

## **AgH2Onward User Guide- GoToWebinar**

We realize rural internet can sometimes be spotty, but when meeting in person is not an option, we go with the next best thing! We chose **GoToWebinar** because it uses the least amount of bandwidth of any of the online webinar or meeting programs.

This is the GoToWebinar **quick start video**, for attendees. It is very helpful.

YouTube: GoToWebinar Attendee Quick Start

[https://www.youtube.com/watch?time\\_continue=1&v=wUSPgg6Qngc&feature=emb\\_logo](https://www.youtube.com/watch?time_continue=1&v=wUSPgg6Qngc&feature=emb_logo)

<https://support.goto.com/webinar/help/video-attendee-quick-start-4-23-1308134931>

This is also a **How-To-Join Guide** that can help you out!

<https://support.goto.com/webinar/how-to-join-attendees>

You can **use** GoToWebinar on your mobile device or on your desktop computer.

It is a good idea to **log on 5-10 minutes** before AgH2Onward is scheduled to start. **This will allow any programs to install for your viewing.**

Another option is that you can run a system check (link can be found in the Confirmation email) anytime before the webinar to **make sure your system is supported and you have downloaded the software.**

When you first join a webinar, GoToWebinar will automatically detect your computer setup and direct you to the best join method. If you are on a compatible Windows or Mac computer, then the software will begin to install as soon as you join. In order to install the GoToWebinar desktop app, you'll need to click through a few windows allowing GoToWebinar permission to access your computer.

If you **have troubles**, email [agh2onward@gmail.com](mailto:agh2onward@gmail.com) with your name and phone number and your problem and one of the staff will call you to try to help you out.

If you get **disconnected** from AgH2Onward Workshop because of a blip in your internet connection, the GoToWebinar application should reconnect by itself. Otherwise, you will need to join the session again. Just go back into your email, and re-connect using the link.

If the **presenter is disconnected** for some reason during the webinar, hopefully the webinar will remain open with the other organizers still on line. If it does not, within 5 minutes we will get back up and running. We too, are running on rural internet - so expect at some point we might have this happen to us too!

**Why can't anyone hear me?** Webinars are designed to be in "listen-only" mode, so by default all webinar attendees are muted by the organizer.

**Why can't you hear anyone?** There are a couple reasons this may be happening.

- **The organizer might not have begun the broadcast yet.** If you see the Viewer and hear intermittent beeps, then the organizer has started the webinar but has not yet begun broadcasting their audio, screen, or webcam to attendees.
- **The wrong audio mode might be selected in GoToWebinar.** Click the Settings icon to check your audio mode. See Switch Audio Modes in Session if you are connected to the wrong audio mode. If you want to connect with your microphone and speakers, make sure **Computer Mode** or **Internet Mode** is selected. If you want to connect with your telephone, make sure **Phone Mode** is selected.

The **orange arrow on the 'grab tab'** allows you to hide or expand your control panel so you will be able to see more of the presentation. Panes in the control panel are also on the grab tab too.

**CHAT/QUESTION** is an important pane for you. Click on it to open it up or minimize it. This is where you can ask questions or make comments.

**How does the chat and questions work?** You can type in and the organizer will need to repost your question or comment for everyone to see. We really encourage you to use this feature as we go along.

**You can also raise your hand** at any time. When we see the 'raised hand' icon blinking, we can answer your question in the chat/question box, or unmute you so that you can speak. When we unmute you, you then have to hit the microphone button on the control panel yourself to unmute yourself and speak.

If **you need to be unmuted**, let the organizer know by asking a question (in the Questions pane) or by raising your hand.

**On day 2 of AgH2Onward**, simply use the same join link that we sent you originally. It will work for both days.

What if you have to **unexpectedly miss** part of your webinar?

- 1) Feel free to register for another webinar and tune in to view the day you missed.
- 2) A link to the recording of the webinar is sent to everyone afterwards. Feel free to tune in there. Note however, that the videos we share will not be recorded and there will be "dead air" during those times (fast forward through this).

If The **"Could Not Connect" error** appears when a network issue is preventing GoToWebinar from connecting to the LogMeIn servers. It might just be that your WiFi is not working, but most often this is caused by a **firewall** that is blocking GoToWebinar.