

Audio options: Toll-free audio would cost too much money – this option will not be used for webinars.

GoToWebinar Consulting services: Webinar Professional Services. The Basic 2 hour option (£290) offers us support in setting up, getting attendees in and admin support during the webinar

Ensuring registrants can log on to GoToWebinar

Approach 1: (advised for at least the first webinar)

Purchase additional support from Citrix

Citrix offer a support service to ensure the webinar runs smoothly. For £290 'Webinar Professional Services' basic 2 hour support which includes:

- **Initial consultation** Confirm times and dates
Discussion and goal planning
Establish event roles and responsibilities
Review audio and recording
- **Pre webinar support** Ensure all stakeholders join successfully
Perform audio sound check
Review recording options
Confirm the roles established from the initial consultation
- **Live webinar assistance** Greet attendees and introduce the event
Remain on hand to answer any staff questions through chat
Monitor and address any technical or audio related questions submitted by the audience
Assist with managing the Q&A portion of your event
Record the event as a back-up to the organizer who is recording

Approach 2: (ongoing alternative to the above)

Advise registrants to check their computer settings and log in to a test meeting in advance of the webinar. The basic IT requirements are outlined in a link at the bottom of the invitation email:

[View System Requirements](#)

This is given again in the confirmation and reminder emails, with some additional information about audio:

2. Choose one of the following audio options:

TO USE YOUR COMPUTER'S AUDIO:

When the webinar begins, you will be connected to audio using your computer's microphone and speakers (VoIP). A headset is recommended.

--OR--

TO USE YOUR TELEPHONE:

If you prefer to use your phone, you must select "Use Telephone" after joining the webinar and call in using the numbers below.

United Kingdom

Toll: +44 (0) 207 151 1811

Access Code: 388-768-897

Audio PIN: Shown after joining the webinar

We could also send the following instructions:

- **Test Your GoToWebinar Connection** Please test your connection with GoToWebinar in advance to ensure your computer has everything required to join successfully. Simply [join our test session](#) to get started. This will connect you to Citrix's test GoToMeeting session, which will test your ability to join GoToWebinar sessions as well. If a session is initiated and you can view the "Successfully Connected!" message then you have successfully joined the test session.

Troubleshooting

Try using a different browser: If you're using Internet Explorer, try joining the meeting using a different browser, such as Mozilla Firefox or Google Chrome.

Common Issues When Joining Webinars on Windows

The following are some common issues that you may encounter when trying to connect to GoToWebinar on Windows. We've recommended a few easy ways you can resolve these issues.

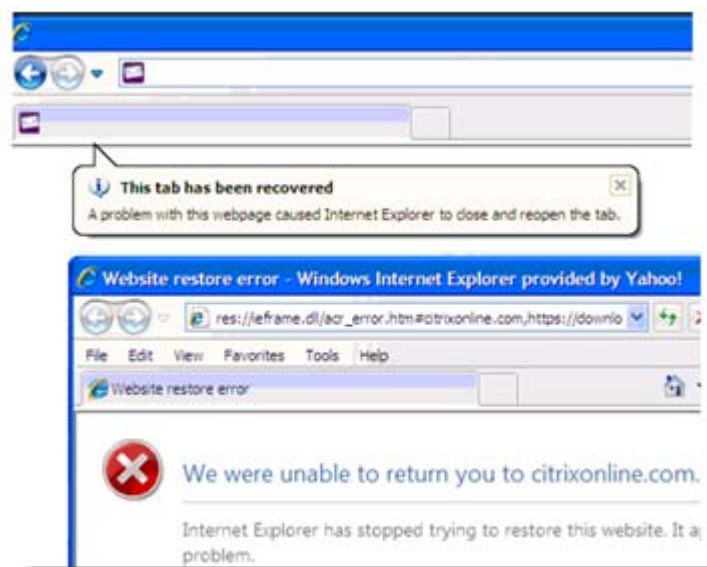
- Trouble joining a webinar?
- Does your browser crash or freeze?
- Can your installer not locate a suitable folder?
- Do you see a "Connection Failed" error?

Trouble joining a webinar?

If you're running into problems when trying to join a webinar, we highly recommend that you install the latest version of Java. To install the latest version of Java, visit [Free Java Download](#). Many common issues can be easily resolved by updating or installing the latest version of Java.

Does your browser crash or freeze?

