Basic Functions, Tips, and Troubleshooting for Go To Webinar

J. Fields 05/09

Organizer Toolbar

This is the organizer toolbar. You will control the meeting using the functions on this toolbar. Attendees will never see this toolbar, even when you are showing your screen.

Each of these lines represents a pane you can open. Click on the plus sign to open the panel. Usually only one panel can be open at a time.

Presenting

Click on the play button to show the audience your screen. If you want to show them only a particular application, click on the menu under "Show My" and the box below will appear. Choose the application you want the attendees to see.

Show Only:

✓ Screen

Screen – CLEAN (hide icons, background & taskbar)

0001733 Elaine A. Franco (iMIS 10 Membership System – Live!)

Downloads

GoToWebinar : Download – Mozilla Firefox

Microsoft Office PowerPoint

Novell-delivered Applications for jfields.ALCTS.MPS.CHI.ALA

webinar cheat sheet

The green microphone shows whether your microphone is live or not. When you are muted, there is a red line through it. Click on the microphone to mute/un-mute yourself. The audience can hear every presenter at all times unless they are muted.

File Options View Help

In Practice Mode   Start

OFF AIR

− Screen Sharing

Stopped   No one sees your screen

Show My   Stop Showing Screen   Give Keyboard & Mouse   Change Presenter

Screen ▾

Start Recording   10.5 GB remaining   Settings

+ Dashboard

+ Audience View 100%

+ Attendee List (1 | Max 1001)

+ Audio

+ Polls

+ Questions

+ Invite Others

+ Chat

Digital Preservation Webinar
Webinar ID: 526-572-052

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Presenting Continued

To pause what the audience is seeing on your screen, click on the pause button. Don't forget to click play again when you want them to see your screen!
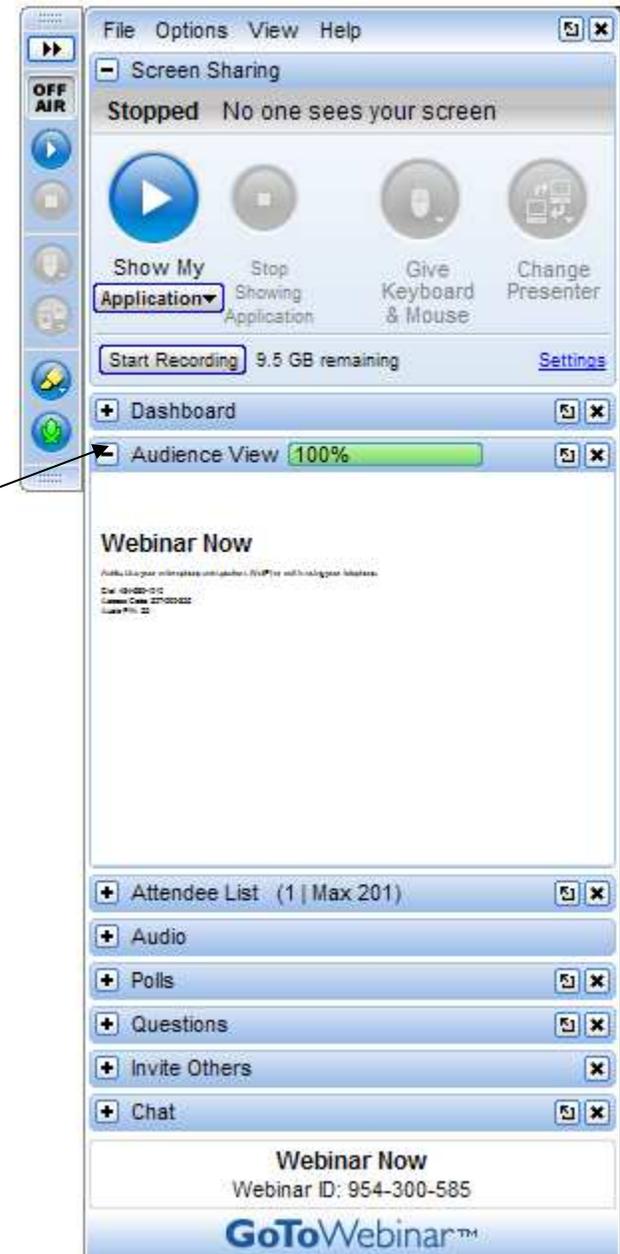
To stop showing your screen, click stop. This button only stops what the audience sees, not what they hear.

