

6-12 Sept 2026
**NATIONAL CHILD
PROTECTION WEEK**

*Funded by the
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Department of Social Services*

EVERY CONVERSATION MATTERS

**SHIFTING
CONVERSATION
TO ACTION**



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. Learn how to prepare and join your webinar session by visiting the GoToWebinar Attendees Guide [here](#). 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. Learn how to prepare and join your webinar session by visiting the GoToWebinar Attendees Guide [here](#).

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.

I am connected and the session has started, but I can't see and/or hear the webinar.

If you can see the webinar but you aren't hearing anyone speak, you likely just need help connecting to audio. See [Connect to webinar audio](#) or [Resolve issues hearing/being heard](#).

If you are able to hear the webinar audio but can't locate the shared presentation on your computer, see [Fix issues with seeing the presentation](#). It's also possible that the presenter has not started sharing their screen or that they have paused the sharing.

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. Learn how to join your webinar session by visiting the page [here](#).

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.