

## Brilliant! You've reserved your Virtual Webinar Seat!

" Hi, I'm Lesley and I am really looking forward to webinar-ing with you; you've made a great decision!



There are 3 important steps you need to take.

Do them now, you will then be registered for the webinar and have helpful information to make sure that you gain the most from the event."

### **\*\*IMPORTANT\*\***

Save this pdf and then follow the steps below to complete your registration ready for the webinar

**STEP 1** - Register your place

**STEP 2** - Print your pre-webinar materials

**STEP 3** - Make sure your IT is ready

## Getting Webinar Ready!

In good time *before* your webinar, I want to provide you with some important information so that attending the event goes as smoothly as possible.

### IMPORTANT - 3 Steps to follow before your webinar:

#### **STEP 1 - Register now**

You've already booked your place on a webinar, now you need to follow this link, register your details to receive your unique webinar link by email.

[Register Using this Button](#)

You will get a new email in return and it is the unique link within that email that allows you to access the webinar you have booked yourself on to at the scheduled date and time.

*Keep the email with your unique link safe and accessible, you will need it on the day to access the webinar.*

#### **STEP 2 – Print and Read your Webinar Handout**

*before the webinar starts* so that you can take notes when you are taking part in the webinar.

[Download your Handout here](#)

**STEP 3 – Make sure your IT is ready** so that you can enjoy the webinar - once registered and in possession of your unique link, you are ready to go:

- You'll need your computer and a headset or speakers to listen to the audio over your computer
- If you have a microphone then we can also speak when you are on the webinar

*Read on to make the most of your webinar...*



Additional tests of your IT capability may be necessary for you to gain confidence in the webinar system so here are some suggestions for you:

- Listed overleaf is the system requirement for GoToWebinar. If you have any difficulty, you can contact GoToWebinar directly, any agents will be able to setup a test webinar to join and troubleshoot your audio - UK number is 0800 032 7756
- Check with your IT specialists to make sure your system requirements are in good shape. System Requirements for the Techies are at the end of this document!

**After the webinar**, we'll email some extra information and ask you for your feedback. These emails come from our Citrix (webinar delivery supplier) so please make sure you put this email **Lesley Roberts [GoToWebinar.Notifications@citrixonline.com]** in your safe contacts list

## Where to go for help

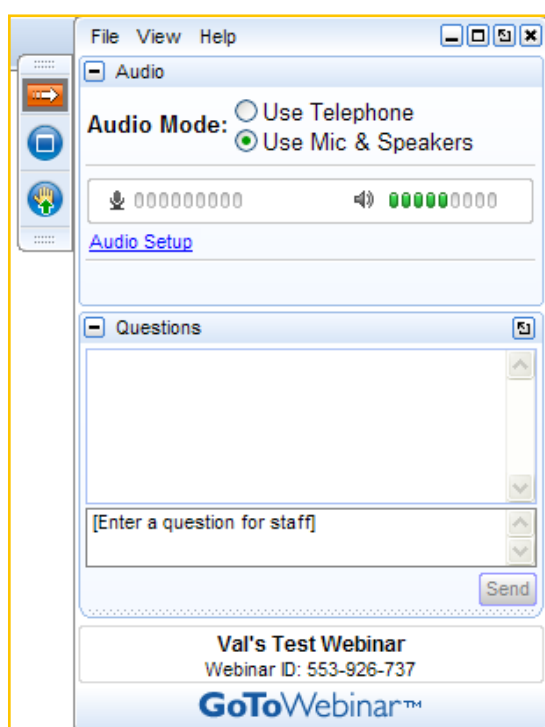
If you have any challenges during the webinar, please use the chat feature to send a message and I will try to give you a hand - we really don't advise that you find out you have problems on the day of your webinar! We take no responsibility for you finding out too late that your IT capability denies you access.


If you think your problem is related to your computer's settings or the headset you are using, your quickest solution will be to contact Citrix GoToWebinar on 0800 032 7756. They will use your registration link to test the system for you.


If you have any other technical questions before or during the webinar that are not addressed here, please send a message to [ask@thesalesaccelerator.com](mailto:ask@thesalesaccelerator.com)


## When you arrive in the Webinar ...

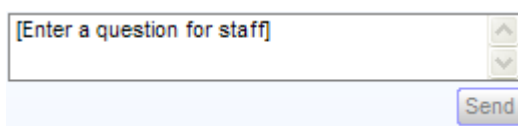
1. You will hear a welcome message and be advised to stay on the line
2. While you are waiting for the webinar to start, familiarise yourself with your control panel



 Clicking the white arrow in the red box will expand and contract your control panel

 The white square in the blue box allows you to maximise and minimise the screen

 When you click the hand icon, it raises a hand on the presenter's control panel and draws their attention to you. Sometimes the presenter will ask you to 'raise your hand' in response to a question - just click the hand icon.

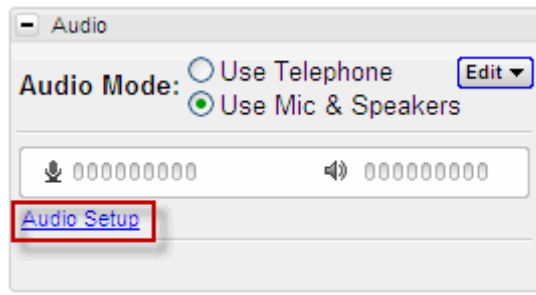


Clicking the - / + beside the word 'Questions' gives you the opportunity to ask a question during the webinar. Don't forget to press send !

