



GoToWebinar Virtual Student Common Questions and Answers

1. **Question: When will I receive my log-in instructions and course materials for my Virtual Education Week course(s)?**

Answer: All virtual students will receive an email from GoToWebinar (sent by California Building Officials customercare@gotowebinar.com) no later than 48 hours before each course with their personalized link to join their virtual classroom and to download course materials. If you do not, please contact the CALBO Office for assistance. Each student will receive multiple email reminders to ensure access to virtual classrooms and course materials before each course day.

2. **Question: What device can I use to watch/attend my Virtual Education Week course(s)?**

Answer: All San Ramon Education Week virtual courses will be broadcasted on the GoToWebinar platform from September 13-16, 2021. The GoToWebinar application is required and can be downloaded on any device, including smart phones, tablets, laptops or computers.

3. **Question: Can I call into my Virtual Education Week course(s) without logging into GoToWebinar?**

Answer: In order to track attendance, each virtual student is **REQUIRED** to use their personalized link by clicking on the “Join Webinar” link in their GoToWebinar email to log into their virtual classroom. If a student leaves the GoToWebinar online classroom, their attendance stops recording, so please stay logged in throughout the entire course broadcast. The call in number provided in your email can used to supplement your computer/device audio. Registrants who choose to call into the course on their phone without using their personalized link to watch the course will NOT receive CEUs.

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

Answer: In order to track attendance, each virtual student is **REQUIRED** to use their personalized link by clicking on the “Join Webinar” link in their GoToWebinar email to log into their virtual classroom on the GoToWebinar platform. 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 GoToWebinar email or listed on your GoToWebinar control panel.

5. **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-cant-i-hear-anyone-g2w050056>

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 GoToWebinar email or on your GoToWebinar control panel. The call in number should only be used to supplement your device’s audio. Please stay logged into GoToWebinar from your electronic device, as it tracks your attendance.

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

Answer: All virtual students are muted during each virtual course, but typed questions can be submitted in the “question box” on your GoToWebinar 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 questions and get needed answers!

7. **Question: Where can I download the course materials?**

Answer: Each student will be emailed a link with the course materials within 48 hours of the course, but these can also be downloaded in the “resource section/handout section” of your GoToWebinar control panel during the virtual course broadcast. Course material links will deactivate one week after each course and CAN NOT be re-issued to students. It is each student’s responsibility to download and save their course materials.

8. **Question: How do I sign into my virtual course in order to receive CEUs?**

Answer: As long as a student uses their personalized link by clicking on the "Join Webinar" icon in their GoToWebinar email to watch the virtual course, their attendance will be recorded. When a student leaves the GoToWebinar online classroom, their attendance stops recording, so please stay logged in throughout the entire course broadcast.

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

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

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

Answer: CALBO recommends that students DO NOT log out after joining their GoToWebinar online classroom on their course day. Please keep the GoToWebinar application open. Students can minimize the GoToWebinar application on their desktop during breaks. If a student gets disconnected from their online classroom, please rejoin by clicking on the “Join Webinar” link in their GoToWebinar email.

11. **Question: Can I talk to someone about my Virtual Education Week course(s) or technical problems?**

Answer: The CALBO Office is open from 7:00am-3:00pm during the 2021 Education Week San Ramon virtual course broadcast. Please call 916-457-1103 or email info@calbo.org.