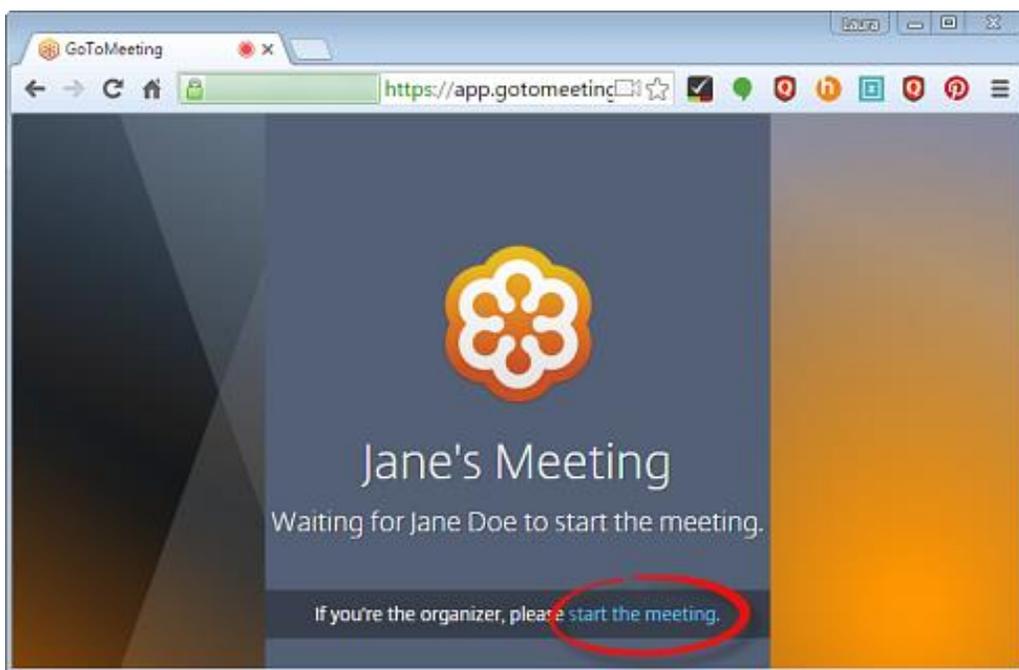
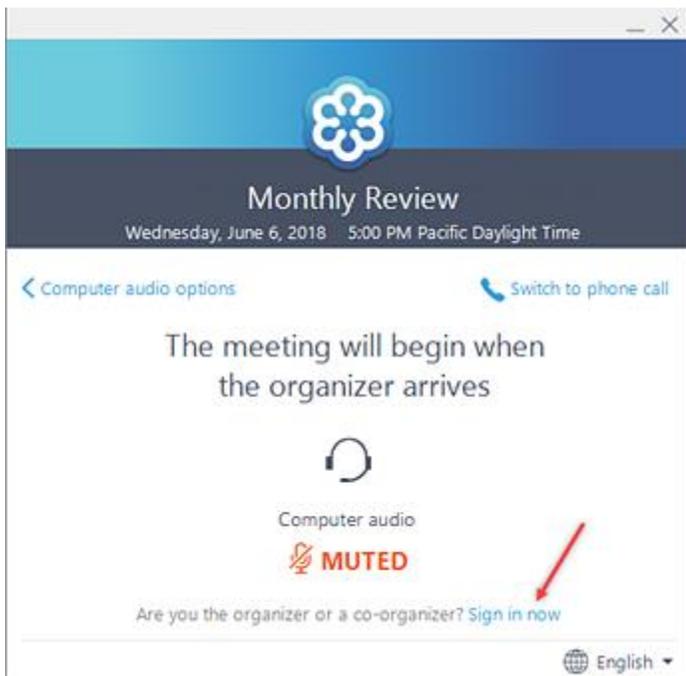


DO I NEED AN ACCOUNT TO JOIN A SESSION AS AN ATTENDEE?

No. If you are attending a webinar that what scheduled by someone else, then you are an attendee and do not need a GoToWebinar account.

WHY AM I BEING ASKED TO SIGN IN?

If you landed on the "Waiting for organizer" screen but then clicked **Sign in now**, GoToWebinar will prompt you to log in. However, that link is meant for the person who scheduled the webinar (i.e., the organizer) to actually start the session. Since you are not the person who scheduled the webinar, you don't need to do anything once you reach this screen; just sit tight and wait for the organizer to join!



