



A Guide to Participating in ACCME's Broadcast Webinars

Using Citrix GoTo Webinar

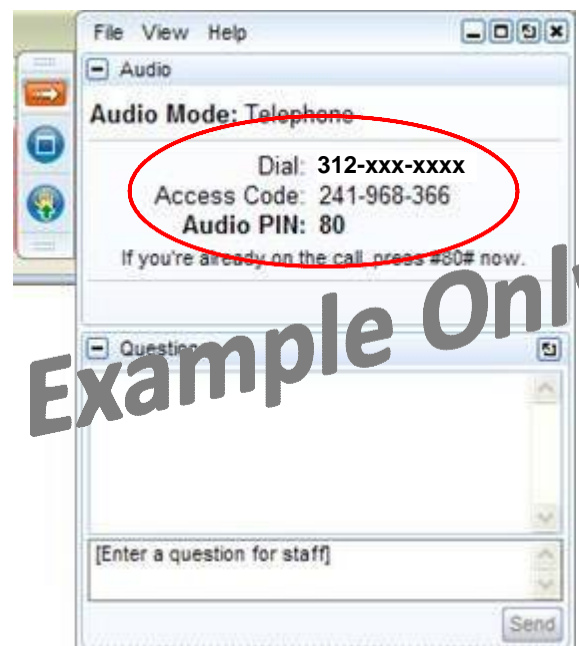
The ACCME is using the webinar service **GoToWebinar**, operated by Citrix, to conduct its web conference. Please note that Citrix GoToWebinar will install a small application to your computer, which is safe to use. This application will be automatically removed from your computer at the end of the web conference. See the IT staff in your office if you have any questions.

Joining the Meeting Remotely

Participants will be able to **ask questions over the phone** using the "Hand Raising" feature; *please note that regular long distance telephone charges may apply.*

- 1) Approximately 15 minutes before the scheduled start time of the meeting, **click on the link** provided in the confirmation email that you received.
- 2) Once you have been connected to the webinar, you will see a Control Panel like the one pictured to the right.
- 3) Dial the number provided **in the Control Panel on your screen*** and enter the access code as well as the audio pin when prompted.
 - ✓ **Please Note:** If you do not enter the audio pin, we **will not** be able to hear you during the call.
- 4) You will be placed on hold until the call begins.

**NOTE: The dial in number, Access Code and Audio PIN shown in the image to the right is an example only. Each dial in number provided by Go To Webinar is unique. Please dial the number that appears in the Control Panel on your desktop when you log in to the call.*

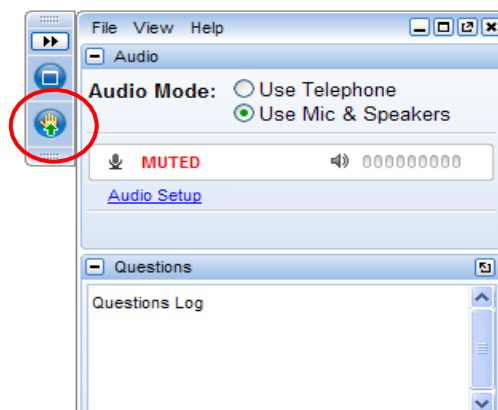


Asking Questions during the Webinar

Raising your hand to ask a question – you can ask a question over the phone by "Raising a Hand" during the call.

- Click on the **Hand Icon** on the side bar of the Control Panel
- When the arrow changes to red, the ACCME will be alerted that you have a question.
- ACCME staff will prompt participants to ask their questions

After you ask your question, your hand icon will be reset back to green.





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Technical Support

To Support Your Use of GoToWebinar, please test your connection before joining the call: To test your connection, please [click here](http://support.citrixonline.com/en_US/Meeting/help_files/G2M050001?Title=Test+your+Connection+%28Before+your+Session%29) (or copy/paste the following link into your web browser: http://support.citrixonline.com/en_US/Meeting/help_files/G2M050001?Title=Test+your+Connection+%28Before+your+Session%29) and follow the steps listed. This will allow you to test your connection to GoToWebinar.

If you experience technical difficulties while trying to join a meeting or testing your connection: First, contact the IT staff in your office for assistance, or you may call GoToMeeting's Corporate Support Line at 1-888-259-8414. When prompted, select "1" to speak with a global service representative, and then select "1" again to receive one-on-one technical support.