

Joining a webinar

Overview

These webinars are run by Paul Ticher, using the product GoToWebinar, which is free for you to use. The webinar takes place over the internet and allows you to:

- see what is on the presenter's screen;
- hear what the presenter is saying;
- participate in a variety of ways, including by voice, by typing messages and by participating in polls and surveys during and after the webinar.

The process is quite straightforward, but for those who have not participated in a webinar before, this document provides a quick guide to:

- preparation beforehand
- joining the webinar on the day

Beforehand: Checking your computer/practical arrangements

Computer: Most computers are compatible with the webinar system. You must have Windows XP or later, or Mac OS X 10.4.11 (Tiger) or later. (One or two minor features of the system aren't available on a Macintosh.)

We strongly recommend that you use a computer in a private area, so that you are not disturbed by colleagues and other activities going on in the background during the webinar.

Internet: Because the webinar takes place over the internet, you obviously must have a working internet connection throughout the webinar. The technology is not very demanding, though, so a fairly slow connection (including 3G) should work OK.

Speakers/headphones/microphone: You need some way of hearing what is being said. For this you can use your computer's speakers – as long as you won't be disturbing other people in the room. It is better, however, to use headphones, plugged into the appropriate socket on your computer.

If you want to ask questions or join in a discussion, you also need some way of speaking. The best option is to use headphones with a microphone attached (cost about £15 – see example on the right). You may have a laptop with a built-in microphone; this works, but the speakers and microphone can interfere with each other because of the delay while the sound goes all the way to wherever and back.



Telephone alternative: If this is all too much, there is an alternative, but it costs money. When you get your joining details you will be given a phone number and a webinar reference number. This allows you to dial in and both listen and speak by phone, but you'll be paying for the call throughout the webinar.

On the day: Downloading the Citrix client software

After you have registered, you will receive an automatic e-mail with the joining details, and you will probably also get a reminder the day before and on the day itself. These e-mails all have a link for the webinar, plus the information you need about phoning in if that's what you have decided to do.

On the day of the webinar your computer first needs to download a small program which makes the connection to GoToWebinar. This normally takes place automatically by clicking on the link in one of the e-mails. If you have not participated in a webinar before, you will need to allow at least 15 minutes to get everything set up. (After that, the software stays on your computer, so joining subsequent webinars only takes a minute or two.)

The image shows a screenshot of an email invitation for a webinar. The email content is as follows:

Join us on Friday, January 21, 2011 5:00 PM - 5:30 PM GMT

Dear Gill,

Thank you for registering for:

Second test Webinar
Friday, January 21, 2011 5:00 PM - 5:30 PM GMT

1. Click here to join:
<https://www3.gotomeeting.com/join/209095150/106158373>

This link **should not be shared** with others; it is unique to you.

2. You will be connected to audio using your computer's microphone and speakers (VoIP). A headset is

Or, you may select Use Telephone after joining the Webinar.

Toll: +44 (0) 203 318 6075

Access Code: 576-177-826
Audio PIN: Shown after joining the Webinar

Webinar ID: 209-095-150

Please send your questions, comments and feedback to: webinar@paulticher.com.

Two callout boxes are present on the left side of the screenshot:

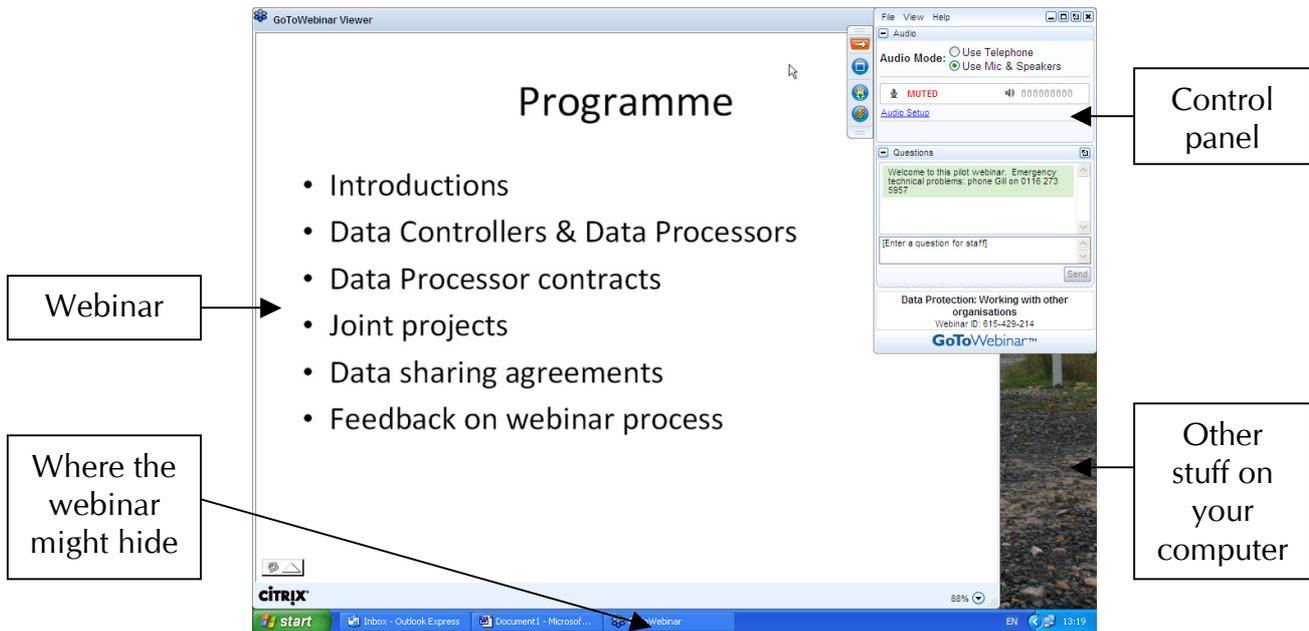
- The top callout box, titled "Click here to download the software & join the meeting", has an arrow pointing to the blue hyperlink.
- The bottom callout box, titled "Instructions for using the telephone for audio, if you decide to", has an arrow pointing to the telephone number and access code information.

After you click on the link, you should see a screen that says it is downloading the software, then a few messages about checking this and that, after which the webinar screen should open (below). (If you ever lose the webinar after you have connected, the first thing to do is to move your mouse down to the bottom of your screen and see if the webinar is hiding there, minimised. If so, just click on it to bring it back.)

If you are using headphones there is nothing else to do, but if you are joining by telephone you then need to:

- Dial the number shown.
- After you are connected, an automated voice will ask you to enter the nine-digit webinar access code.
- Once the webinar is on your screen, you can enter (on your telephone) the 'audio code' shown in the control panel. This ensures that we know who you are when you speak.

Once the webinar screen has loaded, the big bit on the left is where the webinar will be shown; the little bit on the right is your control panel.



Getting help

If you have any problems or queries before the day, e-mail me: paul@paulticher.com

In an emergency on the day, if you have technical problems that mean you can't communicate through GoToMeeting, phone Gill Taylor on 0116 273 5957.