

GoToWebinar tips

Schedule a webinar

Connect with the Divisions Provincial Office to have a webinar set up. They will need the following information:

- Date and time
- Title
- A description of the webinar which will appear on the registration page
- What additional fields do you want on the registration page? The automatically required fields are First Name, Last Name, and Email Address.
- Who will be running (moderating) the webinar? Will the same person be presenting? Does anyone else need to be set up as a panelist (see role descriptions below for more information)?
- When people register, do you want them to receive an automatic email with information to join the webinar, or do you want to approve them first? You can personalize the confirmation email if desired.

Optional:

- A welcome message that attendees see in the chat window when they log in to the webinar before the broadcast begins
- Do you want any automatic reminder emails or follow-up emails set up through GoToWebinar to all register attendees? These can be tailored.
- Do you want any polls or surveys set up to push out to participants during and after the webinar?

The Provincial Office staff will send you the registration information automatically generated by GoToWebinar which you can tailor to send out to the webinar attendees.

Prepare for a webinar

Identify who will run the webinar. Suggested roles:

- A **moderator** who introduces the webinar topic and presenters. The moderator may also act as the presenter.
- A **presenter** who shares the webinar visuals on their computer screen and speaks to them. They may be joined by one or more **panelists** who share in presenting the information but do not share their computer screens.
- 1 - 2 **technical support people** to load the webinar, manage the recording, muting/unmuting, answering typed in questions, flagging questions for the moderator and presenter, and providing technical support to attendees and staff. One of the technical support people would sign in as the webinar **organizer**, the others would be set up as **panelists** and given additional permissions once they join the webinar.

Attendee	Panelist	Presenter	Organizer
Can view the presenter's screen but is initially muted on the conference call to minimize background noises that would detract from the presentation. Sees: <ul style="list-style-type: none">• Attendee list (if attendees given)	Answers questions assigned to him or her during a session. A panelist can be given the presenter controls at any time during the session and is not muted by default. Sees:	The person who is presenting their screen to the audience. Listed under "Staff". Sees: <ul style="list-style-type: none">• Screen sharing• Audience	An organizer has a GoToWebinar account and schedules, starts, manages and ends a session. An organizer can also designate other attendees to be organizers, presenters or panelists. Sees: <ul style="list-style-type: none">• Screen sharing• Recording button

Attendee	Panelist	Presenter	Organizer
permission) <ul style="list-style-type: none"> • Audio • Questions window To note: <ul style="list-style-type: none"> • Can raise hand to indicate a question or comment 	<ul style="list-style-type: none"> • Attendee list • Audio • Chat window To note: <ul style="list-style-type: none"> • Panelists can be assigned before the webinar 	view <ul style="list-style-type: none"> • Attendee list • Audio • Chat window If this role is removed, the person becomes a Panelist.	<ul style="list-style-type: none"> • Dashboard • Attendee list with mute / unmute, hand raising / lowering options • Audio • Polls • Questions window (receives questions from attendees) • Chat window

Questions to consider:

- Who will field typed in questions?
- Who will be the presenter?
- Who will take care of muting / unmuting?
- Who will pay attention to participants with raised hands?
- Will you use video?
- Does the webinar need to be recorded?
- Do you want to do any polls or follow-up surveys?
- Will participants be left muted until you are ready for them to ask a question or make a comment, or will you unmute everyone and ask them to mute themselves unless they are joining the conversation? Unmuting everyone takes more work however can facilitate more fluid conversation if that is the goal.

Ideas for hosting better webinars:

- [7 Deadly Sins of GoToWebinar Presentations](#)
- [Producing the Perfect Webinar with GoToWebinar](#)
- [Presenting Online: Keep Them on the Edge of Their Webinar Seats](#)

Run a test webinar:

Once the webinar is set up, confirm a date to walk through the system with the provincial office support if needed, and for a dry run of the webinar. Confirm you have the correct system requirements, a stable internet connection, a clear audio set-up, and that there are no issues with recording.

1. Log into <http://www.gotomeeting.com>.
2. Click on "Hello, Divisions of Family Practice" in the top, right-hand corner of the page.
3. Select "GoToWebinar".
4. Find your webinar in the list and click on "Practice".

View an attendee list:

1. Log into <http://www.gotomeeting.com>.
2. Click on "Hello, Divisions of Family Practice" in the top, right-hand corner of the page.
3. Select "GoToWebinar".
4. Find your webinar in the list and click on the number under "Registrants".

Start a webinar

1. Log in to <http://www.gotomeeting.com>.
2. Click on "Hello, Divisions of Family Practice" in the top, right-hand corner of the page.
3. Select "GoToWebinar".
4. Find your webinar in the list and click on "Start".



- Once the webinar has loaded on your computer, select either "Telephone" or "Mic and Speakers" from the "Audio" section of the GoToWebinar control panel. If you select "Telephone", you will be shown an audio PIN that you can use once you dial via telephone.

To note:

- Panelists should join using the link they were sent when the webinar was set up and all other attendees use the link they were sent when they registered.
- The organizer must set the presenter and record the webinar (if needed).
- Right click on a person's name to add permissions.

During a webinar

Hand raising

To indicate that they have something to contribute to the conversation, a question or a comment, participants may "raise their hands". The webinar facilitator must unmute the individual to allow them to speak. Participants raise their hands by clicking on the hand / arrow icon at the far left side of the GoToWebinar control panel.



When their hand is **down**, the arrow is green and points up.



When their hand is **raised**, the arrow is red and points down.



You may also ask participants to raise their hands in response to a question or to show support for a topic. This gets them used the hand-raising feature and keeps the audience more engaged.

Questions

Participants can also type questions or comments into the "Questions" area of the GoToWebinar control panel.

Muting

Participants are automatically muted when they join the webinar; staff, including the organizer, are not. Click on the microphone button on the left-hand side of the GoToWebinar control panel to mute or unmute yourself. When the icon is green, you are unmuted. When it is gray, you are muted.



The organizer can unmute a participant by clicking on the audio symbol next to their name in the participants list.

Troubleshoot audio

If you are connected through your computer's mic and speakers:

- Laptops with built-in microphones can pick up noise and cause echo. Try turning down your speakers, or switch to a headset or call in using the telephone option.

If you are connected through a telephone:

- Make sure you have also selected that option in the "Audio" section on the GoToMeeting control panel.
- Calling via VOIP telephone or cell phone can result in lower quality audio for all attendees. Try a different audio option

General tips:

- If you can't connect successfully to audio, you can still participate in the meeting, by typing comments into the Chat area of the GoToMeeting control panel. You may also communicate with the meeting organizer to let them know you are experiencing an issue.

- Webcams with microphones can pick up additional noise and cause echo. Using a webcam for your audio is not recommended.
- GoToWebinar provides some [audio troubleshooting tips](#) and [24/7 support](#).

End a webinar

Click on the "x" at the top right-hand corner of the GoToWebinar control panel.