

FAQs for Webinar Participants Using *GoToWebcast*

1. How do I access the live webinar?

At the appropriate start time, click the URL in your registration confirmation or one of the two reminder emails. Enter your email address on the top right of the following screen and you will be launched into the webinar.

2. How do I dial-in to the live webinar on my phone?

The live webinar uses a Voice Over Internet Protocol (VOIP) connection over your computer or mobile device audio. There is no phone dial-in option available.

3. At what time will the event start?

Event start times are advertised as Eastern Time (ET) zone. If you are located in the Central Time zone the event will begin 1 hour earlier, 2 hours earlier in the Mountain Time (MT) zone, and 3 hours earlier in the Pacific Time (PT) zone.

4. I am experiencing log in issues.

Use the unique login link received via email to access the event. Using a WiFi connection, you may experience issues with your audio/video depending on your bandwidth. We recommend using a hardline connection that is a reliable Internet connection.

5. I tried to log in to the webinar an hour early to test it, but it would not let me. What should I do?

You can only log in to the webinar 10 minutes beforehand. Try again less than 10 minutes prior to the webinar. If you are joining late, you should still be able to log in.

6. How do I check my system for compatibility with GoToWebcast

Please follow this link to test your computer system compatibility:
<https://goto.webcasts.com/viewer/faq.jsp?techview=yes&dlang=en-us&closebtn=>

7. I am experiencing audio issues.

Audio for this webinar will only be available via your computer, tablet or mobile device speakers – **there is no dial-in number.**

- If you have internal speakers, make sure they are not muted.
- If you have external speakers, make sure they are powered on and not muted.
- Make sure you did not lose Internet connectivity.
- Check with your IT department as an office/business firewall may block your access to the live webinar.
- Make sure your system has passed the system test by using this link:
<https://goto.webcasts.com/viewer/faq.jsp?techview=yes&dlang=en-us&closebtn=>
- If you are using a mobile device, such as an iPhone, make sure you have enough bandwidth. We advise using dedicated Wi-Fi or 4G.
- If you are using an Android device, Apple iPad or iPhone you will need to click on the media play button to begin the presentation. Android and Apple iOS devices do not permit streams to begin automatically.



- If you have audio issues while on the live webinar, please click “refresh media” located below the presenter image on the left of the screen.

8. Where can I find presentation slides and handouts?

When available, presentation slides, presenter biographies, and other materials are located in the “Resources” section on the left side of your screen during the live webinar.

9. How do I access the webinar recording?

The webinar recording is available about two weeks after the live event. All registrants of a live webinar will receive an email two weeks after the live event containing instructions on how to access recorded webinars and additional On Demand training.

10. May I please have a certificate of attendance?

To receive a certificate of attendance you must register for a live webinar, attend the entire live webinar and complete the survey immediately following the live webinar. Shortly after you submit a survey, a new browser tab will open or an email will be sent to the email address provided at registration containing a link to your certificate of attendance. If you attend a live webinar and do not receive a certificate, please contact us at (877) 798-7682. We do not offer a certificate of attendance for our recorded webinars.

11. Where can I find information on upcoming webinars?

Go to <https://ncjtc.fvtc.edu/> and select Explore Training on the top right side of the screen. On the following page, select any of the tiles to explore our training offerings.



This training is made possible with funding awarded under the Missing and Exploited Children Training and Technical Assistance Program provided by the Office of Juvenile Justice and Delinquency Prevention, Office of Justice Programs, U.S. Department of Justice.

Questions? Please contact Jeanette Leitner at (877) 798-7682 or leitner@fvtc.edu