

**Join a riteSOFT Webinar!**

Joining a riteSOFT Webinar requires:

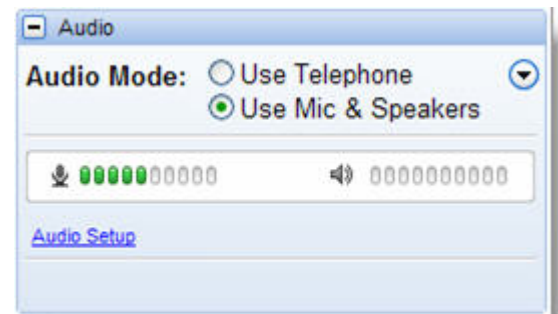
- ▶ registration online at any time prior to the Webinar start date/time
- ▶ Viewing the Webinar via the internet
- ▶ Listening to the Webinar audio via telephone conference call or VoIP

**To register for a riteSOFT Webinar**

1. Visit [www.rite-soft.com](http://www.rite-soft.com) to view available Webinars.
2. Click on the “Register” link accompanying the Webinar you wish to attend.
3. Complete the registration form.
4. You will receive an email confirming your registration for the Webinar along with the option to add the Webinar information to your Outlook® Calendar.

**To join a Webinar**

1. Open the Webinar confirmation email at least five minutes prior to the Webinar start time.
2. Click the **Join Webinar** link provided in the confirmation email.
3. If prompted, click **Yes** or **Grant** to accept the download.
4. You will be entered into the Webinar, and the Attendee Control Panel and GoToWebinar Viewer Window will appear.

**AUDIO OPTIONS**

Your choice of audio mode is provided in the Audio pane of your Control Panel.

By default, you will be joined into the Webinar muted. The presenter will not be able to hear you speaking.

The option to *Use Mic & Speakers* is available, this makes use of VoIP. If you choose to join via VoIP, you will need speakers to listen to the Webinar.

**VoIP Best Practices**

*If you join the Webinar using VoIP, please note the following:*

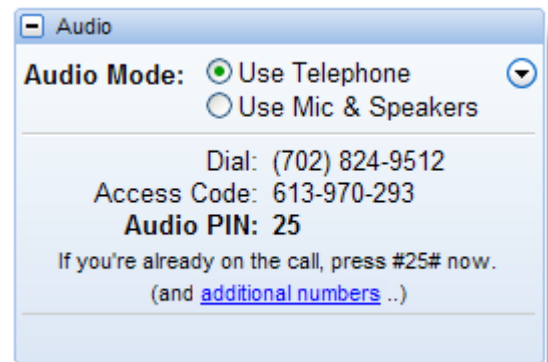
*Audio quality can vary based on your audio software/hardware manufacturer as well as your operating system. When using VoIP, the following best practices are recommended:*

*For optimum sound quality, a headset is recommended, preferably a USB headset.  
If a headset is not available, speakers are required to listen to the Webinar.*

**To switch audio formats during a Webinar**

You will have a choice in how to join the audio portion of the Webinar. You can switch between using VoIP (Mic & Speakers) or Telephone during the Webinar session.

In the Audio pane, select either *Use Telephone* or *Use Mic & Speakers*. If joining via telephone, be sure to enter the Audio PIN noted in your Control Panel.



### Control Panel Features

Once you have joined the Webinar you will see the GoToWebinar Control Panel and Grab Tab. The control panel contains three panes that can be expanded or collapsed by clicking the arrow on the left side of each pane.

Hover your cursor over the areas of the Control Panel to view their function.

### CONTROL PANEL

Once you have joined the Webinar you will see the Attendee Control Panel and Grab Tab. The Control Panel contains panes that can be expanded or collapsed by clicking the +/- on the left side of each pane.

**Grab Tab** – click arrow to open/close Control Panel.

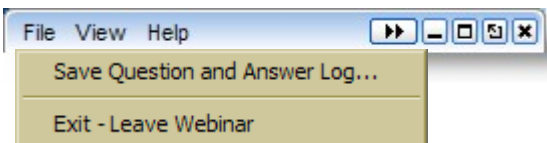
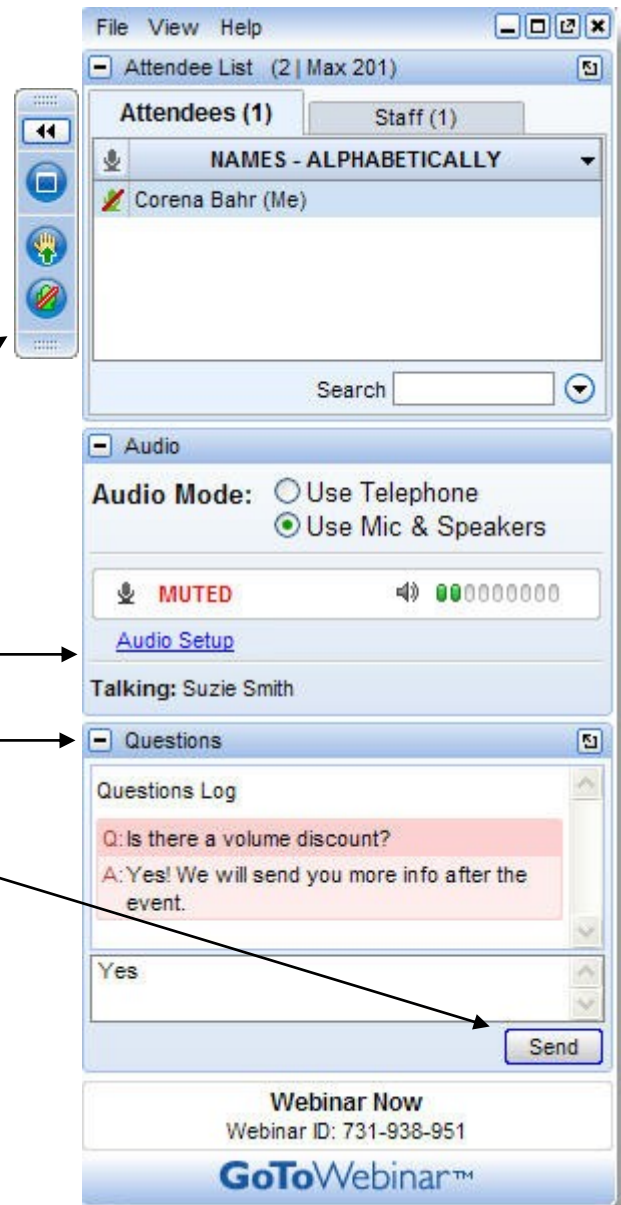
Click square to toggle Viewer Window between full screen/window mode. Click hand icon to raise/lower hand.

The microphone will appear with a red line to show you are muted.

Audio pane – select audio format. Click **Audio Setup** to select Mic & Speakers devices.

Attendees can submit questions. Broadcast messages to attendees will also show here.

Type your question and click **Send** to submit it to the organizer.



### Leave a Webinar

An attendee may leave a Webinar at any time.

1. From the Attendee Control Panel File Menu, select **Exit Leave Webinar**.
2. On the *Leave Webinar?* confirmation dialog box, click **Yes**.