If you're trying to join a webinar and either your browser crashes or you see the error message below, we recommend that you uninstall your old version of Java and reinstall a newer version of Java. Uninstalling an older version of Java is optional but highly recommended for security reasons. Read [Why should I remove older versions of Java form my system?](#) for more information.



► To uninstall or install Java on Windows

1. To uninstall Java on Windows, visit [How do I uninstall Java on my Windows computer?](#). Follow the directions.
2. Once you've uninstalled your old version of Java, you'll need to reinstall an updated version of Java. To install the latest version of Java, visit [Free Java Download](#).

[Back to top](#)

Can your installer not locate a suitable folder?



If you're trying to join a webinar from Windows and see "The installer could not locate a suitable folder to install into" error, try any of the following workarounds:

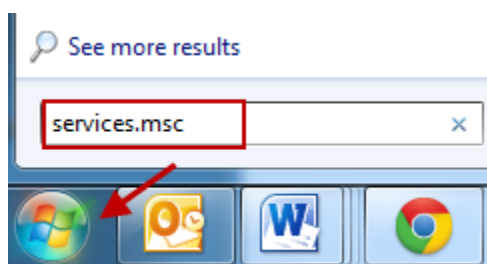
On Windows XP:

- **Install Java:** On Windows XP, you can visit [Free Java Download](#) to install the latest version of Java. After you've installed the most recent version of Java, you can seamlessly join sessions!
- **Use a Different Browser:** If you're using Internet Explorer, try joining the webinar using a different browser, such as Mozilla Firefox or Google Chrome.

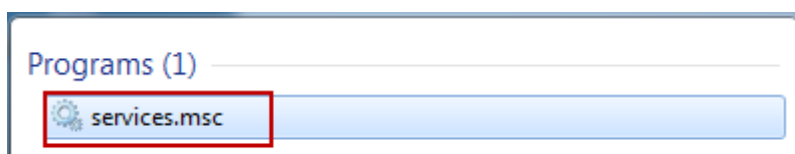
Windows Vista & Windows 7

In rare cases, GoToWebinar may not install correctly if the Windows Secondary Logon Service is disabled. Follow the steps below to turn it on:

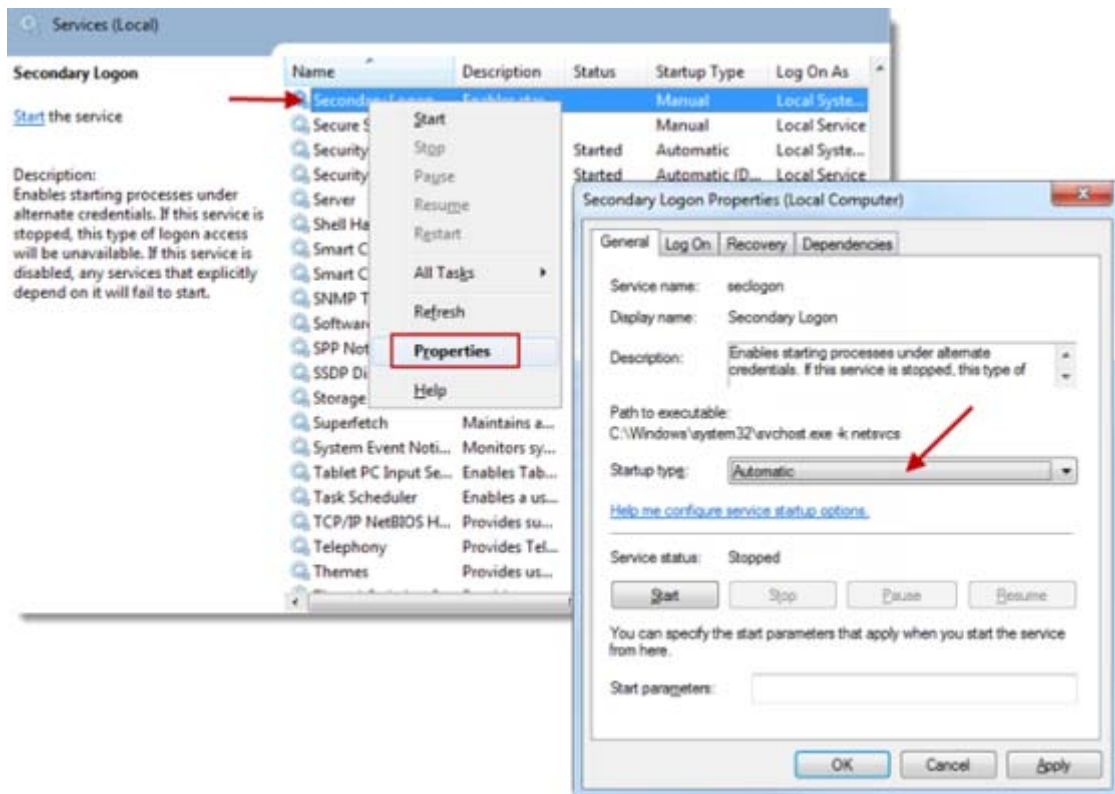
1. Click the Windows Start button on your desktop.



