

# NATIONAL CHILD PROTECTION WEEK 2023 OFFICIAL PROGRAM

## WHERE WE START MATTERS

NAPCAN PREVENT CHILD ABUSE & NEGLECT

## Frequently asked questions

### Participating in NAPCAN GoToWebinar Events

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## What do I need to participate in the GoToWebinar events?

You can join in the webinar using a computer with internet connection and working speakers or you can join using your iOS, Android or Windows Phone device. To make sure you can run GoToWebinar sessions, please go to our [System Check](#) page to test your device. If you do not have access to a computer or phone device at the time of the webinar, you may connect to the audio of the session by dialing in with your telephone. The dial in details can be found in the registration email underneath the join link.

## How do I log in to the webinar?

When you register to participate in a NAPCAN webinar you will receive a link via email to use on the day. This link is unique to you, so please do not share it.

## Do I need a microphone or webcam to participate?

No. Participants will only be able to listen and submit questions via chat during the

webinar.

## What should I do if I have trouble logging in or hearing the presentation?

Please go to our [System Check](#) page to test your device. Once the system check is successful, click on [Try a test session] to install/re-install the application.

After the application is successfully installed, you should then be able to change settings to enable audio/video. Reboot your computer.

For more information on how to join the webinar, you may visit the [GoToWebinar support page](#).

## What if I can't download the GoToOpener application due to company firewall restrictions?

You may join GoToWebinar via Instant Join app, which allows you to join via browser without app installation.

If your internet browser does not automatically open up the 'Instant Join' app, add the following code to the end of your join link.

**?clientType=html5**

(As an example: if your join link is

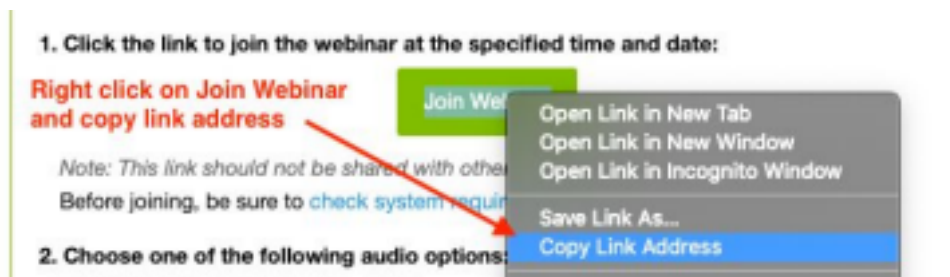
<https://global.gotowebinar.com/join/1142918520461700609/830372945>

Then add the code towards the end of the join link (see below):

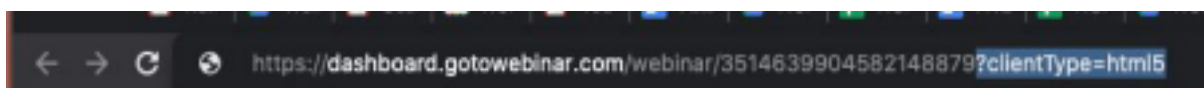
<https://global.gotowebinar.com/join/1142918520461700609/830372945?clientType=html5>

### Steps:

- a. Go to your join link email and copy the link address



- b. Then open an internet browser, paste the join link in the address and then add the code **?clientType=html5**



In the unlikely event that you experience technical difficulties that cannot be resolved in time, please be assured that the webinar will be recorded and you receive the follow-up email with the link to the recorded session within 2 weeks of the webinar date.

## I can't make the webinar at the scheduled time. Can I view the webinar later?

Certainly! All our webinar events are recorded. For anyone who is interested in any of the webinar events, we would strongly suggest they register, so they can receive the follow-up email with the link to the recorded session within 2 weeks of the webinar date.

## Can I provide my feedback about the webinar?

There is a short survey that will pop up as you exit the webinar, we really value your feedback and would appreciate it if you could take the time to complete it.