Webinar Attendance Tips

GoToWebinar

Troubleshooting tips

Support Link: https://support.goto.com/webinar

Logging in from your phone or tablet:
- You must downloaded the GoToWebinar app from their device online app store (i.e., apple app store, google play). The GoToWebinar app is needed for the webinar to open on mobile applications.

Logging in from Mac or PC product:
- Click the link provided in the confirmation or reminder emails
- Your computer will automatically download a program (this happens every time they go into a webinar)
- They will need to open the program to launch the webinar

Issues during the session:
- Exit and then re-enter the webinar (This fixes the majority of issues)
- During a live session, submit the issue in the questions area of the webinar menu for the presenter to address.

There is no need to purchase a GoToWebinar or GoToMeeting account. The software is free for all webinar attendees.

If they are not able to attend, it is not necessary to cancel their registration. The GoToWebinar service tracks who attended and who did not.

A completion certificate is issued 1-hour after the completion of the session via email. Certificate is issued automatically, only to those who attended.
- If certificate does not arrive, check spam or junk mail
- If you can't locate your certificate, reach out to Training@teachersoncall.com