

What can I do to make sure my PC or laptop can run the GoTo Webinar viewer?

Test Your Connection before Your Scheduled Session

You can test your connection before your session starts by joining a test session to check that your computer will allow you to run the webinar viewer..

Join the test session

1. To test your connection, join the test session via <https://www3.gotomeeting.com/join/406552062>.
2. If you're on a desktop, you may need to download the Citrix Online Launcher file for Windows or Mac for Apple products to launch GoToWebinar. You must have the correct Security setting to download and run this small file.
3. If you see a "Waiting for Organizer" dialog, you've successfully joined the test session. You should be able to join GoToWebinar sessions from the computer you ran the test on. Close the "Waiting for Organizer" dialog to exit the test session.



If you're unable to join the session, you may not have all the necessary software. See [Join Help](#) for more troubleshooting tips, and make sure you have all the [System Requirements](#).

If you do not have the correct Security settings to download and install files on your PC or laptop, contact your IT people immediately. Until the launcher file is loaded on your PC, you will not be able to access SAO TTE Training Webinars.

What will I see when the launcher file downloads?

A small file must download the first time you try to login to GoToWebinar session in order to open the webinar viewer. You must have the rights to download and install files to your PC or laptop. If you do not and the file cannot be downloaded, please contact your IT people immediately to resolve the issue. Generally this is only necessary once.

Download the Launcher File on Windows

The first time you join a session GoToWebinar on a Windows computer, you'll be prompted to download a file with an optional browser [plugin](#) that lets you launch the GoToWebinar software faster. If you uninstall GoToWebinar, you'll need to go through the download process again.

[Download the file in Internet Explorer](#)

[Download the file in Firefox](#)

[Download the file in Chrome](#)

Download the Citrix Online Launcher file in Internet Explorer

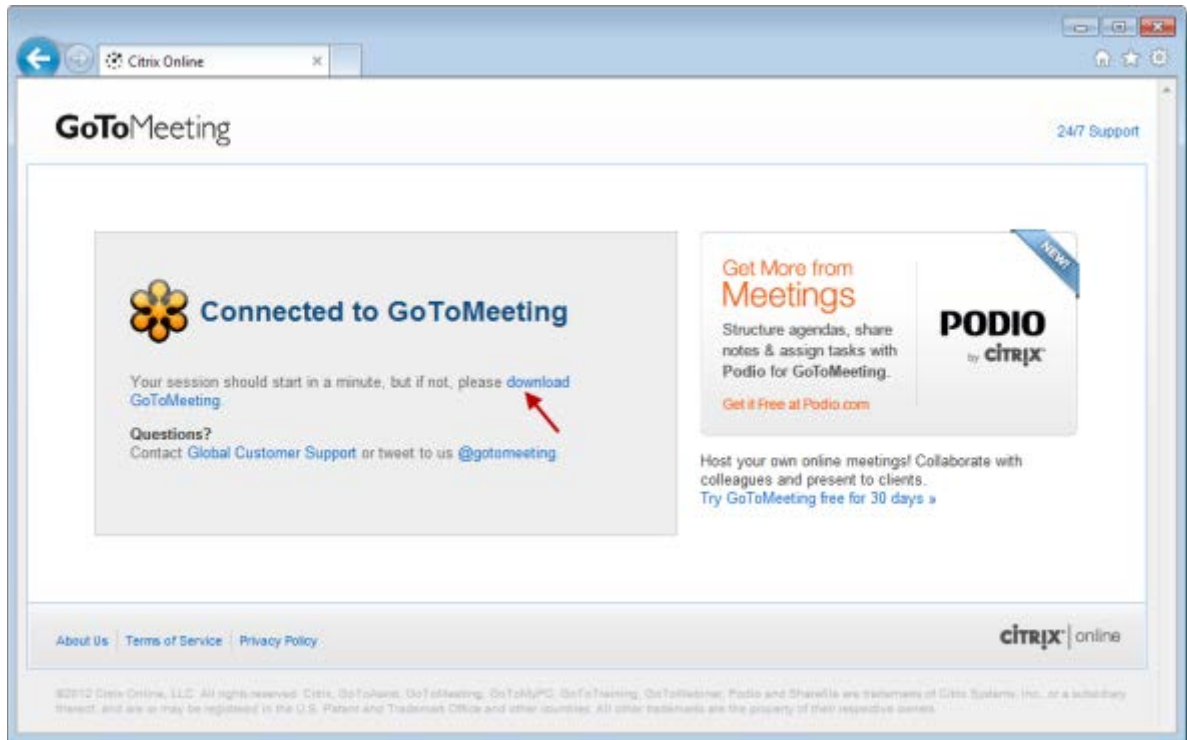
Note: If GoToMeeting is already installed, Internet Explorer 9 may redirect you to the Connected to GoToWebinar page without launching the GoToWebinar application. You may need to install Internet Explorer 9.0.3 or above to successfully launch GoToWebinar using Internet Explorer 9 and refer to this [Windows support article](#) for further troubleshooting information. Please check with your IT folks to be certain there is no conflict with using a different version of IE. IF there is, install an additional browser such as Fire Fox or Chrome.