To allow the next presenter to show their screen, click "Change Presenter" and choose the next presenter.

The Audience
   View Pane

The Audience View pane shows you what the audience is seeing.
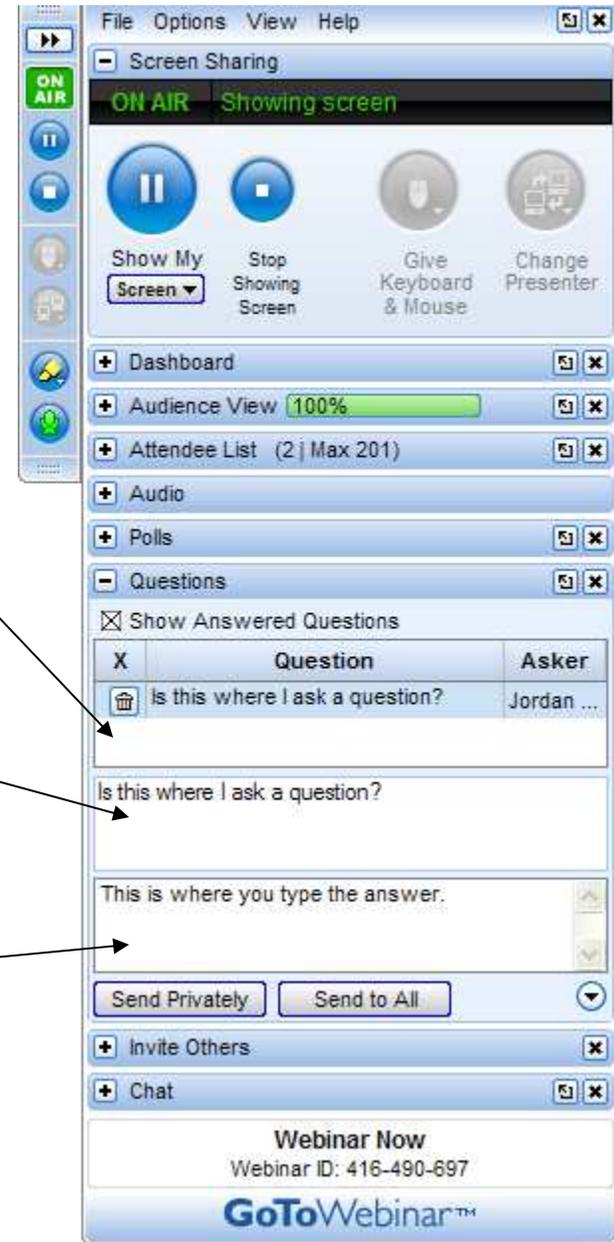
The Questions Pane

Questions from attendees are in this pane for all organizers. The top box is where the questions will appear. Organizers cannot ask questions.

If you want to answer the question by chat, **first click on the question in the top box**.

The selected question will appear in the second box.

Type your answer in the bottom box. You have the option to send the response privately or to everyone.

It is also possible to set up audience polls in GoToWebinar. Contact Jordan or Julie in the ALCTS office if you would like to use this feature.

File   Options   View   Help

Screen Sharing

ON AIR   Showing screen

Show My Screen ▼   Stop Showing Screen   Give Keyboard & Mouse   Change Presenter

+ Dashboard
+ Audience View [100%]
+ Attendee List   (2 | Max 201)
+ Audio
+ Polls
– Questions

☒ Show Answered Questions

X	Question	Asker
🗑	Is this where I ask a question?	Jordan ...

