Webinar FAQ

What is a webinar?

A webinar is a live presentation via the internet on a DSL connection. Each participant sits at his or her own computer and is connected to other participants via the internet. After registering for the webinar, a meeting invitation is sent out by the organizer which includes a link to enter the webinar.

The speaker makes a presentation onscreen and speaks over a standard telephone line, while pointing out information in a PowerPoint presentation onscreen. A webinar may include polling and question & answer sessions to allow full participation between the audience and the presenter. Participants can type in questions for the speaker during the presentation.

 In some cases a webinar can be set up to allow for participants to raise their hand and speak to the audience over the phone. Every effort will be made to incorporate a live question & answer session into the webinar format as we get familiar with utilizing this new tool.

We welcome your suggestions for presentations. Please contact Ruta Dzenis at ruta.dzenis@maine.gov and 207-287.2851

What equipment is required to attend a webinar?

Webinars are conducted using GoToMeeting online meeting software. A computer (Mac or PC) with an internet connection is required. For audio you have the option of using your telephone to dial the toll number provided or you can connect to audio using VoIP which will require a fast internet connection and speakers.

What are the system requirements for attending a webinar?

To attend a Webinar on a PC, the following is required:

> Internet Explorer® 6.0 or newer, Mozilla® Firefox® 2.0 or newer (JavaScript™ and Java™ enabled) Windows® 2000, XP, 2003 Server or Vista

> Cable modem, DSL or better Internet connection

> Minimum of Pentium® class 1GHz CPU with 512 MB of RAM (Recommended) (2 GB of RAM for Windows® Vista)

> Participants wishing to connect to audio using VoIP will need a fast Internet connection, a microphone and speakers.

To attend a webinar on a Mac, the following is required: Mac OS X 10.4 (Tiger®) or newer

> Safari 3.0 or newer, Firefox 2.0 or newer (JavaScript™ and Java™ enabled)

> Cable modem, DSL or better Internet connection

> Power PC G4/G5 or Intel processor (521 MB of RAM or better recommended)

> Participants wishing to connect to audio using VoIP will need a fast Internet connection, a microphone and speakers.

How do I join a webinar?

Joining a webinar on a PC or Mac is easy. You can join the webinar with the link in your confirmation email, which will be automatically sent to you after registering. You do not need to pre-install any software prior to joining the webinar.

When you click on the link from your email to attend the webinar, your browser will prompt you to allow the browser to download a java applet that is needed to run the GoToWebinar platform. Click "Yes" or "Always" (or "Trust" on a Mac) if prompted to accept the download.

 For more details regarding the attendee control panel which will appear on your screen, please view the Attendee Quick Reference Guide found at https://www2.gotomeeting.com/default/help/g2w/pdf/GoToWebinar%5fAttendee%5fQuickRef%5fGuide.pdf.

Do I need a GoToWebinar account to attend a webinar?

You do not need to have a GoToWebinar account to register for and join a webinar. You also do not need to pre-install any software prior to joining the webinar.

When should I join the Webinar?

Attendees can join webinars 15 minutes before they start. If you are a first time GoToWebinar user, please join the webinar session at least 45 minutes prior to start time to allow for any needed system configuration. For technical issues, please contact GoToWebinar Customer Care team toll-free at 1-800-263-6317 or e-mail GoToWebinar@citrixonline.com to request assistance.

What if I'm late joining the webinar?

You can join the webinar at any time, but because this is a live seminar, it will be impossible to "rewind" back to what you've missed.   We suggest if you are significantly late, it will be more beneficial to view a recording of the webinar once it has ended.

Can I view presentations in full-screen format?

Yes. On the top of the Attendee Control Panel, click the View Menu button and select the Full Screen option. Or, on the Attendee Grab Tab on the side of the control panel you can click the View button to toggle between Full Screen and Window viewing.

Other FAQs

My firewall is blocking the GoToWebinar download. Is there a safe way for me to still join the meeting?

If your personal firewall is blocking GoToWebinar, you just need to select your firewall's option to allow GoToWebinar to access the internet.

1. Select the check box to Remember the answer each time I use this program.
2. Click Yes to enable GoToWebinar to access the internet.

 In some cases, a firewall or other security setting as set by your workplace may block your computer from accessing the website/link needed to attend the webinar. If you are not sure if you are able to access online meetings or webinars, forward the GoToWebinar registration confirmation, which contains the link to access the Webinar, to your Technical Support team for verification and to determine if you will be able to attend the webinar.

What if I'm registered to attend a webinar but can no longer attend? What should I do?

Your attendance will be missed but there is not anything you need to do. Please note, you may still receive reminder e-mails leading up to the webinar, please just disregard these. In addition, a recorded version of the webinar will be available for viewing at http://www.maine.gov/spo/landuse/index.