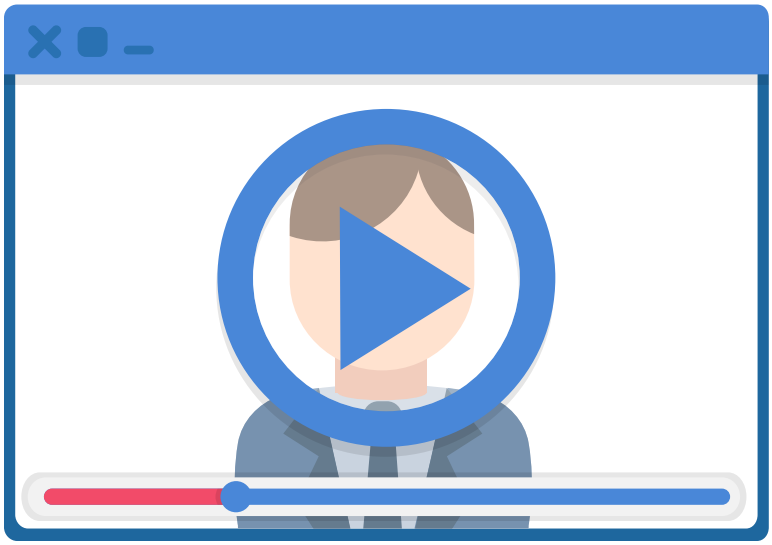
GoToWebinar: Basics, Attending, and Hosting Webinars



Introduction

This resource guide is about **webinars**. Webinars are online training tools. The word “webinar” is short for “web seminar.” A seminar is a presentation, like one you might go to at a conference. So, a webinar is a seminar that happens online.

Webinars have a PowerPoint slideshow and at least one presenter, just like an in-person seminar would. The presenter talks you through a topic. Webinars can also be recorded and watched later.

We’ll be talking about how to attend and host webinars through the GoToWebinar platform.

What this guide will cover

This guide will cover the following topics:

- What Are Webinars?
- Attending a Webinar
- Hosting a Webinar
- Using the GoToWebinar control panel

What Are Webinars?

The basics

Webinars are online training tools. People can call in or log on from far away, and don't have to travel for them.

Webinars often have the audience taking part in the webinar. This could be through:

- the presenter asking questions
- the audience asking questions
- a planned activity for the webinar

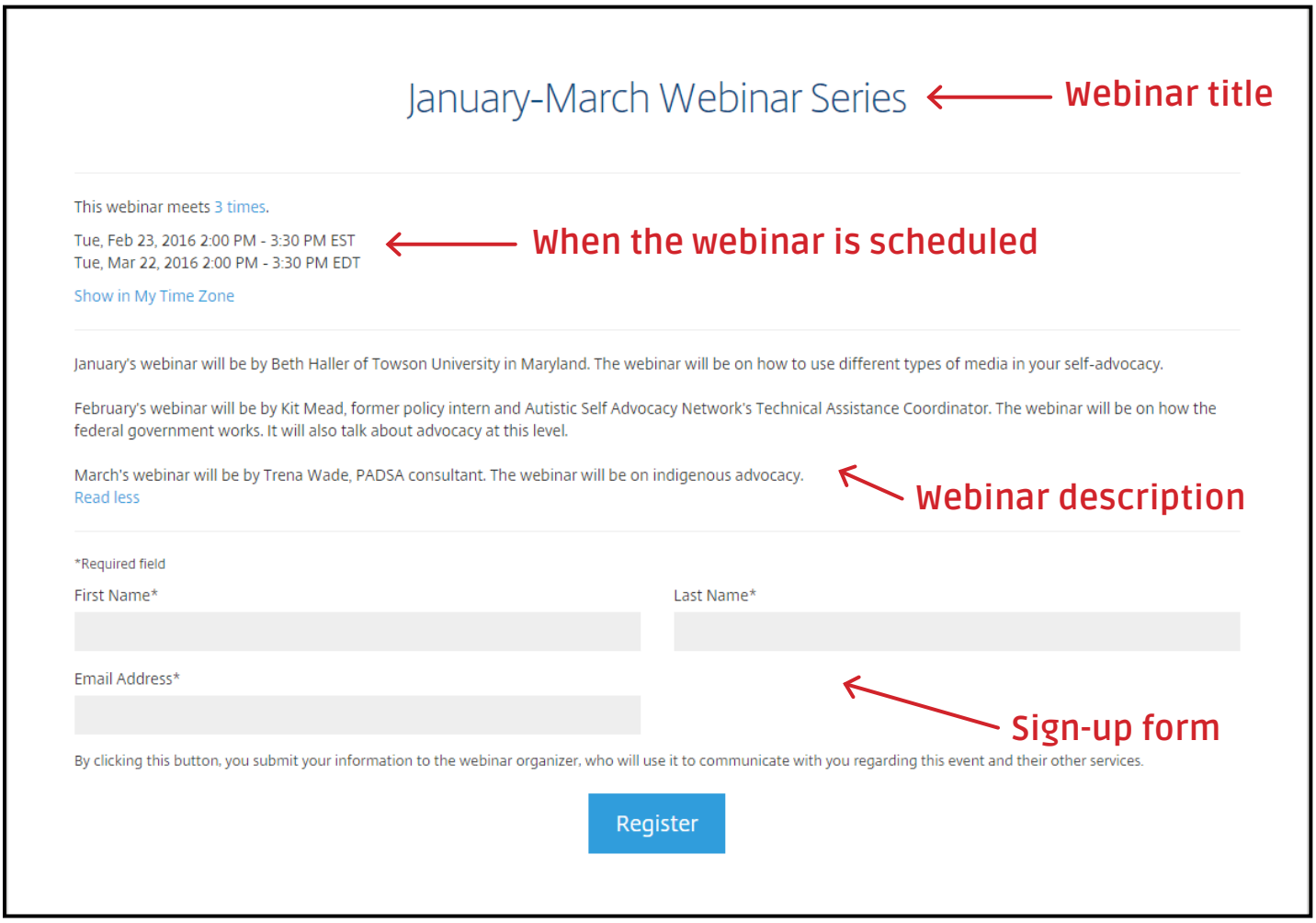
Why are webinars useful?

- They can reach a lot of people because no one has to travel for them.
- People can ask questions and talk to the presenter. This is unlike some other forms of online trainings.
- On GoToWebinar, people can call in using their phones if a computer is not accessible or available for them.
- Handouts can be given during the webinar on GoToWebinar.

Attending a Webinar

Signing up for a webinar on GoToWebinar

Let's say you found out about an upcoming Pacific Alliance on Disability Self Advocacy webinar hosted through GoToWebinar, and the topic sounds like something you want to learn about. You follow the sign-up link, which brings you to the following screen:



The page title is "January-March Webinar Series." Below that, the page says:

> "This webinar meets 3 times.
>
> Tue, Feb 23, 2016 2:00 PM - 3:30 PM EST
>
> Tue, Mar 22, 2016 2:00 PM - 3:30 PM EDT
>
> Show in My Time Zone

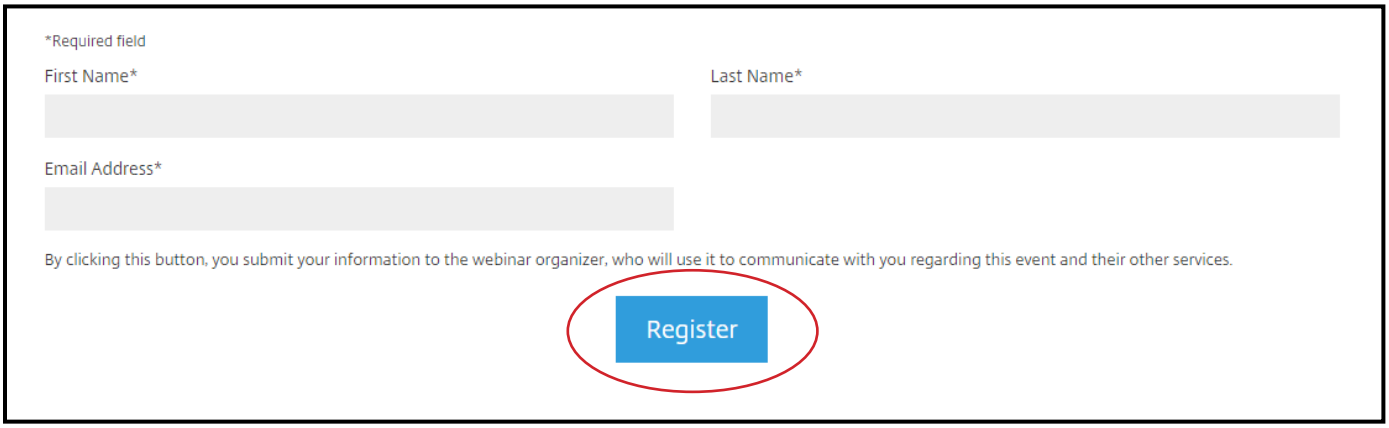
January's webinar will be by Beth Haller of Towson University in Maryland. The webinar will be on how to use different types of media in your self-advocacy.

