

# California Marine Life Protection Act Initiative Instructions for Running GoToWebinar for Webinar/Teleconference Meetings and Presentations

March 15, 2010

Some MLPA Initiative meetings and public presentations will be held via teleconference and online meeting (called a webinar). The webinar component is hosted by GoToWebinar ([www.gotowebinar.com](http://www.gotowebinar.com)). To participate in a webinar, please follow these steps:

1. Sign up for the GoToWebinar prior to the meeting; see meeting agenda for the URL to access the registration ([www.dfg.ca.gov/mlpa/meetings\\_n.asp](http://www.dfg.ca.gov/mlpa/meetings_n.asp)).
2. Approximately 10 minutes before the webinar on the day of the meeting, use the URL provided when you registered to join the webinar.
  - Alternatively, you can go to [www.joingotowebinar.com](http://www.joingotowebinar.com)

To join a Webinar, enter the Webinar ID and your email address.

Webinar ID:

Email Address:

FAQs  
Attendee Quick Reference Guide(PDF)  
Contact Help

If you have a Meeting ID, please join your Meeting at [www.joingotomeeting.com](http://www.joingotomeeting.com)

If you have a Training ID, please join your Training at [www.jointraining.com](http://www.jointraining.com)

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- Type or paste in the webinar ID provided when you registered and your email address.
- Click "Yes" or "Always" (or "Trust" on a Mac) if prompted to accept the download.

You do not need a GoToMeeting account to attend a GoToMeeting or GoToWebinar meeting. You participate as a guest of the meeting organizer, and there is no obligation to buy or sign up for a free trial.

3. On the day of the meeting, call the phone number provided in the meeting agenda ([www.dfg.ca.gov/mlpa/meetings\\_n.asp](http://www.dfg.ca.gov/mlpa/meetings_n.asp)) to join the teleconference portion of the meeting.

## System Requirements

On a PC:

- Internet Explorer® 6.0 or newer, Mozilla® Firefox® 3.0 or newer (JavaScript™ and Java™ enabled)
- Windows® 2000, XP, 2003 Server, Vista or Windows® 7
- Cable modem, DSL or better Internet connection
- Minimum of Pentium® class 1GHz CPU with 512 MB of RAM (recommended) (2 GB of RAM for Windows® Vista)

On a Mac:

- Safari™ 3.0 or newer, Firefox® 3.0 or newer (JavaScript™ and Java™ enabled)
- Mac OS® X 10.4 or newer – Tiger®, Leopard® and Snow Leopard®
- PowerPC G4/G5 or Intel processor (512 MB of RAM or better recommended)
- Cable modem, DSL, or better Internet connection

## Using GoToMeeting/GoToWebinar with Firewalls

If you have a personal firewall (ZoneAlarm®, Norton Personal Firewall™, etc.) installed, make sure that GoToWebinar is not being blocked. If so, unblock GoToWebinar and try again.

Additionally, you can enable your personal firewall so that GoToWebinar can access the Internet every time you need it to.

### *Enabling GoToWebinar to access the Internet*

The first time you run GoToWebinar on a PC that has a firewall installed, you will set off the firewall and be prompted to allow GoToWebinar to access the Internet.

1. Select the check box to *Remember the answer each time I use this program.*
2. Click **Yes** to enable GoToWebinar to access the Internet.

### *Using GoToMeeting/GoToWebinar within a Business Environment*

If you do not have a personal firewall but are in a "Business Environment," you may have a hardware firewall. Please provide the document found at [www.citrixonline.com/iprange](http://www.citrixonline.com/iprange) to your IT department or technical support so that they may allow GoToWebinar to connect.

If a connection still cannot be established, please contact GoToWebinarCustomer Care for additional support:

GoToWebinar Customer Care  
(800) 263-6317 (US and Canada, toll free)

+1 (805) 690-5753 (direct dial)  
gotomeetingcare@citrixonline.com

## Connection Test Help

Most connection test difficulties are related to user authentication issues. Please answer the question below to assist you with determining if this problem exists and what actions to take.

Did you see a dialog box titled 'Authentication Required' containing three fields labeled Domain, User Name and Password?

### **Yes, I did see the 'Authentication Required' dialog box and I believe I entered all the correct information but I am still having trouble.**

The User Name and Password required here are the same as those that you use to log on to your Windows computer. As when entering all user names and passwords, please make sure that:

- You are typing correctly, especially since you cannot see the password characters as you type them.
- Your Caps Lock key is off.
- You do not have any trailing white-space characters in the fields. Check this by deleting and retyping the entire contents of each field or by checking the end of each field for a blank space.

### **Yes, I did see this dialog box but the 'Domain' field was empty or may be incorrect.**

The GoToWebinar software will attempt to fill in the Domain field for you. In rare cases this may not work, and the Domain field will be blank or an incorrect Domain will be shown.

You can easily determine and verify your correct Domain for the Domain field. To get instructions on how to do this, please click the link for your operating system:

[Windows 2000](#)

[Windows XP](#)

### **Yes, I did see the 'Authentication Required' dialog box but the 'Domain' field was absent.**

This dialog box indicates that 'Basic Authentication' is in use on your Web proxy. The User Name and the Password required here might be the same as those you use to log on to your Windows computer.

However, your Web proxy may require different passwords than those you use to log on to your Windows computer. Your network administrator can confirm whether or not you have the correct information.

As when entering all user names and passwords, please make sure that:

- You are typing correctly, especially since you cannot see the password characters as you type them.
- Your Caps Lock key is off.
- You do not have any trailing white-space characters in the fields. Check this by deleting and retyping the entire contents of each field, or by checking the end of each field for a blank space.

**No, I did not see the 'Authentication Required' dialog box.**

Please contact Customer Care at:  
[gotomeetingcare@citrixonline.com](mailto:gotomeetingcare@citrixonline.com)  
(800) 263-6317

**Help, I followed the steps but I am still having trouble.**

Please contact Customer Care at:  
[gotomeetingcare@citrixonline.com](mailto:gotomeetingcare@citrixonline.com)  
(800) 263-6317