

National Webinar Series 2022-2023

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GoToWebinar Technology Attendee Checklist

Thank you for registering for CAIRP's 2022-2023 National Webinar Series! Please look at the below information to ensure the best experience for the upcoming webinars.

Hardware and Connectivity

- A minimum of 2GB of RAM is needed, but **4GB or more of RAM** is recommended. PC users can click on *Control Panel* and select *System* to check the RAM. Mac users can click on the *Apple Menu* and select *About this Mac*.
- Please click [here](#) to check your **system capability** with the GoToWebinar platform signing into the webinar.
- Check **internet speed** is at a minimum of 1mbps both up/down. You can check your internet speed [here](#) or at [speedtest.net](#) (Avoid running additional devices/programs during the webinar that may cause the internet speed to slow down.)
- Please use the supported **web browsers**: Google Chrome (most recent 2 versions), Mozilla Firefox (most recent 2 versions), Internet Explorer v11, Apple Safari (most recent 2 versions) Microsoft Edge (most recent 2 versions)
- You may use a **mobile device** to view the webinar as an iOS user (iPhone 4S or later, iPad 2 or later) or an Android user. Please note the internet connection should be 3G or better.

Step 1: Download the GoToWebinar app in the Apple App Store or Android PlayStore. We recommend downloading the app in advance.

Step 2: Click on the webinar invitation link (found in your email) to enter the webinar and the app will automatically launch. Alternatively, you can also sign into the webinar by entering the 9-digit webinar ID in the app (series of numbers located in the registration confirmation email).



*Keep in mind you **do not** have to download the GoToWebinar desktop app if you are attending the webinar through a computer or laptop. The webinar will launch when you click the link found in your email.

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During an “On-Demand” or Pre-Recorded Webinar

- Audio will play through your computer speakers or mobile device.** Simply click the link to join the webinar.
- Post Q&A:** Anytime during the webinar, you may type in your question in the Chat box (icon  on the left side of your screen) and we will follow-up with you after the webinar ends.
- The **handouts** (icon  on the left side of your screen) will be available for viewing/downloading once the webinar begins.

During a Live Webinar

Just a reminder that **you are automatically muted** upon entering the webinar. Your webcam will also be disabled.

You will have **two options for audio** to listen to the webinar: computer audio and dialing in with your phone. If you are using your phone, please mute yourself.

*We recommend selecting computer audio (upon joining the webinar, an audio pop-up will appear that will give you the two options for audio devices). If you have trouble joining the webinar with your computer audio, dial in using the phone number and access code provided in the registration confirmation email.

Live Q&A: At the end of the session, there may be some time for Q&A where you can type in your question(s) in the *Question* drop icon box. Please note that we may not get to everyone’s questions.

You will be able to access the **handouts** for viewing/downloading in the *Handouts* drop icon box.

Need help? We are here for you!

Natalie Alfano, Director of Professional Development, natalie.alfano@cairp.ca

Josephine Song, Event Assistant, josephine.song@cairp.ca

Please note that we do not have 24/7 technical support available at this time, but we will answer your question at our earliest convenience.