1. Launch GoToWebinar by joining a session.

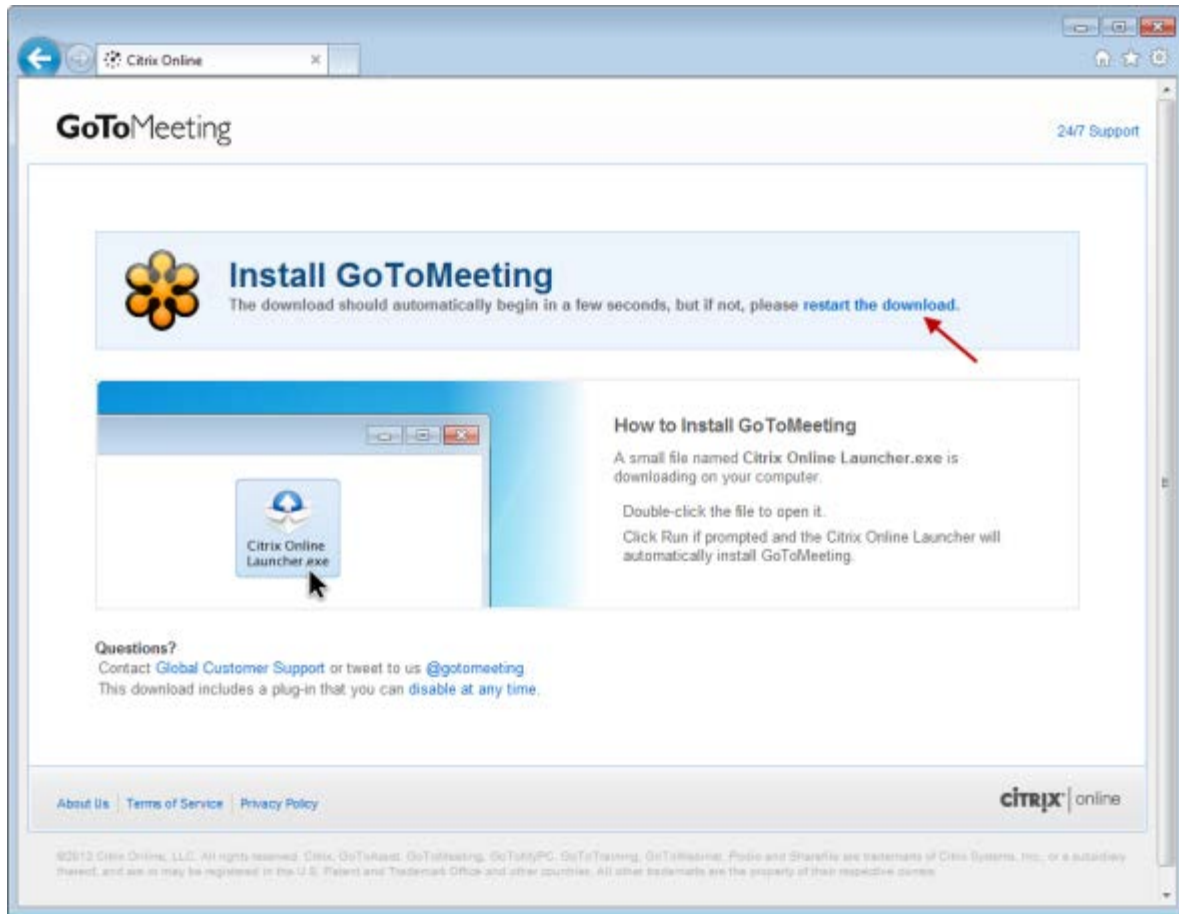
Note: If you're using Internet Explorer 8 and already have GoToWebinar installed, click **No** when you see the Security Warning dialog to immediately launch into session.



