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# Best Practices for Virtual Conferencing (Participants)

## Introduction

These instructions cover best practices to ensure a smooth attendee experience for **Zoom** and **GoToWebinar**, the two platforms that ACC currently uses for virtual programs. Please check your program schedule to confirm which platform will be used for the sessions that you are attending.

## Installation & Testing

While Zoom and GoToWebinar both offer the ability to join via web browser, we strongly recommend that you use each platform’s desktop client/mobile app for better functionality. We also recommend that you test your device’s audio and video ahead of time.

***Zoom***

Please follow the instructions [here](http://zoom.us/test) to familiarize yourself with Zoom and to test your device’s audio and video. **If Zoom is not already installed on your device, joining the test session will offer to install it**. While in the test session, please test the main functions that will be used during the virtual program:

* [Mute your microphone](https://support.zoom.us/hc/en-us/articles/200941109-Attendee-Controls-in-a-Meeting)
* [Raise your hand](https://support.zoom.us/hc/en-us/articles/205566129-Raise-Hand-In-Webinar#h_12b8d38d-8d78-4e5b-95f9-f43bac647f2b)
* [Text chat during a meeting](https://support.zoom.us/hc/en-us/articles/203650445-In-Meeting-Chat)

On the day of the virtual program, you will simply need to click on the unique Zoom link that has been provided for each session and you will be connected to the meeting.

***GoToWebinar***

Please follow the instructions [here](https://support.goto.com/webinar/help/join-a-test-session-g2w060001) to familiarize yourself with GoToWebinar and to test your device’s audio and video. **If GoToWebinar is not already installed on your device, joining the test session will offer to install it**. While in the test session, please explore the following in-session features:

* [Switch audio modes](https://support.goto.com/meeting/help/switch-audio-modes-in-session-g2m040004)—You can switch the audio mode you use to connect to the session while the session is in progress (i.e., switch from computer mode to phone mode or vice versa). This can be useful if you are having issues connecting with your current method. Note: regardless of connection method, all attendees join in listen-only mode.
* [Submit question](https://community.logmein.com/t5/GoToWebinar-Discussions/How-can-I-ask-questions-in-a-webinar/td-p/147270)— It is not possible for attendees to exchange chat messages with other attendees. However, you can send questions and comments to the presenter using the Questions pane in the attendee control panel.
* [Raise hand](https://community.logmein.com/t5/GoToWebinar-Discussions/how-do-participants-raise-hands-on-go-to-webinar/td-p/154278)—Attendees can use the hand-raising button in the attendee control panel. This feature is often used by attendees who would like to be unmuted for verbal questions.

On the day of the virtual program, you will simply need to click on the unique GoToWebinar link that has been provided for each session and you will be connected to the meeting.

## Tips for an Effective Session

* For both Zoom and GoToWebinar, be sure to download the latest desktop client or mobile application for the best user experience.
* Please be diligent about muting your audio when you are not speaking so that background noise will not disrupt the other attendees.
* Note that virtual sessions often are recorded and published on ACC’s website after the program.
* Please remember to fill out evaluations so that ACC can continue to offer the most relevant and timely programming to our membership.