FAQ – GoToWebinar

STEP 1 Before the training day

- Laptops / PC's and tablets should be used for the training – mobile phones must not be used. Mobile phones can be used to dial in for 'audio' to support your visual on another device.
- If using a work device / or organisations WIFI connection you may be blocked by your firewall. Please check this in advance of the day of the training. Please review your devices settings to allow pop ups.
- For **Live trainings** please click to register using the link sent by the organiser. Registration form will ask you for your name, email address, role and organisation name. Please check that the details are correct before submitting.
- You will receive an email confirming your registration, with a link to join the training, which you should click on the required date and time. Please check the date and time of the training in the email to ensure you are registered for the correct training. Once registered, you will receive reminders 1 day and 1 hour before the training starts.

STEP 2 Accessing the training.

- The training must be accessed via an individual PC, laptop or tablet;
- Operating system- Windows 7-Windows 10, Mac OS X 10.9 – macOS Catalina, Google Chrome OS
- Web browser - Google Chrome (most recent 2 versions) Mozilla Firefox (most recent 2 versions) Internet connection - Computer: 1 Mbps or better (broadband recommended)
- Please click here to undertake a system compatibility check:
  https://tinyurl.com/y5wusdaq
- Please ensure that any firewalls will not block the platform. If you join from a household connection this shouldn't be an issue, but you still need to check. Information for IT departments regarding firewall configuration can be found here:
  https://support.goto.com/webinar/help/optimal-firewall-configuration-g2w060025

STEP 3 On Training Day

- For live training please join 10 minutes before the session; click Please click on the link sent to you by the organiser or if you have registered click on the link sent to you by ECP.

- For recorded webinars, click to register and once you submit the registration, it will take you the webinar immediately.
- Please do not share log-in's or screens with others as you will not be certificated.
- For anyone who experiences issues on the day of the training ECP can be contacted via the live chat function on the website: www.ecplimited.com. If contacting via the live chat function is not possible, contact on 01727 808340 or via e-mail on info@ecplimited.com – and contact must be made at least 10 minutes before the training commences. If you are joining at the last minute or after the session has started there is limited support, we can offer.
- Click here for a step-by-step guide on how to join the training. Step by Step guide GTW.docx

If still require further support please visit: https://support.goto.com/training where you can access answers to FAQs and troubleshooting support information.
You can also call GoTo support on: **0800 031 4760**