I CAN'T JOIN THE SESSION

If you're having trouble connecting to the webinar, please try closing and then reopening your browser. If this does not work, please try restarting your computer. Other troubleshooting tips are listed below.

I got an error message when trying to download the software.

If the software installation was stalled or unsuccessful, the most likely culprit is a firewall or browser issue. If available to you, a Google Chrome browser may work better. You should also try restarting your computer if this error continues.

I got an error message when trying to join the webinar.

If you successfully downloaded the GoToWebinar software but encountered an error when you tried to connect to your webinar, it's possible that one of the following scenarios occurred.

- **You are waiting for the organizer to start the meeting.** If you are trying to join a session and see a screen that says "Waiting for organizer", then you have successfully connected to the session! The organizer is the individual who is hosting the session (i.e., they scheduled it and invited you to it), so if you joined the session before they did then you can just sit tight until they get there. We call this the "Hallway", because you have arrived to the session but are still waiting for the organizer to "open the door" so you can come in.
- **The webinar ID is invalid.** If you are trying to join a session and encounter "The webinar ID is invalid" message, it means that the webinar ID you entered does not match with the session you are trying to join because it is incorrect, was mistyped, or the webinar ID has expired.
- **The webinar is full.** Although unlikely, if you are trying to join a session but received a message stating "The GoToWebinar is full", then the session already has the maximum number of attendees that are allowed. You will not be able to join the session unless one of the attendees who has already joined leaves the session.

WHY CAN'T I HEAR ANYONE?

General troubleshooting

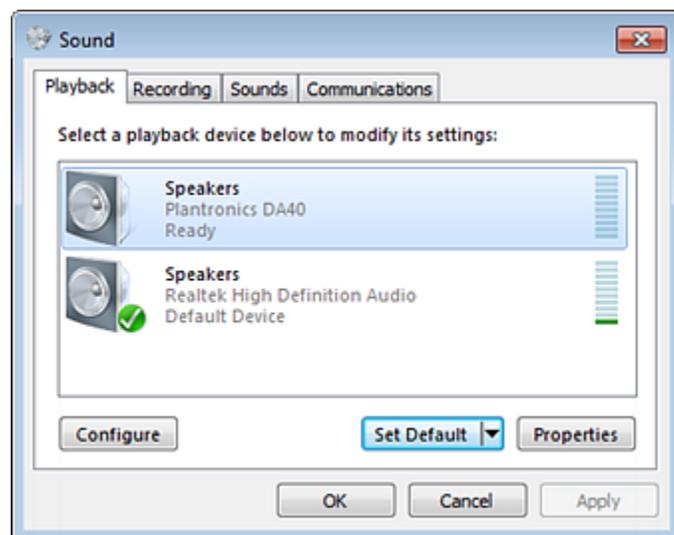
- **The organizer might not have begun the broadcast yet.** – If you see the Control Panel and hear intermittent on-hold beeps, then the organizer has started the webinar but has not yet begun broadcasting their audio, screen, or webcam to attendees. You should remain connected and wait for the organizer to start the broadcast. You can also use the Questions pane to send them a chat message if you have any questions or concerns.
- **The session might already be over.** – If it looks like the session is running but no one responds to your chat messages, it's possible that you joined late and the organizer accidentally left the session running! Check the start time of the session and make sure it wasn't supposed to start earlier in the day, particularly if there is a time zone difference for you and the organizer.
- **If you're using the desktop app,** take a look at the Audio tab in the Options pane of your Control Panel.
- **If you're using a mobile app,** open the Audio settings (either under the Audio tab or Settings tab).
- **If you're using the Web App,** click the Setting icon in the toolbar and check the Audio tab.

I am trying to connect using my telephone.

- If you want to connect with your telephone, make sure **Phone Mode** is selected. As a backup, if you are still having trouble connecting, a conference call-in number has been provided for audio purposes. Please dial 571-209-6390 and type in the following Access Code when prompted: 994-423-584. A password is not needed for this call.
- **The volume of your speakers might be turned down too low.** – Try turning up the volume gradually until you can hear something!
- **There might be a problem with your telephone service provider.** – If there is a problem with your telephone connection, it might be an issue with your service provider. We cannot provide troubleshooting support for your service provider, but we can suggest that you try connecting via mic and speakers instead.

