

GoToWebinar tips

Prepare for a webinar

Make sure you have the right system requirements:

Windows: Windows® 8, 7, Vista, XP or 2003 Server

Mac®: Mac OS® X 10.10, 10.9, 10.8, 10.7

iOS: iOS 7 or newer, and [GoToMeeting app](#)

Android: Android™ 4.0 or higher, and [GoToMeeting app](#)



Make sure you have a stable internet connection:

- A wired connection is recommended

Make sure you have a clear audio set-up:

- Use a headset for the best audio connection.
- Connecting to audio through computer mic and speakers is possible, but be careful not to turn your speakers up too high, otherwise your mic may pick up the meeting audio and create an echo.
- You may also call in via a landline telephone, however calling via VOIP telephone or cell phone can result in lower quality audio for all attendees.
- For best results with meetings that have multiple attendees in the room, invest in an external computer mic and speaker system or connect using a teleconference phone.

Join a test meeting:

If desired, you can test your computer and audio set-up by joining a test GoToMeeting which has the same system requirements as GoToWebinar:

<https://www3.gotomeeting.com/join/406552062>

Register for a webinar

The webinar organizer will send you an invitation to the webinar with a registration link. Click on that link to register and receive a confirmation email with your unique link to join the webinar.

Join a webinar

Click on the link in the confirmation email you received after registering in order to load the webinar.

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.



During a webinar

Raise your hand

To indicate that you have something to contribute to the conversation, a question or a comment, you may "raise your hand". The webinar facilitator will unmute you in order to participate in the conversation. To raise your hand, click on the hand / arrow icon at the far left side of the GoToWebinar control panel.



Ask a question

You can also participate in a webinar by typing questions or comments into the “Questions” area of the GoToWebinar control panel.

Mute yourself

When you join the webinar, you will be automatically muted. If the organizer unmutes you, it is recommended that you mute yourself whenever you’re not speaking in order to minimize background noise on the call. 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.



Troubleshoot audio

If you join by telephone in listen-only mode, make sure to enter the PIN number shown in the audio section of the webinar. The PIN number is unique to each participant, so **do not** use another participant’s audio PIN.

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](#).

Leave a webinar

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