GoToTraining Session Support

- **Preconference connection testing**. There is a link in the confirmation email for testing a connection and equipment prior to the meeting. The pretest is highly recommended:
  http://support.citrixonline.com/en_US/training/all_files/G2T060001#Join
- **Agency requires notice**. Some agencies do not permit web conferencing, unless an advance notice is given or an IT setup is performed, which is why a test is valuable.
- **Join meeting link** – The link to join a meeting is in the confirmation email. It is also in reminder emails and in the Outlook calendar event for a meeting.
- **Unique meeting links**. The link for each attendee is unique. Upon attendee login, the registration name will automatically be used.
- **Organizer link**. Do not email someone your organizer link. Otherwise they will sign in with your capabilities. You may not be able to login.
- **Preferred Browser.** Google Chrome is the most tested browser for GoToTraining.
- **Desktop software launcher** – This is a download that starts the meeting software. In Firefox, attendees must click Open Link to run the program.
- **Connect without a download.** A connection can be made without a software download. When a download is not permitted, GoToTraining automatically runs from within the web browser (Instant Join). To run Instant Join on a Mac, use the Chrome browser. (Safari is the default browser on a Mac.)
- **Instant Join limitations**. A user connected with Instant Join will have (Web) by their name in the attendee list. Be aware that Instant Join attendees may not be promoted to organizer, take keyboard and mouse control, or download materials. Feature comparison chart.
- **Audio issues.** Attendees may connect using a computer, microphone and headset. If the audio is not clear, they may switch to a phone connection using a number provided by GoToTraining. The phone number, access code, and an individual PIN is in the confirmation email. The number is also in the audio section of the meeting control panel when logged in.
- **Echo**. Participants must place themselves on mute when not speaking, to prevent echo or screeches.   The organizer can mute the entire audience, if the source of the echo cannot be identified. Attendees will not be able to unmute themselves, until the organizer unmutes them.
- **Mobile devices.** Attendees who cannot connect with a computer or iPad, may connect with a smartphone. There are apps for Android and Apple devices.
- **Bluetooth.** Bluetooth connections may affect audio. Ask the attendee to connect without Bluetooth. This often resolves the issue.
- **GoToTraining in-session support.** GoToTraining offers a support number to assist attendees with difficulty logging in to a live meeting: (877) 582-7011   The number selections are 1 (technical support), 1 (joining a live session), 1 (problem connecting).
- **Evaluation.** The course evaluation can be set to open when the attendee exits a session. This seems to generate the highest response rate.
- **Follow-up email.** A follow-up email can be automatically generated, which contains the evaluation and link to materials.

Pre-session preparation

Retain your confirmation email. It contains the following information.

1. The Join link to the meeting. The link is unique to you.
2. A link to a test session to check your equipment and ability to connect with the software at your location..
3. An option to add the event to your calendar, which also includes the Join link to the meeting.
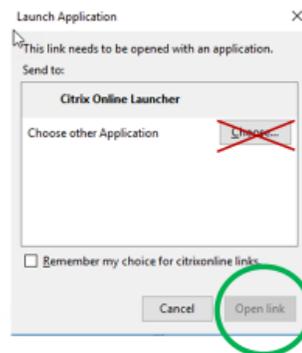
Join a session with the Desktop application

- Connect via the Join button in an email
- Joining a Session downloads a launcher
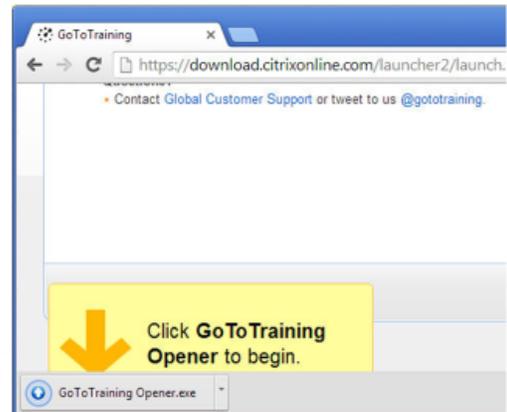- Click the Open Link button to start the launcher

Join a session with Instant Join

- *This only applies if the computer restricts* the desktop application download on the previous screen
- Then click the Opener file to connect
- Limitations of Instant Join – can't
  - Host a session
  - Use drawing tools
  - Take keyboard or mouse control
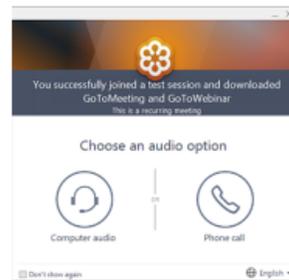
Select between two audio options (if available)

