AFGE FSED Virtual Training

GoToTraining Sessions

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.

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

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
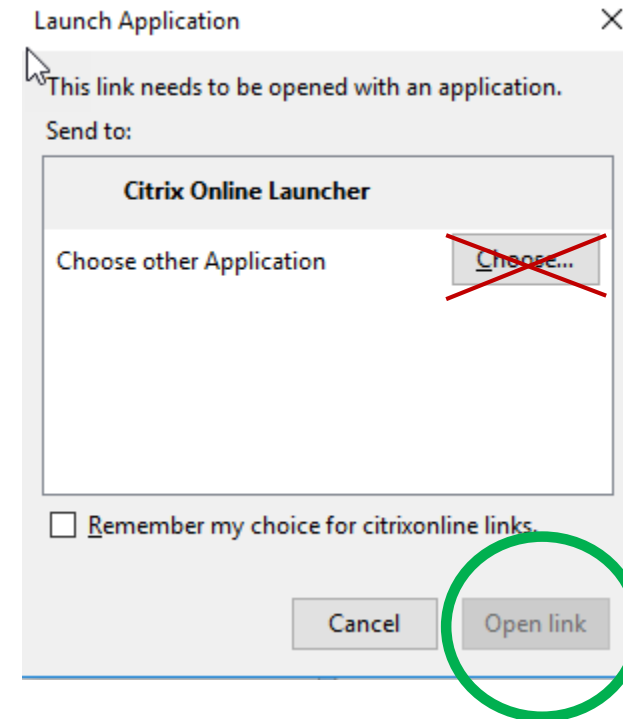
Join a session with Instant Join

- *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
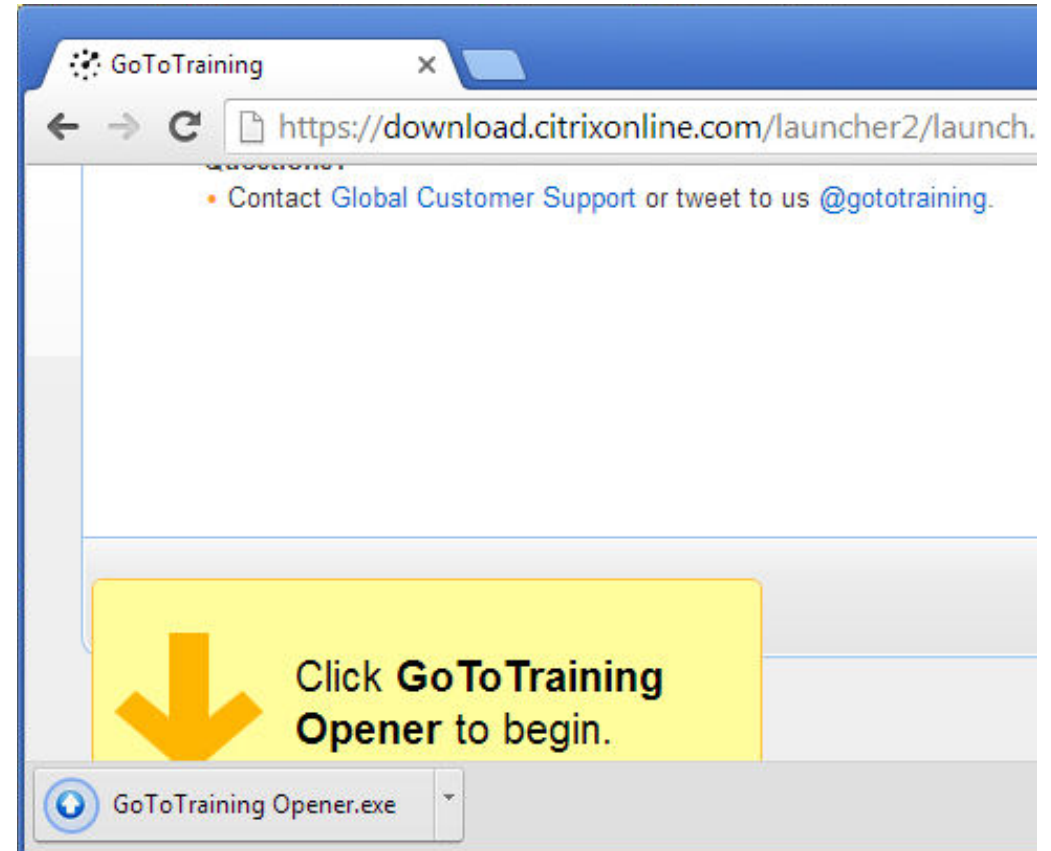
Select between two audio options (if available)

