



2020 Virtual Adviser Academy – Tech Help Resources

Welcome! We are excited you are joining us for the 2020 Virtual Adviser Academy. We hope you are excited to learn ways to help LEVEL UP your yearbook and be prepared for the new year.

The first two days of Adviser Academy are split into two all-day New Adviser track sessions and a wide variety of 45-minute sessions for experienced advisers. The third day is Tech Training. Online Design training will be live, and InDesign and Photoshop Training are self-guided where you can select the topics you need.

Find the schedule at walsworthyearbooks.com/schedule.

Treat this page like you would a program. Session names and descriptions have been posted, with a link to access each session. If any last-minute changes are needed, this page is where updates will be made.

GoToWebinar Tech Support:

- Website: <https://support.goto.com/webinar>
- Call: 833.851.8340 (toll free) or 805.617.7080 (long distance)

Before Monday morning and during Adviser Academy:

1. **Before Monday, check your [internet connectivity and browser on GoToWebinar's site](#).**
2. **If you do not have the Google Chrome browser on your computer:** GoToWebinar strongly recommends you use the Chrome browser for these sessions so please download and use it during Adviser Academy if you can.
3. **On Monday morning, completely restart your computer.** After you click on the link for your first session, close any open programs you do not need, and disable any file sharing programs such as OneDrive, Dropbox, Google Drive, etc.
4. **GoToWebinar works best if other programs and browsers are not open.** The only item to keep open other than GoToWebinar is a browser with this page walsworthyearbooks.com/schedule for the schedule and links.
5. **When a presenter starts their video:** If you are seeing blips or the video does not seem to be playing correctly, first try hitting the escape button and then maximize the video screen. If that does not work, contact GoToWebinar Tech Support (details listed above).
6. **If the video is not playing for you:** Close out of GoToWebinar, go back to walsworthyearbooks.com/schedule and re-open your session. If that does not work, contact GoToWebinar Tech Support (details listed above).
7. **Review this [quick instructional video for using GoToWebinar](#).**

FAQs:

- **Can people see me?**
No. Attendees enter the webinar both muted and with their video turned off.
- **Am I being recorded?**
We are recording our sessions. If the instructor unmutes you and you also unmute yourself on your computer, your voice will be recorded.
- **Why can't I see the menu (control panel) to ask a question, raise my hand, etc.?**
The menu is probably collapsed. If you can see the small orange arrow, click on it to uncollapse the menu. You can turn off the auto-collapse feature in the menu by clicking View and then unchecking the area reading Auto-Hide the Control Panel.

- **How do I ask a question?**

In the main menu, you should see a section labeled “Questions” or “Questions/Chat.”

- Click on the drop-down arrow, and you will see an area to type your question.
- Once you start typing, the “Send” button will become live for you to click or hit enter on your keyboard.
- The instructor will answer questions while the video presentation is playing, and other questions will be saved for FAQ time at the end of the session. If you have additional questions that were not answered, please email adviseracademy@walsworth.com and include the session name along with your question.

- **How do I raise my hand?**

In your menu, you will see a hand icon. Select this icon when you want to raise your hand. You will select it again to lower your hand.

- **Why would I want to raise my hand?**

Raising your hand alerts the presenter. Some instructors might ask attendees to raise their hand if they are wanting feedback. For example, “Raise your hand if you’ve previously attended Adviser Academy.” By raising your hand, you are alerting the instructor that you have. Raising your hand is not the best way to ask a question. To ask a question, please type and submit your question in the Questions section.

- **How do I respond to a poll?**

Select your answer and hit submit before the instructor closes the poll. If you are having trouble, try exiting full-screen mode to answer the poll. This is a known bug in GoToWebinar, and they are working to fix it.

- **Why can’t the instructor hear me?**

In a webinar, all attendees are automatically muted. Instructors may unmute attendees if time and resources allow. If you are unmuted by the instructor, you may still need to unmute yourself on your computer or device. You can do that with the microphone symbol in your main menu.

- **Why can’t I hear audio?**

- If you are having trouble hearing the instructor speak, try switching your audio mode. You have the option to use your computer sound or call in. If one is not working, try the other. You can find the phone number in the menu under Audio.
- If a video is playing, you will not be able to hear it through the dial-in audio option. Unmute your computer to listen to videos.

- **Why is the presentation showing in two windows?**

- If the instructor is sharing their screen or something else and has their video on, you can control whether to see it in two windows or one. At the top of the presentation window, you will see an option to view in a single window or multiple windows. Select one. Note: this option is not available when a video is playing or when the instructor only has one view option.
- Also, if you hear something playing but do not see anything, check to see if another window opened up on your computer.

- **If I am having technical difficulties, what should I do?** Contact GoToWebinar Tech Support at:

- Website: <https://support.goto.com/webinar>
- Call: 833.851.8340 (toll free) or 805.617.7080 (long distance)

Most important of all – relax and soak in the information. Don’t worry if you are having technical issues or difficulty connecting to a session because all sessions will be recorded and made available for 90 days for you to view later. If you have any questions about Adviser Academy, email us at adviseracademy@walsworth.com. Enjoy!