



# Frequently asked questions

## Participating in NAPCAN GoToWebinar Events

### Contents

[What do I need to participate in the GoToWebinar Events?](#)

[How do I log in to the webinar?](#)

[Do I need a microphone or webcam to participate?](#)

[What should I do if I have trouble logging in or hearing the presentation?](#)

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

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

[Can I provide my feedback about the webinar?](#)

## 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 the [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 the [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.

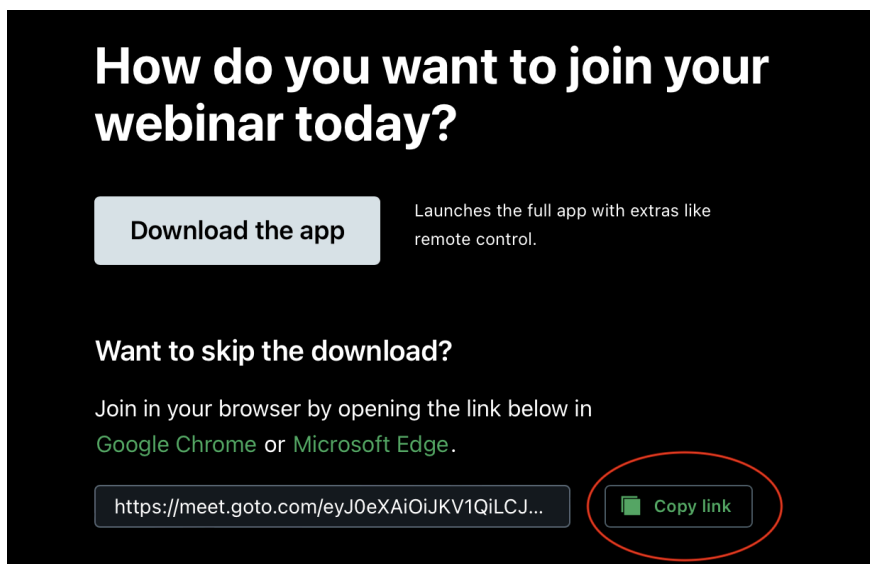
If you have already joined the webinar, you should be able to change your audio settings.

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

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

Instead of downloading the desktop application, you may join GoToWebinar via the Google Chrome or Microsoft Edge browser.

If your internet browser does not automatically open up the webinar after you select your browser, click **“Copy Link”** and paste the URL to your selected browser.



The screenshot shows a dark-themed interface with the heading "How do you want to join your webinar today?". Below this, there are two main options. The first is a button labeled "Download the app" with a subtext "Launches the full app with extras like remote control." The second option is "Want to skip the download?", which includes the instruction "Join in your browser by opening the link below in Google Chrome or Microsoft Edge." Below this instruction, there is a text input field containing the URL "https://meet.goto.com/eyJ0eXAiOiJKV1QiLCJ...". To the right of the input field is a button labeled "Copy link", which is circled in red in the image.

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 1-2 weeks after the webinar finishes.

## 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 1-2 weeks after the webinar finishes.

## Can I provide my feedback about the webinar?

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