- Computer Audio (VOIP)
  - Select microphone
  - Select speakers
  - Use a headset to reduce echo and static

- Dial in phone line
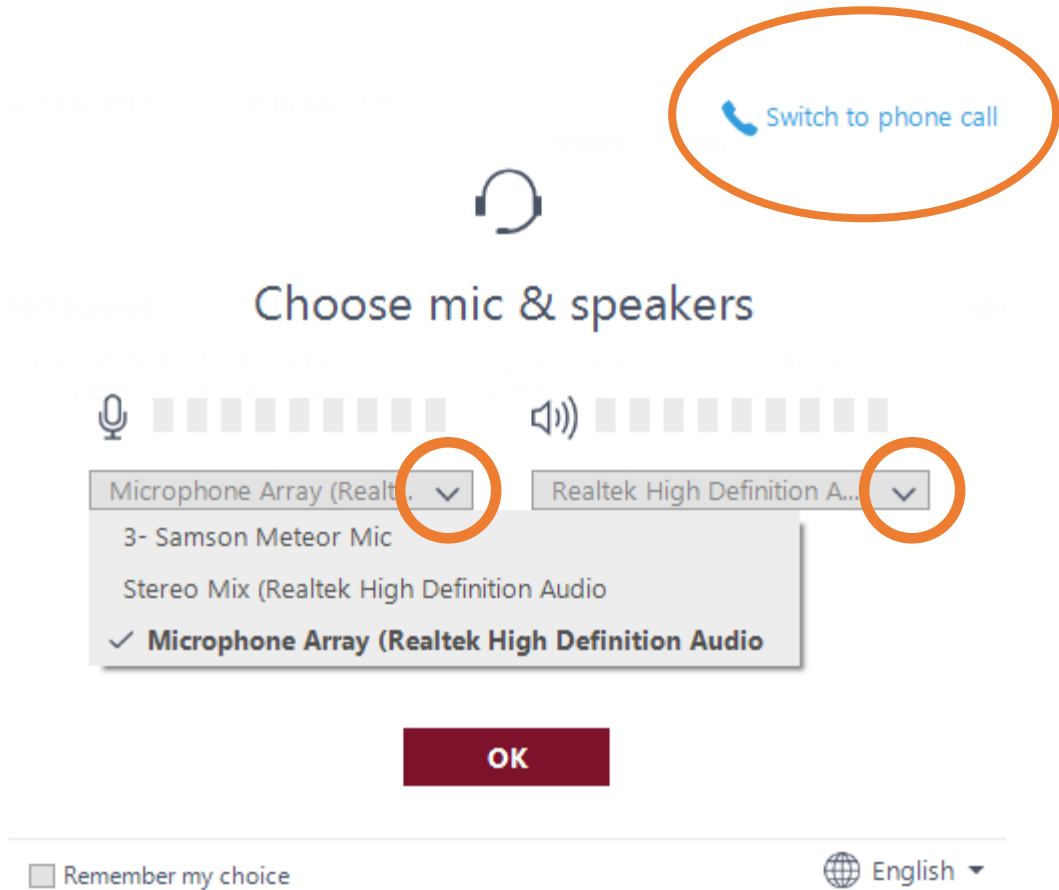 - Long distance charges may apply
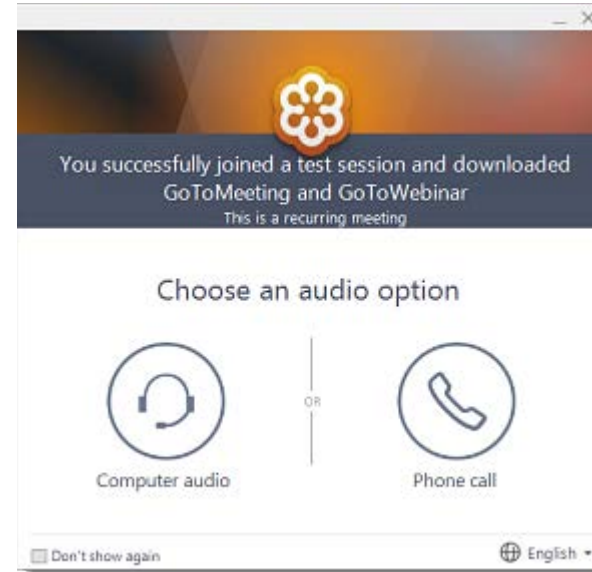
Computer option selected

