



## VIRTUAL CHECKLIST

# 1

## 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](mailto:info@calbo.org) and [customercare@gotowebinar.com](mailto:customercare@gotowebinar.com) to your contact list.
- Check your spam filter setting to ensure these addresses are not blocked.

# 3

## DAYS BEFORE YOUR COURSE

### Ensure You Received Your GoToWebinar Email

- In an email from CALBO (via: [customercare@gotowebinar.com](mailto: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](mailto: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](mailto:info@calbo.org)), find the link to download your materials.
- Each student will receive 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](mailto: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](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 students 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](mailto:info@calbo.org).**

