



You're registered for a CALBO virtual course, now what? Prepare for your virtual experience using this checklist.

☐ One Week Before Your Course(s):

- **Download the GoToWebinar Application on Your Device**
- 1. **Test your system settings:** <https://support.gotomeeting.com/webinar/system-check-attendee>.
- 2. **Install the application:** <https://global.gotomeeting.com/install>.
*Click "Download the app" button - follow the 3 instruction steps on the screen.
- 3. **If the application fails to install and launch on your screen, please review this page:** <https://support.gotomeeting.com/webinar>.

- **Watch a Three Minute GoToWebinar Instructional Video**

Make sure to explore the GoToWebinar control panel to understand your audio options, where to type your questions in the question box and how to download the course materials.

- **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 "allow list/whitelist" these domains: calbo.org, gotowebinar.com and joinwebinar.com.



☐ Three Days Before Your Course:

- **Ensure You Received Your GoToWebinar Email – Virtual Classroom Link**

In an email sent from CALBO (email address: customercare@gotowebinar.com), there will be a personalized "Join Webinar" link to enter your virtual classroom on your course day. You will receive one "Join Webinar" link email per course.

- **Download Course Materials**

In a separate email from CALBO (info@calbo.org), you will receive a link to download your course materials. Each course has its own course material link. Please save materials to your desktop/files and/or print. All course links will deactivate when the Education Week ends. Materials cannot be issued at a later date.

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

□ **Day of Your Course:**

- **Log into Your Virtual Classroom Early**
Your online classroom will open at 7:30am. Log in early to ensure you have enough time to resolve any technical difficulties.
- **Don't Log Out of Your Classroom**
Once you log-in, please do not log out. If you find that you have logged out, use your personalized join link to rejoin. Your personalized link is used to track your attendance throughout the course. **Students who do not watch the entire virtual course will not receive CEUs.**
- **Audio Issues**
If you are having trouble seeing the screen or with audio, [click here](#) for assistance.
- **Video Issues**
As this is a live broadcast, technical issues can arise. First, verify that your device is still connected to the internet and you are receiving a strong signal. Second, we recommend you restart your browser or electronic device and then rejoin GoToWebinar with your personalized join link. If you are still having issues, please contact the CALBO Office for assistance.

□ **After Your Course(s):**

- **Check Your Email for Your Attendance Certificate**
An attendance certificate will be emailed to you directly 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**
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.