If you click **Yes**, you must click **Download GoToWebinar** on the Connected to GoToWebinar page and go through the download process below.



2. A file called "Citrix Online Launcher.exe" will start downloading to your computer. Double-click the file to open it. You can click **restart the download** if needed.



3. When prompted to open "Citrix Online Launcher", click **Run**.



4. If you're prompted again to run "Citrix Online Launcher", click **Run**.



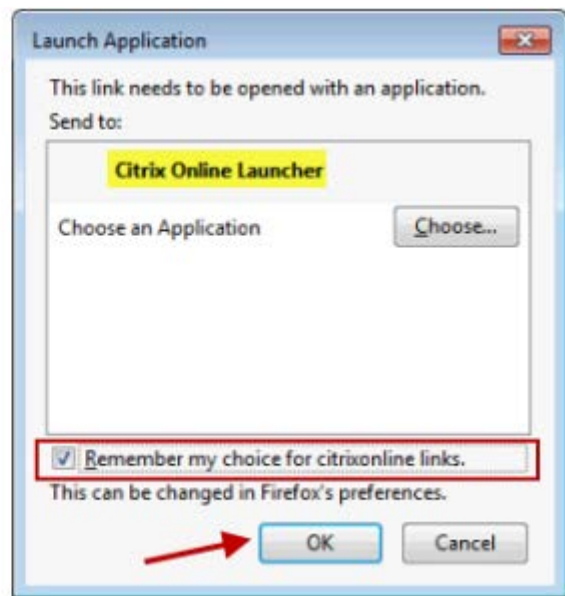
The browser plugin will be automatically installed and lets you connect to future sessions faster.

4. Once you're done, you'll be able to join future GoToWebinar sessions faster than ever!

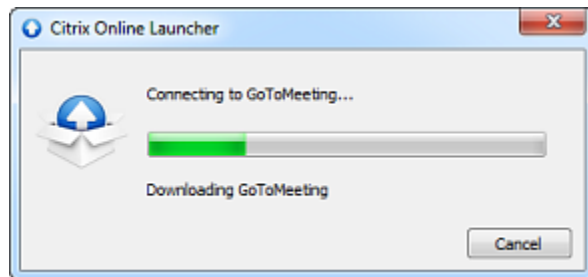
Download the Citrix Online Launcher file in Firefox

