

## I. JOINING THE WEBINAR

1. The webinar registration link will be included at the top of each meeting agenda, along with call-in information. Follow the link to register for the webinar.
2. Once you have registered, you will receive an automated email with a unique link to join the webinar. This is the link you will want to use at the designated meeting time.
  - a. Remember to check your Junk or Clutter folder if you don't see the automated email in your inbox.
  - b. Please note that the link is unique to each individual participant and should not be shared. If you would like others from your group to join, please encourage them to register.
3. If you're using a desktop computer, you may need to download the Citrix Online Launcher file to join the session. You can also download the GoToWebinar app for Android or iOS and join the webinar on-the-go via phone or tablet.

### **Call-In Only Participation (!)**

If you are unable to connect via the webinar platform, you will be automatically placed in listen-only mode upon dialing in. The organizer will not be able to unmute you for comments or questions and your name will not be displayed on the attendance list. Please be sure to let us know that you were on the line by sending an email directly to [Crista@GACInstitute.org](mailto:Crista@GACInstitute.org).

## II. CONNECTING AUDIO

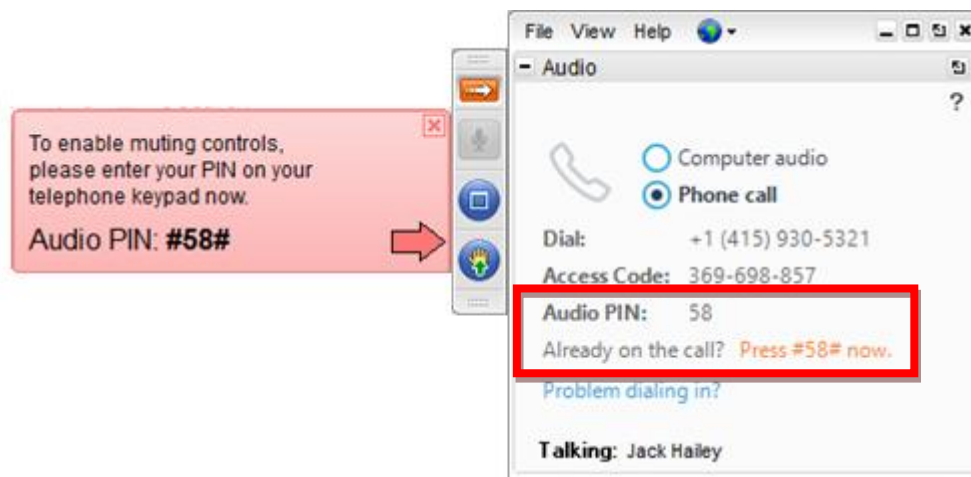
1. Once you have joined the session, you will see a pop-up window for selecting an audio option. If you don't see the pop-up window, you can access audio options via the right-hand control bar.

2. You can connect to the audio through:

### a. Telephone

i. You can dial in using a telephone number and access code. The information will be displayed on your screen once you select the "telephone" audio connection. You can also find the information at the top of the meeting agenda.

ii. Once you have dialed in, please be sure to enter your unique **Audio PIN** to activate audio controls. You can manage your audio connection via the "Audio" tab on the control toolbar. If you are already "in" but have not enabled controls, you can do so anytime by pressing #, then your audio PIN, followed by another #.



## b. VoIP

- i. You can connect to audio using your computer mic and speakers. Please note that for optimum sound quality, we recommend the use of a headset.
  - If this is your first time using GoToWebinar, you can test your audio connection to insure both your microphone and speakers are working properly by selecting “Test”. You can be sure your audio is fully functional when both the speaker and microphone icons light up:



- ii. If you are using the Android or iOS app, you can connect via your device.

*Please note that you switch your audio connection during the webinar by selecting “Audio” on the control panel.*

### III. CONTROL PANEL FEATURES

Minimize toolbar. →

Mute and unmute yourself. →

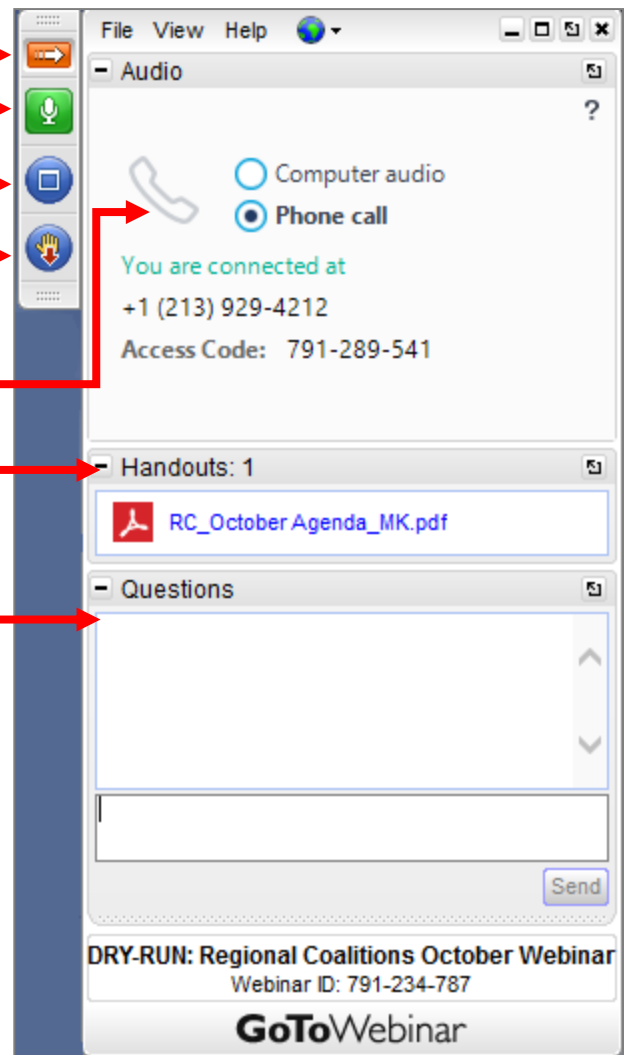
Switch to full screen mode. →

Raise your hand to ask a question  
or make a comment. →

Manage audio connection. →

Open meeting handouts in  
your browser window. →

Ask questions or make  
comments anytime via the  
chat feature. →



A detailed guide to using GoToWebinar is available [here](#).

If you need technical assistance, please contact Mariya at (916) 832-8019 or [Mariya@GACInstitute.org](mailto:Mariya@GACInstitute.org).