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GoToWebinar Meetings

Directions for Joining OSPCD P&Z Division Meetings

Overview

Planning Staff has created this guide to help members of the public access the various meetings the Division staffs. It may not answer every question you have about this software. If you have further questions, the GoToWebinar website will likely have the answer. It has numerous articles to answer your questions and help you troubleshoot any issues you may run into.

For the best audio quality, connect a headset to your computer. If you are using audio through your computer and your internet connection is poor, consider switching to using your phone for audio.

Registering for the Meeting

The first step to access a meeting is to register for the meeting you wish to attend. If you are using a computer, the easiest method is to follow the link on the meeting agenda. You can also enter the meeting ID [here](#). If you are using a smartphone, the easiest method is to enter the Meeting ID into the app and then register from within the app.

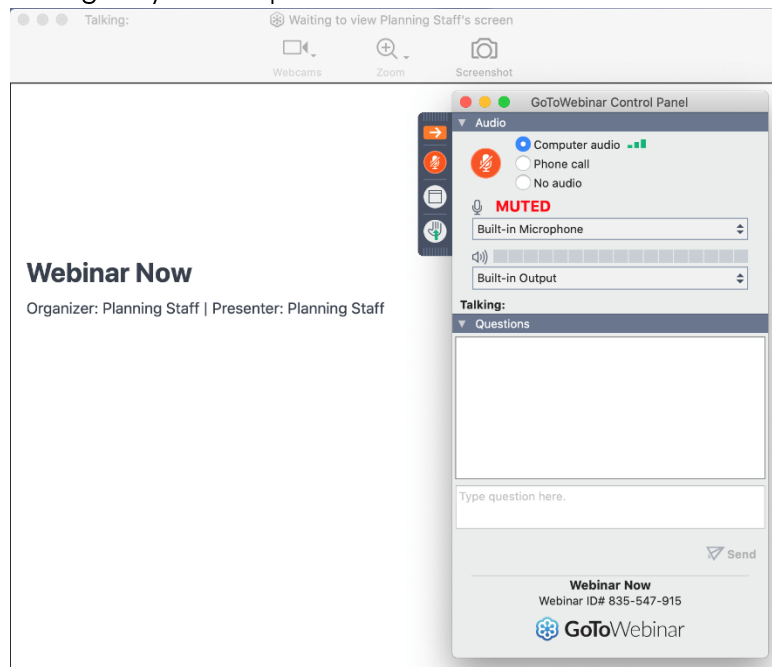
You can pre-register for the meeting or register when you join the meeting after it's started. Once you are registered for the meeting and it's scheduled to start, follow the steps listed below to access the meeting through the platform of your choice (desktop app, browser app, or smartphone app).

Desktop App

This option should be used if you have a computer that supports the desktop version. To test whether your computer can support it, go [here](#).

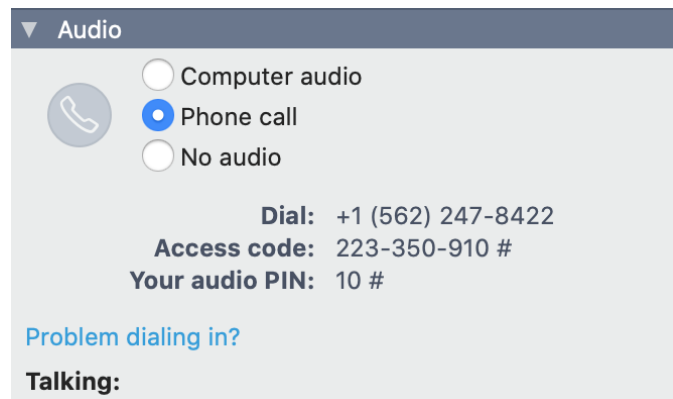
93 Highland Avenue
Somerville, MA 02143
(617)-625-6600 ext.2500
TTY: (617) 666-0001
www.somervillema.gov
www.somervillezoning.com

1. Follow the link in your registration confirmation email. It will bring you to a webpage that prompts you to launch the desktop app. If you do not already have the desktop app installed, it will give you an option to install it first.
2. Once the desktop app opens, you will automatically enter the webinar. The image to the right is what you will see if you are on a Mac OS computer; if you are on a Windows computer, the style will be slightly different, but the controls and abilities will be essentially the same. Once you have successfully entered the webinar, a control panel and a screen will appear. If people have shared their video cameras or screens, those will appear on the screen. The control panel is where you will be able to interact with the meeting.



The control panel has the following features, listed in the order they are likely to appear on your computer:

3.
 - a. Audio controls
 - i. You can switch between using your computer's built in microphone and speakers (the default) or using your phone. You can also mute/unmute yourself if meeting staff has given you that ability.
 - ii. If you choose the phone option (see image at right), the app will show you a phone number, access code, and audio PIN. You will need to enter all three of these numbers into your phone in order to fully access the meeting.