1. Launch GoToWebinar by hosting or joining a session.

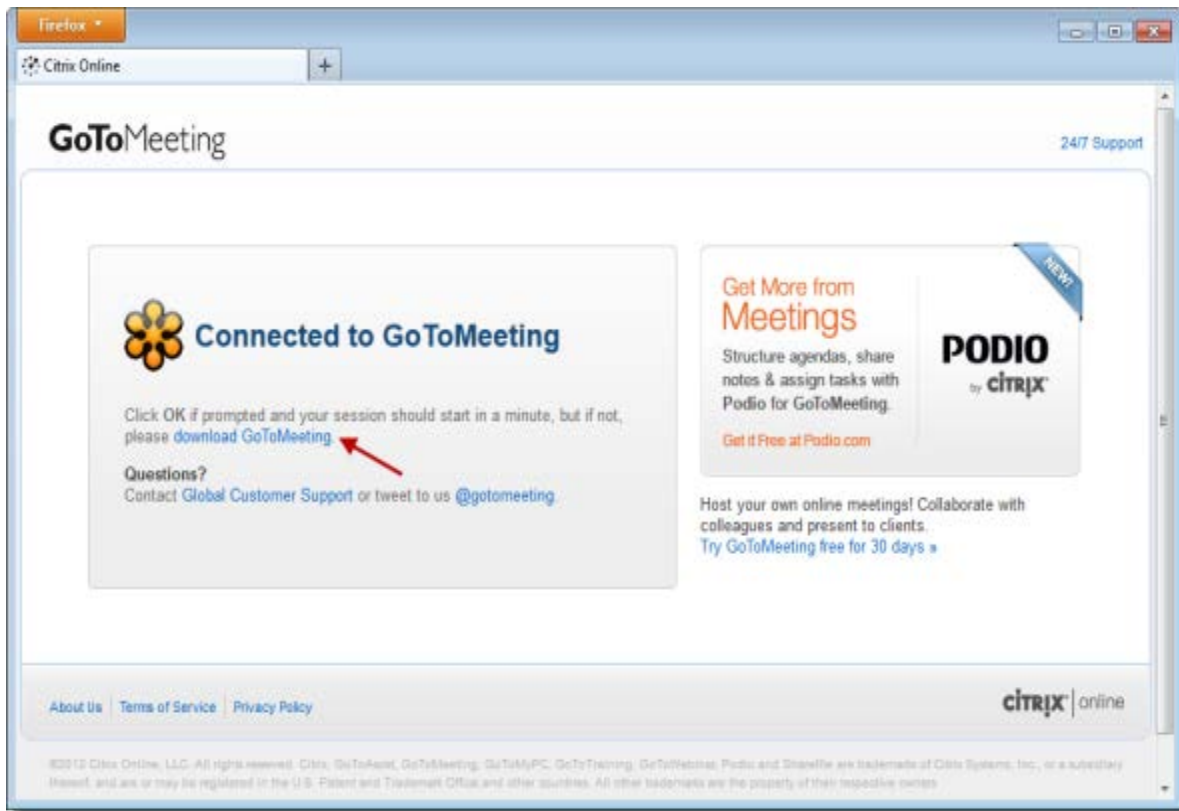
Note: If you already have GoToWebinar installed, you may see a Launch Application dialog to launch either GoToWebinar or Citrix Online Launcher. Select the "Remember my choice" check box and then click **Launch Application**.



If you see the dialog to launch Citrix Online Launcher, you'll briefly see another dialog that shows the downloading progress.



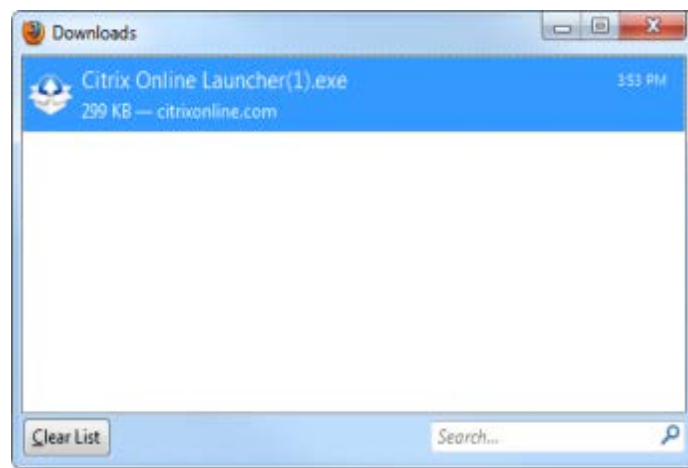
If you click **Cancel**, you must click **Download GoToWebinar** on the Connected to GoToWebinar page and go through the download process below.



