

Using the webinar software

Overview

These webinars use 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.

During the webinar: Using the control panel

Most of the time you can just sit back and take in the webinar, but there are several things you can do in order to participate more and to control what you see on your screen.

Down the left-hand side of the control panel you have some buttons, and to the right, a couple of panels. You can decide how much of this to leave visible. The main options are shown below.

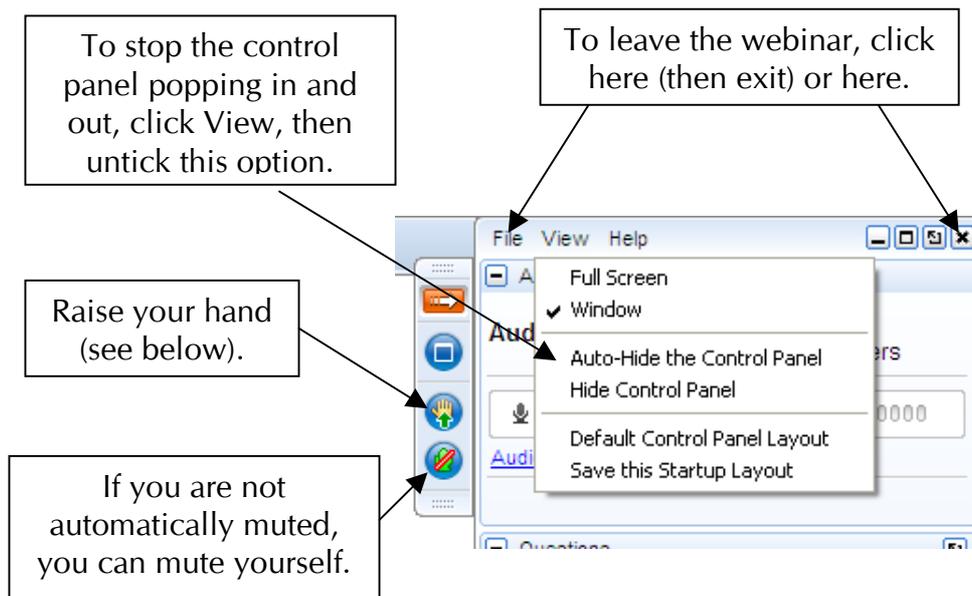
The screenshot shows the GoToWebinar control panel with several callout boxes providing instructions:

- Top Left:** "Click here to push the panel out of sight" points to the maximize button.
- Top Center:** "If you talk no one can hear you!" points to the "MUTED" indicator.
- Top Right:** "You are using a headset. Select 'Use Telephone' to get the details for dialling in by phone if you want to" points to the "Use Telephone" radio button.
- Middle Left:** "Click here if you are having audio problems" points to the "Audio Setup" link.
- Middle Right:** "Previous questions and messages" points to the scrollable list of messages.
- Bottom Left:** "Click here if you want to collapse this part of the panel" points to the collapse icon on the left side of the Questions panel.
- Bottom Center:** "Type your questions for the presenter here, then click 'Send'" points to the text input field and the "Send" button.

The control panel itself includes:

- File View Help menu
- Audio Mode: Use Telephone, Use Mic & Speakers
- MUTED status with a volume icon and 000000000 level
- Audio Setup link
- Questions panel with a scrollable list of messages (e.g., "Welcome to this pilot webinar. Emergency technical problems: phone Gill on 0116 273 5957")
- [Enter a question for staff] text input field
- Send button
- Data Protection: Working with other organisations
- Webinar ID: 615-429-214
- GoToWebinar™ logo

A few more, that wouldn't fit above.



Speaking: When the webinar starts, participants are usually “muted” by the presenter. This means that you can hear the presenter, but nothing you say can be heard by anyone else. The big red label should give you a clue. This is to prevent everyone talking at once. The presenter may choose to unmute one, several, or all participants. When you are unmuted in this way, if necessary (perhaps because of background noise at your end) you can mute and unmute yourself as you wish.

Asking questions: When you are muted you can communicate with the presenter and the group in two main ways: you can type a question in the box and send it, or you ‘Raise your hand’ by clicking the button. The presenter will (with luck) notice that you have your hand up and unmute you as soon as possible so that you can talk to everyone.

Polls: Another option for the presenter is to launch a ‘Poll’. A question will pop up on your screen, and everyone is encouraged to answer (just like ‘Ask the audience’ on ‘Millionaire’).

After the webinar

After the webinar, the GoToWebinar software will stay on your computer. It will probably be set to load itself each time the computer starts up. (Look for a little orange flower in the very bottom right-hand corner of your screen.) This does no harm at all, but if you don't need it you have two options: set it to come on only when you want to join a webinar, or remove it altogether.

Stopping GoToWebinar from loading: Right click on the flower icon in the bottom right-hand corner, choose Preferences, and then click the button for ‘Manually’ near the top.

Removing GoToWebinar from your computer: Use Add and remove programs in the Windows control panel (or Mac equivalent).