Is this where I ask a question?

This is where you type the answer.

[Send Privately]   [Send to All]

+ Invite Others
+ Chat

Webinar Now
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The Attendee List Pane

In the Attendee List, you can either view attendees or staff (presenters and organizers).

The icons next to the attendees names mean the following:

Attendee is muted. Click on the icon to allow the attendee to speak.
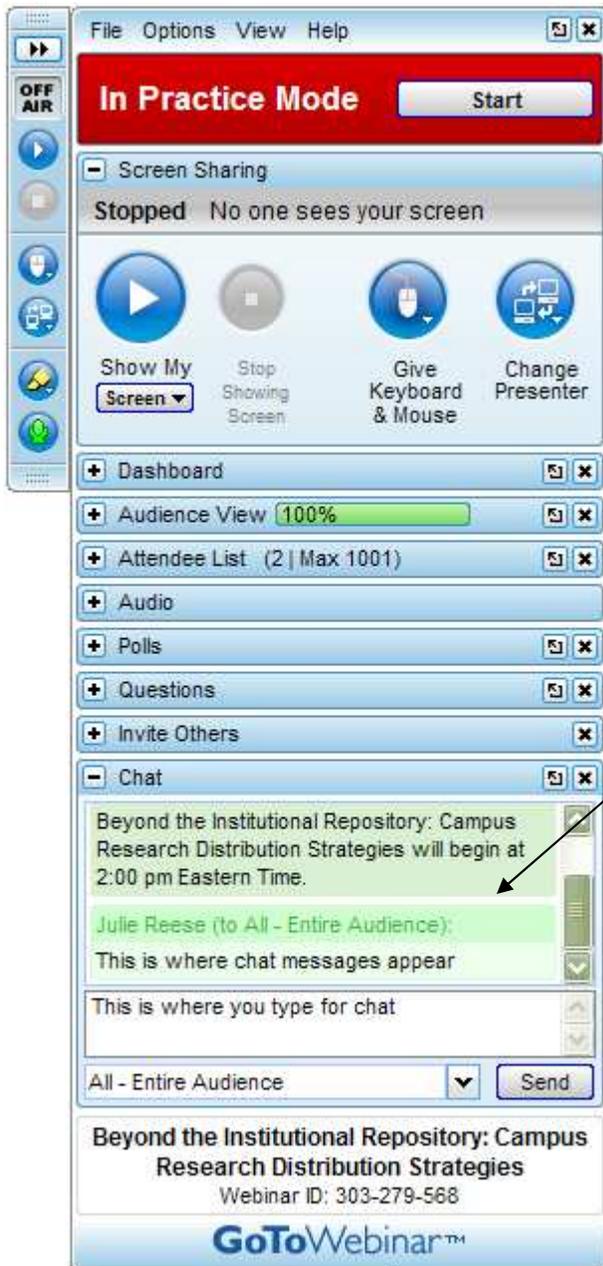
Attendee is not watching the presentation.

Attendee has asked a question in the question pane.

Attendee is requesting permission to speak.

The Chat Pane

In the Chat Pane you can chat with other organizers or send messages to attendees.