- Computer (VOIP)
  - Microphone
  - Speakers, or

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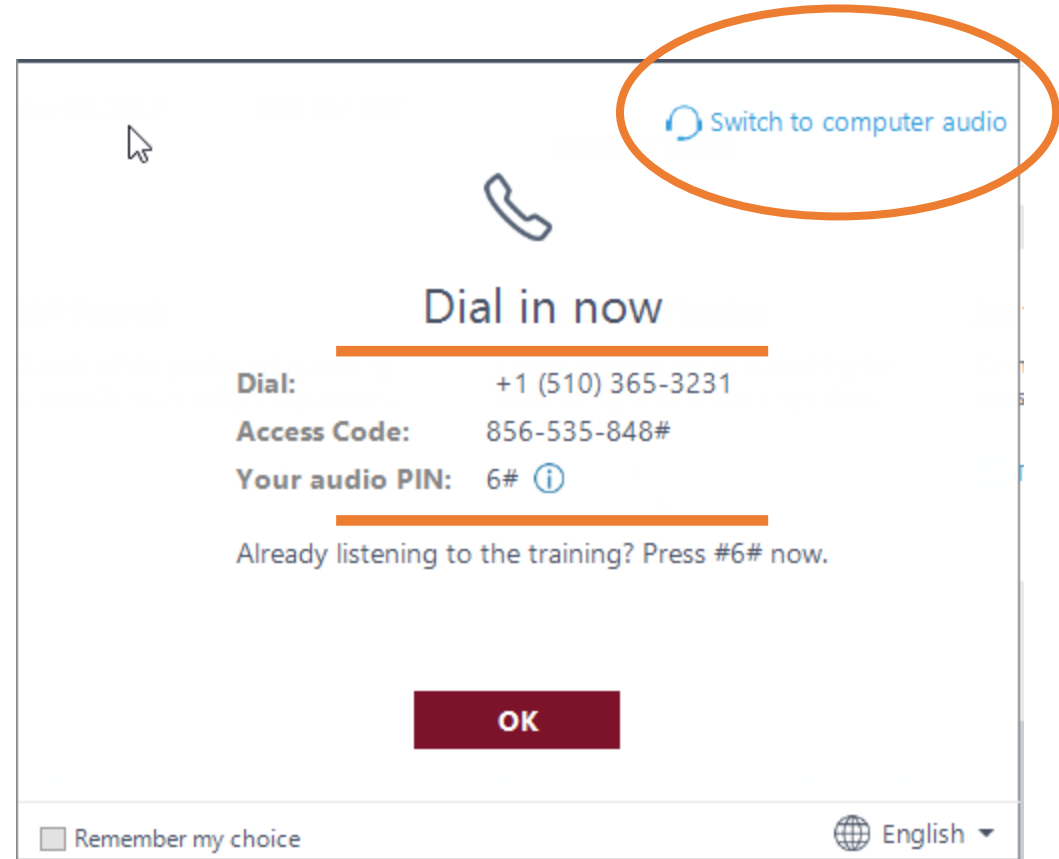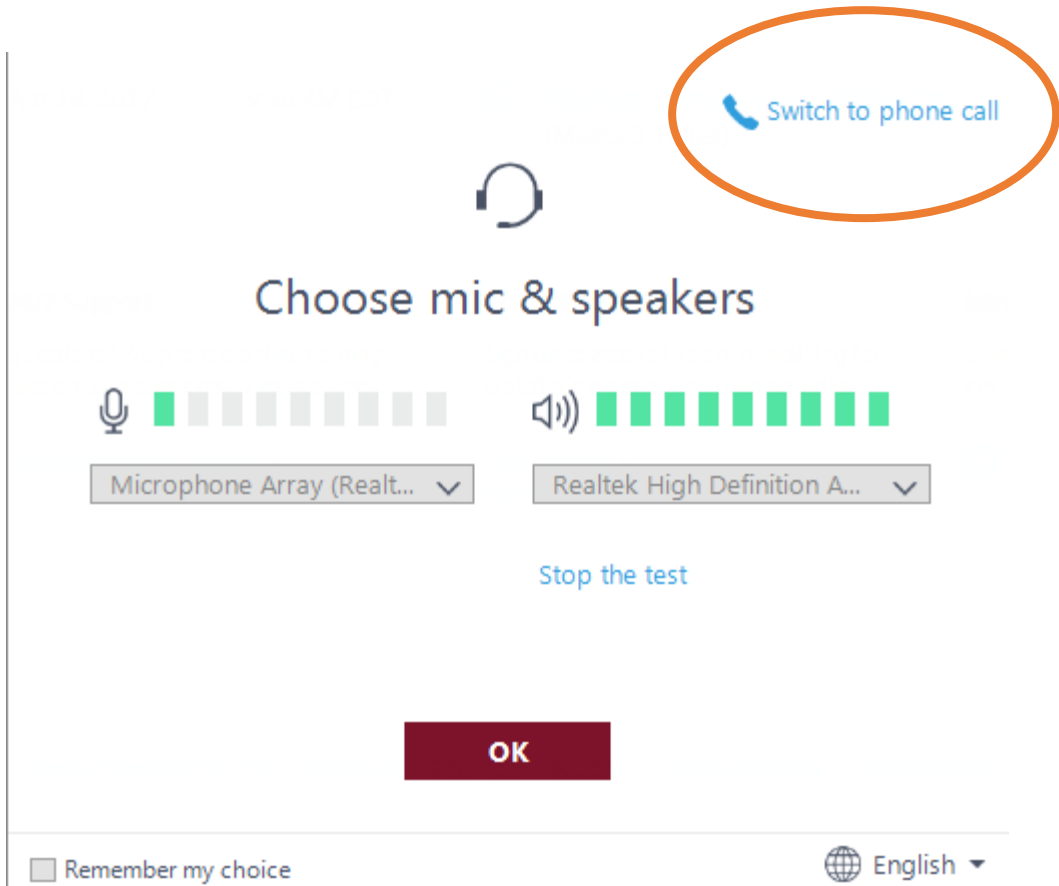
Select audio devices

