

UL Greater Asia Webinar FAQ

- **What is a Webinar?**

Web-based seminar. A seminar that is transmitted over the Web using video conferencing software (i.e. GoToWebinar). It enables you to join the seminar without visiting our UL offices.

- **Registration: How many people can register from one company?**

There is no limitation for number of registrations per company.

However, you may not be able to register when the webinar has achieved a maximum registration of 500.

- **Registration: When I try to register, the form shows “Webinar is FULL”**

Please select another date as the webinar has achieved the maximum number of registrants.

Once there is a cancellation, the registration form re-opens automatically.

- **Is there any system requirements?**

You will need a computer, meeting the minimum requirements below, speakers and an internet connection.

Camera and microphones are not necessary.

System compatibility test ⇒ <http://joincheck.GoToWebinar.com/>

Operating system	Windows XP – Windows 10 Mac OS X 10.8 (Mountain Lion) – 10.11 (El Capitan)	
Web Browser	Google Chrome v39 or later	Microsoft Edge
	Mozilla Firefox v34 or later	Apple Safari v6 or later
	Internet Explorer v8 or later	
Internet connection	1 Mbps or better (broadband recommended)	
Software	GoToMeeting desktop app	
	JavaScript enabled	
Hardware	2GB or more of RAM	
	Speakers (USB headset recommended **)	
	Optional: Microphone	

- **Downloading, Installing GoToWebinar.**

The download and install will start once you access the link in your confirmation email (see the pic below).

The installation usually takes about 5 min. If it takes more than that there might be an error.

Following actions may solve the problem;

1. Check your internet connection
2. Change your browser
3. Restart your PC

How to Join the Webinar

1. Click the link to join the webinar at the specified time and date:

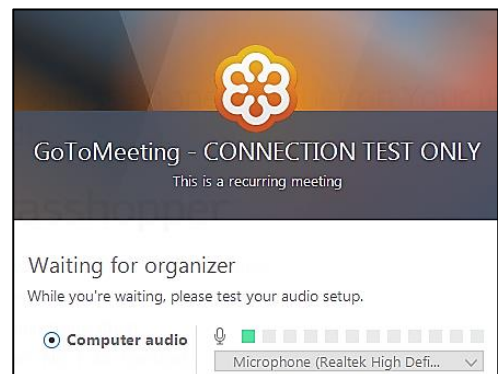
<https://global.gotowebinar.com/pjoin/3884668412073307905/7431226>

- **How can I test my connection before the session?**

Please use following link.

<https://www3.gotomeeting.com/join/406552062>

Connection success when the interface shows “Waiting for organizer”



- **May I ask questions during the session?**

You may raise your question anytime during the session by typing in the “Question” box.

UL staff will answer your questions after the webinar.

- **Anything else I can operate during the webinar?**

For other operations, please refer to the Attendee Guide.

http://support.citrixonline.com/en_US/webinar/downloaddocument/G2WD00003

- **The system asks me for an ID and Password.**

Please follow the instruction in your confirmation email, and access the URL again.

You will not need any ID or passwords to attend the webinar.

- **Does UL provide the recordings of the sessions?**

For some webinars, we do offer recordings for the customers after the session.

Please contact us for the details.