



GoToWebinar Virtual Student Common Questions and Answers

- 1. Question: What device can I use to watch/attend my course?**
Answer: The GoToWebinar application is required to attend the course and can be downloaded on any device, including smart phones, tablets, laptops or computers.
- 2. Question: Can I call into my course without logging into GoToWebinar?**
Answer: In order to track your attendance, you **MUST** use your personalized link in your GoToWebinar email to log into your virtual classroom on the GoToWebinar platform. The call-in number is listed on your control panel on GoToWebinar during the course. **The call-in number should be used to supplement your computer audio. Registrants who choose to call into the webinar on their phone without using their personal link to watch the webinar will not receive CEUs.**
- 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 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-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 on the control panel in the GoToWebinar platform. **The call-in number should only be used to supplement your audio. If you do not log into your class by using your personalized link in your email, we will not be able to track your attendance.**

- 5. Question: How can I ask a question?**
Answer: All students are muted during the course. If you would like to submit a question, please type it in the question box or raise your hand by clicking the hand icon on your control panel

6. **Question: Where can I download the course PowerPoint and materials?**
Answer: The course PowerPoint and materials can be downloaded in the “resource section/handout section” of your control panel on the GoToWebinar platform during the virtual course only. Please make sure to save the PDF onto your desktop, so you can have access to it after the course. The materials will not be available after the course concludes.
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. Attendees who do not watch the entire webinar will not receive full CEUs.
8. **Question: How can I make sure my attendance gets reported to AIA?**
Answer: If you would like to have CALBO report your attendance to AIA, please email info@calbo.org with your full name, webinar title, date and AIA member number. Only those who make the request will be reported.
9. **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 business hours of the course.
10. **Question: What happens if I accidentally log out of my course?**
Answer: CALBO recommends that you do not log out of your virtual classroom after you join. Please keep the GoToWebinar application open. If you get disconnected from your online classroom, please rejoin with your personalized link in your email.
11. **Question: Can I talk to someone about my course or if technical problems arise?**
Answer: The CALBO Office is available to help! You can either type a question into the GoToWebinar Control Panel or call/email the CALBO Office at info@calbo.org or 916-457-1103.