Go-to-Training Webinars: Setting Up for Success

Tips for Participants

1. Webinars run best on broadband (high speed) internet connections. It's possible to use a dial-up connection, but you may have a lower quality experience, such as lag in viewing the presenter's screen or poor audio quality. If a dial-up connection is all that is available, it is best to connect to the audio by telephone rather than using a headset and microphone (which uses VoIP = Voice over Internet Protocol).
2. If you are using wireless internet (wifi), disconnect *other* devices that are connected to the wifi network (e.g. cell phones, iPads/tablets, other computers) if you can. Simply turn off any devices that are not in use.
3. If you are concerned about your internet connection speed, you may wish to ask other users in your office to forgo high-bandwidth activities (like viewing online videos) for the duration of your webinar.
4. Computer speed and quality matter, too. An older computer with a slower processor and less memory may cause difficulties viewing and participating in webinars. If working on an older computer, maximize your resources by:
    a. Shutting down all other software (email, word processing, browsers, etc.)
    b. Closing the webcam window if webcams are in use
5. Background noise is a bigger problem than most people guess. Barking dogs, crying children, noisy co-workers, car traffic, even loud typing can be a huge distraction! **Try to find a quiet space to work.** This will not only help you concentrate, but will be highly appreciated by everyone else in the webinar. If you are contributing excess noise to the webinar, expect to be muted.
6. **Test your equipment before the webinar begins.** Check to make sure your headset and microphone are working properly and you have the software installed (or have access to do so when it begins). If you're calling in on a cordless phone or cell phone, make sure the battery is charged and the signal is strong in the room you'll be in.

Audio Troubleshooting

1. If you are calling in on the phone, and your audio quality is poor, the best thing to try is to hang up and dial back in. This usually gives you a better connection. Land line phones are also better than cellphones, as a general rule. (Cell phones can create strange echoes and buzzing noise.)
2. If you are using a microphone and your audio quality is poor, try switching to telephone, if your presenter has enabled this option. A toll-free number may have been provided for you.
3. Can't hear anything? Check the volume control to make sure you're not muted and volume is turned up. Also check the volume control on your headset, if it has one.

Muted!

4. If using a headset and microphone and you have poor or no audio, check to make sure that the headset and microphone are plugged in correctly. A microphone jack is usually color-coded pink, and a headset jack either black or green (or no color, just metal). There is also an icon like this for headphones:

And this for the microphone:

Here is a photo example (note the pink stripes on the microphone jack):


(Yes, this may seem simplistic, but it does pay to check, just in case.)

Some headsets have a switch where the microphone can be turned off. Make sure it's not!
Here is a photo example:

5. If you're sure it's plugged in correctly and turned on, but the software is not picking up your microphone, open the Go-to-Training panel and click "Settings" next to "Mic and Speakers" on the Audio panel. Under "Microphone Setup" select different devices until you find the correct one. (You'll know you have it when the microphone audio meter starts lighting up.)
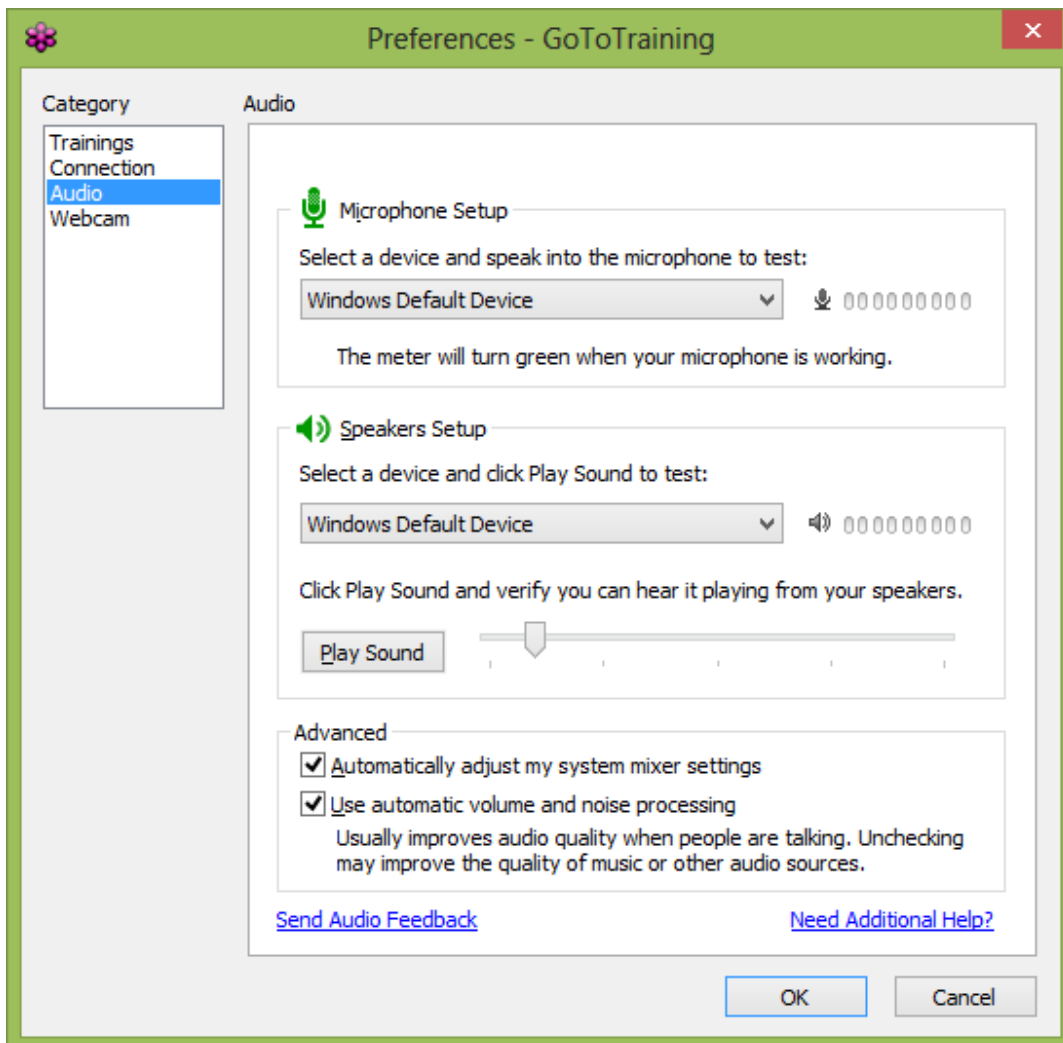
6. You can also test your speakers/headphones here and adjust the volume.
7. If none of these tips apply, click the link at the bottom of the Audio preferences window for "Need Additional Help?" to open the web page with more troubleshooting tips and solutions.

Troubleshooting Basics: Getting into the Webinar in the first place

1. Occasionally, a participant does not receive, cannot locate, or accidentally deletes the email message with the link to join the webinar. If that happens to you:
    a. Call or email your webinar host if you have their contact information. Ask them to give you the Training ID number so you can join the training. With this information, open an Internet browser and go to **JoinTraining.com**. Enter the Training ID number and your email address. You'll then be able to proceed as if you had used the link in your email.
    b. Alternatively, the host or presenter may send you a new email message with the link.
    c. If you don't have the contact information, go to the website where you originally registered for the training and try to register again or locate the contact information.