February's webinar will be by Kit Mead, former policy intern and Autistic Self Advocacy Network's Technical Assistance Coordinator. The webinar will be on how the federal government works. It will also talk about advocacy at this level.

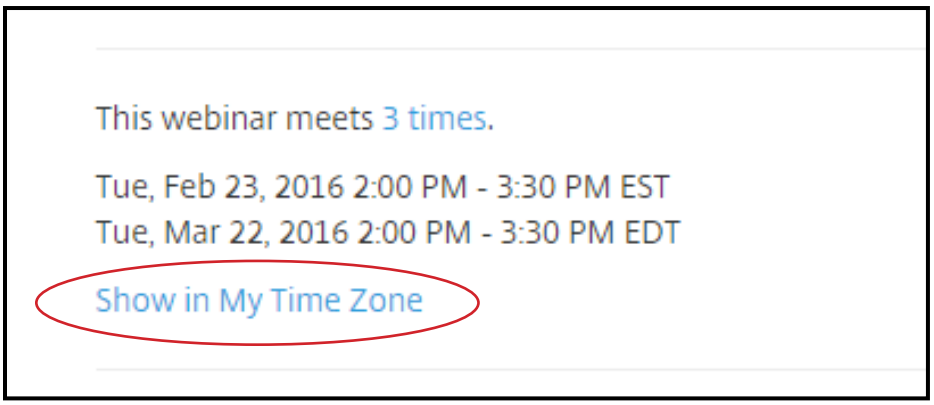
March's webinar will be by Trena Wade, PADSA consultant. The webinar will be on indigenous advocacy."

There are also forms to fill out, with your first name, last name, and email address. You must click on each form individually, and type out the required information.

Then, you click "register"!



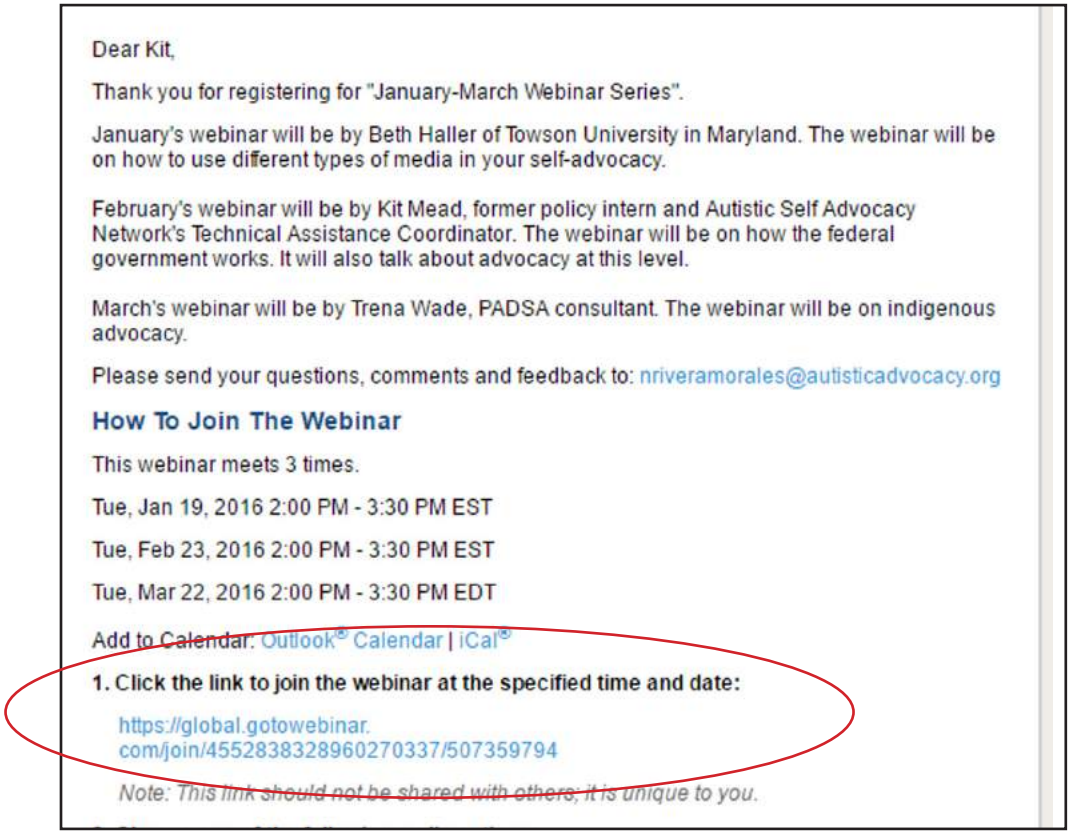
You can also make sure of what time it will be for you by clicking "Show in My Time Zone."



Logging into the webinar—through a computer

- Once you've registered, **you'll receive an email** from customercare@gotowebinar.com. The subject will be the title of the webinar or webinar series and the word "Confirmation."

- The email will have a link to click when it's time for the webinar to start. **Click the link.**



Dear Kit,

Thank you for registering for "January-March Webinar Series".

January's webinar will be by Beth Haller of Towson University in Maryland. The webinar will be on how to use different types of media in your self-advocacy.

February's webinar will be by Kit Mead, former policy intern and Autistic Self Advocacy Network's Technical Assistance Coordinator. The webinar will be on how the federal government works. It will also talk about advocacy at this level.

March's webinar will be by Trena Wade, PADSA consultant. The webinar will be on indigenous advocacy.

Please send your questions, comments and feedback to: nriveramorales@autisticadvocacy.org

How To Join The Webinar

This webinar meets 3 times.

Tue, Jan 19, 2016 2:00 PM - 3:30 PM EST

Tue, Feb 23, 2016 2:00 PM - 3:30 PM EST

Tue, Mar 22, 2016 2:00 PM - 3:30 PM EDT

Add to Calendar: Outlook® Calendar | iCal®

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

https://global.gotowebinar.com/join/4552838328960270337/507359794

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

- You will have to click "**Launch Application**" on the next page. This will launch the webinar application so that you can attend the webinar.

- Soon after you should see the control panel, hear audio, and whatever the organizer is showing on the screen. You're in!

Logging into the webinar—through the phone

There are a couple of ways you can connect over the phone to a webinar.

Once you've registered, you'll receive an email from customercare@gotowebinar.com. The subject will be the title of the webinar or webinar series and the word "Confirmation."

Login method #1—Desktop app

The first way is to click the link provided to connect to the webinar.

You will have to click "**Launch Application**" on the next page. This will launch the webinar application so that you can attend the webinar.

Once you see the control panel, you can select to use your telephone's audio.

1. Expand the Audio pane.
2. Select "Telephone."
3. If you're outside the United States, click "additional numbers" to choose your country.
4. Use your telephone to dial the phone number.
5. Enter the 9-digit access code.
6. Enter the Audio PIN to link your phone call with the webinar.

Login method #2—Web app

The second way is to use the web app for GoToWebinar.

1. Click the “settings” toolbar.
2. Select “Phone call” on the audio tab.
3. If you’re outside the United States, use the dropdown menu to choose your country.
4. Dial the phone number.
5. Enter the 9-digit access code.
6. Enter the Audio PIN to link your phone call with the webinar.

You can also use applications designed for smart phones to open GoToWebinar.

