



**You're registered for the
CALBO Virtual Education Week, now what?
Prepare for your virtual experience using this check list.**

One Week Before Your Course(s):

- **Download the GoToWebinar Platform**
REQUIRED for ALL VIRTUAL ATTENDEES

Each course will be broadcasted live on the GoToWebinar platform. Download the [GoToWebinar App](#) to your desktop, phone or tablet. We highly encourage that you use Chrome as your internet browser.



- **Watch a Three Minute [GoToWebinar Instructional Video](#)**
Make sure to explore the control panel in the video to understand your audio options and where to type your questions in the question box.
- **Check System Requirements and Audio**
[Check system requirements](#) to avoid any connection issues. Also, make sure your audio is also functioning. Please reach out to your IT support with any questions.
- **Ensure you Receive our Emails**
Add info@calbo.org and customercare@gotowebinar.com to your contact list or address book. Check your spam filter settings to ensure these addresses are not blocked. Check with your email/IT administrator to “allowlist/whitelist” these domains: calbo.org, gotowebinar.com and joinwebinar.com.

Two Days Before Each Course:

- **Receive Your GoToWebinar Email – Classroom Link and Materials**
In an email from CALBO (email address: customercare@gotowebinar.com) a personalized link to enter your virtual classroom and to download your class materials will be emailed to you within 48 hours of each course. Please download instructional materials that can be saved to your desktop or printed.

IMPORTANT: If you did not receive emails with your course materials and virtual classroom link within 24 hours of a course, please contact the CALBO office at 916-457-1103 or info@calbo.org.

☐ **Day of Each Course:**

○ **Log into your Virtual Classroom Early**

Virtual classes will open at 7:30am to ensure you have enough time to log-in and resolve any technical difficulties.

○ **Don't Log Out of Your Classroom**

Once you log-in, please don't log out. If you find that you have logged out, use your link to rejoin. Your link will be used to track your attendance.

○ **Audio Issues**

If you are having trouble seeing the screen or audio, [click here](#) for assistance.

○ **Prepare for the Course Schedule**

Plan for these predetermined breaks and lunch time for your virtual course(s). Each break has a strict start and end time.

- 8:00am – Courses Start
- 9:00-9:10am (10 minutes) – Break
- 10:15-10:25am (10 minutes) – Break
- 11:15am-12:15pm (60 minutes) – Lunch
- 1:15-1:25pm (10 minutes) – Break
- 2:30-2:40pm (10 minutes) – Break
- 3:30pm – Courses End

○ **Live Assistance Available**

The CALBO Office is here to help! We will be open at 7:30am to accept calls or emails before and during the courses to ensure you have what you need for the best virtual experience possible.

☐ **After Your Course(s):**

○ **Check Your Email for Your Attendance Certificate**

An attendance certificate will be emailed to you directly within 72 hours of each course. Please save your certificate to your desktop or print for your files.

○ **Check Your Email for an Online Course Evaluation Link**

Please complete a course evaluation that will be emailed to you following each course to provide feedback about your online learning experience.

For any questions, please contact the CALBO Office at info@calbo.org or by phone at 916-457-1103.