Attendee login instructions for GoToWebinar

Within this document, you'll find detailed instructions for joining GoToWebinar as an attendee by using:

- A computer
- A smartphone
- A telephone.

Please read all information carefully. If you have any questions, please contact events@childreninscotland.org.uk or visit the help pages provided on GoToWebinar.

Registration process

Please read the FAQ pages on our More Than My Trauma website carefully before continuing. The following information will apply once logged in to the event page.

Checking your device's compatibility

1. Before joining the webinar, it is recommended to **check your system requirements**. You can attend this webinar from anywhere using a compatible computer, tablet or smartphone connected to the internet. To check whether your device is compatible prior to the webinar starting, please click here.

   You can find a table with the recommended system requirements on the last page of this document. We highly recommend using Google Chrome to run the webinar.

2. Please note that some organisations have **additional security settings** that may prevent you from accessing the webinar on a work device. Before the webinar starts, please **check that your organisation permits access to GoToWebinar**. If they don't provide access, we encourage you to use a personal device, if possible, as we are unable to provide refunds when there are issues with participant's IT preventing them from accessing a webinar.

Joining using a computer

1. Once registered, GoToWebinar will ask you to launch/download 'GoToOpener'. Depending on your browser, a pop-up box will automatically appear asking you to **'Open GoTo Opener'**. Please click the link and start the download (it will be like downloading a document and should only take a few seconds).
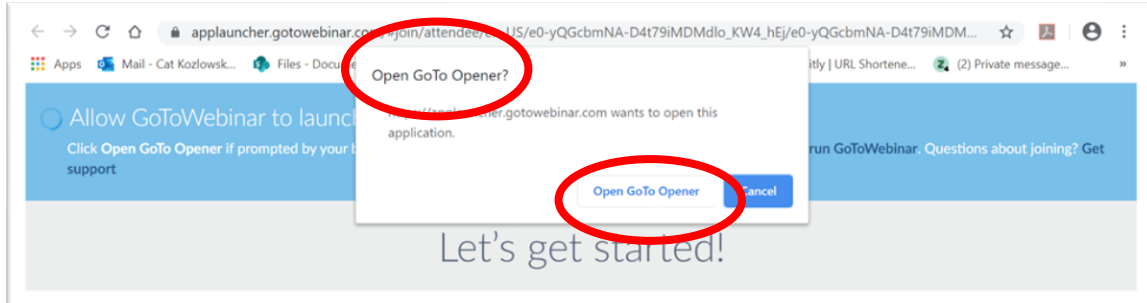

2. In Google Chrome (via PC), a dialogue box will automatically pop-up saying '**Connecting to GoToWebinar**'. Please just let it do its thing, it normally takes about 30 seconds.
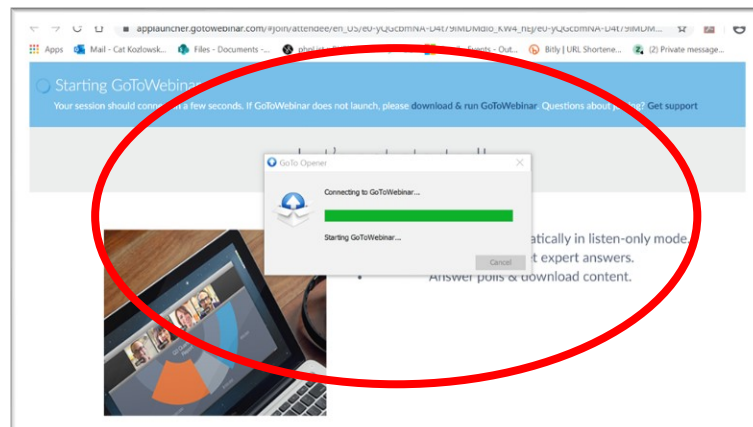

3. **Congratulations – you are now at the door and ready to enter the webinar!** The webinar won't start until the designated start time and the organiser arrives. If you have logged in early, you will see this message until the organiser arrives.
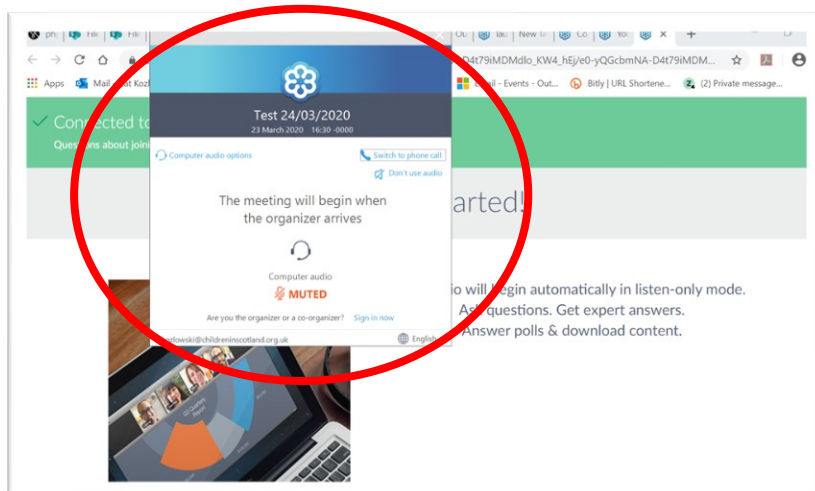
4. When you enter the webinar you will be able to see and hear the presenter and see their screen which will display their presentation. Nobody, not even the presenter, will be able to see your video or hear you. **You're automatically muted.**

