

WHAT TO EXPECT

VIRTUAL CHECKLIST



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WEEK BEFORE YOUR COURSE

Download the GoToWebinar Application & Test Your Systems

- Install the application: <https://global.gotomeeting.com/install>.
*IMPORTANT: Click "Download the app" button - follow the steps on the screen.
- Test your system settings: <https://support.goto.com/webinar/system-check-attendee>.
- If you have any difficulties, please visit: <https://support.goto.com/webinar>.

Watch a 3 Minute GoToWebinar Instructional Video

- Learn how to use GoToWebinar, including audio options, download course materials, how to ask questions, and other control panel features:
<https://www.youtube.com/watch?v=L2duHa8fysA&feature=youtu.be>.



WATCH NOW

Ensure You Receive Education Week Emails

- Add info@calbo.org and customercare@gotowebinar.com to your contact list.
- Check your spam filter setting to ensure these addresses are not blocked.

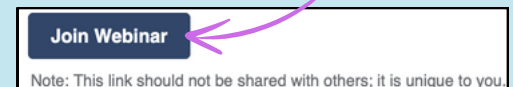
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DAYS BEFORE YOUR COURSE

Ensure You Received Your GoToWebinar Email

- In an email from CALBO (via: customercare@gotowebinar.com), find the personalized "Join Webinar" icon that has your personalized link to enter your virtual classroom on your course day.
- Each student receives one "Join Webinar" link email per course.
- If you did not receive such email(s), email info@calbo.org.
- *IMPORTANT: Each student must use their personalized join link to watch their course for credit.

LOOK FOR THIS ICON



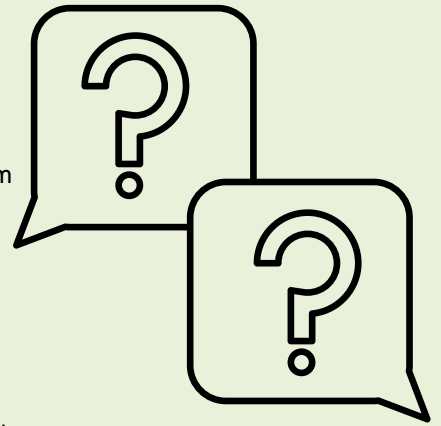
Download Your Course Materials

- In an email from CALBO (via: info@calbo.org), find the link to download your materials.
- Each student receives one email per course with a material link.
- Please save materials to your files. Course material links de-activate and materials are not available after each course ends.
- If you did not receive such email(s), email info@calbo.org.

DAY OF YOUR COURSE

Log into Your Virtual Classroom Early

- Each online classroom opens at 7:30am. Log in early to ensure you have enough time to resolve any technical difficulties.
- Courses are broadcasted from 8:00am – 3:30pm each day.
 - Ten-minute breaks take place in the morning at 9:00am and 10:15am and afternoon at 1:15pm and 2:30pm.
 - Lunch takes place from 11:15am – 12:15pm.
 - Times are strictly followed.



Do Not Log Out of Your GoToWebinar Classroom

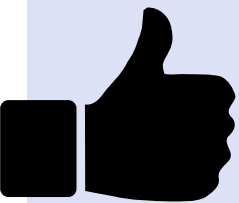
- Once you log into GoToWebinar, please do not log out.
- Your personalized link tracks your attendance throughout the course. Students who do not watch the entire virtual course will not receive CEUs.
- If you log out, use your personalized GoToWebinar join link to rejoin.

Troubleshoot Any Technical Issues



- Having trouble with audio:
https://support.goto.com/webinar/help#__browse-tree-title-audio-troubleshoot-audio.
- Having trouble viewing the live broadcast/presentation:
<https://support.goto.com/webinar/help/why-can-i-hear-audio-but-not-see-the-presentation>.
- Check your internet.
 - Is your device connected to the internet and receiving a strong signal?
- Check your device.
 - Do you need to restart your device and/or browser? After that, try rejoining GoToWebinar with your personalized join link.

AFTER YOUR COURSE CONCLUDES



Check Your Email for Attendance Certificate

- An attendance certificate is emailed to each student within 72 business hours of the course.
- Please save your certificate to your desktop or print for your files.

Check Your Email for an Online Course Evaluation Link

- Complete an online course evaluation that is emailed following each course to provide feedback about your online learning experience.

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