2. A file called "Citrix Online Launcher.exe" will start downloading to your computer. If prompted to save the Citrix Online Launcher.exe file, click **Save File**.



3. Double-click the file in your browser's Downloads window to open it. You can click **restart the download** if needed.



4. When prompted to open "Citrix Online Launcher", click **Run**.



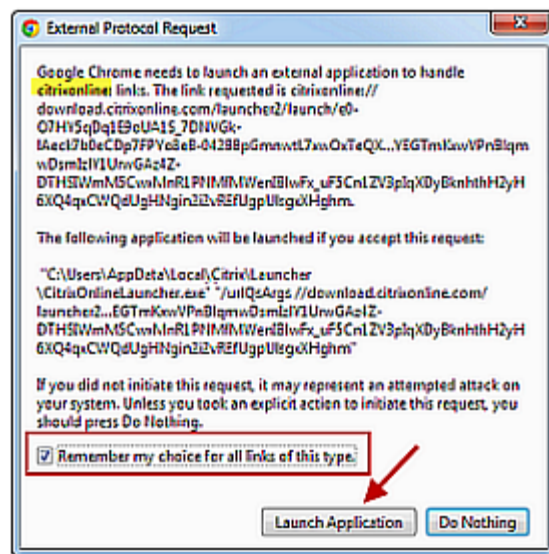
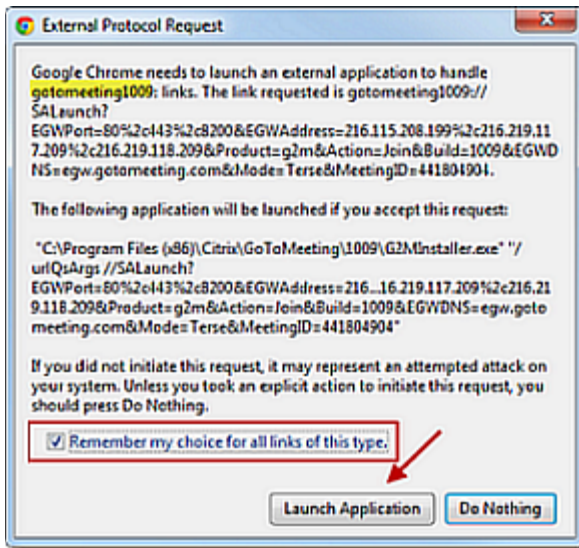
The browser plugin will be automatically installed and lets you connect to future sessions faster. We don't recommend [disabling the plugin](#) if you frequently join sessions because you'll need to go through the entire download process again.

5. Once you're done, you'll be able to host and join future GoToWebinar sessions faster than ever!

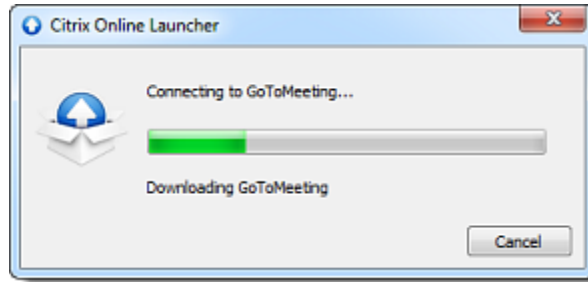
Download the Citrix Online Launcher file in Chrome

