

FAQ – GoToWebinar

If after reviewing your registration e-mail and joining information below you still require further support please visit: <https://support.goto.com/> where you can access answers to FAQs and troubleshooting support information.

You can also call GoTo support on: **0800 031 4760**

- You must log on INDIVIDUALLY with your own device and log-in (sent via e-mail) to be registered as attending the training. Please do not share log-in's or screens with others as you will not be certificated.
- 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.

Accessing the training

- The training must be accessed via a PC, laptop or tablets – mobiles CANNOT be used. System requirements are:

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) Mobile device: 3G or better (WiFi recommended)

- Please click here to undertake a system compatibility check: <https://tinyurl.com/y5wusdaq>
- You can choose the option to dial in using a phone if this gives you clearer audio. PLEASE NOTE: Audio does not play for videos that are played during the training session, so you will need to switch to PC audio to be able to hear the videos.
- You must complete the training on your own device, you cannot share with others.
- 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>

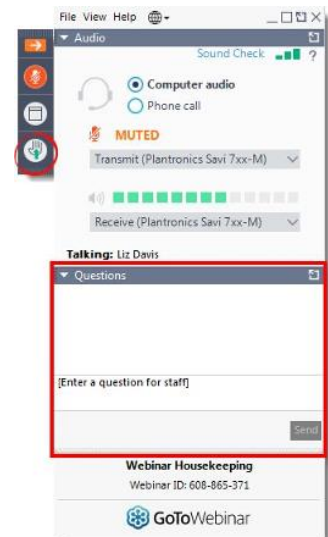
Registering for your training

- To REGISTER for the training sessions, you must register using the link(s) provided to you by your organisation.
- You should register for the session as soon as you receive the link.
- The registration form will ask for your name, email, role and organisation name.

- 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.

Useful information for the day of the training

- 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 us by phoning on 01727 808340 or via e-mail on booking@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.
- If more than 15 minutes of the session has been missed you will not be able to complete the training and therefore will not be able to receive a certificate.
- Once on the GoToWebinar platform you will see the tool bar. You should also be able to see the trainer and the presentation slides. If you can't see these you may have minimised them. You can fix this by clicking the GoToWebinar icon at the bottom of your screen.
- There will be a short comfort break during each training session, to allow everyone to take a break from their screens.
- There is a chat box available during the training to communicate directly with the trainer.
- Don't panic when something goes wrong. Disconnect from the training and just log back in, using the e-mail log-in provided.



You will not be seen on video, and won't be heard unless you volunteer to unmute yourself during the session.

Post course

- You will be asked to complete a survey at the end of the training. We greatly appreciate you taking the time to complete this.
- The handouts of the presentation slides, useful resources and your certificate will be e-mailed to you following the training.

Overall information:

- Find a suitable area/space that is quiet and distraction-free so that you can concentrate on your learning.
- Get yourself ready before the session start i.e. if you need to make yourself tea/coffee or have a drink do so before the start of the session

- Give yourself enough time to login to the webinar/sessions. We recommend you login 15 minutes prior to the start time to allow yourself time to resolve any technical issues.
- Have a notebook and pen to jot down important information and engage in the activities.
- Be self-disciplined.
- Be engaged in the training. Participation is required but perfection is not. Please remember this is a learning environment so respectful interactions are expected from all delegates.
- Turn off your phone/TV so you don't get distracted.