GoToWebinar – Frequently Asked Questions

Q: How do I join a webinar?

Joining a webinar is easy. When you receive a webinar email invitation, click the registration link and register for the webinar. You can then join the webinar at the scheduled time in one of three ways:

- Click the link in your confirmation or reminder emails, which will be automatically sent to you after registering and leading up to the webinar.
- Go to www.joinwebinar.com. Type or paste in the webinar ID provided by the organiser in the webinar invitation email, enter your email address, click 'Yes' or 'Always' (or 'Trust' on a Mac) if prompted to accept the download and, if required, enter the webinar password provided by the organiser.
- Click the Join a Webinar button from www.gotowebinar.com. Type or paste in the webinar ID provided by the organiser in the webinar invitation email, enter your email address, click 'Yes' or 'Always' (or 'Trust' on a Mac) if prompted to accept the download and, if required, enter the webinar password provided by the organiser.

Q: Do I need a GoToWebinar account to attend a webinar?

No, you do not need a GoToWebinar account to attend a GoToWebinar session. You attend as a guest of the webinar organiser, and there is no obligation to buy or sign up for a free trial. To join a webinar, click the link in the confirmation or reminder emails or go to www.joinwebinar.com and enter the webinar ID found in the invitation email.

Q: What are the system requirements for attending a webinar?

On a PC

- Internet Explorer 7.0 or newer, Mozilla Firefox 4.0 or newer or Google Chrome 5.0 or newer (JavaScript enabled)
- Windows 8, 7, Vista, XP or 2003 Server
- Cable modem, DSL or better Internet connection
- Dual-core 2.4GHz CPU or faster with 2GB of RAM (recommended)

Participants wishing to connect to audio using VoIP will need a fast Internet connection, a microphone, and speakers. (A USB headset is recommended.)

On a Mac

- Safari 3.0 or newer, Firefox 4.0 or newer or Google Chrome 5.0 or newer (JavaScript enabled)
- Mac OS X 10.6 – Snow Leopard or newer
- Intel processor (1GB of RAM or better recommended)
- Cable modem, DSL, or better Internet connection Participants wishing to connect to audio using VoIP will need a fast Internet connection, a microphone, and speakers. (A USB headset is recommended).

Participants wishing to connect to audio using VoIP will need a fast Internet connection, a microphone, and speakers. (A USB headset is recommended).

On an iPad, iPhone or Android device

- Free GoToMeeting app from the App Store or Google Play
- WiFi connection recommended to use VoIP

Q: Are the GoToMeeting, GoToWebinar and GoToTraining solutions secure?

Yes, your online meetings, webinars, and training sessions are completely private and secure. All of our solutions feature end-to-end Secure Sockets Layer (SSL) and 128-bit Advanced Encryption Standard (AES) encryption. No unencrypted information is ever stored on our system. Read our Security White Paper, located on our Security & Reliability page.

Q: How do GoToMeeting, GoToWebinar and GoToTraining work with firewalls?

Our solutions use HTTP outbound connections to transparently enable screen-sharing sessions even with corporate firewalls in place. In most cases, organisers and attendees can connect to Citrix Online's servers without re-configuring firewall settings. In the rare case that a firewall prevents you from using our solutions, read these detailed instructions for adjusting your firewall settings.

Q: Can my computer receive a virus from downloading the software or attending the session?

No, neither organisers nor attendees can catch or be exposed to viruses from downloading our software. We continuously monitor our development environment for viruses and malware, and all of our downloadable software is digitally signed to prevent tampering by third parties. The warning message customers might see when they install the software is a default message displayed by their browser whenever they download executable files.