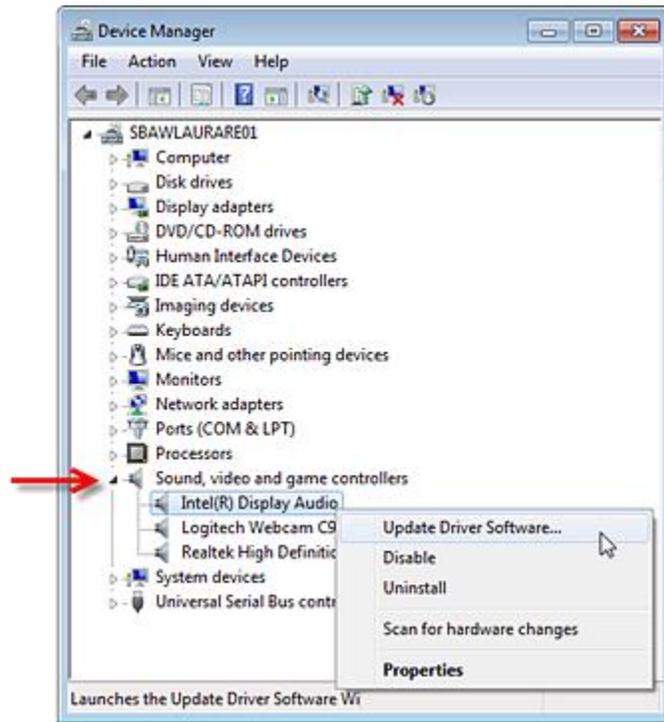
I am trying to connect using a mic and speakers (VoIP).

- If you want to connect with your mic and speakers, make sure **Computer Mode** or **Internet Mode** is selected.
- **The volume of your speakers might be turned down too low.** – Try turning up the volume gradually until you can hear something.
- **GoToWebinar might be playing sound through a headset instead of speakers.** – If you have a headset plugged into your computer or device but you are not currently wearing it, GoToWebinar might be using it as your audio output device instead of your speakers. Either put on the headset, unplug the headset or see Test Your Mic and Speakers (VoIP) to learn how to specify which device to use as speakers.
- **You might not have any speakers plugged into your computer or device.** – If you're sure you have speakers plugged into your computer, it's possible that GoToWebinar hasn't detected them. You can check your mic and speaker setup and even test your audio devices. See Test Your Mic and Speakers (VoIP) for more information.
- **If you are using a computer, the wrong audio output device might be selected.** – You can specify the audio device you want to use for your speakers in your computer's settings.
 1. Open the computer's Sound settings.
 2. On the **Playback** tab, select the speakers that you want to use.
 3. Click **Set Default**, then click **OK**.



- **If you are using a Windows computer, you may need to update your audio/video drivers.** – Outdated drivers can cause interference with the application. Please ensure that you have installed any available driver updates for both your audio and video cards.
 1. Open the computer's Device Manager.
 2. Expand the **Sound, video and game controllers section.**
 3. Right-click your device and select **Update Driver Software.** Then follow the wizard as prompted, then repeat for all devices in the section.

Note: If there are no available updates, then it is recommended that you manually download the driver update by visiting the manufacturer's (Driver Provider) support page and searching by the driver version number listed. You may also check for an update from Microsoft by running Windows Update.



HOW DO I FIX POOR, CHOPPY OR ROBOTIC AUDIO QUALITY?

There are several things that could cause poor audio quality.

I am connected using my mic and speakers (VoIP)

Poor network performance, lack of memory or high CPU usage often causes the audio quality to drop, become delayed or sound robotic.

- Try closing all applications you aren't using to free up some bandwidth.
- If you're using a dial-up Internet connection with VoIP, it may cause poor performance. For optimum performance when using VoIP, we recommend using a broadband Internet connection.
- Try running the GoToMeeting Connection Wizard to troubleshoot connection issues.
- If the problem persists, try switching to Phone mode instead.

I am connected using my telephone

If your audio quality is poor while you're using the telephone, it is most likely an issue with your telephone service provider.

- Try hanging up and dialing in again to see if it's an issue with the current connection.
- Try using a different telephone to see if it's an issue with the phone itself.
- If the problem persists, try switching to Computer mode (mic and speakers) instead.

WHY CAN I HEAR AUDIO BUT NOT SEE THE PRESENTATION?

Are you hearing the audio from the session but not seeing anything yet? There are a few possibilities for what might be happening.