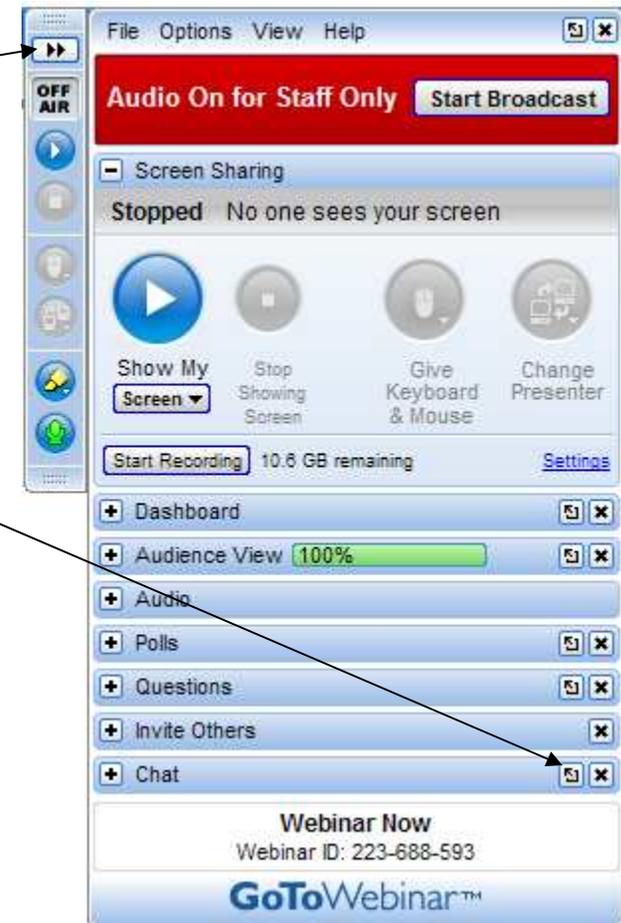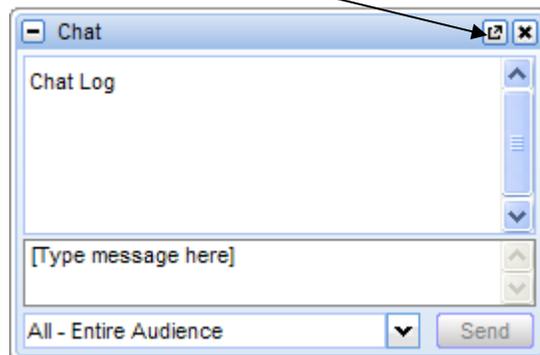Public messages are green and private messages are pink.

Attendees cannot initiate chat, they can only ask questions and respond to private messages from organizers.

Hiding and Undocking Panes

If you want to hide the organizer toolbar while you are presenting, click on this icon.

You can also undock panes from the toolbar by clicking on this icon ▣ in each pane. After undocking, you will see a pane similar to the one below. This will keep the pane open, but it will also use more of you screen space. To return the pane to the toolbar, click the same icon.

File Options View Help

Audio On for Staff Only **Start Broadcast**

☐ Screen Sharing

Stopped No one sees your screen

Show My
Screen ▾

Stop
Showing
Screen

Give
Keyboard
& Mouse

Change
Presenter

Start Recording 10.6 GB remaining Settings

＋ Dashboard

＋ Audience View 100%

＋ Audio

＋ Polls

＋ Questions

＋ Invite Others

＋ Chat

Webinar Now
Webinar ID: 223-688-593

GoToWebinar™

☐ Chat

Chat Log

[Type message here]

All - Entire Audience ▾ Send

Tips

The best way to present is using a headset with a microphone.

Close all email and IM systems while you are using GoToWebinar.

Troubleshooting

Speaker is too quiet: Speaker needs to turn up their **microphone** volume. How to do this varies by operating system.

You can hear "extra" noises or heavy breathing: Everyone but the current presenter should mute their microphones, the attendees can hear all presenters unless they are muted. Click on the green microphone on your toolbar to mute yourself .

Attendees cannot see the presenter's screen: Make sure the pause button is showing in the Screen Sharing panel.

A pane in the toolbar will not open: You can usually only view one or two panes at a time. Close an open pane, and then you should be able to open the pane you want.

More Help

This is just an overview of the most basic Go To Webinar features. If you want to know more about the advanced features, a 40 minute organizer training video and more Go To Webinar documentation is available at:

https://www1.gotomeeting.com/en_US/pre/support.tmpl

For additional questions, please email the ALCTS intern, Jordan Fields, at jfields@ala.org