

	8
Who can see the recording?	9
Can we share the video?	9
Is it possible to make the individual presentations available as separate recordings?.....	9
If speakers do not want to be recorded, can we pause the recording for their presentations?	9
Accessibility	10
Does Zoom, GoToMeeting, or GoToWebinar support a British Sign Language translator?	10
Does Zoom, GoToMeeting, or GoToWebinar support subtitles?.....	10
Does Zoom, GoToMeeting, or GoToWebinar work for members in China?.....	10
Can I host an event on Linux?	10

Troubleshooting.....	10
Some of our meeting attendees have not received confirmation emails.....	10
The webinar hasn't started... ..	10
I can't join the session... ..	11

Planning an online event

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

The Main Group Chemistry Group launched a highly successful online seminar series in 2020 showcasing different early career and established scientists. Dr Michael Cowley from the University of Edinburgh, the series coordinator, put together a guide for committees on <https://www.rsc.org/communities/education/2025-04-01/online-seminar-series>

	GoToWebinar	GoToMeeting	Zoom
Join link	Registered attendees receive unique join links.	Anyone with the meeting link can join.	<ol style="list-style-type: none"> 1. If you have set up a Zoom registration page, attendees join using their unique link 2. If you have not set up a Zoom registration page, anyone with the link can join
Registration	Attendees must register using the GoToWebinar registration page.	<p>Attendees do not register, the organiser sends them a link to join meeting.</p> <p>If you wish to have a registration page, we recommend requesting one through our Events Team and sharing the joining details with registrants before the meeting.</p>	<p>You can either:</p> <ol style="list-style-type: none"> 1. Set up a Zoom registration page and attendees are emailed the joining instructions 2. Not have a registration page so attendees do not register, but the organiser sends them a link to join the meeting
Registration fees	If you wish to charge a registration fee, we recommend setting up a registration page through our Events Team and manually inputting registrants into GoToWebinar so that each attendee receives joining details.	If you wish to charge a registration fee, we recommend setting up a registration page through our Events Team and sharing the joining details with registrants before the meeting.	If you wish to charge a registration fee, we recommend setting up a registration page through our Events Team and sharing the joining details with registrants before the meeting.
Reminder emails	GoToWebinar sends automatic reminder emails 24 hours and one hour before your event. You can request a third reminder be sent for your event.	GoToMeeting does not send automatic reminder emails. You can manually send a reminder to your attendees before your event.	

	GoToWebinar	GoToMeeting	Zoom
Webcams	Organiser and panellists/speakers can share webcams. Attendees do not have webcams enabled – but the organiser can promote an attendee to the role of organiser so they can show their webcam	Organiser and all attendees can share their webcam. Organiser cannot turn off attendees webcam (but can ask attendee to turn them off).	Organiser and all attendees can share their webcam. Organiser cannot turn off attendees webcam (but can ask attendee to turn them off).
Sharing screen	Only organiser and panellist/speakers	Anyone	Anyone
Numbers	Up to 500 attendees	Up to 150 attendees	Up to 300 attendees
Breakout rooms	No	No	Yes – the host can enable breakout rooms
Microphone	All attendees are automatically muted. The organisers and presenters can talk. The organiser can unmute and mute attendees.	All attendees can turn on their microphones. The organiser has the ability to mute everyone.	All attendees can turn on their microphones. The organiser has the ability to mute everyone.
Booking link	https://smartsurvey.co.uk/s/ WebinarBookingPart1/	https://smartsurvey.co.uk/s/ MeetingBooking/	https://smartsurvey.co.uk/s/ XN3CZP/

Training resources are available for each platform from the Networks Team or on the virtual events section of the [Useful Forms and Documents page](#).

What platform would you use for your next virtual event? (Please select one)

For GoToWebinar, 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](#). 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 GoToWebinar in our [Using GoToWebinar webinar](#) or in this support 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 can 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.

If you would like to receive a report for your event, please [let us know](#).

How can we get feedback from our audience?

You can set up a feedback survey for your audience members in GoToWebinar. 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](#).

For online events on other platform tatlm estio 13.2 (f)-H. t

The default settings on GoToWebinar and Zoom are to begin recording when the event starts, please indicate when booking your event 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. Some committees choose to record their meetings on Zoom or GoToMeeting to facilitate minute taking, please note that due to storage limitations we will only keep these recordings for one month.

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, if you would only like your recording to be available for a limited time, or if you would like us to send a follow up email with the video link to those who missed the live webinar (for GoToWebinar only).

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 recording link with your members or on social media (for GoToWebinar people will need to register to view the recording, however