- 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# ⓘ

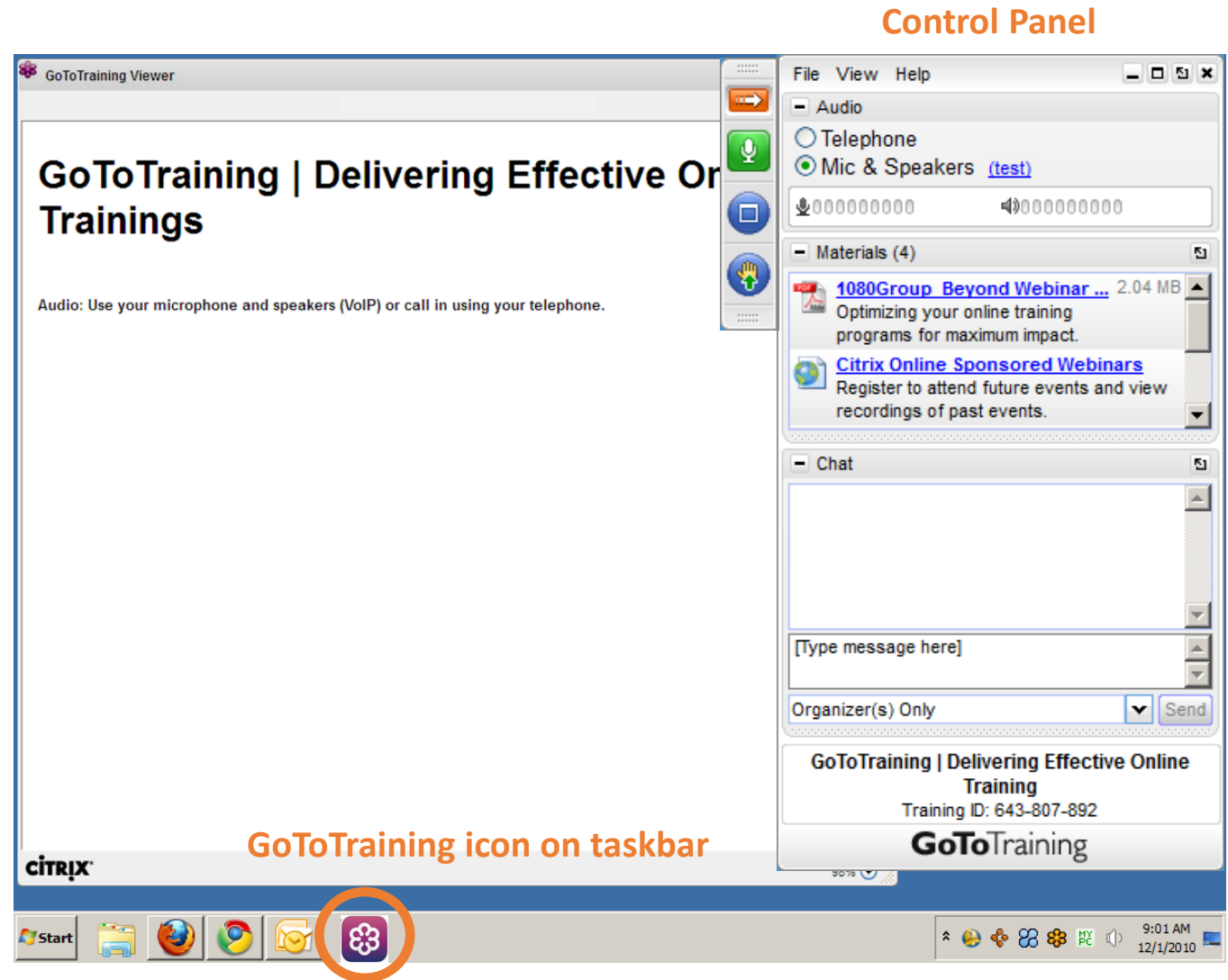Already listening to the training? Press #6# now.