What to expect from the webinar

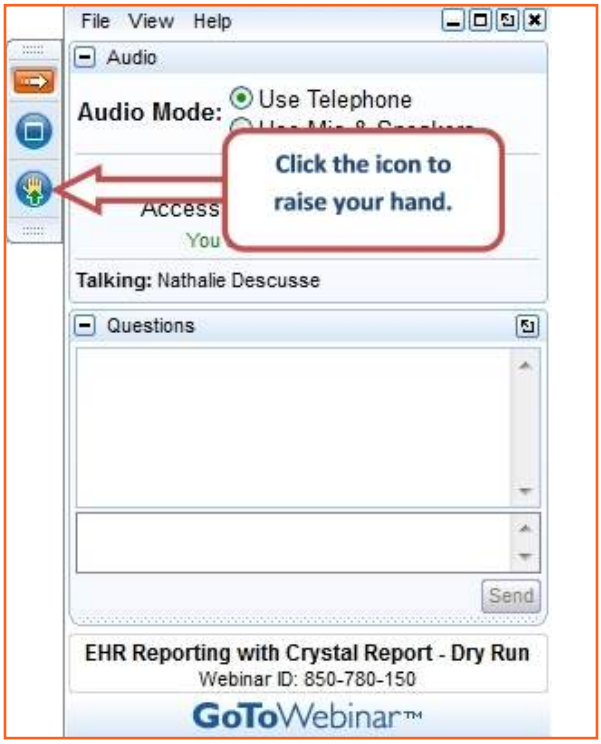
- Expect parts of the webinar where you don't get to talk or ask questions
- Expect parts of the webinar where the presenter asks for your input or lets you ask questions
- Expect to be able to ask questions digitally rather than through speaking out loud. These questions could either be answered right away if it's during a question/answer period. Or they could be answered later.

How to ask questions during the webinar

There are three ways to ask questions during a webinar:

#1 - Raising your digital hand

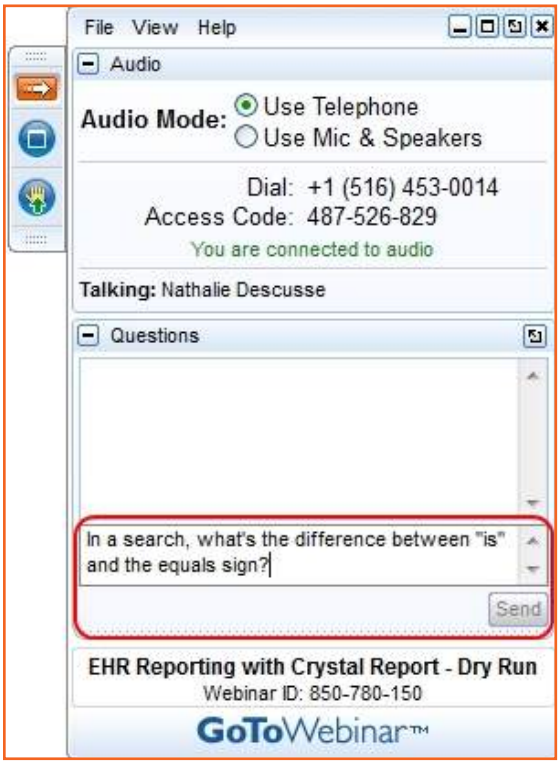
If the presenter chooses to do so, there will be an option to do so in one of the upper corners.



[from http://wiki.galenhealthcare.com/GoToMeeting_and_GoToWebinar_-_Quick_Start_Guide]

#2 - Typing in the chat box

You can also type a question in the chat box, displayed below:



[from http://wiki.galenhealthcare.com/GoToMeeting_and_GoToWebinar_-_Quick_Start_Guide]

#3 - Asking out loud

Or, if you are “unmuted” - a function which allows you to be heard on the webinar when you talk - you could ask a question out loud.

Hosting a Webinar

Webinar roles

- ***Hosts ("Organizers")*** have created and scheduled the webinar that attendees can join. They have the ability to control all aspects of the webinar. These aspects include: muting and unmuting attendees, allowing others to show their screen, showing their own screen, and changing the roles of others.

- ***Panelists*** are speakes on the webinar. They do not have access to most of the controls on the webinar. Hosts and panelists should not be same person.

- ***Presenters*** are speakers who can share what they see on their computer screen with other attendees. Presenters can also make other people Presenters. They automatically become a panelist.

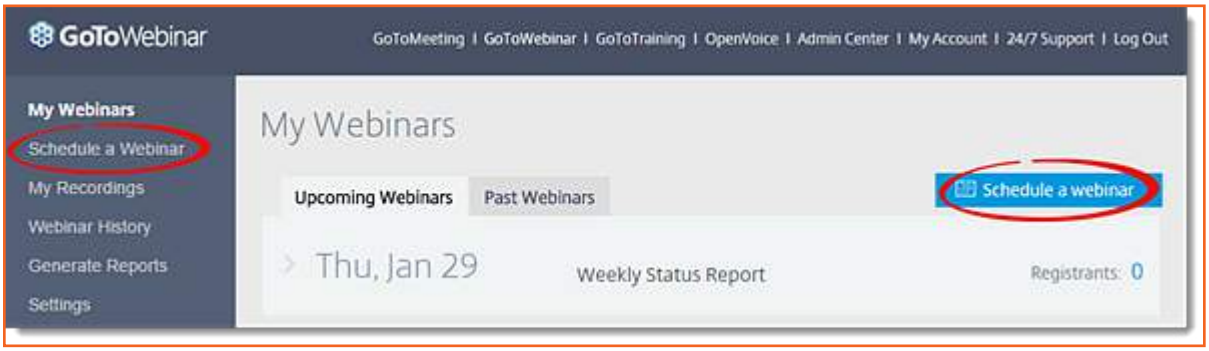
- ***Attendees*** are the people in the audience. They have the ability to ask questions out loud when not muted, and the ability to ask questions via typing their questions. They do not control any aspect of the webinar.

Scheduling a webinar on GoToWebinar

To host a webinar on GoToWebinar, you'll need to have an account. GoToWebinar accounts cost money. Once you have an account, you can schedule a webinar.

1. Log in to your GoToWebinar account.

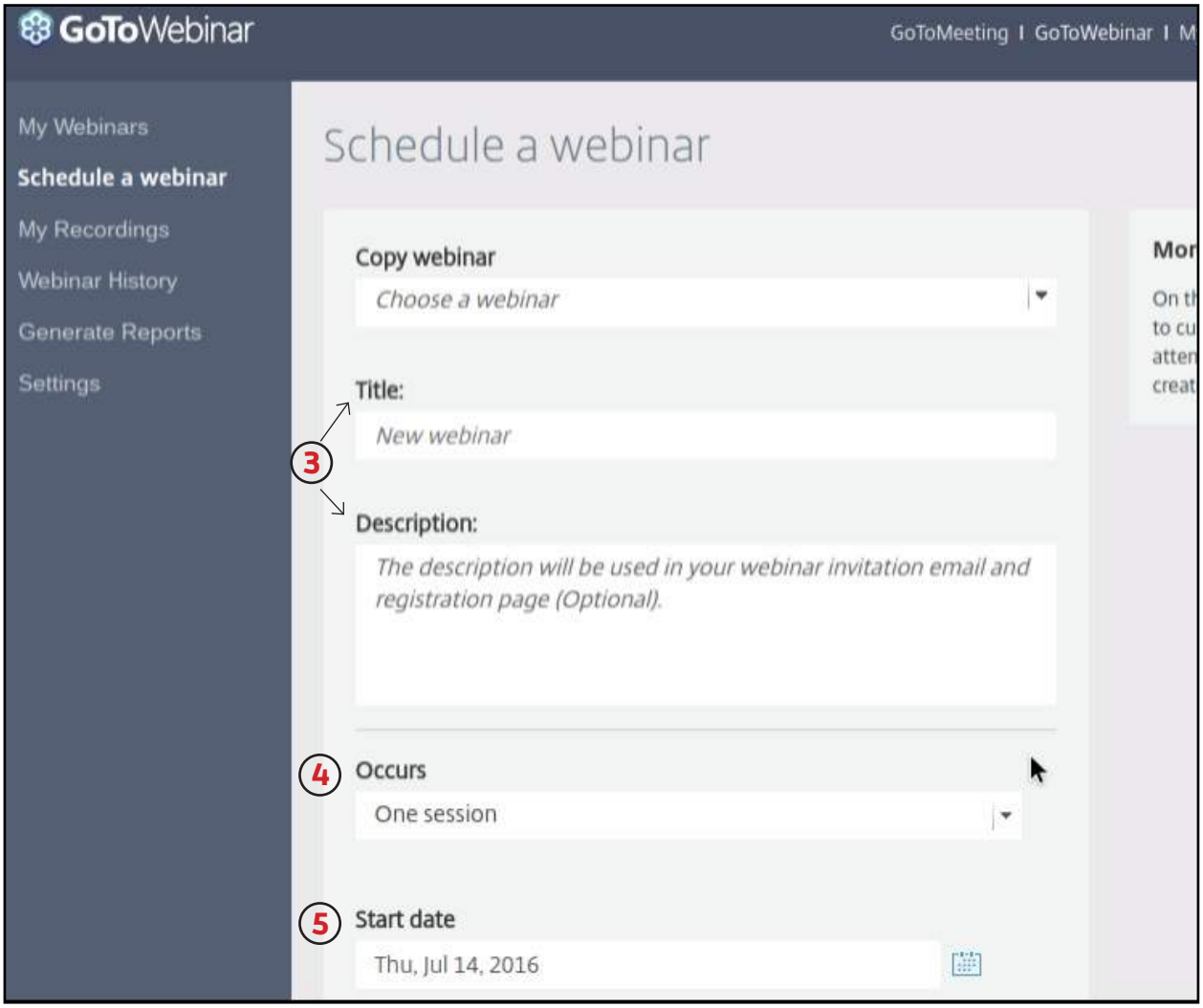
2. Click "Schedule a Webinar."