1. Launch GoToWebinar by joining a session.

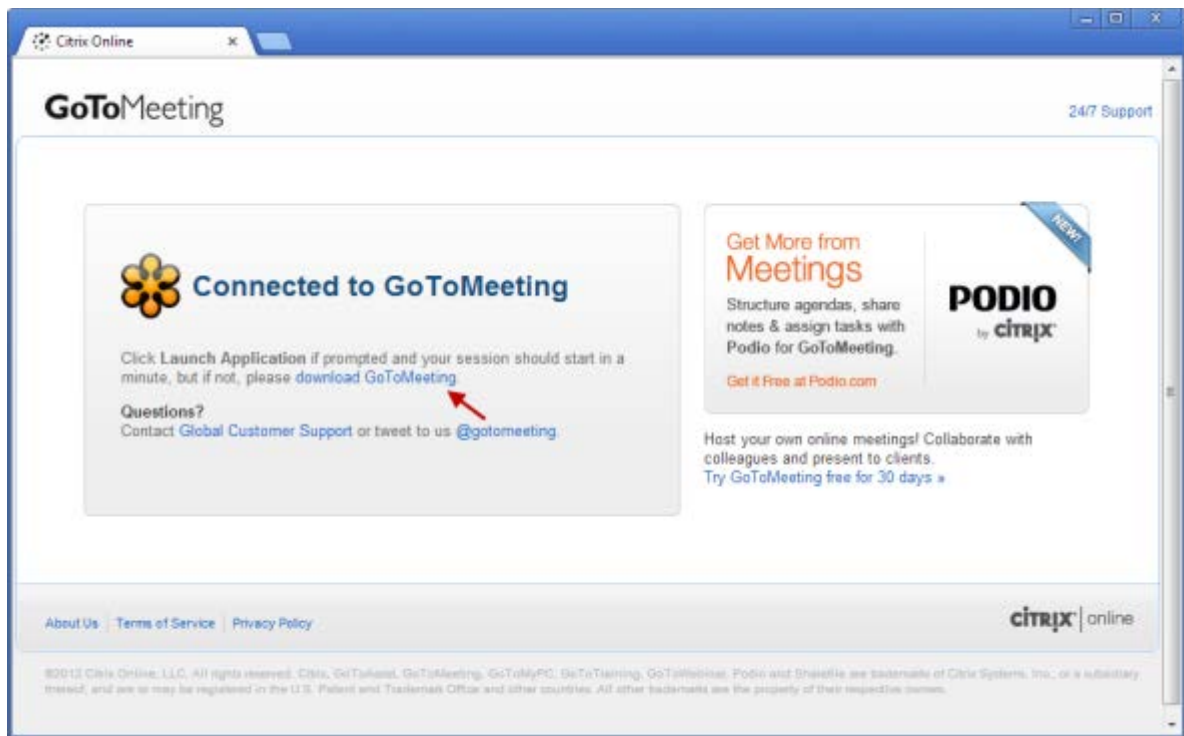
Note: If you already have GoToWebinar installed, you may see an External Protocol Request dialog to launch either GoToWebinar or Citrix Online Launcher. Select the "Remember my choice" check box and then click **Launch Application**.



