1. Go online **before** you call in. Register at the link provided in your outlook calendar invite:
   -Ex: https://attendee.gotowebinar.com/register/4938644863492277505
2. Enter your email address and join the webinar

*Required field

First Name*   Last Name*

Chelsea   Hortman

Email Address*

chelsea.hortman@cchmc.org

By clicking this button, you submit your information to the webinar organizer, who will use it to communicate with you regarding this event and their other services.

Register

Once the webinar has opened, dial in…
3. You may use your telephone or mic & speakers to join the call – *we recommend calling in with your telephone.*
   If you are going to join the audio portion of the call using a telephone, **SKIP to Step 7 NOW**.
4. If you are going to join the audio portion of the call using your computer, you must have a microphone and speakers. If you do, select "Mic and Speakers" for "audio mode" in the webinar control box on your screen. You do <u>not</u> need to enter an Audio Pin. If you are not sure whether or not you have working mic and speakers, please call in using a land line
   **Your audio tab is located in the webinar control box on your screen. If you do not see the call-in information in the control box, please click on the plus (+) sign next to the "Audio" tab. This will expand the view of the Audio tab and allow you to see the call-in information. **
   *If you are with a group on the call in the same room, only <u>one</u> person should have their mic & speakers on. Everyone else should select "Telephone"
5. When you are first joined to the session, you will be in listen-only mode. The organizer will recognize you and "un-mute" you.

6. **Using a telephone**: Once you are logged onto the meeting, call the 10-digit dial-in number (ex: (510) 443-0605); enter your long distance code (if applicable); enter your 9-digit access code when prompted (ex: 678-510-678 #)
7. When prompted, enter the Audio Pin number followed by # (ex: #85#) shown in the webinar audio tab on your screen
8. When you are first joined to the session, you will be in listen-only mode. The organizer will recognize you and "un-mute" you.
   *If you are with a group on the call in the same room, everyone should choose "telephone" in the audio panel or you will get feedback when you speak.

9. Please keep yourself on mute when you are not speaking. You can mute/unmute yourself by clicking on the green mic or telephone shown next to your name in the webinar control box.
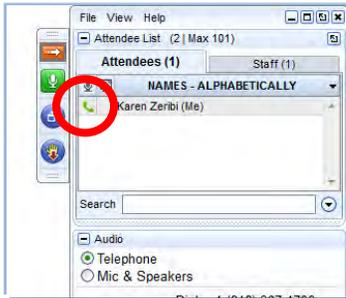
10. If you are having audio issues, go through the steps below or you can communicate with the group using the chat box on the bottom of the webinar control box.

Audio Troubleshooting:

Have you entered your audio pin?
You will need to enter an audio pin after dialing in and entering the access code. The audio PIN is shown in the audio tab of the webinar in red. Enter #, the audio PIN, then #. Everyone has a unique audio PIN. Once you have entered the PIN correctly, "You are connected to audio" will show up in green in the audio tab.

If you are getting feedback when you speak…
Under the audio tab, choose the correct audio source (choose telephone if you have called in or mic & speakers if you are using your computer's mic & speakers). The organizer will likely mute you if you are creating feedback. Once you have corrected the problem, they will unmute you.

Still getting feedback?
If you are in a room with multiple people on the call –
      Using a telephone (on speaker mode): everyone should select telephone in the audio tab
      Using mic & speakers: only one person should have mic & speakers selected in the audio tab (everyone else should select telephone)