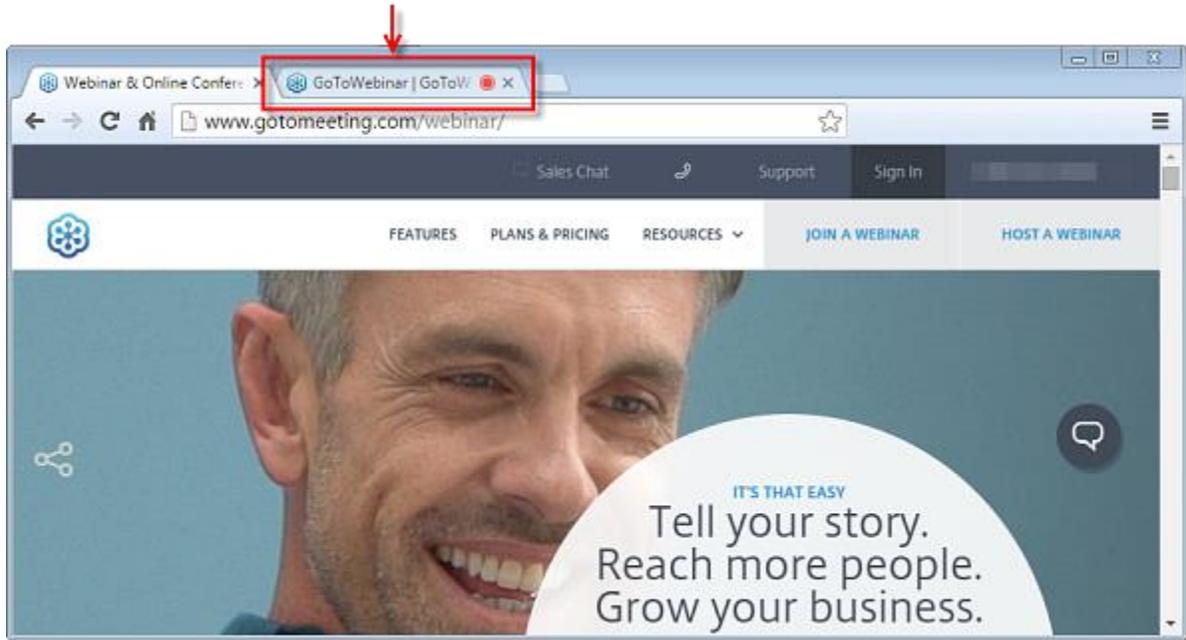
The Viewer window might be minimized or hidden (desktop app).

If you are using the desktop app, then the GoToWebinar Viewer window might be hidden behind another application running on your computer or it might be minimized. Check the task bar (Windows) or dock (Mac) for the Daisy icon, then click it to bring the GoToWebinar desktop application to the forefront of your screen.



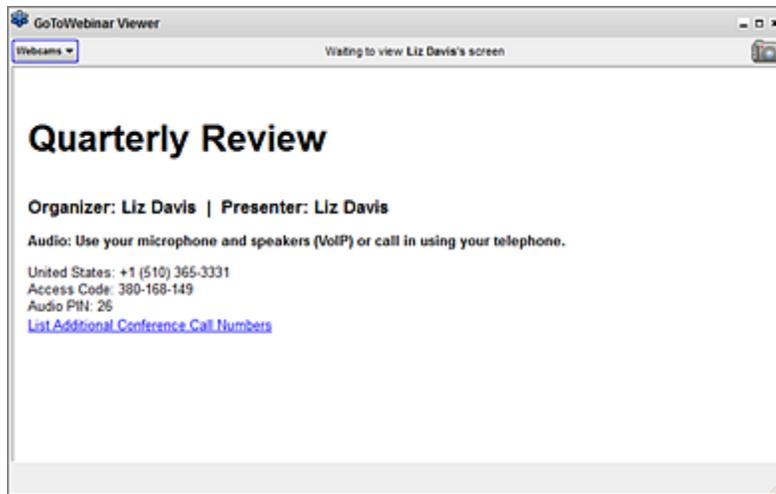
You might have the wrong tab selected (Instant Join app).

