

# FAQs Webinars



---

## How do I participate in a webinar?

- Register via our website at [www.we-online.com/webinars](http://www.we-online.com/webinars) for the webinar that interests you.

## What data do I need to register for a webinar?

- For a successful registration and participation we need your first and last name as well as your e-mail address. This data will of course be treated confidentially.

## How do I log in at the time of the webinar to participate in the webinar?

- After successful registration you will receive an e-mail with a participation link from us. This will take you directly to the participation in the webinar.

## Is participation in webinars free of charge?

- Yes, participation in our webinars is free of charge for you.

## I missed a webinar, how can I watch the webinar recording and how can I find out about future webinars?

Under the link: [www.we-online.com/webinars](http://www.we-online.com/webinars) you will find all information about the next webinars.

- Here you will also find the recordings of our webinars that have already taken place.
- To stay informed about webinars that will take place in the future, you can also subscribe to our newsletter. This will provide you with interesting and valuable information on products, trade fairs, seminars and webinars.

## Can I also watch the webinar via my browser?

- Yes, a web version of GoToWebinar is available and can be reached as follows:
- Open the browser by clicking on the link in the confirmation mail.
- Add the following attachment to the link in the address bar: *?clientType=html5*
- The browser-based view is now available.

## Are there different audio settings for the mobile version (browser-based or via app)?

- Bluetooth headsets can be used to participate in the webinar at any time.  
However, the connection between device and headset should be established before starting the application.

## I have audio problems during the webinar. What can I do?

- First perform the sound check via the webinar control panel.
- Check the settings - also via the webinar control panel.
- Make sure that you do not use any server-based applications and that you start the browser locally.

## Which equipment do I need to successfully participate in a webinar?

- Internet-enabled device: laptop, tablet or smartphone
- Ideally a USB headset or audio boxes

# FAQs Webinars



---

## What are the general system requirements for attending a webinar?

- It's easy to participate in our webinars because you don't need an extra account or anything like that.
- Click on the participation URL that was sent after the successful registration. The session will then be set up directly.
- Or you can open the e-mail you received after the successful registration. There you will be provided with a dial-in link. Then enter your registration data directly on the website.
- You can reach the website via the following link: [www.joinwebinar.com](http://www.joinwebinar.com).
- For audio functions using VoIP, a fast WiFi connection should be used.
- Headset required (USB headset recommended)

## System requirements Windows:

- Windows XP, Windows Server 2008
- New cable modem, DSL or faster Internet connection (1 Mbps or faster)
- Dual Core Processor 2.4 GHz or faster 2 GB RAM

## System requirements MAC:

- Latest version of browsers or at least Safari 6, Firefox 34, Google Chrome 39 (JavaScript enabled)
- Mac OS X 10.8 (Mountain Lion) or later
- Cable modem, DSL or faster Internet connection (1 Mbps or faster)
- Intel processor with 2 GB RAM or better

## Prerequisite for use on a smartphone or tablet:

- GoToMeeting, GoToWebinar, GoToTraining App must be installed. Available in the AppStore (iOS / Android/ Windows)
- The participation itself works like on a notebook or PC.
- A WiFi connection should be used for VoIP.

## Contact: Who should I contact if I have further questions?

If you have any questions about our webinars, please send an e-mail to the following e-mail address: [eiSos-webinar@we-online.com](mailto:eiSos-webinar@we-online.com)