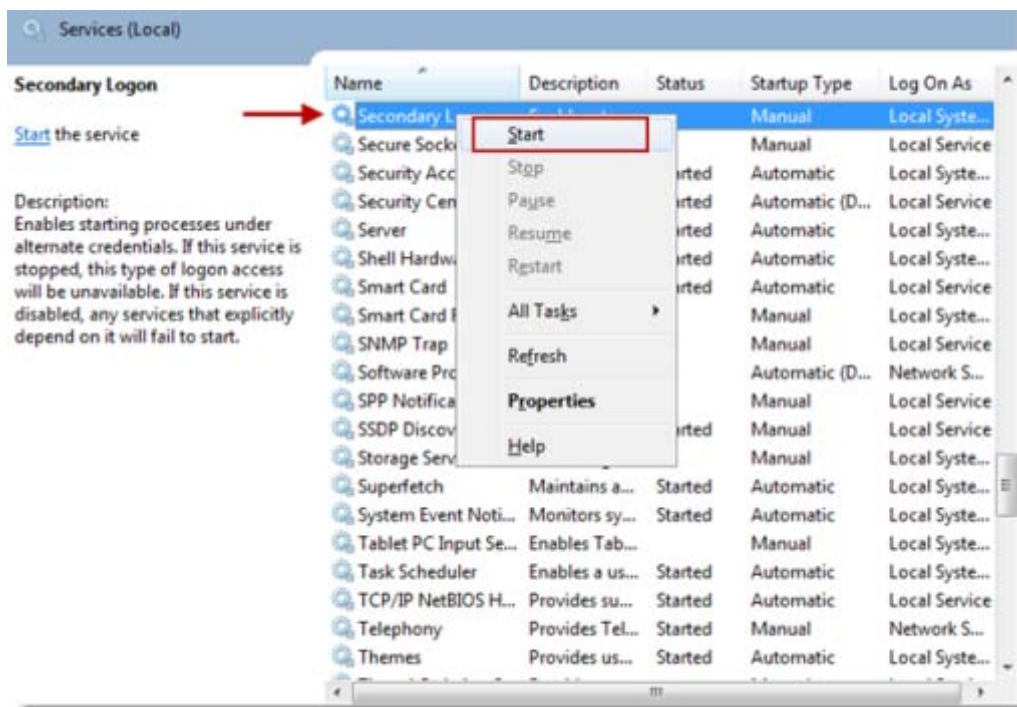
2. Type "services.msc" into the search field. Select the **services.msc** option from the search results.



3. Scroll down and find Secondary Logon. Right-click **Secondary Logon**, and select **Properties**.
4. On the Secondary Logon Properties dialog, select **Automatic** from the Startup type drop-down menu. Click **Apply**, and then click **OK**.



5. From the Services window, right-click the **Secondary Logon** option again, and click **Start**.



6. Restart your computer. You can now install GoToWebinar!

[Back to top](#)

Do you see a "Connection Failed" error?

If GoToWebinar launches, but you see a "Connection Failed" error, you may either have security software on your Windows that's blocking you from downloading GoToWebinar or have poor Internet connection. You may see one of the following error:



- **Security Firewall:** If you have security software on your Windows that's preventing you from launching GoToWebinar, visit [Using GoToMeeting with a Firewall](#) for help on how to configure your firewall to allow GoToWebinar to launch.
- **Internet Connection:** Check to see if your Internet connection is down. See the [GoToWebinar System Requirements](#) for information on what type of Internet connection is required to host or join webinars. Satellite, dial-up and other non-broadband Internet connections do not meet our system requirements.
- **Firewall:** If you're using GoToWebinar in a corporate or network security environment, try running the [GoToMeeting Connection Wizard](#) to test and find the ideal connection settings you can use within your protected network.
- **Network Security Restriction:** If you're prompted to authenticate for Internet access, your network administrator may have placed restrictions. Enter your Windows or network login if prompted.