- Computer Audio (VOIP)
  - Select microphone
  - Select speakers
  - Use a headset to reduce echo and static
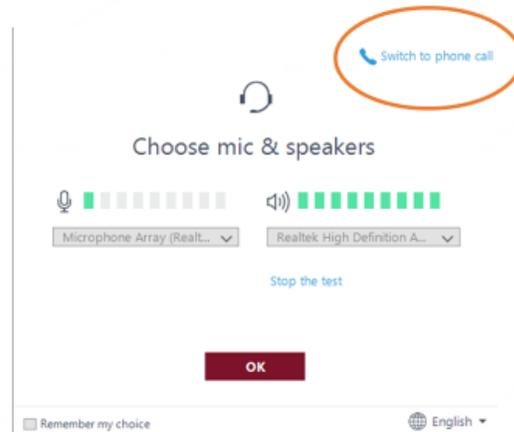
- Dial in phone line
  - Long distance charges may apply

Computer option selected

- Computer (VOIP)
  - Microphone
  - Speakers, or

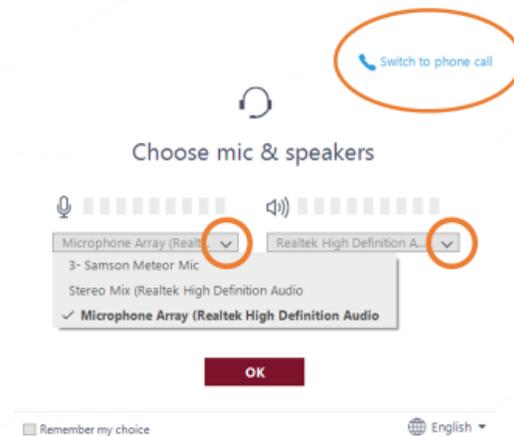- Switch to phone call at any time if you have computer audio issues

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Select audio devices

- If your computer has more than one microphone or speaker, you may have to select which one to use from the drop down list
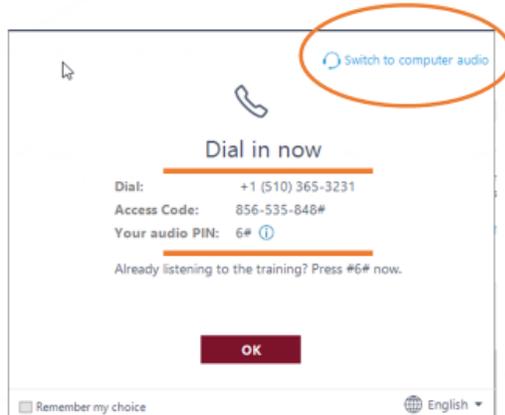
Phone option selected

- Number provided
  - Long distance number
  - Conference access code
  - Audio pin *unique to you* identifies when you are speaking; also located in the audio section after you have connected with your computer
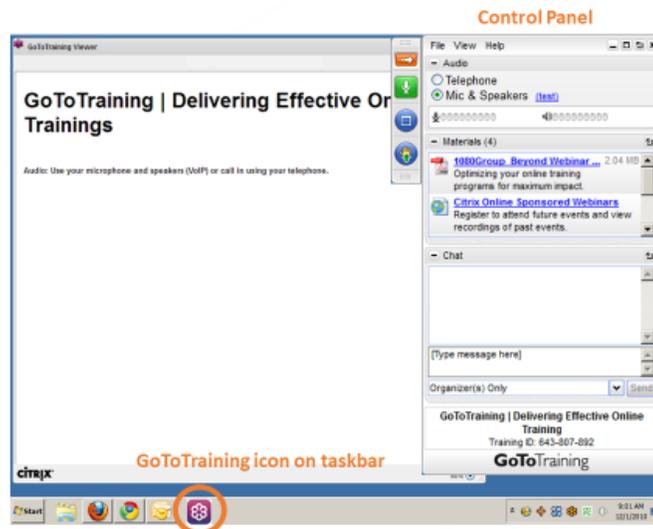

Switch to computer audio

Dial in now

Dial: +1 (510) 365-3231
Access Code: 856-535-848#
Your audio PIN: 6# ⓘ

Already listening to the training? Press #6# now.

OK

☐ Remember my choice   🌐 English ▼

Attendee View

- White/blank screen shown before the presenter starts
- Control Panel holds user functions
- Move (drag) or hide the control panel
- Minimize/restore the GoToTraining screen using the icon on taskbar

Control Panel

GoToTraining | Delivering Effective Online Trainings

Audio: Use your microphone and speakers (VoIP) or call in using your telephone.