3. Enter the title of your webinar and a description. The description is not a required thing to fill out, but it will probably get more people to sign up. A description could include:
    a. the topic
    b. a couple sentences on what the topic will cover
    c. some questions you might have that the webinar will answer,
    d. the name of the presenter.

4. Pick how many sessions you are scheduling a webinar for. Your options are “one session,” “daily,” “weekly,” “monthly,” and “custom schedule.” If the webinar is not part of a series, you can just pick “one session.” If it’s part of a series, decide how often it will occur. A custom schedule is useful if the dates or times will change.

5. What is the start date of the webinar(s)? Select that information.

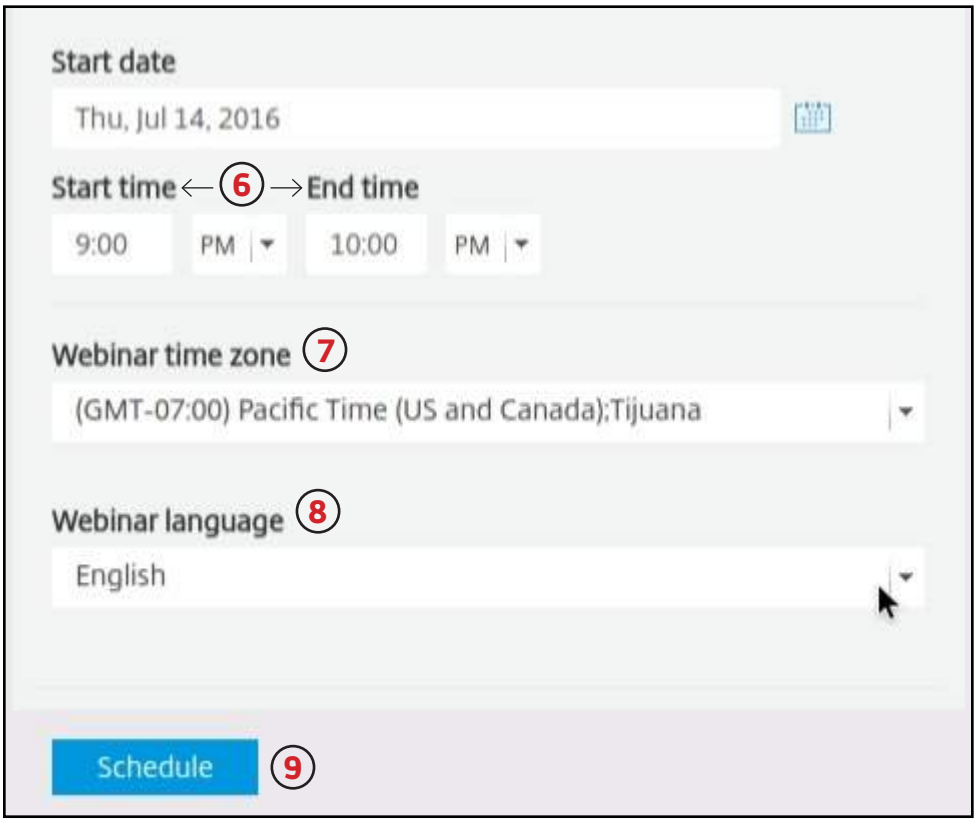


6. Select the start time and the end time for the webinar. Make sure to check whether you've picked "AM" or "PM."

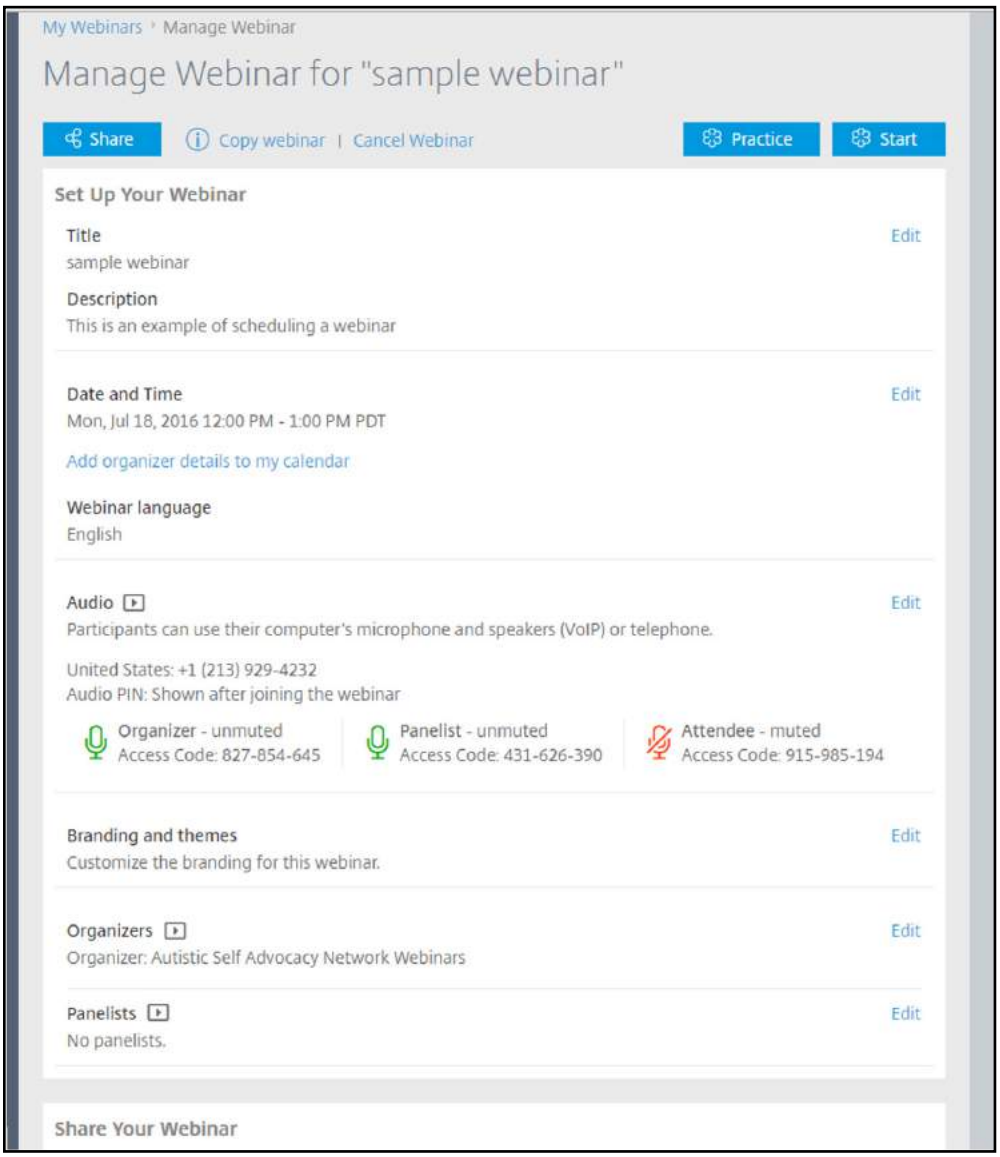
7. Select what time zone you're in.

