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

☐ **One Week Before Your Course:**

  o **Download the GoToWebinar Platform**
  Each course is 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.

  o **Watch a Three Minute GoToWebinar Instructional Video**
  Make sure to explore the control panel in the video to understand your audio options, where to type your questions in the question box or raise your hand, and how to download the course materials.

  o **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.

  o **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 Your Course:**

  o **Receive Your GoToWebinar Email – Classroom Link**
  An email sent from CALBO (email address: customercare@gotowebinar.com), there will be a personalized link to enter your virtual classroom.
  o 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 Your Course:

- o **Log into your Virtual Classroom Early**
  Your online classroom will open 10 minutes before course start time. Log in early to ensure you have enough time resolve any technical difficulties.

- o **Download Course Materials**
  Don't forget to download course materials located in the GoToWebinar Control Panel. Please save materials to your desktop or print for your files. Materials can only be accessed during the course **and can not be issued at a later date.**

- o **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 is used to track your attendance at all times. **Attendees who do not watch the entire webinar will not receive full CEUs.**

- o **Audio Issues**
  If you are having trouble seeing the screen or audio, click here for assistance.

☐ After Your Course(s):

- o **Check Your Email for Your Attendance Certificate**
  An attendance certificate will be emailed to you directly within 72 hours of the course. Please save your certificate to your desktop or print for your files.

- o **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.