### Join a session from a computer

1. Access the webinar in any of the following ways:

- **Note:** If you have not yet done so, you will first need to register for the active webinar by following the link in the email invitation you received from NPCA
- **Invitation email**
  Select the Join URL in your Confirmation email. This will launch a new web browser page.

**Note:** If you have not yet registered for the webinar (and therefore have not yet received your Confirmation email), then you can click the Registration URL in your Invitation email to register for the active session.
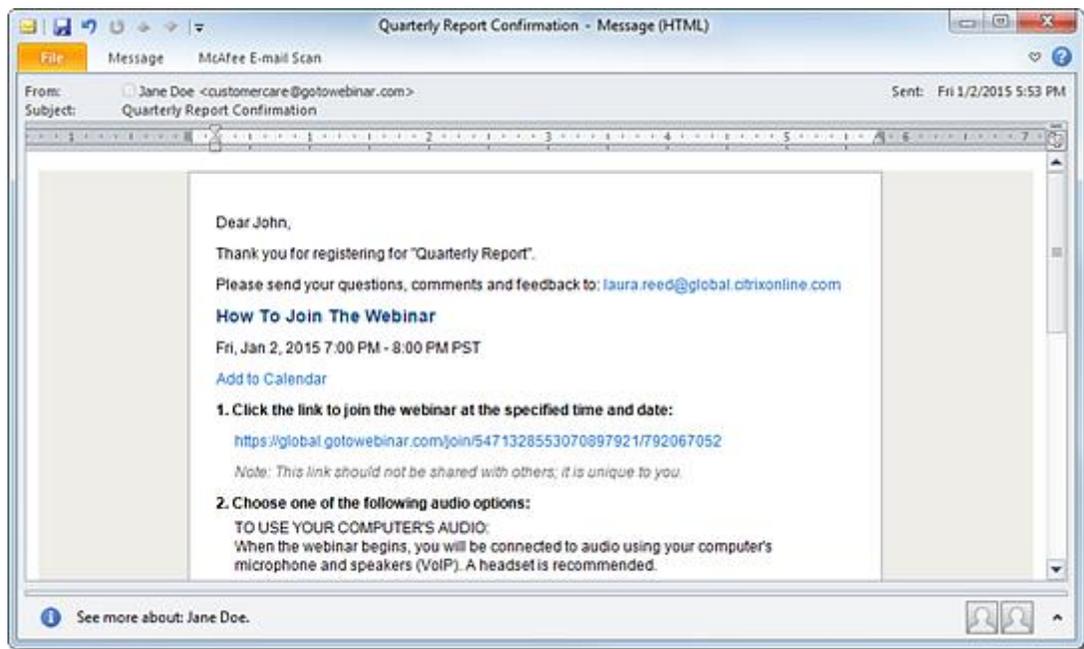


- **Web browser**
  Open a web browser and go to the Join the Webinar page. Enter the meeting ID (listed in your Invitation email), then click **Continue**. Enter the webinar ID (listed in your Invitation email) and your email address (optional), then click **Continue**.

2. Depending on the organizer's account settings (as well as your operating system and web browser), you will be launched into session via the web app or via the desktop software. The desktop software will be automatically installed if needed.

**Note:** If you have not yet done so, you will first be prompted to register for the active webinar.

3. Once you're in session, choose one of the audio options provided by the organizer to connect to the audio conference. You can choose your preferred audio option from the Audio pane of your Control Panel.

## Join Help

### I can't join a webinar.

If you're having trouble joining a webinar, then try the following troubleshooting steps:

- Make sure that you have gone through the join steps described in the Install the Desktop Application on Windows and Install the Desktop Application on Mac articles. These detailed instructions will ensure that all three components of the installation package are downloaded onto your computer, including the Launcher application, GoToMeeting desktop application and Web Deployment plugin.

- Try uninstalling both the GoToMeeting desktop application and the Launcher application so that you can start fresh, then go through the join steps described in the Install the Desktop Application on Windows and Install the Desktop Application on Mac articles again.

    o How to Uninstall GoToMeeting from a PC
    o How to Uninstall GoToMeeting from a Mac

- If that doesn't work, try rebooting your computer. Often this will resolve many issues you may be experiencing by resetting the current state of your software and starting over again.

- If you still have trouble joining a meeting, please contact Citrix Customer Care.

