



Common Issues When Joining Webinar on Macs

The following are some common issues that you may encounter when trying to connect to GoToWebinar on a Mac. We've recommended a few easy ways you can resolve these issues.

[Are you having problems using GoToWebinar on Mac OS X 10.5 \(Leopard\)?](#)

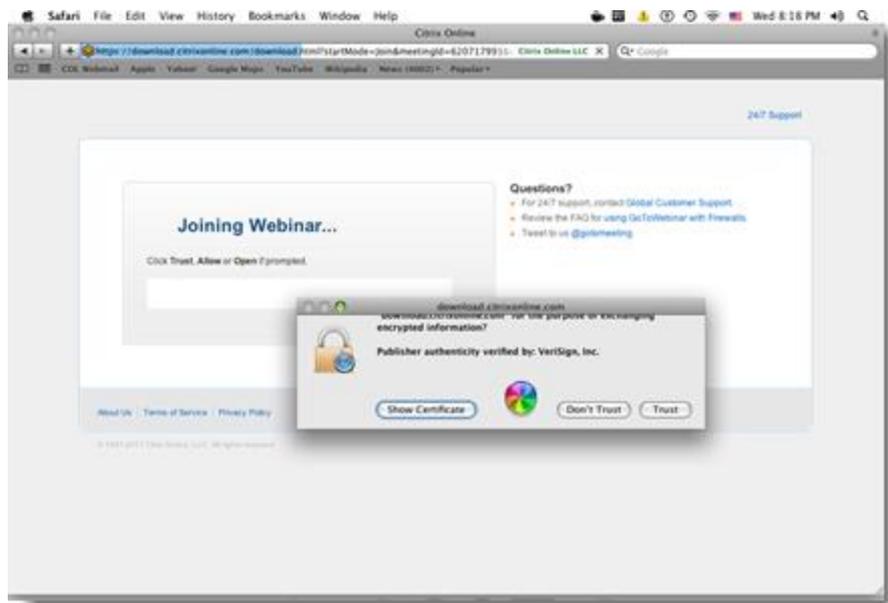
[Does your web page display "Joining the webinar: Click Trust, Allow or Open if prompted" but nothing happens?](#)

[How do I find out if Java is working correctly?](#)

[Why do I see "Unfortunately, an error has occurred while trying to download GoToWebinar"?](#)

Are you having problems using GoToWebinar on Mac OS X 10.5 (Leopard)?

GoToWebinar isn't supported on Safari if you're running Java update 10 on Mac OS X 10.5 (Leopard). If you're running Java update 10 and Mac OS X 10.5 (Leopard), we recommend using the latest version of Mozilla Firefox or Google Chrome to launch GoToWebinar. You won't be able to launch GoToWebinar using Safari on OS X Leopard.



▶ To install the latest version of Mozilla Firefox

1. Visit www.mozilla.com.
2. Click **Firefox Free Download** to get the latest version of Firefox.
3. Once you've successfully installed Firefox, you may find it helpful to copy and paste the Join URL into Firefox's address bar.

▶ To install the latest version of Google Chrome

1. Visit www.google.com/chrome.

2. Click **Download Google Chrome**.

3. Once you've successfully installed Chrome, try joining the webinar. You may find it helpful to copy and paste the Join URL into Chrome's address bar.

Does your web page display "Joining the webinar: Click Trust, Allow or Open if prompted" but nothing happens?

Most likely Java did not successfully load in your browser. Try to [manually download GoToWebinar](#) or [troubleshoot your Java issues](#).

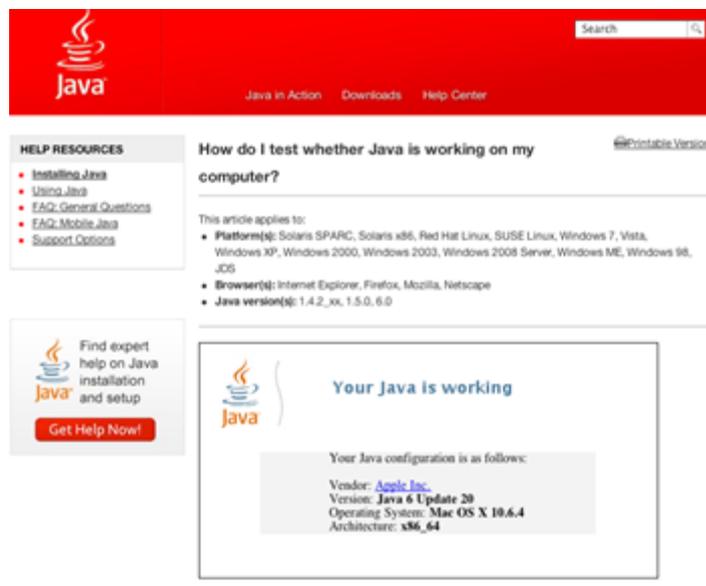


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How do I find out if Java is working correctly?

1. Visit [How do I test whether Java is working on my computer?](#) to see if Java is working on your Mac.

2. If Java is working correctly, you'll see the message "Your Java is working":



3. If you don't see "Your Java is working" or if you see an error, check to see if a Java update is available from Apple by clicking the Apple icon  in the top-left corner of your menu bar.

4. On your Mac, click the Apple icon  in the top-left corner of your menu bar, and select **About This Mac**.



5. See which version of Mac OS X you're running.



Visit Apple's website to download the most recent version of Java:

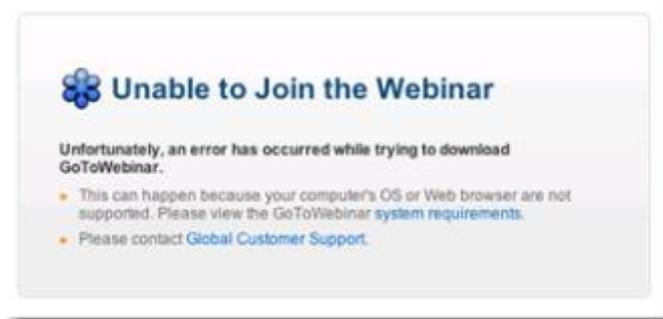
[Java for Mac OS X 10.5 \(Leopard\)](#)

[Java for Mac OS X 10.6 \(Snow Leopard\)](#)

[Java for Mac OS X 10.7 \(Lion\)](#)

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Why do I see "Unfortunately, an error has occurred while trying to download GoToWebinar"?



If you try to join a webinar and see "an error has occurred while trying to download GoToWebinar", you must allow the "download.citrixonline.com" applet to access your computer.



▶ **To allow GoToWebinar to download**

1. Quit and re-open your web browser.
2. Click the Join URL in the GoToWebinar invitation email.
3. Once your browser displays a security certificate that prompts you to select Allow or Deny, choose **Allow**.

Note: If you accidentally select **Deny** or **Don't Trust**, then you must quit and re-open your web browser and click the Join URL to initiate the security certificate prompt again.

4. GoToWebinar should now download and launch successfully!

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