



Association of Anaesthetists

Online conference FAQs

I can't see the screen

Make sure you haven't clicked off the GoToWebinar programme. If you have, click the blue or orange flower in your task bar.

I can't hear anything

Check your audio connection in the control panel, you should have either phone mode or conference more selected. If one of these is selected and sound is still not working, make sure that sound is up on your device. As a final resort, log out and back into the webinar.

The control panel on the right is blocking my view of the presentation

You can minimise your control panel by clicking the orange box with a white arrow. Use this button again to maximise it.

How do I ask a question?

During discussions you can type your questions to the speaker into the comment box (in your control panel). For any questions regarding the software or technical help, please also type these in the question box for an administrator to answer.

My microphone isn't working?

If the microphone on your device isn't working, we would recommend putting in headphones with a built in microphone and changing your audio settings. If it is still not working, we will ask you to type your questions instead.

How do I access the recording of this online conference?

A link to the recording will be emailed to you 3 working days after the conference takes place.

Still having issues? This maybe a connectivity issue and we would suggest logging out of the system and then log back in. If this does not resolve the issue, please view full list of GoToWebinar FAQs [here](#).



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Control panel key

Minimise/maximise control panel

You will be automatically muted throughout the duration of the conference

Display button - view in full screen mode or minimised mode

Type questions here

The screenshot shows a control panel window with the following elements:

- Audio Section:** Includes a 'Sound Check' indicator, radio buttons for 'Computer audio' (selected) and 'Phone call', a 'MUTED' status indicator with a microphone icon, a dropdown menu for 'Microphone (HD Webcam C510)', a volume slider, and a dropdown menu for 'Speakers (High Definition Aud...)'. A 'File View Help' menu is visible at the top left of the window.
- Questions Section:** A text input field with the placeholder '[Enter a question for staff]' and a 'Send' button.
- Footer:** Contains the text 'Multi sessions different registrants', 'Webinar ID: 980-960-603', and the GoToWebinar logo.