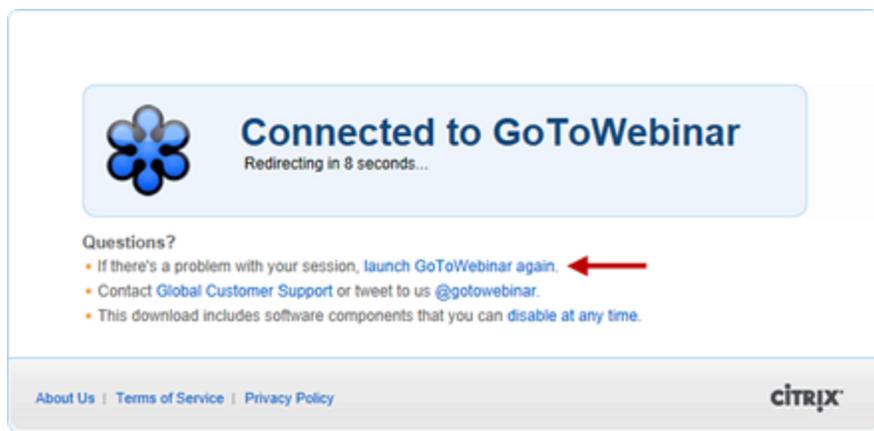### When I try to install GoToMeeting, nothing happens.

If you're having trouble installing the GoToMeeting desktop application, then try the following troubleshooting steps:

- The GoToWebinar application may be minimized or hidden behind other application windows. Check the Task Bar (Windows) or Dock (Mac) at the bottom of the screen for the GoToWebinar daisy icon, then click on it to expand the Viewer and Control Panel and see the in-session meeting.



- If you're sure it didn't install properly, make sure you're following the steps for the specific web browser you're using. Please see the Install the Desktop Application on Windows and Install the Desktop Application on Mac articles for more detailed instructions about downloading with each web browser.

- o **When you install using Internet Explorer,** you should see a prompt at the bottom of the screen that says "Do you want to run or save GoToWebinar Launcher.exe from download.citrixonline.com?". You'll need to click **Run** to continue.

- o **When you install using Firefox,** you should see one of the following pop-up windows:

  - If an "Opening GoToWebinar Launcher.exe" pop-up window asks you if you would like to save the file, you'll need to click **Save File** to continue.
  - If a "Launch Application" pop-up window asks you to choose an application, you'll need to click **OK** to continue.

- o **When you install using Chrome,** you should see one of the following options:

  - If no pop-up window appears, you should see a GoToWebinar **Launcher.exe** button appear at the bottom-left of the browser window. You'll need to click it to continue.
  - If an "External Protocol Request" pop-up window appears, you'll need to click **Launch Application** to continue.

- o **When you install using Safari,** you'll need to double-click the "Citrix Online Launcher" file in the browser's Downloads window to continue.

- If you have previously joined a meeting, webinar or training from the same computer, Internet Explorer may redirect you to the Connected to GoToWebinar page without showing the prompt at the bottom of the page. In this case, try clicking **launch GoToWebinar again** on the "Connected to GoToWebinar" page to prompt a manual download. If the page redirects to the GoToWebinar web app before you can click the link, try starting the webinar again.

**Connected to GoToWebinar**
Redirecting in 8 seconds...

Questions?
• If there's a problem with your session, launch GoToWebinar again.
• Contact Global Customer Support or tweet to us @gotowebinar.
• This download includes software components that you can disable at any time.

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- The web browser version that you are using may be outdated and not supported by GoToWebinar (see the system requirements for more information). Try joining from another web browser, or update to a newer version of your current browser:

  - o Update Internet Explorer
  - o Update Mozilla Firefox
  - o Update Google Chrome
  - o Update Apple Safari

- If you still have trouble joining a webinar, please contact Citrix Customer Care.

**I can see the webinar on my computer but I cannot hear anything.**

You may not have the right settings selected for the type of audio that your organizer provided (i.e., dialing in via phone vs. using your computer's mic and speakers). Please see the Audio and Audio Help articles for more detailed information.

**I can hear audio from my computer but I cannot see anything.**

If you are hearing the audio of your session through your computer speakers but cannot see the presentation, the Viewer window is likely minimized.

- The GoToWebinar application may be minimized or hidden behind other application windows. Check the Task Bar (Windows) or Dock (Mac) at the bottom of the screen for the GoToWebinar daisy icon, then click on it to expand the Viewer and Control Panel and see the in-session meeting.



**I get a "Could not Connect" error when I try to join a session.**

If you have a security program or firewall on your Windows computer that blocks connection with applications, you may need to manually enable GoToMeeting to join sessions. You may do this by opening your security software and accessing its firewall settings. Most security programs will allow you to configure access for specific programs in their firewall settings. To configure the firewall to allow GoToMeeting, look in the program rules for g2mcomm.exe and set it to "Allow" or "Full Access".