8. Select the language you want your webinar to be in.

9. Click "schedule!" You can edit more things later.



Once you've scheduled your webinar, you'll be taken to a "Manage Webinar" page. This page will show you the basic information about your webinar, along with more options.



Adding a co-organizer

You can add another organizer to your webinar. They will have the same amount of control over the webinar as you.

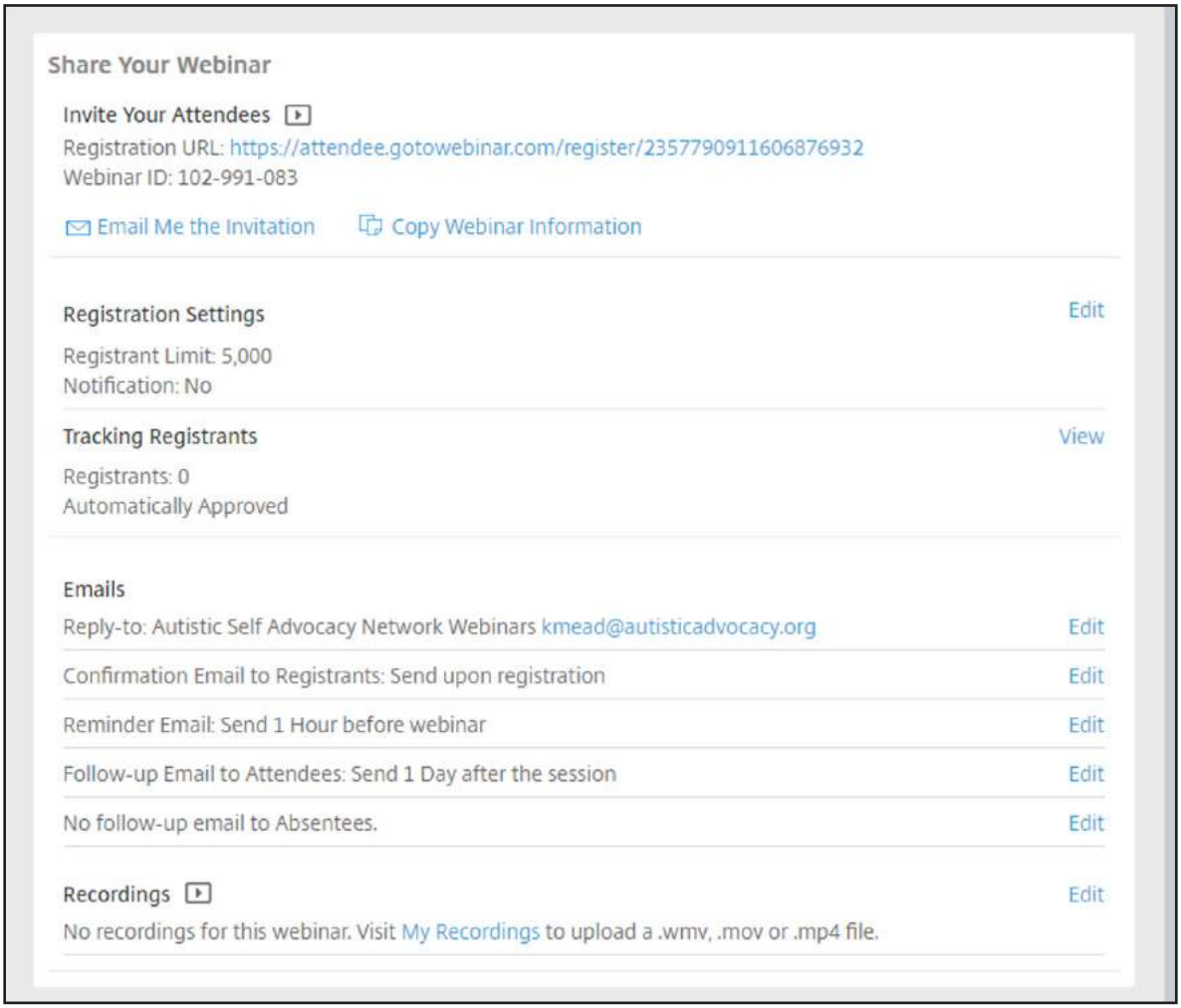
To add another organizer, click “Edit” next to the “organizers” section to add a co-organizer. Then, type their name and email address.

Adding webinar panelists

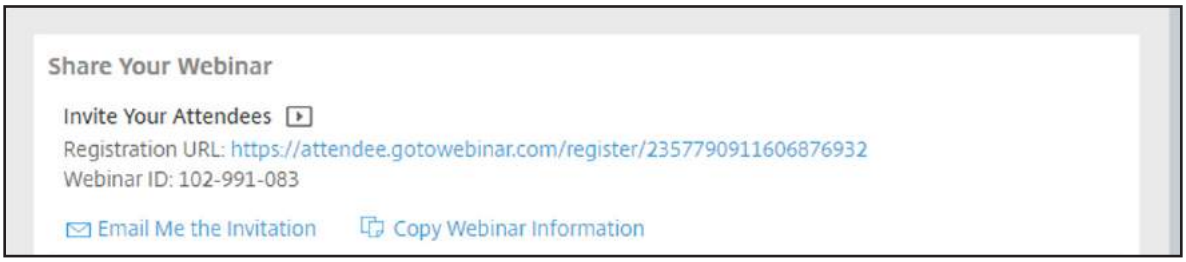
You can add panelists, or presenters, to your webinar by clicking “Edit” by the “panelists” section. Then, type their name and email address.

Spreading the word about your webinar

Now that you’ve scheduled your webinar, you need to make sure people can find out about it and register to attend. You’ll find options for sharing your webinar on the Manage Webinar page.



There will be a webinar link you can share via email, or copy and paste to your social media pages.



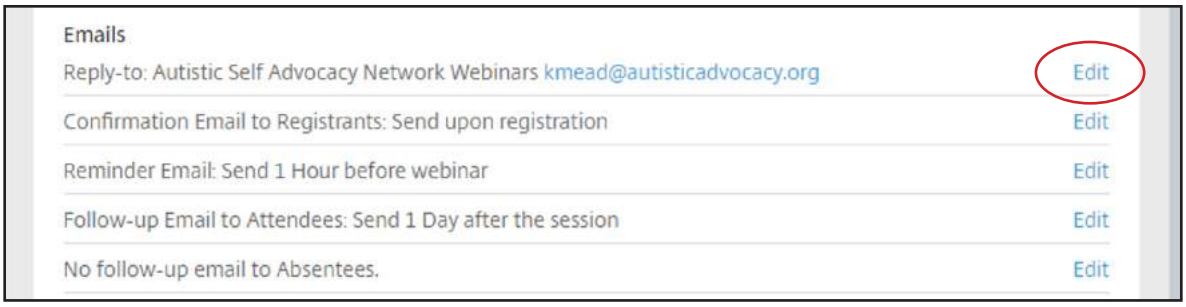
There will be a way to set up which email address you want people to respond to if they have questions. Make sure it's set to the person who will be in charge of the webinar. To change it, click edit, and then change the email address.

Email reminders

You also can change the email reminders that GoToWebinar will send attendees. The default is to:

- Send a confirmation email upon registering
- Send a reminder email 1 hour before the webinar
- Send a follow-up email to attendees 1 day after the webinar session
- Not send an email to people who registered but did not actually attend

It's usually best to set up the reminder emails for the webinar so that they go out at least a few days in advance. To do this, click "edit" and use the settings to set up multiple reminders.