5. **Please ensure you set up your audio output properly** – choose to select your computer audio, or plug in speakers or headphones. On some devices, you might need to change your audio output in your computer settings, so it's worth testing this prior to joining the webinar (i.e. by playing a YouTube video).
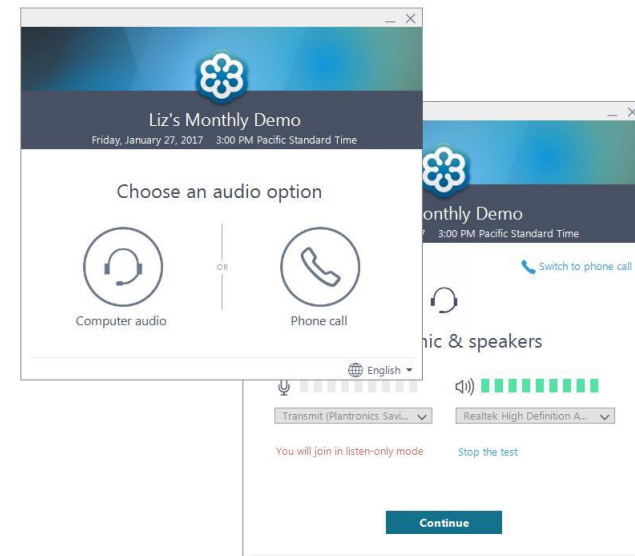

6. Once you've finished setting up your audio, you're all set! Depending on whether the webinar has started yet, you'll see a message "The meeting will begin when the organiser arrives" (see further above) or you'll be able to access your **GoToWebinar control panel** (see image below).

7. The control panel will allow you to see the **list of attendees** (if enabled by the organiser), as well as to submit questions. If you have a question, or you're being prompted by the presenter to ask a questions or write a statement, you can do so by writing them in the box available, when clicking the grey drop-down **'Question'** tab in your control panel (circled red in the image below).
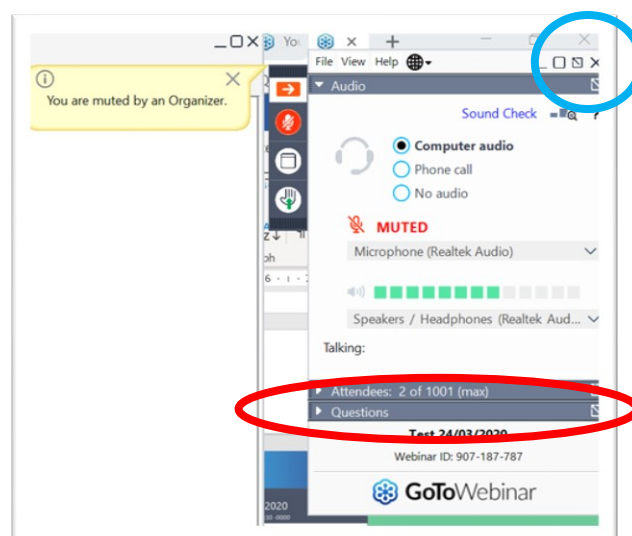
8. Once the presenter enables the visual content (camera and/or screen sharing) as well as their audio, it will appear on your screen. You can minimise/maximise the window in which video and screen are displayed depending on your preferences.

9. You can **change the webcam settings** by "hiding all webcams", only "showing presenter" or "showing everyone". If you cannot see the presenter, please check that the right option has been selected in your window. Remember, your webcam won't be visible at any point.

10. To **exit the webinar** at any point, please click on the 'X' in the top right corner of your control panel (circled in blue in the image above). If you accidentally exit the webinar, you can use the same login instructions to re-enter.

Logging on using a smartphone

1. Install the **GoToWebinar app** from your app provider (i.e. Google Play Store for Android phones or the App Store for iPhones). This should only take less than a minute and doesn't require any registrations/creation of login details.

2. Once installed, open the GoToWebinar app.

3. Select **JOIN WITH WEBINAR ID.**

4. Login in using the **9-digit number** that is provided within the registration confirmation (please read our FAQs to learn how to register – once registered, your webinar ID will be in the confirmation email sent to you via GoToWebinar).

5. Provide your name and email address (please use the same email and address that you used to book the webinar) and click **Register**. A loading screen will appear.

