## GoToMeeting/GoToWebinar Setup and Accessibility

The information below is applicable to both GoToMeeting and GoToWebinar
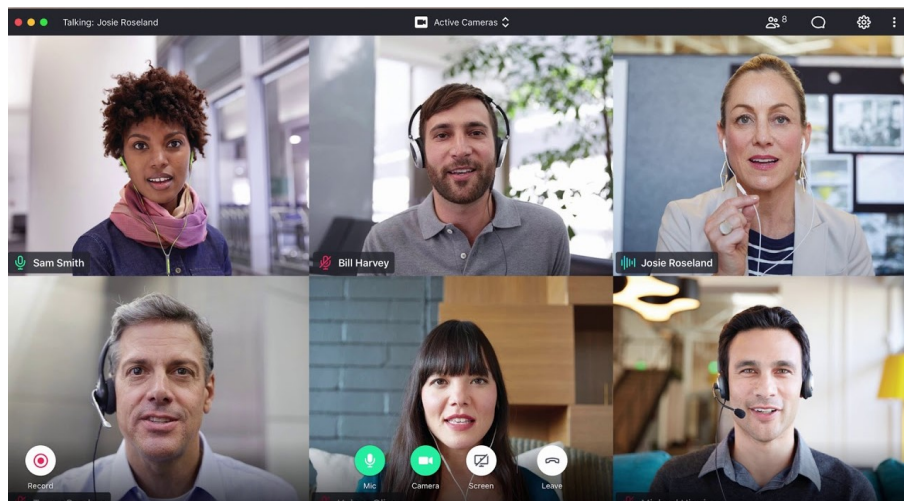


**Setup**

What equipment do I need to use GoToMeeting/Webinar?

- Windows or Mac computer
- Internet connection (broadband is best)
- Microphone and speakers (built-in or USB headset)
- Webcam
- License or trial

**GoToWebinar** offers all the features of GoToMeeting plus attendee registration features, as well as in-session tools such as live surveys and polls

**Missing Accessibility Features**

- No support for live captioning. The only way to display live captions is using the *share screen* feature, which is typically not sufficient.

- If a presenter is sharing their screen, then a sign language interpreter's window may appear too small.
- The interpreter may also appear too small if there are more than three cameras active at the same time. There is no way to resize individual camera feeds, however, the viewer may choose to view all active cameras in grid view, or whoever is currently speaking.
- Insufficient screen reader support

Best Practices

**In case your power or internet goes down...**

- Have a backup computer.
- Be dialed in as a secondary organizer on your phone.
- Have a co-organizer in the session with you.

**Tip**: If you need to reschedule your webinar, do so right away and let your registrants know via Follow-Up or Reminder emails.

**In case there are audio or video issues...**

- Hard wire your computer to the internet.
- Start in practice mode to check your staff's audio.
- Check to make sure you started the broadcast.

**In case there are recording issues...**

- Have a co-organizer in the session with you. Cloud recording continues and is stored to your Video Library as long as other co-organizers are in the session.
- If you are repeating webinar topics, run and record a webinar without attendees and share that link instead.
- Review tips on how to speed up your internet connection.

**In case you accidentally cancel your webinar...**

**You cannot undo canceling webinars** and customer support cannot restore it, so be cautious when canceling.