My Webinars › Manage Webinar › Reminder Email

Reminder Emails for "sample webinar"

☑ Send Reminder Email to Approved Registrants and Panelists

☑ 1 Hour Before

☐ 1 Hour Before

☐ 1 Hour Before

☑ Send me a copy of the Reminder Email

Subject:

Reminder: sample webinar starts in [time]

Body:

Dear Name,

This is a reminder that "sample webinar" will begin in 1 hour / 1 day / 1 week on:

Start Date and Time

Add to Calendar Link

Custom Text:

Please send your questions, comments and feedback to:

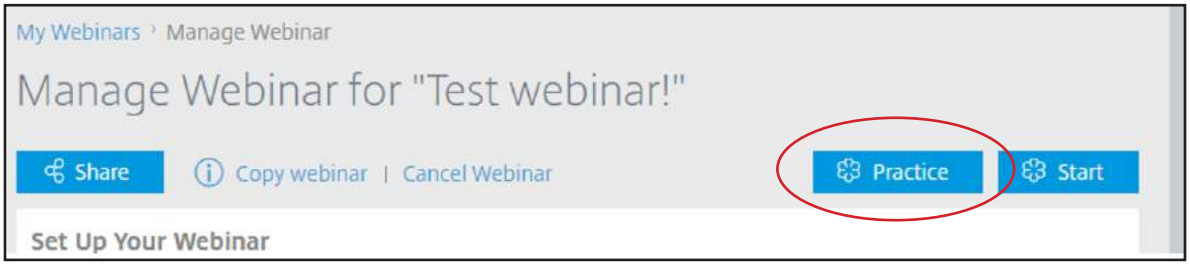
Reminder Emails

You can send up to 3 reminder emails, which you can edit until they are sent.

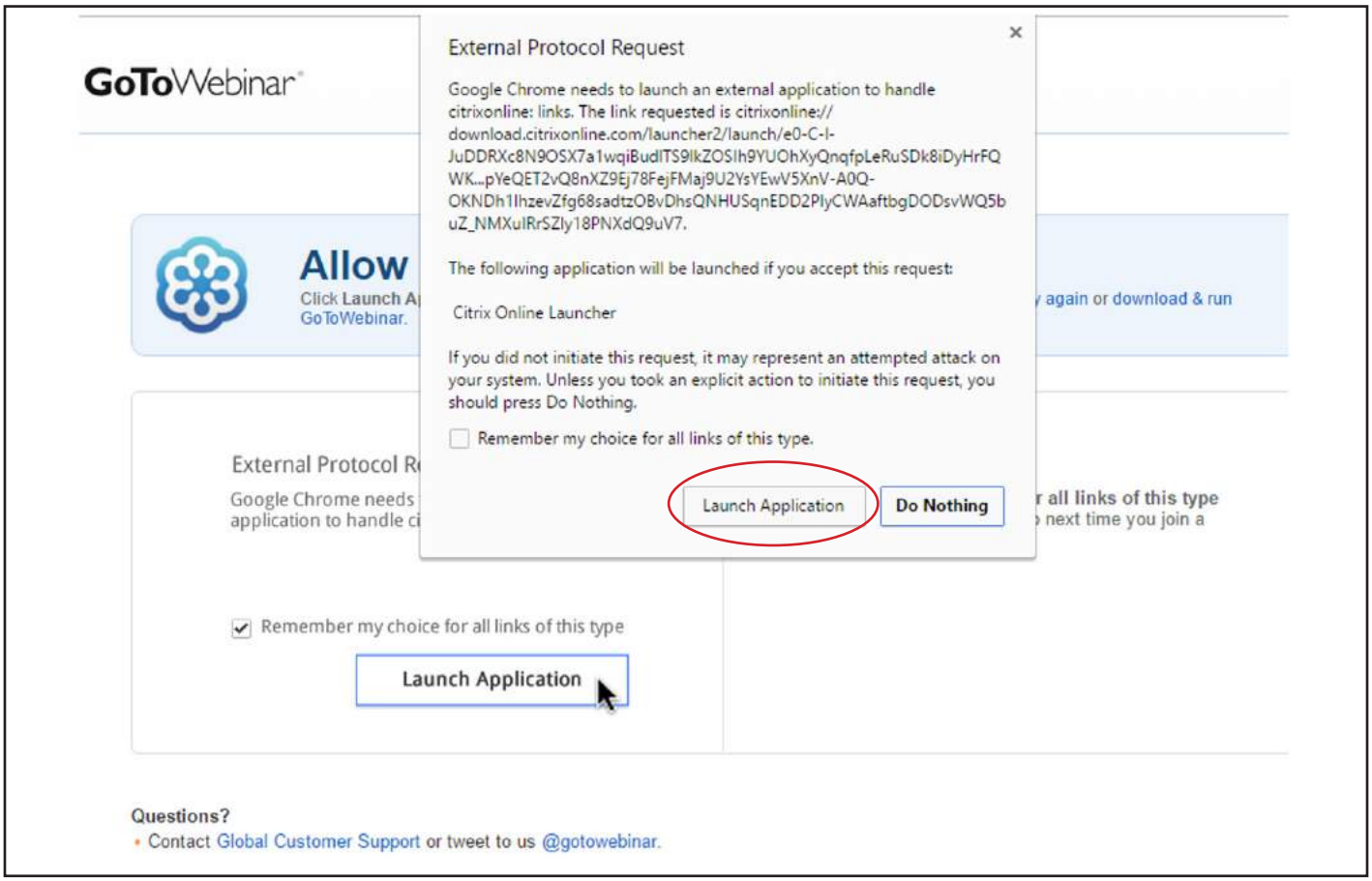
Rehearsing a scheduled webinar

You will want to make sure you know the system before doing the real webinar. Also, you want to make sure that the GoToWebinar system doesn't have any errors when you're using it.

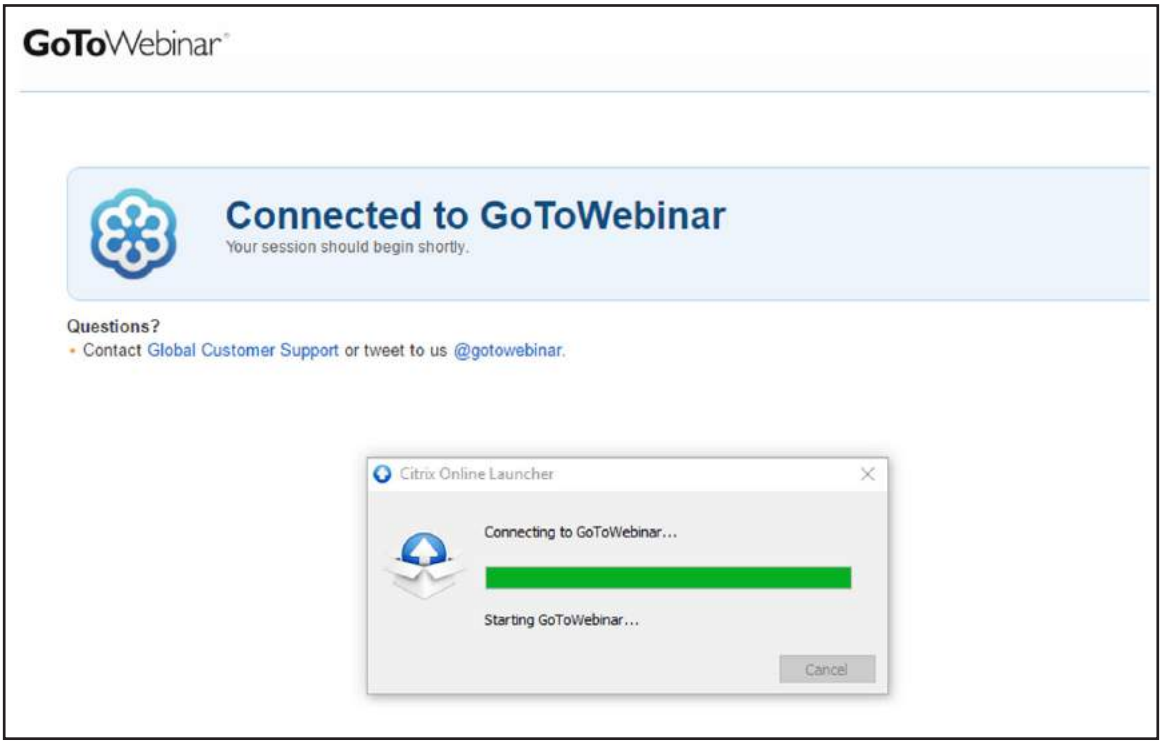
To practice a scheduled webinar, log into your account and go to "my webinars." Then, you can manage the webinar - this includes a "practice" option. Click "practice."