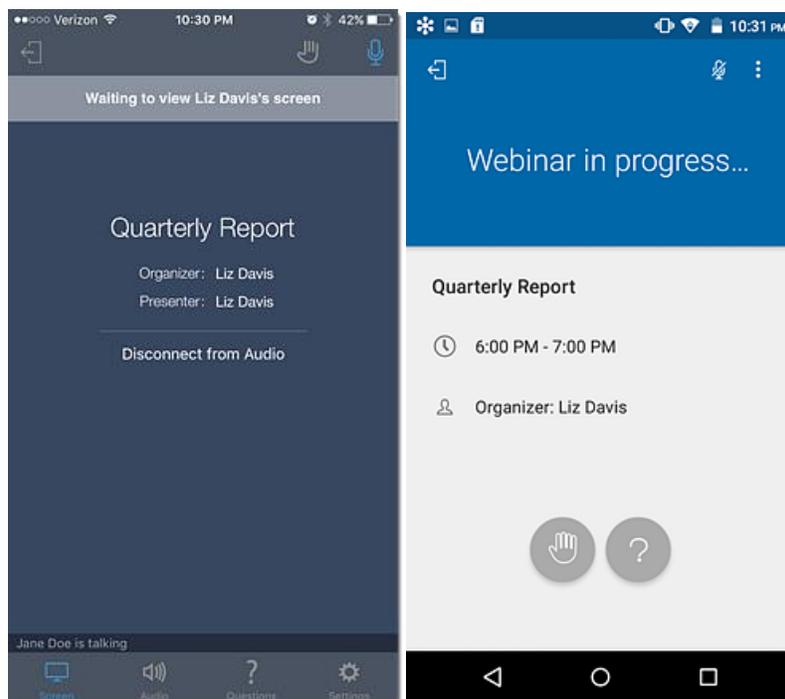
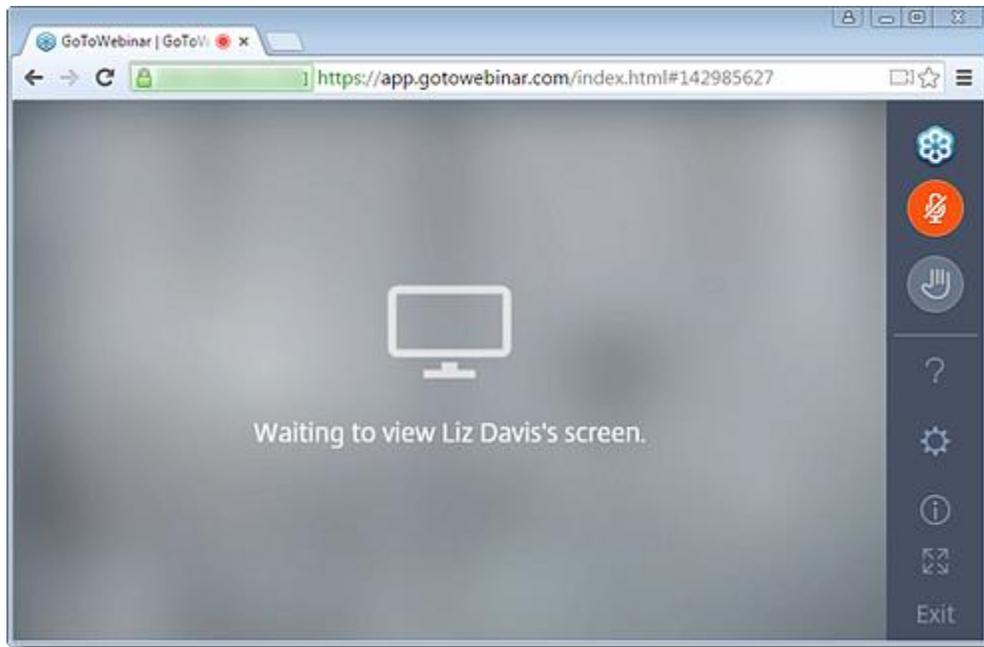
If you are using the Instant Join app, then your session takes place entirely within your web browser. This means it's possible that you are looking at the wrong browser tab. Check the tabs that are open (and be sure to check for other browser windows), and click the one that says "GoToWebinar" and shows the red "audio live" icon .



There may not be any screens being shared yet.

When there is no one sharing their screen, the Waiting Room is displayed and you'll see the message "Waiting to view <Presenter>'s screen". If you see this screen, then everything is in order! Once someone starts sharing their screen, you will see it in this window. In the meantime, you should still be able to hear the audio conference and chat with others.





The Viewer may be behind the "Let's get started" join screen.

The GoToWebinar Viewer may be hiding behind the "Let's get started" browser page. Once connected to the session, you can close the browser and/or open the running GoToWebinar desktop app in the task bar.