File View Help

Audio
○ Telephone
⊙ Mic & Speakers (test)

Materials (4)
1080Group, Beyond Webinar ... 2.04 MB
Optimizing your online training programs for maximum impact.
Citrix Online Sponsored Webinars
Register to attend future events and view recordings of past events.

Chat

[Type message here]

Organizer(s) Only   ▼ Send

GoToTraining | Delivering Effective Online Training
Training ID: 843-807-892
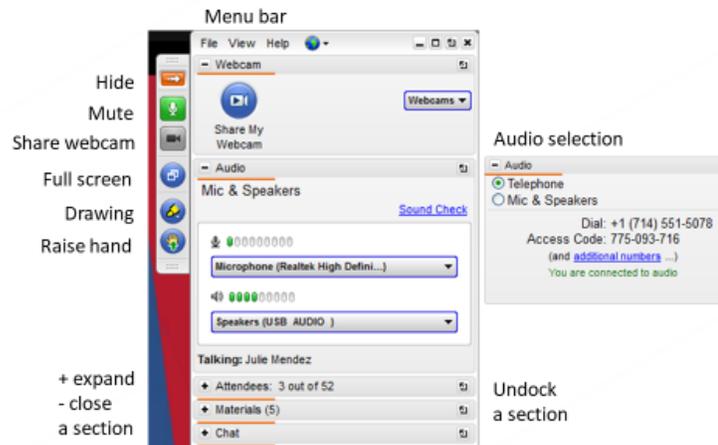**GoTo**Training

GoToTraining icon on taskbar

CITRIX

Start

Control Panel for desktop application

- Hide/unhide panel
- Mute/unmute
- Share webcam
- Full screen
- Drawing tools
- Raise hand
- Audio selection
- Attendee list
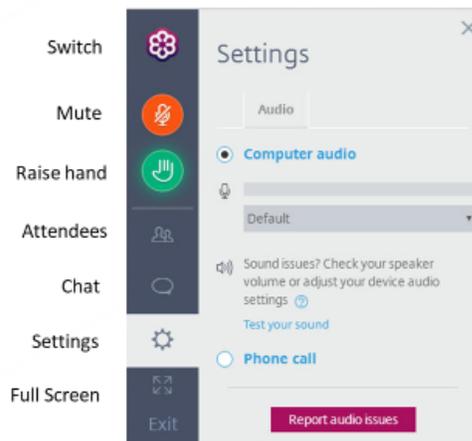- Materials (files or links)
- Chat (individual or group)

Menu bar

Hide
Mute
Share webcam
Full screen
Drawing
Raise hand

+ expand
- close
a section

Audio selection

Undock
a section

File View Help

- Webcam

Share My Webcam

Webcams ▼

- Audio
Mic & Speakers

Sound Check

Microphone (Realtek High Defini...)

Speakers (USB AUDIO)

Talking: Julie Mendez

+ Attendees: 3 out of 52
+ Materials (5)
+ Chat

- Audio
⦿ Telephone
○ Mic & Speakers

Dial: +1 (714) 551-5078
Access Code: 775-093-716
(and additional numbers ...)
You are connected to audio

4/24/2017

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Control Panel for Instant Join

- Switch to Desktop panel
- Mute/unmute
- Raise hand
- Attendee List
- Chat (individual or group)
- Settings (audio)
- Full Screen

Switch
Mute
Raise hand
Attendees
Chat
Settings
Full Screen
Exit

Settings

Audio

⦿ Computer audio

Default

Sound issues? Check your speaker volume or adjust your device audio settings

Test your sound

○ Phone call

Report audio issues

4/24/2017

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Mobile Access

- Phone or Tablet with app
- Android app – Google Play
- Apple iOS app – iTunes Store
- Limitations – can't
  - Host a session
  - Use drawing tools
  - Take mouse control

In-session Tips

- Use headset or earbuds to eliminate microphone echo
- Mute your microphone when not speaking
- Close windows you will not be using during training
- Misplaced GoToTraining window? Click GoToTraining icon on taskbar for training screen to reappear
- Use the phone option if you have computer audio problems

Support Resources

- In-session Support
  - GoToTraining Login Technical Support
  - Toll-free: (877) 582-7011
  - Select 1 (technical support); select 1 (joining an event)
- GoToTraining Videos
  - GoToMeeting Attendee Quick Start
  - GoToTraining Attendee Quick Start
  - Joining Trainings Quick Tip
  - Web App with Chrome Joining without a download