal webinar viewing. If your connection is weak over WIFI, consider connecting directly to your router.
- computer with speakers and microphone (or phone)
- 10 minutes to download the webinar software (only your first time using the GoToWebinar platform)

I have never used GoToWebinar before. What should I do before I participate?

1. Download the software on the device you will use to join the meeting.
2. Register for the webinar (using the link sent to you by the meeting organizer) and save the details to your calendar.
3. At least one day before, contact Engineers Canada to perform a test using the exact software set-up for the day.
4. The day of the meeting, here is what to expect:
 - We encourage you to sign in early – it's better to know everything is working in advance. Staff are usually onsite and ready at least 10 minutes in advance of the meeting time.
 - Your microphone will be muted by default when you enter the meeting. We will welcome you by name, and open your microphone to ensure everything is in working order and that you are able to contribute. If you don't respond:
 - we will re-mute your microphone and try again in a few moments. If we still do not hear a response, we will be in touch with you to troubleshoot our audio connection.
 - Once your microphone has been un-muted by the organizer of the webinar:
 - we suggest that you keep it muted on your end unless speaking to help reduce feedback and accidental interruptions.
 - If you suddenly see your microphone being muted by the organizer, it is due to disruptive feedback. We will un-mute your line once the chair breaks for questions.
 - If you are late to the meeting, we will leave your microphone muted (default upon entry) until an appropriate moment to test your audio. This helps avoid feedback or loud noise during the meeting.

About audio connection

Using your computer to listen, speak and hear the webinar is preferred. You can always choose phone audio if computer audio is not working well. You have some options:

- I will use only my computer, to see, listen and speak.
- I will use my computer to see and listen, but my phone to speak.

Note: Using only the phone to listen, without seeing the webinar or speaking during the meeting, is discouraged.

When you have a question during the webinar (meeting related/support related):

1. I have a meeting subject-matter related question – use “raise/lower your hand” - *Make sure that you announce your name prior to speaking.*

Popular troubleshooting tips:

- I can hear, but no one can hear me!
 - If you are using a phone: you might need to enter your audio pin – look to the left of the control panel.
 - If you are using a computer, it happens. Close the connection and try again (works for us in the office!)
 - If it happens again, use the ‘sound check’ (on the dashboard) to test if your speaker is the issue.
- I can't see the poll!
 - Most likely, your webinar screen is full size. Minimizing the screen will let you see the poll.

2. I have a technical support related question – the question pane is reserved to connect with support staff in case of technical issues.

- I am experiencing a lag (i.e. with the presentation/screen AND/OR with the sound)
 - Shut down other applications running in the background.
 - Check your internet connection.
 - Move closer to router if possible.
- There was not enough time for my question! Email [Christina](#) and we will get you an answer.

For all issues - If it persists, please contact us so we can assist! Either through the question pane, or email.

