



## GoToWebinar Virtual Student Common Questions and Answers

1. **Question: What device can I use to watch/attend my Virtual Education Week course?**

**Answer:** All Virtual Education Week courses will be broadcasted on the GoToWebinar platform. The GoToWebinar application is required and can be downloaded on any device, including smart phones, tablets, laptops or computers.

2. **Question: Can I call into my Virtual Education Week course without logging into GoToWebinar?**

**Answer:** In order to track your attendance, you **MUST** use your personalized link in your email to log into your virtual classroom on the GoToWebinar platform. The call-in number is listed under “Choose one of the following audio options” toward the bottom of your email or listed on your control panel on GoToWebinar. The call in number provided in your email should be used to supplement your computer audio.

3. **Question: What if my device does not have audio? What are the audio options?**

**Answer:** Please log into your virtual classroom on the GoToWebinar platform by clicking on your personalized link in your email. This is required for attendance tracking. You can then use the call-in number for the audio. The call-in number is listed under “Choose one of the following audio options” toward the bottom of your email or listed on your control panel on GoToWebinar.

4. **Question: Why can't I hear the instructor?**

**Answer:** Please check your system settings to determine if your audio is muted.

You can also visit this GoToWebinar resource page for help:

<https://support.goto.com/webinar/help/why-can-i-only-see-the-screen-or-hear-the-audio-but-not-both-g2w090003>.

If you are not able to solve your audio problem, you can also use the call-in number to supplement the audio. The call-in number is listed under “Choose one of the following audio options” toward the bottom of your email on your control panel on GoToWebinar platform. The call in number provided in your email should be used to supplement your computer audio.

5. **Question: How can I ask a question?**

**Answer: All virtual students are muted during the presentation, but typed questions can be submitted in the “question box” of your control panel. A typed answer will be provided or your question will be verbally answered by the instructor for the entire virtual audience. One way or another, virtual students are able to ask and get needed answers!**

**6. Question: Where can I download the course PowerPoint and materials?**

**Answer: Each attendee was emailed a link with the course materials, but these can also be downloaded in the “resource section/handout section” of your control panel on the GoToWebinar platform during the virtual course only.**

**7. Question: How do I sign into my virtual course, so I receive CEUs?**

**Answer: As long as you used your personalized link in your email to join the virtual classroom on the GoToWebinar platform, your name has been recorded as present. Please stay logged into GoToWebinar during the entire online course to ensure your attendance is recorded for the entire duration.**

**8. Question: When will I receive my attendance certificate?**

**Answer: CALBO will email an attendance certificate to each attendee who attends the entire virtual course within 72 hours of the course.**

**9. Question: Can I log out of my Virtual Education Week course during lunch?**

**Answer: CALBO recommends that you do not log out of your virtual classroom after you join. Please keep the GoToWebinar application open. You can always minimize on your desktop during lunch. If you get disconnected from your online classroom, please rejoin with your personalized link in your email.**

**10. Question: Can I talk to someone about my Virtual Education Week course or technical problems?**

**Answer: The CALBO Office is open from 7:30am-4:00pm during the 2020 CALBO Virtual Education Week. Please call 916-457-1103 or email [info@calbo.org](mailto:info@calbo.org).**