Then the software will pop up a box on your screen. It will ask you to click "launch application." Click "launch application."



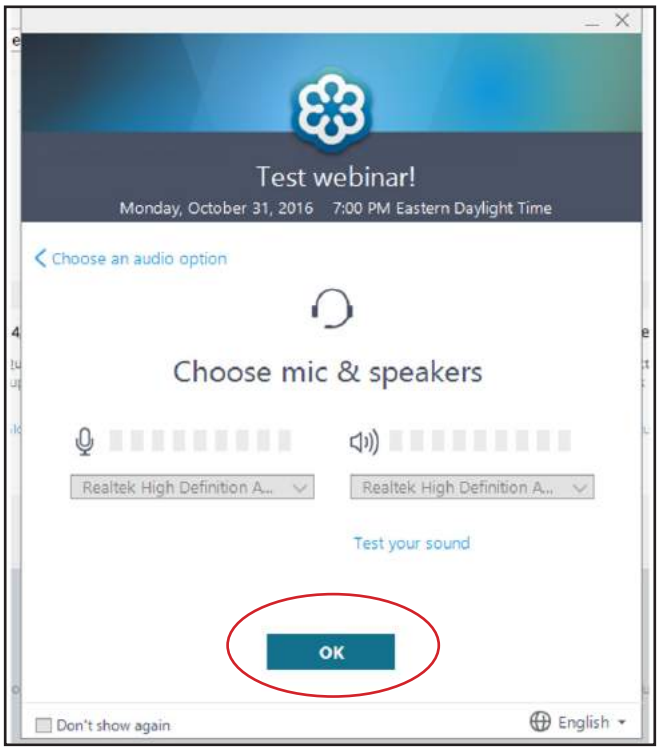
Once you have launched the webinar software, it will connect you to the practice webinar!

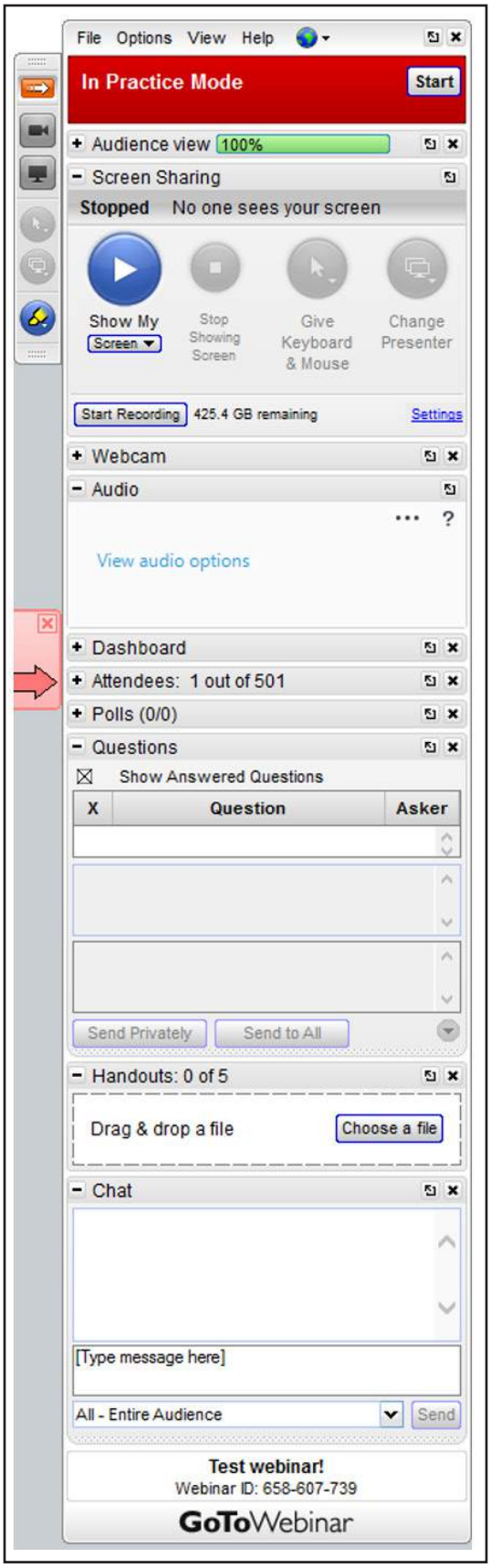


Using the GoToWebinar control panel

Audio setup

A box will pop up and ask you what microphone and speakers you want to use. Usually it is good to just hit “okay” because it has selected those automatically.





Control panel interface

This is what the practice control panel looks like. It has all of the normal features, but says "Practice Mode" at the top.

The normal features include:

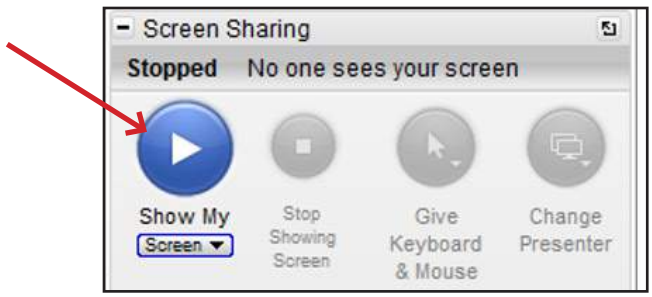
- Screen sharing
- Start recording
- Webcam
- Audio
- Dashboard
- Attendees
- Polls
- Questions
- Handouts
- Chat.

Screen Sharing

Screen sharing is how you show your PowerPoint slides to the webinar attendees. At an in-person presentation, you would usually hook your computer up to a projector and share your screen that way.

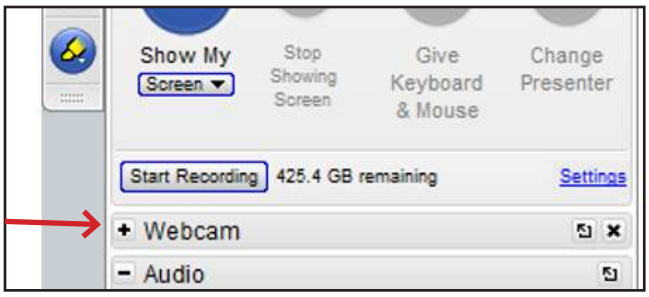
The Screen Sharing pane tells you whether your screen is currently being shared. It is also how you can start and stop sharing your screen.

To start screen sharing, click the blue "play" button.



Webcam

The webcam feature allows you to show you and your surroundings to the audience by turning on a camera in your computer.



The webcam feature is not really useful for presenting if you have a PowerPoint you want to show. The webcam option is below "show your screen" and "start recording."

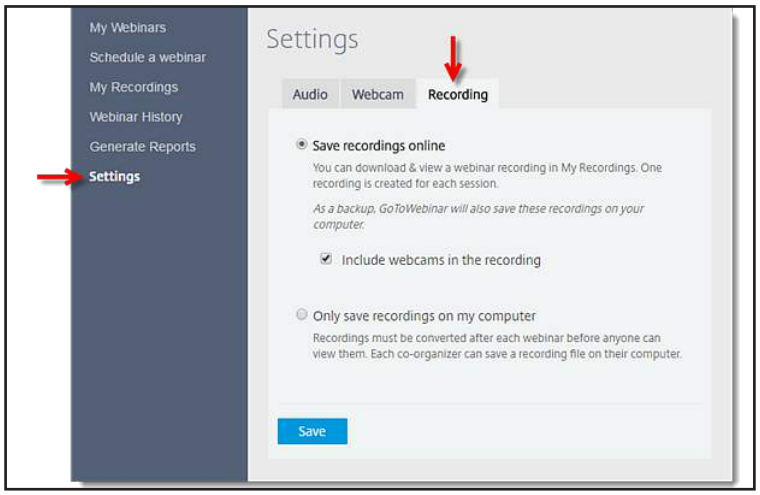
Recording your webinar

Recording your webinar is important! The record button lets you record the webinar, both the presentation slides and what people say.