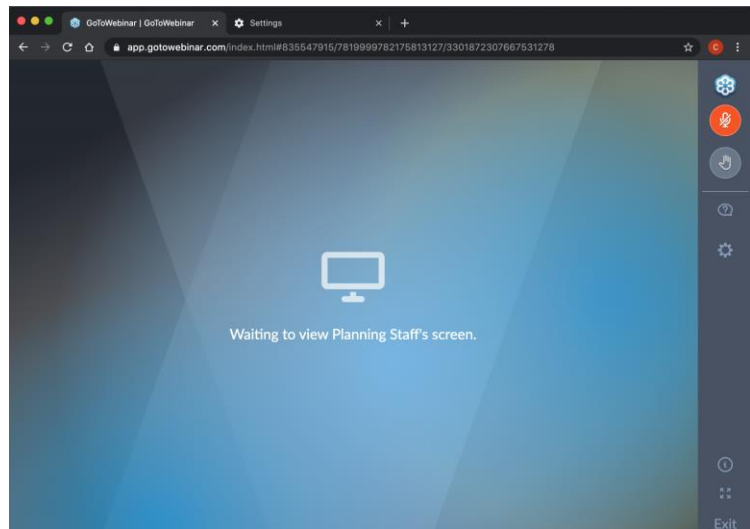


- iii. You will start the meeting muted by default and will not be able to unmute yourself until staff gives you that option. Once staff has given you the ability to unmute yourself, you can mute and unmute yourself from here.
- b. Questions
 - i. You can type in questions for meeting staff here. If staff answer your questions or send you chat messages, those will both show up here as well.
- c. Raise/lower hand
 - i. Notifies staff that you have a question or wish to speak. You may be asked to raise your hand if you wish to comment on a public hearing.

Browser App (aka Instant Join)

If your computer cannot support the desktop app (e.g., you have a Chromebook), the browser app (what GoToWebinar refers to as “instant join”) will automatically launch. If you are using the browser version, GoToWebinar recommends using Google Chrome as other browsers may not have all the same features supported. Make sure that you grant permission when the website asks to access your microphone.

1. Follow the link in your confirmation email. It will bring you to the browser app. You may need to click “I’m ready to Join” to enter the webinar. Once you join the webinar, the webpage should look like the image at right.
2. The control panel has the following features, listed in the order they are likely to appear on your computer:



- a. Mute/unmute
 - i. You will start the meeting muted by default and will not be able to unmute yourself until staff gives you that option. Once staff has given you the ability to unmute yourself, you can mute and unmute yourself from here.
- b. Raise/lower hand

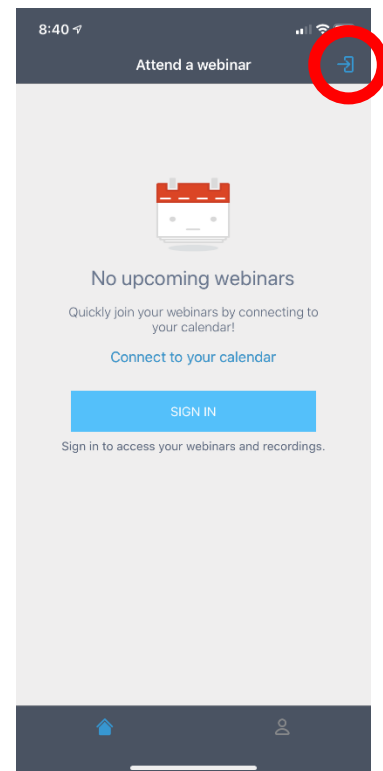
- i. Notifies staff that you have a question or wish to speak. You may be asked to raise your hand if you wish to comment on a public hearing.
- c. Questions
 - i. This is where you can submit questions to staff and see their answers.
- d. Chat (possibly)
 - i. This section will only appear if staff has sent a chat message, either to you individually or to the entire audience.
- e. Settings
 - i. This is where you can switch between using the built-in computer audio (the default if you are using Google Chrome) and using your phone. If you choose phone call, the website will display the phone number, access code, and audio pin you need to enter into your phone.

Smartphone App

*Note: this guide was tested using an iPhone. If you have another type of smartphone, the layout of the app may vary slightly.

Make sure you have downloaded the GoToWebinar app from the app store.

1. Open the GoToWebinar app and tap "Join with Webinar ID" at the bottom of the screen. The app will ask for a webinar ID; enter the Meeting ID and tap "Join." If the "Join with Webinar ID" does not immediately appear, you can click on the button at the top right (see image at right; button is circled in red).
2. Once you join the webinar, the options listed at the top and bottom of the screen will change. From left to right, the tabs at the bottom are as follows:
 - a. Screen
 - i. If a screen or web camera is being shared, this is where it will appear. If both a screen and a web camera are being shared, you can swipe back and forth to view them one at a time.
 - b. Audio



- i. This is where you can switch between using internet and using your phone to call in. (See image at right.)
 - ii. If you choose to do the phone call, the app will automatically enter the phone number, access code, and audio pin. Once the phone call has begun, return to the app; DO NOT end the phone call when you do this. If you end the phone call, you will still be connected to the webinar within the app but won't have audio access until you either choose internet calling or dial in again.
- c. Chat (possibly)
- i. This section will only appear if staff has sent a chat message, either to you individually or to the entire audience.
- d. Questions
- i. This is where you can submit questions to staff and see their answers.
- e. Settings

From left to right, the icons at the top of the screen are as follows:

- f. Leave webinar
- g. Mute/unmute
 - i. You will start the meeting muted by default and will not be able to unmute yourself until staff gives you that option. Once staff has given you the ability to unmute yourself, you can mute and unmute yourself from here.
- h. Raise/lower hand
 - i. Notifies staff that you have a question or wish to speak. You may be asked to raise your hand if you wish to comment on a public hearing. (Icon circled in red on the image at the top right.)

