Webinars Frequently Asked Questions (FAQ)

If you are unable to find an answer to your question, please see GoToWebinar's Help and FAQs or contact us.

Are the webinars recorded? Can I catch up with a webinar after it has taken place?

All of our past webinar recordings and tutorial videos are available via our Past Events webpages or our YouTube channel. Recordings are added as soon as possible after a webinar has taken place.

Where can I find the slides from a past webinar?

The presentation slides from past webinars are available on our Past Events page. The slides are made available as soon as possible after a webinar has taken place.

I am unable to connect with the webinar, how do I connect?

Connecting with the webinar involves the GoToWebinar software being downloaded and it is possible firewalls or your organisation's security system has prevented this from being downloaded. The GoToWebinar customer support gives some advice on connectivity problems on their page Why do I get a "could not connect" error when I try to join a session?

Why can't I hear anyone?

If you've joined a webinar and you are having audio issues, please make sure that you have selected the correct audio mode.

If you want to connect with your mic and speakers, make sure *Computer Mode* or *Internet Mode* is selected. Check that your speakers/headphones are plugged in and that your computers volume isn't turned down too low.

If you want to connect with your telephone, make sure *Phone Mode* is selected. You can find the telephone number in your registration email

For further information, please see the GoToWebinar's Audio Help and FAQs.

I can hear the webinar but I cannot see the presentation?

If you are using the desktop app, then the GotoWebinar viewer window may be hidden behind another application or it may be minimized. Click the daisy on the taskbar to bring the GoToWebinar desktop application to the forefront of your screen.

Check you are viewing the correct browser tab; click the one that says 'GoToWebinar' and shows the red 'audio live' icon.

Before joining a webinar, do I need to check my system requirements to avoid any connection issues?

Attendees are required to install the GoToWebinar software on their device to join the webinar. This should happen automatically when joining. We would recommend following the steps on the

GoToWebinar customer support page How to join Classic Webinar and checking your system requirements prior to joining the webinar.

If you are using a work computer, we would also advise that you check, prior to the webinar, that you are permitted to download the software. If downloading is not possible you can try using Instant Join.

How do I use Instant Join?

To use Instant Join please visit the GoToWebinar page System Requirements for using the Instant Join app for further information. Unfortunately the Instant Join facility is not yet available to attendees using a Windows Operating System.

If you think that you are unable to use Instant Join, the options we would recommend are; contacting your IT helpdesk ahead of the webinar to ask if they can allow temporary downloads to enable you to attend the webinar; or if it is possible for you to access the webinar on another device.

Can I join a webinar with a mobile app?

You can join a webinar with a mobile app. First download the free GoToWebinar mobile app for Android or iOS. When the webinar starts open the app and enter the webinar ID (which you can find in the registration email) into the app. This will take you to a registration screen, fill in your details and you will be joined to the webinar. For more support with the mobile app see here.

I have a question regarding accessibility?

If you would like to attend a webinar and have specific questions or needs please contact us on ukdstraining@manchester.ac.uk or +44(0)161 275 4262. Further advice can be found under Accessibility (please scroll down to the section on webinars).

Can I transfer or share my link, to join the webinar, to someone else?

The link to join is unique to you and should not be shared with anyone else. You are able to cancel your webinar registration at any time by going to the *Cancel your registration* link on the bottom of your Confirmation email. Attendees wishing to join the webinar should register individually on the Webinar registration page.

How do I add the webinar to my calendar?

Depending on your browser, check that Popups and File download are enabled. Click on the *Add to Calendar* button and accept the invitation.

How can I find out about future webinars?

If you would like to keep up-to-date on our future webinars and receive a quarterly round-up of our latest news, features, data releases, and forthcoming data and events, please subscribe to our newsletter. For more regular updates and news, please subscribe to Jiscmail. You can also follow us on Twitter or Facebook. For more options for staying in touch, visit our Contact page.

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