



HAVING TECHNICAL DIFFICULTIES?

Don't worry - it happens! We have solutions for you to get back on track!



Try turning off your device and rejoining the session – it won't affect your attendance. This simple step fixes the issue about 95% of the time! See below for more tips.

Have a Blurry Screen?

- At the top of your GoTo Webinar screen, click the "Talking" or "Active Cameras" button to access your view options. Toggle between "Hide Everyone" and "Who's Talking" to refresh your video connection.
- Try **logging out and back in**—this often resolves most issues.
- If you haven't already, **turn off your device and rejoin the session**. (It won't affect your attendance.)



Have a Black Screen or No Video?

Check your internet connection—a weak signal may cause issues.

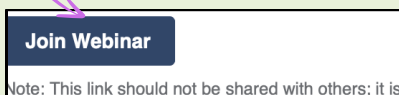
If you're using the desktop app, your viewer window might be minimized. Look for the Daisy icon in your taskbar (Windows) or dock (Mac) and click it to bring GoTo Webinar to the front. If the issue continues, **restart your device**. Your attendance will not be affected.

Can't Hear Anything?



- Make sure your **speakers** or **headset volume** are **turned up**.
- Check your audio mode in the Audio pane and **confirm you're connected to your preferred option** (computer or phone).
- If audio still doesn't work, **restart your device** and rejoin. It will not affect your attendance.

LOOK FOR
THIS ICON



Where's the Webinar ID?

You do not need a Webinar ID to join.

Open the email from CALBO (via customer@gotowebinar.com) & **click the "Join Webinar" button.**

Alternatively, **copy the link** from that email and **paste it directly into your browser.** If your session supports browser access, you'll join right away; otherwise, you'll be prompted to download the GoTo Webinar app.

Working from Your Office Network?

If you're on a work network with a firewall, share this link with your IT team: [Allowlisting and Firewall Configuration](#)

Working from Your Home Network?

If you're on a home network, GoTo provides a tool to collect logs: [Collect Logs Tool](#)

CALBO Help Desk is available during the Education Week course days from 7:15am - 3:00pm at 916-457-1103 or info@calbo.org.

