Member network online events – Frequently Asked Questions

This guide contains answers to common questions from member network committees wishing to plan and host online events for their members and the wider chemical sciences community.

Planning an online event

Do you have any advice for setting up an online seminar series?

The Main Group Chemistry Group recently launched a highly successful online seminar series showcasing different early career and established scientists. Dr Michael Cowley from the University of Edinburgh, the series coordinator, put together a guide for committees who want to launch a similar online seminar or webinar series to engage with audiences remotely: http://my.rsc.org/blogs/81/1967

Do you have resources for hosting online events?

We have dedicated GoToWebinar and GoToMeeting accounts for member networks to use for online meetings and seminars.

If you would like to know more about either service, you can watch our Using GoToMeeting or Using GoToWebinar webinars or find our GoToWebinar and GoToMeeting user guides on the Useful Forms and Documents page.

What is the difference between GoToMeeting and GoToWebinar?

GoToMeeting is an online meeting software that allows up to 150 people meet in a virtual meeting room. Up to 25 people can share webcams at once and there is a chat function that allows you to send messages to everyone, the organiser, or to individual attendees.

GoToMeeting has been used by many member networks committees for meetings, but can also be used for small lectures, discussions or social events.

GoToWebinar is a tool for online seminars for up to 500 attendees (max. 5000 registrants). It is not possible for attendees to exchange chat messages with other attendees, but they can send questions to panellists. Audience members cannot share their webcams or screens and can only speak with permission from the organiser.

GoToWebinar is being used by many Interest Groups to plan online seminar series and even to host events such as virtual half-day meetings or online poster sessions.

We held training webinars on Using GoToWebinar and Using GoToMeeting showing helpful tips and tricks for how your committee can use GoToWebinar to engage with your members and GoToMeeting to make your meetings more accessible. Both videos have transcripts.

Alternatively, you can find our GoToWebinar and GoToMeeting user guides on the Useful Forms and Documents page.

What platform would work for an online poster session?

In GoToMeeting you can share the posters during a presentation and the presenter can discuss it and answer questions. Using GoToWebinar, you can add the poster presenters as Presenters or Panelists so that they can share their screen or participate in the discussion and answer questions using the chat function. If you expect a large attendance, the latter might be more practical.

A third option for an online poster competition is to use social media, in a format similar to the highly successful #RSCPoster Twitter Conference. The 2020 event had 795 registered poster presenters from 59 countries with over 32 million impressions from the global chemistry community and beyond. This format allows members to share their work online where anyone can partake in the discussion, which might have a wider reach than live presentations. If you think this might be a possibility for you please let us know, we can provide more information and connect you with the #RSCPoster team.

Is there any way to enable networking on GoToMeeting or GoToWebinar?

GoToMeeting works for small group discussions but for larger groups there is the risk of attendees talking over one another. The chat function allows you to selectively send messages to everyone, the organiser, or to individual attendees.

GoToWebinar has several ways to engage attendees (i.e. polls, surveys, handouts or videos) but audience members cannot share their webcams or screens and can only speak with permission from the organiser. It is not possible for attendees to exchange chat messages with other attendees, but they can send questions to panellists.

Neither GoToMeeting nor GoToWebinar have a breakout feature to enable small group discussions. The Networks team are looking into alternative platforms that have better virtual networking facilities.

Can we pay for a licence for a different service?

The committee can pay for a professional licence for an alternative virtual meeting or conference service, however the **RSC Legal team will need to approve the terms and conditions before you finalise the contract**.

The Legal team will check for things such as data protection and liability clauses. In the case of Zoom, the RSC has a professional account for staff meetings so the contract process should be straightforward, however we would still recommend that you use the dedicated GoToMeeting and GoToWebinar accounts.

Getting started

How do I book a meeting?

To schedule a meeting please complete the booking form available here: https://www.smartsurvey.co.uk/s/MeetingBooking/. A member of the networks team will then be in touch to confirm your meeting details and provide you with a step-by-step login guide.

Please **do not log in or start a meeting outside your designated time slot**. You might interrupt or end someone else's meeting.

How do I book a webinar?

To schedule a webinar please complete the booking form available here: https://www.smartsurvey.co.uk/s/WebinarBookingPart1/. A member of the networks team will then be in touch to confirm your webinar details and provide you with a step-by-step login guide.

Please **do not log in or start a practice session outside your designated time slot**. You might interrupt or end someone else's event.

Can I log in and book my own webinar?

No. Only the Networks team can create or delete content on the GoToWebinar account.

We track usage and oversee the calendar to (1) maintain fair usage between all member networks, and (2) ensure there is sufficient time between events to allow organisers and panellists to log in early to prepare or extend the event slightly to answer all questions. Adding events without our knowledge will cause confusion and could potentially derail other events.

