

Eliminating Inequities

Eliminating Inequities in Behavioral Health Care Webinar Series

Frequently Asked Questions (FAQs) Related to GoToWebinar Webcasts

System Requirements

Joining a Webcast webinar

Web browser	Google Chrome (most recent two versions) Mozilla Firefox (most recent two versions) Internet Explorer v11 (with Adobe Flash if running Windows 7) Apple Safari (most recent two versions) Microsoft Edge (most recent two versions)
Internet connection	Computer: 1 Mbps or better (broadband recommended) Mobile device: 3G or better (Wi-Fi recommended for VoIP audio)
Software	GoToWebinar mobile app
Hardware	2GB of RAM (minimum), 4GB or more of RAM (recommended)
Mobile device	iPhone 4S or later iPad 2 or later

Still not sure? Check your system before joining the webcast

<https://support.logmeininc.com/gotowebinar/system-check-attendee-av>

Computer audio issues

- Check to make sure you are using the right speakers on your computer
- Use earphones or a headset

Firewall issues

You can find all the information you need on the CIBHS website, <https://www.cibhs.org/eliminating-inequities-behavioral-health-care-webinar-series>. For instance, the evaluation information is in the “Handouts” section for each webcast. You only need to open the Webcast PPT/PDF slides, go to the last slide, use your cell phone camera to focus in on the QR code by pointing your cell camera at the black box and moving towards it. The survey will open when the QR code is detected. The evaluation survey will stay open 24 hours after the event.

We are sharing these recommendations to make your webcast experience an excellent one. Please remember that all or some of your issues may need to be resolved with your IT support.