To start recording, click the "start recording" button. If you do not click this button, your webinar will not be recorded and saved.

After the webinar ends, you must change the type of file the recording is. You will receive a prompt from GoToWebinar to do this.

You can also change your GoToWebinar recording settings so that your recordings are also saved online in case you need to download them again later.



Muting/unmuting yourself

You can mute yourself, meaning others won't be able to hear you. Muting yourself is a useful tool when you need to speak to others who are with you in person.

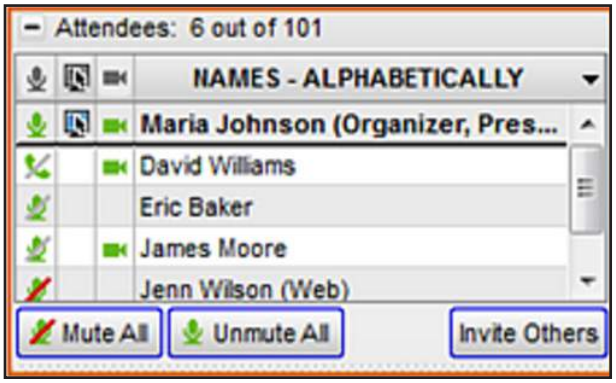
To mute or unmute your microphone, click on the microphone icon on the left side of the control panel.

Whenthe microphone icon is green, you're unmuted and attendees can hear you. If you mute your microphone, the icon will turn grey.

Managing attendees

The Attendees pane

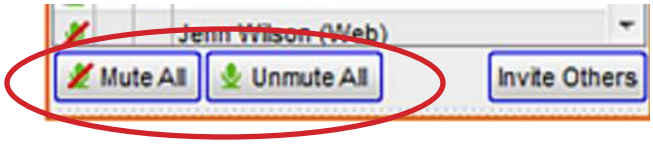
The Attendees pane shows you all of your webinar attendees. In practice mode, you are the only attendee.



Muting/unmuting attendees

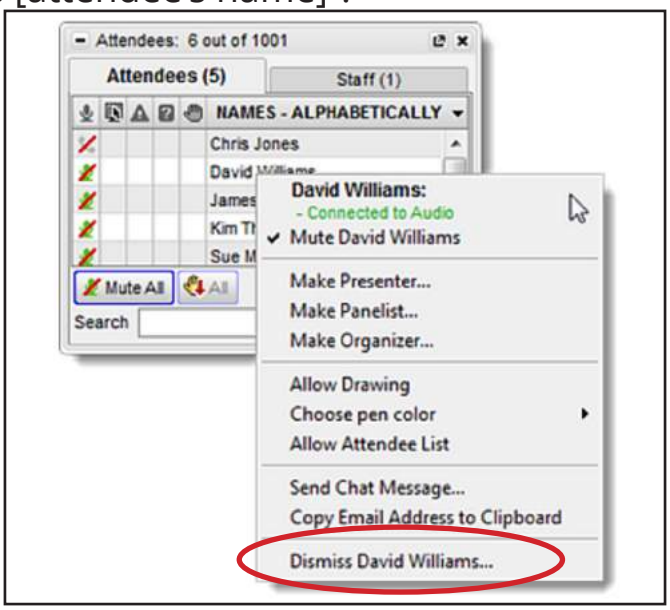
By default, webinar attendees are muted. This means that they will not able to ask questions or make comments out loud. To mute or unmute a single attendee, click the audio icon next to their name.

You can also mute or unmute all of the attendees at once by clicking "Mute All" or "Unmute All" at the bottom of the Attendees panel.



Dismissing an attendee

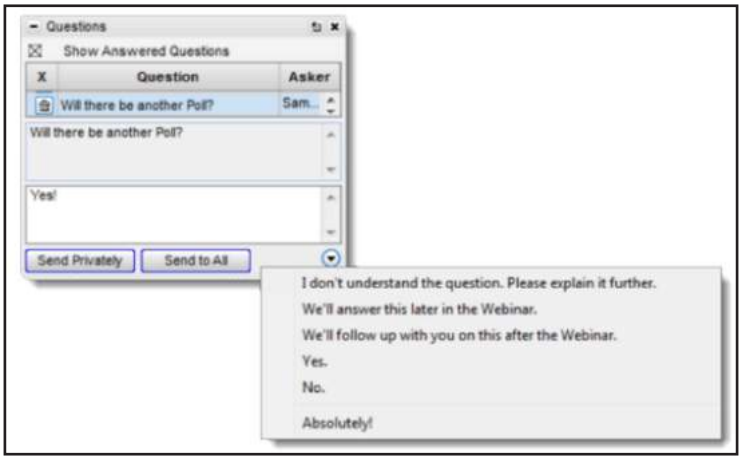
You can remove an attendee from your webinar by right-clicking on their name and choosing “Dismiss [attendee’s name]”.



Questions & chat

Answering questions

Attendees can ask the organizers and presenters questions. These will show up in the Questions pane of the Control Panel.

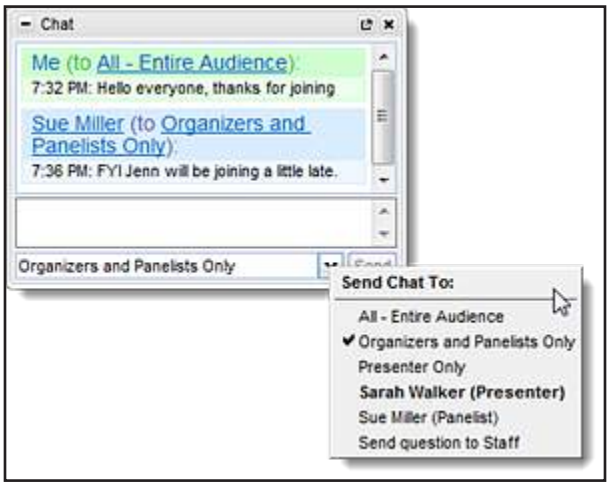


To answer a question:

1. Select the question you want to answer.
2. Type your response. Or, pick a response from the drop-down menu.
3. To just send your answer to the attendee, click “Send Privately.” Or, click “Send to All” to send the answer to everyone.

Using chat

You can chat with other organizers and panelists, and send messages to attendees, through the Chat pane on the Control Panel.



As an organizer, here's who you can send messages to:

- **All - Entire Audience:** all people taking part will see the message
- **Organizers and Panelists only:** only other organizers and panelists will see the message in their chat box.
- **Presenter only:** only the presenter will see the message in their chat box.
- **Individual staff member:** only the presenter or panelist you are sending the message to will see it.
- **Send question to staff:** all staff members (organizers, panelists, and presenters) will see the message in the questions section rather than the chat box.

Ending/leaving a webinar

You can end or leave a webinar at any time. **Ending** the webinar closes it for everybody. **Leaving** the webinar lets you exit the webinar while letting your co-organizers continue the presentation.

To leave or end a webinar, click on File at the top of the Control Panel. Then, select "Exit - Leave Webinar" or "Exit - End Webinar."

More Resources

- GoToWebinar Organizer Quick Start: http://support.citrixonline.com/en_US/webinar/help_files/G2W010022
- GoToWebinar Attendee Quick Start: http://support.citrixonline.com/en_US/webinar/video/G2WV00069
- GoToWebinar's other training videos: http://support.citrixonline.com/en_US/webinar/videos
- GoToWebinar .PDF on Webinar Attendance: https://support.citrixonline.com/en_US/webinar/downloaddocument/G2WD00003
- A Newbie's Recipe for Producing and Presenting Webinars (PDF): http://www.esbyfs.com/uploads/ANewbiesRecipeforProducingandPresentingWebinars.pdf
- GoToMeeting and GoToWebinar: Quick Start Guide http://wiki.galenhealthcare.com/GoToMeeting_and_GoToWebinar_-_Quick_Start_Guide