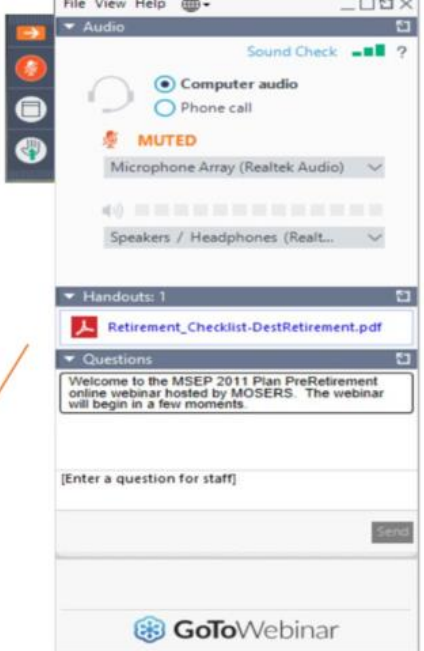


GoTo Webinar Control Panel & Troubleshooting Tips

GoTo Webinar works best when using Google Chrome as your internet browser.



Open and close your control panel; to stop auto-hide feature, uncheck option in **View** menu.

Raise your hand:

- Green: hand is down
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DAY BEFORE WEBINAR:

1. Click "Check System Requirements" in your confirmation email to test your audio/video before the day of the webinar.
2. Use Google Chrome as your browser.

IF YOU CAN'T HEAR:

1. Check your speakers and volume.
2. Click off computer audio then click it back on.
3. Exit and reenter.
4. Change your audio option (call in vs. listen by computer/device).

IF YOUR CONNECTION FAILS:

1. Exit and reenter the webinar (use same link)
2. Listen in by phone by calling the phone number in your reminder email; you will not be able to see the presentation until your connection is restored.

IF MOSERS CONNECTION FAILS:

1. Wait a few minutes then re-join via the link in your reminder email.
2. Stand by while we try to resolve the issue.
3. If we are unable to fix the issue, we will end the session and send an email.

NEED MORE HELP?

1. Use the question pane to send us a message.
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