- Clicking the - / + beside the word 'audio' gives you audio options to amend your audio settings - **best not to mess with this if you can hear ok!**



To select and test your Microphone and Speakers. After you've logged into the session, select "Use Microphone and Speakers" in the Audio pane of your Control Panel. Click Audio Setup.



Select a microphone from the drop-down list. Speak into your microphone: If the correct device is selected, the meter will light up green.

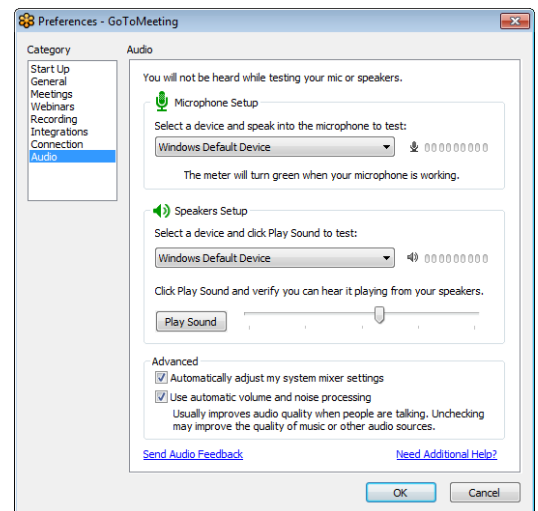
Select speakers from the drop-down menu. Click Play Sound: If connected correctly, the meter will light up green and you will hear an audio track through your speakers.

Note: If the green meters do not light up, select another device listed in the menu and repeat the test.

The volume bar can be adjusted at any time during the session.

Note: Advanced - Audio levels are automatically adjusted. We recommend you keep this checked. If you uncheck this selection, you must manually configure your audio settings through Windows Sounds and Audio Devices. If your voice is distorted, try un-checking "Microphone boost."

Click OK.





## Additional System information for the Techies!

### For PC-Based Organizers and Attendees

- Required: Windows® 7, Vista, XP, 2003 Server or 2000 (Linux is not supported)
- Required: Internet Explorer® 6.0 or newer, or Mozilla® Firefox® 3.0 or newer (JavaScript™ and Java™ enabled).
- Internet Connection Required: Cable modem, DSL or better recommended
- Recommended: Minimum of Pentium® class 1GHz CPU with 512 MB of RAM (2 GB of RAM for Windows Vista)

### For Mac-Based Organizers and Attendees

- Required: Mac OS® X 10.4.11 (Tiger®), OS X 10.5 (Leopard®), OS X 10.6 (Snow Leopard®)
- Required: Safari™ 3.0 or newer, or Firefox 3.0 or newer; (JavaScript and Java enabled; Chrome™ is not supported)
- Internet Connection Required: Cable modem, DSL or better recommended
- Required: PowerPC G4/G5 or Intel processor, 512 MB of RAM or better recommended

### To Use VoIP

- \* Required: Fast Internet connection (384 kbps or more recommended)
- \* Required: Headset (USB recommended) or microphone and speakers

### For Attendees with GoToMeeting app for iPad™

- \* Required: Free GoToMeeting app from the Apple® App store
- \* Required: Organizer must be using GoToMeeting v4.0 build 320 or higher
- \* Recommended: WiFi connection for VoIP audio

### Internet Security

If issues are experienced when connecting to a Webinar it may be due to an Internet Security application such as a Firewall. Please ensure the following files have full access to the Internet:

g2mcomm.exe  
g2mlauncher.exe  
g2mui.exe  
g2msessioncontr.exe  
g2mchat.exe  
g2mmatchmaking.exe  
g2mview.exe

- These programs need to be admitted outbound through one of these three ports: 80, 443 and 8200.
- You can view the IP range document at <http://www.citrixonline.com/iprange>
- You can also try the Connection Wizard: [www.GoToMeeting.com/wizard](http://www.GoToMeeting.com/wizard)



## Other suggestions from Citrix Online ...

If you are having an issue downloading due to security, you could suggest that your IT make allowances for our application by adding our IP ranges to your security.

By visiting the security page online, [www.citrixonline.com/iprange](http://www.citrixonline.com/iprange), this will enable you to connect without issue.

<https://www4.gotomeeting.com/island/login.tmpl?Portal=www.gotomeeting.com>

At the bottom of this page you will see a Need to Reinstall GoToMeeting software link.

If you have any additional questions or need further clarification, please call Citrix toll free at 0800 263-6317 so they can directly address and assist you with your issue. Their standard Customer Care Center is open 24 hours a day, 7 days a week to assist you.

## Audio by telephone

There is a different option for connecting delegates by telephone.

If a group of attendees can't get their audio equipment to work but can view the webinar, just not speak/hear, GoToWebinar offer both modes of communication per meeting/webinar so essentially the attendees can chose telephone mode from their audio options in the Control Panel and dial into the conference call. The invitation also includes this information as well. The Control Panel will reveal an audio pin that needs to be inputted in order to have the ability to be unmuted.