



## TIPS FOR ATTENDING WEBINAR TRAINING

► What are the system requirements to attend a GoToTraining session?

For PC-based attendees:

- Internet Explorer 9, Mozilla Firefox 34, Google Chrome 39 (JavaScript enabled) or latest version of each web browser
- Windows XP, Windows 2008 server or later
- Cable modem, DSL, or better Internet connection
- Dual-core 2.4GHz CPU or faster with 2GB of RAM (recommended)

For Mac-based attendees:

- Safari 6, Firefox 34, Google Chrome 39 (JavaScript enabled) or the latest version of each web browser
- Mac OS X 10.8 (Mountain Lion) or newer
- Intel processor (2GB of RAM or better)
- Cable modem, DSL or better Internet connection

We recommend you close all applications in order to maintain connection speed such as Skype, open documents, etc.

► How do I prepare to attend the webinar?

Test your computer, telephone, headset/speakers.

The audio portion will be delivered through your telephone or computer headset (you make this choice as you log into the session).

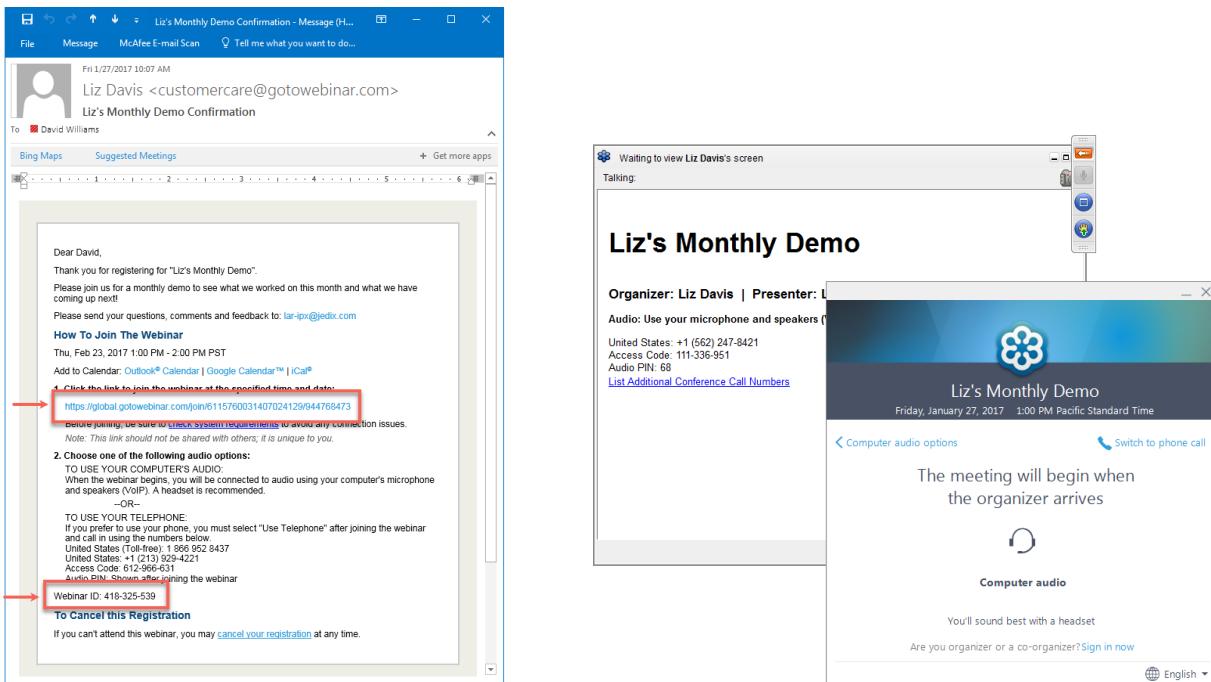
If using phone: A speaker phone or telephone headset is recommended.

► How early can I join the webinar?

15 minutes is recommended for participants to begin logging in to the session.

► How do I join a class from a Mac or PC?

Simply click the link in the invitation. You'll proceed to your session immediately. Just remember to register first if attending a webinar. (The registration link is in the invitation email and is specific to each attendee.) Once you click the invitation link, a window will open for you to fill in fields with requested information. After filling in the required data, press **Login**.



► Can I view a session in full-screen format?

Yes. On the top of the control panel, click the View Menu button and select the Full Screen option. Or, on the tab on the side of the control panel you can click the View button to toggle between Full Screen and Window viewing.

► What else will I need for the webinar?

- If handouts were provided in your registration e-mail, have these readily available.
- Have a notepad and pen nearby.
- Put yourself in a receptive frame of mind and open to hearing new things.

► What should I do during the webinar?

When the presenter begins, listen for ground rules. This will help you understand when to ask and answer questions and how. If your computer is not displaying the appropriate screens, you may need to clear your browser's cache.

- Do not use your phone's Hold button. In doing so, all participants can hear your hold music.
- Take notes
- Answer poll questions by clicking on your selection
- **Do not navigate away from the session because you will not receive credit for attendance if you have not been recorded as attentive**
- Ask questions through the Chat box

► Additional information may be found on YouTube @ <https://youtu.be/WF3DD8vgws0>