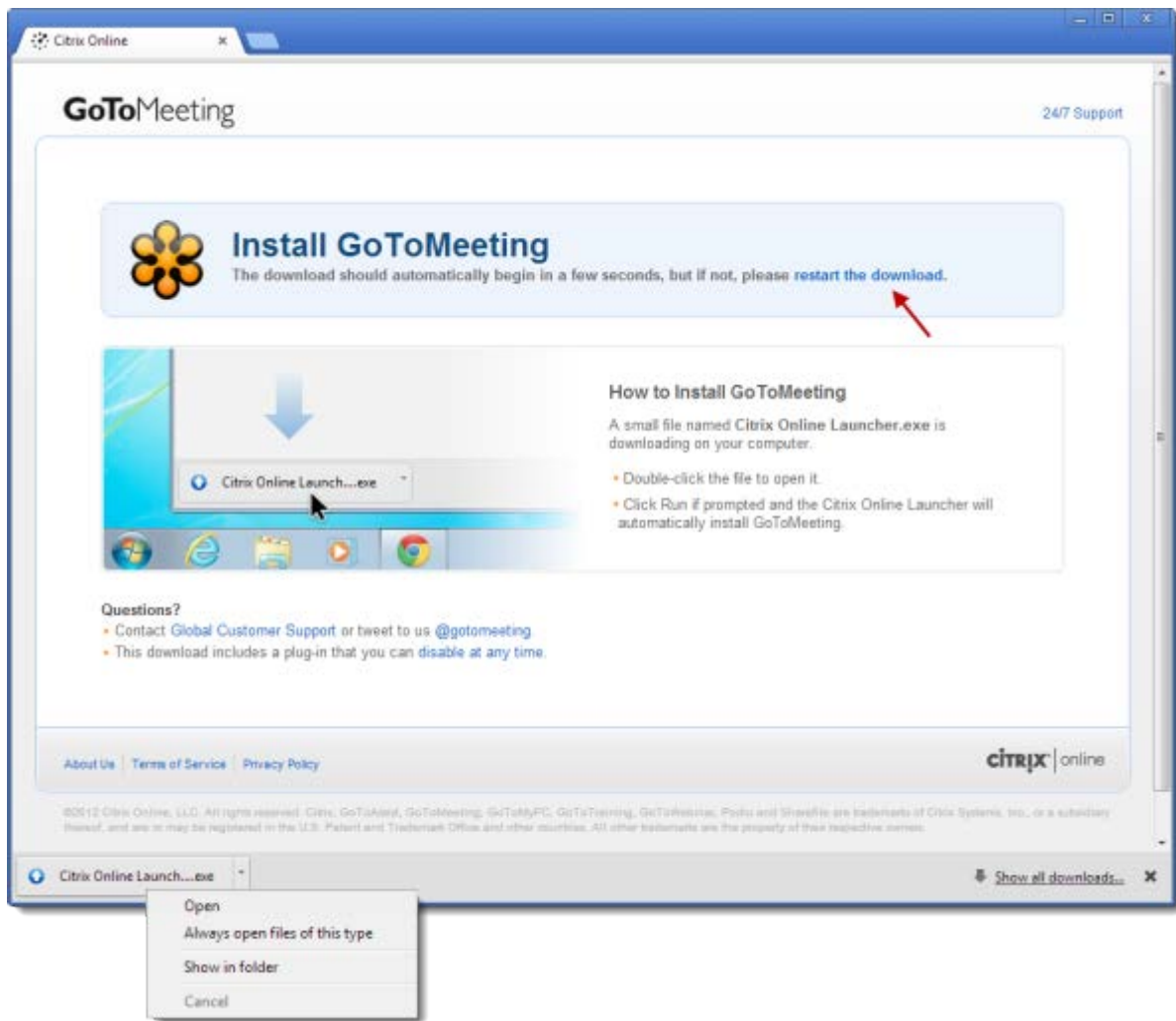
If you see the dialog to launch Citrix Online Launcher, you'll briefly see another dialog that shows the downloading progress.



If you click **Do Nothing**, you must click **Download GoToWebinar** on the Connected to GoToWebinar page and go through the download process below.



2. A file called "Citrix Online Launcher.exe" will start downloading to your computer. Double-click the file to open it. You can click **restart the download** if needed.



3. When prompted to open “Citrix Online Launcher”, click **Run**.



The browser plugin will be automatically installed and lets you connect to future sessions faster. We don't recommend [disabling the plugin](#) if you frequently join sessions because you'll need to go through the entire download process again.

4. Once you're done, you'll be able to host and join future GoToWebinar sessions faster than ever!



To test or troubleshoot issues with your audio or webcam, [contact us](#) by phone 24/7.

If you're unable to join the session, you may not have all the necessary software. See [Join Help](#) for more troubleshooting tips, and make sure you have all the [System Requirements](#).

Can I access GoTo Webinar on my mobile device?

If you don't already have the app installed, you can easily [download the free mobile apps](#).

Is there a test session I can join using my mobile device?

You can test your mobile device connection before your session starts by joining a test session to check that your mobile device has everything required.

To verify if your device is supported, please see the [System Requirements](#) and follow the instructions below to join our test session:

1. Open the GoToMeeting app on your mobile device. If you don't already have the app installed, you can easily [download the free mobile apps](#).
2. You can join the session by simply opening the GoToMeeting app and entering your name and the session ID (**Test Session ID: 406-552-062**) or tap the [Join URL](#).

Note: You must have the GoToMeeting App installed in order to join a meeting from your mobile device.