To schedule a practice session please complete the online booking form. To request multiple practice sessions or events please speak to the Networks team.

Can I log in to test the system?

No. If you would like to test the system we would recommend that you **book a separate practice session** using the [online booking form](#).

Please **do not log in or start a practice session without a designated time slot**. Several groups use the GoToWebinar account and you might affect someone else's event.

Is it possible to run a brief rehearsal?

Yes. In fact, we would **recommend a practice session** for you and the speakers to see the system and get used to how it works. You will need to book a practice slot using the [online booking form](#).

Please **do not log in or start a practice session outside your designated time slot**. You might affect someone else's event.

Will we need to set up a registration page?

No. Registration is not necessary for GoToMeeting as anyone with the join details can join the meeting. GoToWebinar supports registration for the event so you do not need to set up a registration page for your webinars.

Can we charge a registration fee?

The GoToWebinar system does not facilitate taking payments. If you wish to charge for your event, you can set up registration via our Events Database and our Events team will take payments.

Typically, a member clicks on the registration link to register for the webinar, they then receive automated reminders from GoToWebinar and a personalised "join link". As the GoToWebinar system is separate from the RSC Events system, you will need to either (1) send the GoToWebinar registration link to registrants after payment, or (2) input registrants' details to GoToWebinar after close of registration so that the system can send them a unique join link. The latter might be more secure as registrants will not have the free registration link to share.

To set up registration via our Events team, submit your event at [rsc.org/events/submitevent](#) and complete the support request form here: [rsc.li/member-networks-event-support](#).

Please note: Given the breadth of free online events being held during the current crisis, you might need to justify the registration fee in your event promotion to persuade audience members to pay.

How do I promote my event?

Once your event has been booked, a member of the Networks team will share your dialling in details (for GoToMeeting) or registration link (for GoToWebinar) so that you can promote your webinar to your members. You can promote your event through any of the usual communication mechanisms:

- **E-alert** – Return a completed [e-alert request form](#) to [the Networks team](#) to schedule a branded e-alert to your members; you can find upcoming e-alert dates and deadlines in the [Networks Newsletter](#) and tips for writing e-alerts [here](#).
- **Update** – All member network events uploaded to the [Events Database](#) are automatically included in the next issue of Update, circulated monthly to members with their Chemistry World magazine.
- **Social media** – Many Interest Groups have found that Twitter is particularly effective for attracting wider audiences. We ran a series of [social media training webinars](#) focusing on Facebook, LinkedIn and Twitter that you might find helpful to get started.

We will also promote member network webinars internally to relevant staff members in events, communications and publishing.

Instead of booking a full day event, can I split my event into sessions spread over a week? Will I need to fill in the booking form for each event?

Yes, instead of setting up your event as a one-day webinar, you can split it into recurring webinars over the day or over several days. No, you will not need to complete multiple booking forms.

We can set up recurring webinars so that your audience can register once for all sessions (a webinar sequence), or so that your audience members can sign up for each session separately using a drop-down menu (a webinar series). The differences are outlined below:

Webinar sequence	Webinar series
One registration link	One registration link
Attendee registers once for all sessions	Attendee selects relevant sessions via a drop-down menu and registers for each session separately
Attendee receives reminder email before each session	Attendee receives reminder email before session(s) they've registered for
Attendee uses the same join link to log in to each session	Attendee uses a different join link for each session (provided in confirmation and reminder emails)
Useful for separate sessions of a virtual meeting or conference	Useful for repeated examples of the same workshop, or for a short series of linked seminars

Please note that in both cases the **title and description for all sessions is identical** and will be shared in each confirmation and reminder email. It would therefore be helpful to include a rough outline of the content per session in the description for clarity.

When you are ready to book your webinar, please complete the webinar booking form and indicate that you would like to book recurring sessions in the time/ date section of the form. The Networks team will work with you to find availability for your sessions.

Can we add a poll or survey to our webinar to engage our audience?

Yes, you can request a poll or survey by completing the second part of the webinar booking form or by emailing your questions and answers to the Networks team.

During your webinar you can launch or edit a poll at any time. After you have given attendees time to vote, click the **Close** button to close the poll. The results of the poll will not be displayed until you click the **Share** button – this can be useful if you want to reveal the answers later in the webinar.

Surveys are for after your event, you can choose for the survey to be launched at the end of the webinar or emailed to attendees/ absentees after the event.

You can find more about using polls and surveys in our Using GoToWebinar webinar or in this article: https://support.goto.com/webinar/help/engage-attendees-with-polls-and-surveys-g2w020005

After your event

How do we find out how many attended?

The Networks team will prepare a report of the attendance and engagement for your event. This will include a breakdown of registrations per country and information about those who registered, attended, and watched the recording after the webinar.