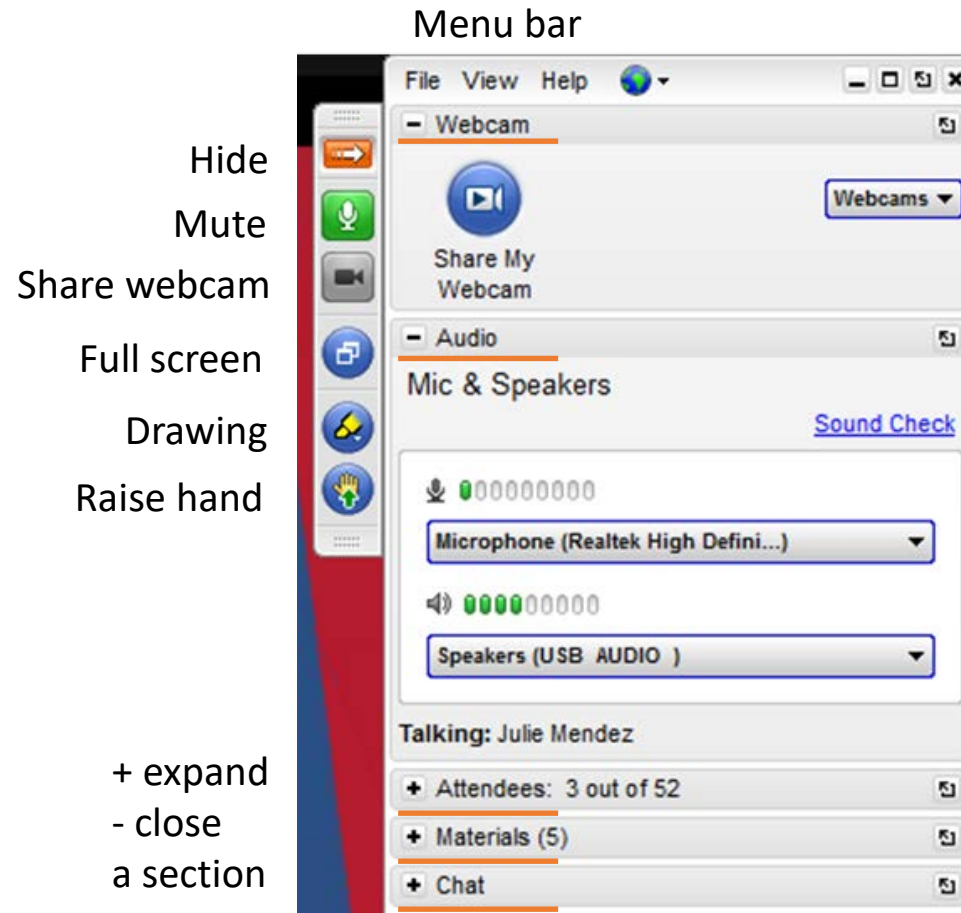OK

☐ 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
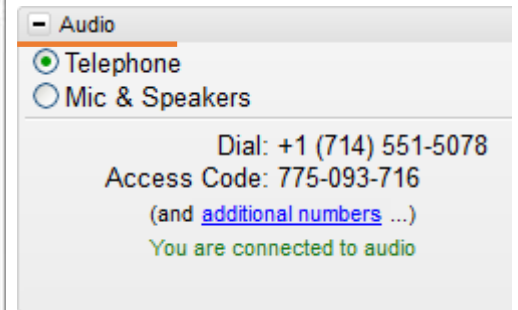
GoToTraining icon on taskbar

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

File   View   Help

Webcam

Share My
Webcam

Webcams ▼

Audio

Mic & Speakers

Sound Check

🎤 0○○○○○○○○○

Microphone (Realtek High Defini...)

🔊 ●●●●○○○○○

Speakers (USB AUDIO)

Talking: Julie Mendez

＋ Attendees: 3 out of 52

＋ Materials (5)

＋ Chat

Audio selection

Audio

⦿ Telephone
○ Mic & Speakers

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

Undock
a section

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

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