



GOTOWEBINAR - FAQs & TECHINAL TROUBLESHOOTING

PLEASE NOTE: STREAMING A LIVE WEBINAR OVER A COUPLE OF HOURS (BOTH AUDIO AND VISUAL) REQUIRES A LOT OF INTERNET BANDWIDTH; THEREFORE, IF YOU TEMPORARILY LOSE SOUND OR CONNECTION, IT IS LIKELY AN INTERNET ISSUE ON YOUR SIDE, RATHER THAN A PROBLEM WITH THE WEBINAR PLATFORM.

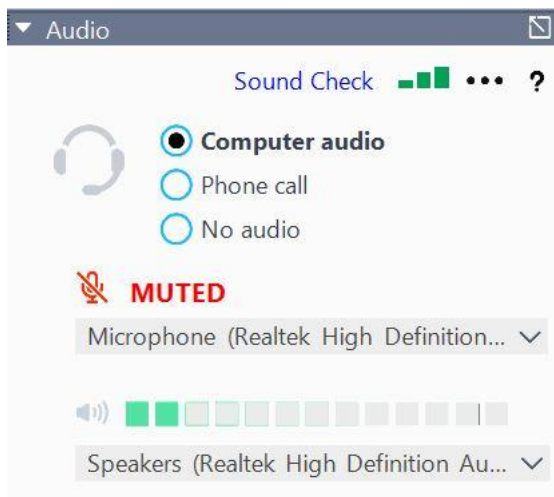
AUDIO ISSUES

Q: Hi, I've joined the webinar, but the audio is not working but I can see the video/screen

A: When the webinar begins, you will be connected to audio using your computer's microphone and speakers (VoIP).

Please note that not all laptops have this ability and so we recommend that you use a headset if this should be the case as this will allow you to hear the webinar.

If you are experiencing Audio issues when the webinar starts please see your control panel and drop down the Audio tab, and perform a Sound Check – as seen below:



Ensure you select Computer audio (or use a headset if necessary) or join with a phone call.

If you are still experiencing issues with audio, then log out and undertake a check on the system requirements using this link <https://support.goto.com/webinar/system-check-attendee>

After testing the system requirement, you can re-join the webinar using the same joining instruction link in the email you received upon registering.

WEBINAR RECORDING

Q: I missed the beginning, am I able to get a recording?

A: No, ARMA record webinars for internal quality and monitoring purposes only; these recordings are not available to attendees. If you have missed the course (or any part of it) due to technical issues, please email us on info@arma.org.uk

UNABLE TO ANSWER POLLS

Q: I am unable to answer the poll?

A: If you are unable to answer the polls this may be due to the fact that you have your GTW window panel on Full View - it's a temporary issue with GoToWebinar software and they are working on a fix. Please use the Esc key on your keyboard to come out of Full View, and this should let you answer the poll.

HANDOUTS

Q: Where can I get the slides?

A: The presentation slides and any other accompanying material for this course can be found in the Handouts section of the Control Panel – you must download and save these documents yourself, as they will not be available after the webinar has ended.