We will try to prepare these reports weekly, however please note that there may be delays given the high volume of events. If you have not received a report for your event and would like one, please let us know.

How can we get feedback from our audience?

You can set up a survey for your audience members. This can be launched at the end of the webinar or emailed to attendees after the event.

You can request a survey by completing the second part of the webinar booking form or you can email your questions and answers to the Networks team.

How can we engage with people who missed the live event?

You can request an email be sent to absentees with a link to the recording of the event (the default option is to only contact attendees to thank them for attending).

You can also set up a survey for absentees. Please note you can only set up **one survey** per webinar so if you also wish to survey attendees then you must

(a) create a survey suitable for all registered, or
(b) consider another feedback mechanism for attendees (e.g. conducting polls during the webinar, sending feedback to networksmeetings@rsc.org, or posting on social media using an event hashtag).

Recording your webinar

Can we record the event?

Yes. The default settings are to begin recording when the webinar starts, please indicate when booking your webinar if you would **not** like your event to be recorded, or if you would only like your recording to be available for a limited time.

Who can see the recording?

After your live webinar the recording will be saved to the cloud and will be available to view by

(a) people who registered but missed the live event, and
(b) people who register after the event.

Please indicate when booking your webinar if you would **not** like your event to be recorded, or if you would only like your recording to be available for a limited time. Please also indicate if you would like us to send a follow up email with the video link to those who missed the live webinar (the default setting is to only contact attendees after the event).

Can we share the video?

Yes, if your presenters are happy for their work to be shared after the meeting then you can:

- share the webinar registration link with your members or on social media (people who register after the event will be directed to the recording),
- ask us to publish your recording to the RSC YouTube channel as an unlisted video (i.e. not searchable and only visible to those with the link), or
- publish the video to the RSC YouTube channel as a public video.

Please note if you choose to leave your video on GoToWebinar then we can provide information about who is viewing it after the event. We can also remove the video after a set period (e.g. one week after your event).

Is it possible to make the individual presentations available as separate recordings?

The final recording will be exported as a single file, the whole of which will be available on GoToWebinar after the event. To aid navigation, you can create a transcript of the recording, which would include timestamps for each presentation.

If you want to separate the presentations into separate videos you will need to download and edit the recording after the event. The separate files can be made available elsewhere, for example, as an unlisted playlist on the RSC YouTube channel.

Alternatively, you can set up a webinar sequence as each of the separate sessions will have a separate recording.

If speakers do not want to be recorded, can we pause the recording for their presentations?

You can pause and restart the recording as many times as you need to. Please note, the final recording will be exported as an uninterrupted file so for the benefit of those who are watching the video after the event it might be helpful to explain you are pausing the recording and welcome viewers back after you restart.

Accessibility

Does GoToMeeting or GoToWebinar support a British Sign Language translator?

Yes. In GoToMeeting they can dial in and use their webcam to present. Audience members can "pin" their video and prioritise the translator over the slides to make it easier to see them.

In GoToWebinar, you will need to add the translator as a panellist so that their webcam can be enabled. Audience members can enlarge their video and prioritise the translator over the slides to make it easier to see them. Please note that during a poll no webcams are visible so the translator will disappear briefly until the poll is closed. It is worth letting viewers know before you launch the poll so that any viewers depending on the translator can be prepared.

Does GoToMeeting or GoToWebinar support subtitles?

Neither platform support live subtitles, however you can add an automatically generated transcript to the recording of your meeting or webinar.

Do GoToWebinar and GoToMeeting work for members in China?

Yes, both are available to members in China.

Can I host a webinar on Linux?

No. To host the webinar you will need to download the desktop app but the GoToWebinar desktop app is not compatible with Linux or Chromebook Operating Systems. Please check the system requirements for more information about hosting sessions from Windows or Mac computers: https://support.goto.com/webinar/help/system-requirements-for-staff-g2w010024

Troubleshooting

Some of our meeting attendees have not received confirmation emails…
Please ask your attendees to add networksmeeting@rsc.org to their safe senders list.

If they are still not receiving emails, please tell the Networks team; we can send them their join link from a different email address.

The webinar hasn't started…
Due to the high volume of events, the Networks team cannot log in to start your event. We will share log in details with the organiser before the event and it will be up to the organiser to log in to start the webinar. We recommend that you log in 15-30 minutes early to test the system and equipment.

If you have any issues logging in please contact the Networks team at Networks@rsc.org or +44 (0)1223 432269.

I can't join the session…
There are many possible reasons for this, for a comprehensive list of answers and solutions please visit the GoToWebinar support pages: https://support.goto.com/webinar/help/i-cant-join-my-session-g2w060002