



GoToWebinar Virtual Student Common Questions and Answers

1. **Before my Virtual Education Week course(s), how do I download the GoToWebinar application?**

Answer:

1. **Test your system settings:** <https://support.goto.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.goto.com/webinar>.

2. **Question: What device can I use to watch/attend my Virtual Education Week course(s)?**

Answer: The GoToWebinar application is required to watch your course(s) and can be downloaded on any device, including smartphones, tablets, laptops, or computers, using the directions above. Courses will be broadcasted live during the schedule course date found on your confirmation email(s).

3. **Question: When will I receive the GoToWebinar log-in link(s) and course materials for my Virtual Education Week course(s)?**

Answer: All virtual students will receive an email from GoToWebinar (sent by California Building Officials customercare@gotowebinar.com) no later than 48 business hours before each course with their personalized link to join their virtual classroom and to download course materials. If you do not receive your course link, please contact the [CALBO Office](#) for assistance. Each student will receive multiple email reminders to ensure access to virtual classrooms and course materials before each course day.

4. **Question: When can I log into my GoToWebinar classroom using my link "Join Webinar" that was emailed to me?**

Answer: Each GoToWebinar classroom will open to virtual students starting at 7:30am on the day of the course. If you sign on any earlier, you will be placed into a waiting room until that time. Each course will be broadcasted live from 8:00am-3:30pm.

5. **Question: Can I call into my Virtual Education Week course(s) without logging into GoToWebinar?**

Answer: In order to track attendance, each virtual student is REQUIRED to use their personalized link by clicking on the "Join Webinar" link in their GoToWebinar email to log into their virtual classroom. If a student leaves the GoToWebinar online classroom, their

attendance stops recording. Please stay logged in throughout the entire course broadcast. The call-in number provided in your email can be used to supplement your computer/device audio. Registrants who choose to call into the course on their phone without using their personalized link to watch the course will NOT receive CEUs.

6. **Question: What if my device does not have audio? What are the audio options?**

Answer: In order to track attendance, each virtual student is REQUIRED to use their personalized link by clicking on the “Join Webinar” link in their GoToWebinar email to log into their virtual classroom on the GoToWebinar platform. This is required for attendance tracking. You can then use the call-in number to supplement the audio. The call-in number is listed under “Choose one of the following audio options” toward the bottom of your GoToWebinar email or listed on your GoToWebinar control panel. The call-in number should only be used to supplement your device’s audio. Please stay logged into GoToWebinar from your electronic device, as it tracks your attendance.

7. **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 under “Choose one of the following audio options” toward the bottom of your GoToWebinar email or on your GoToWebinar control panel. The call-in number should only be used to supplement your device’s audio. Please stay logged into GoToWebinar from your electronic device, as it tracks your attendance.

8. **Question: My video cut out and/or my video is lagging. What do I do?**

Answer: 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. If you are still having issues, please contact the CALBO Office for assistance.

9. **Question: How can I ask a question as a virtual student?**

Answer: All virtual students are muted during each virtual course but typed questions can be submitted in the “question box” on your GoToWebinar control panel. A typed answer will be provided, or your question will be answered verbally by the instructor. One way or another, virtual students can ask questions and get needed answers!

10. **Question: Where can I download the course materials?**

Answer: Each student will be emailed a link with the course materials within 48 business hours of the course, but these can also be downloaded in the “resource section/handout section” of your GoToWebinar control panel during the virtual course broadcast (with the exception of these courses: *2022 California Building Code: Significant Changes* and *2022*

California Residential Code: Significant Changes). Course material links will deactivate when the Education Week ends and CANNOT be re-issued to students. It is each student's responsibility to download and save their course materials.

11. **Question: How do I "sign into" my virtual course to receive CEUs?**

Answer: As long as a student uses their personalized link in their GoToWebinar email by clicking on the "Join Webinar" icon to watch the virtual course, their attendance will be recorded. When a student leaves the GoToWebinar online classroom, their attendance stops recording. Please stay logged in throughout the entire course broadcast to qualify for CEUs.

12. **Question: When will I receive my attendance certificate?**

Answer: CALBO will email an attendance certificate to each student who attends their entire virtual course broadcast within 72 business hours of the course.

13. **Question: Can I log out of my Virtual Education Week course during breaks or lunch?**

Answer: CALBO recommends that students DO NOT log out after joining their GoToWebinar online classroom on their course day. Please keep the GoToWebinar application open for the duration of the course. Students can minimize the GoToWebinar application on their desktop during breaks. If a student gets disconnected from their online classroom, please rejoin by clicking on the "Join Webinar" link in their GoToWebinar email.

14. **Question: Can I talk to someone about my Virtual Education Week course(s) or technical problems?**

Answer: The CALBO Office is open from 7:15am-3:00pm during the Education Weeks. Please call 916-457-1103 or email info@calbo.org, if you are experiencing technical problems.