6. Once loaded, you will be in the webinar where you can see the slide presentation as well as see and hear the presenter. Your phone might ask you to 'let the app record audio'. Please click 'Allow' to ensure you can hear the presenter.
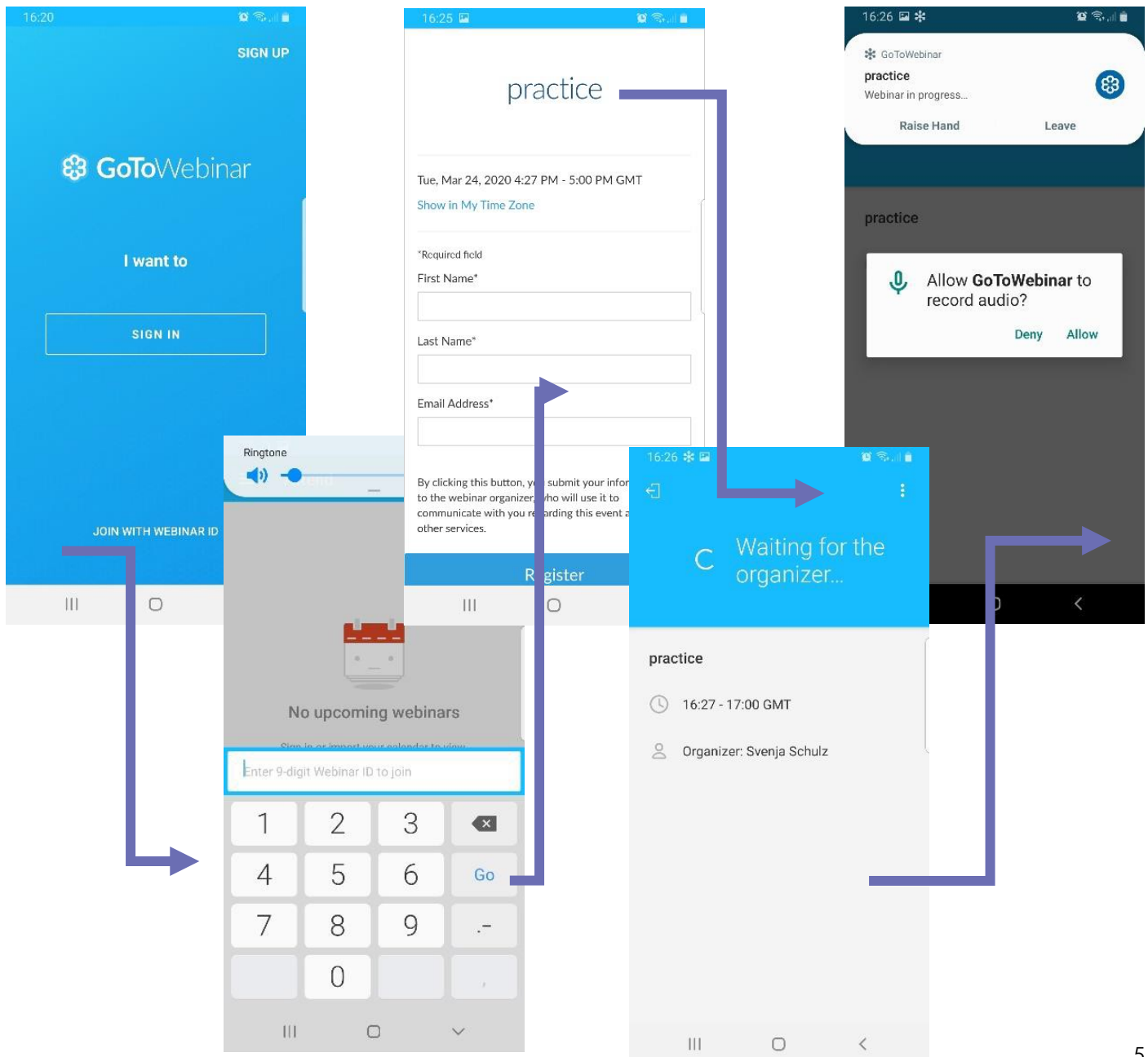
Logging on using a telephone

1. If you prefer to use your telephone rather than your computer audio, you must select **Use Telephone** after joining the webinar online through your web browser. Please note that you'll have to join online first, before switching to your phone as an audio outlet. Follow instructions 1-9 in 'Logging on using a computer'.

2. Once you reach the audio setup tool, select 'Use Telephone' and call in using the information contained in your registration email.

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

Join Webinar

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

Before joining, be sure to check system requirements to avoid any connection issues.

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: +44 330 221 9922
Access Code: 874-629-157
Audio PIN: Shown after joining the webinar

Webinar ID: 293-598-659

System requirements for attendees

Operating system	Windows 7 – Windows 10 Mac OS X 10.9 (Mavericks) - macOS Mojave (10.14) Linux Google Chrome OS Android OS 5 (Lollipop) - Android 9 (Pie) iOS 10 - iOS 12 Windows Phone 8+, Windows 8RT+
Web browser	Google Chrome (most recent 2 versions) Mozilla Firefox (most recent 2 versions)
Internet connection	Computer: 1 Mbps or better (broadband recommended) Mobile device: 3G or better (WiFi recommended for VoIP audio)
Software	GoToWebinar desktop app GoToWebinar mobile app JavaScript enabled
Hardware	2GB of RAM (minimum), 4GB or more of RAM (recommended) Microphone and speakers (USB headset recommended)

Thank you for particpating in our More Than My Trauma online event.

We hope to see you again soon.