

# Guide to using the GoToMeeting online meeting tool

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# 1. INTRODUCTION

This guide is for someone attending an online meeting, who is using an online meeting tool for the first time or GoToMeeting for the first time.

GoToMeeting is very similar to other online meeting tools such as Zoom, Google Meet, Microsoft Teams, HouseParty, etc.

But it does have its differences and for first time users, there are several steps to attending an online meeting for the first time that will not be familiar.

## 2. BASICS

Think of online meeting tools a telephone conference + video cameras on a computer (or smartphone)

You can join using

- Visual and Audio - computer and/or smartphone
- Audio only (any touch tone phone)

When joining a meeting with many people, the person who set up the meeting (moderator) can control who can talk, who can share their screen (to everyone else) or make a presentation and who attends the call.

During the meeting, you can change how you view the meeting, the participants in the meeting and exchange text messages with everyone or only one specific person

### 2.1 Etiquette

**The main issue is with controlling your phone or computer microphone.** Know how to mute your computer microphone/headset or phone before joining the meeting.

There can be several issues:

- **Ensure you are in a quiet room and do not make noises if you are 'unmuted'** – background noise can be louder than you or other people speaking in a meeting, which is extremely disruptive – dogs or children making noises, you typing or shuffling something on your desk
- **If you are not talking, 'mute' your phone or computer microphone.** If multiple people have their microphone on (vs. the person speaking) you can get noise interference or just generally make it difficult to hear the person who should be speaking.

GoToMeeting has a mute icon if you are using a computer microphone, but if you are using your smartphone, know how to mute your phone if not talking.

- **Feedback** – do not listen on both your computer audio (speakers) and your phone at the same time, or your computer speakers and your headset speakers at the same time. This can result in feedback squealing which is very disruptive.

### 3. CONNECTING TO YOUR MEETING

You will receive the following information for your meeting:

- **Web link** (for use with computer or smartphone) for audio/visual connection. This includes the link to the GoToMeeting web site and the access code for the specific meeting:

<https://global.gotomeeting.com/join/942991845>

- **Phone information** For joining by phone (smartphone for audio only or with touch tone phone)

Canada: +1 (647) 497-9391

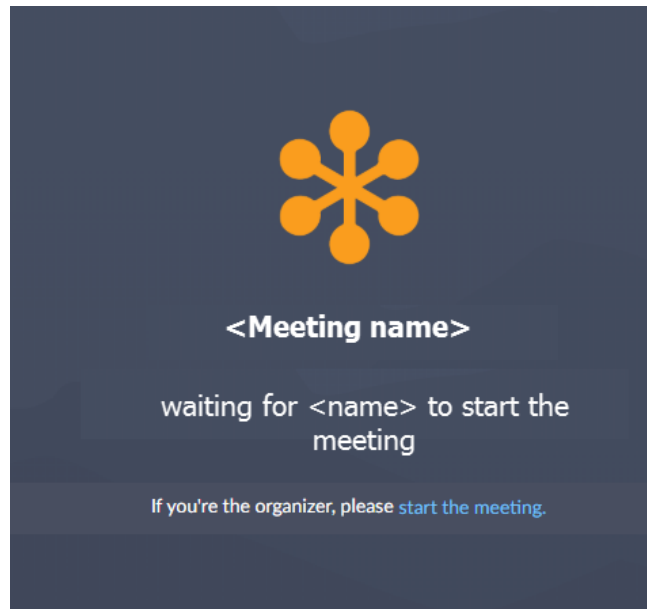
Access Code: 942-991-845

To join by phone, just follow the instructions after dialing. You will be joined to the meeting by audio only. If the meeting has not yet started, please mute your phone under asked to introduce yourself or invited to speak by the moderator

#### 3.1 Launching the online tool

Click on the provided web link.

If the meeting has not yet started, you will see the following:

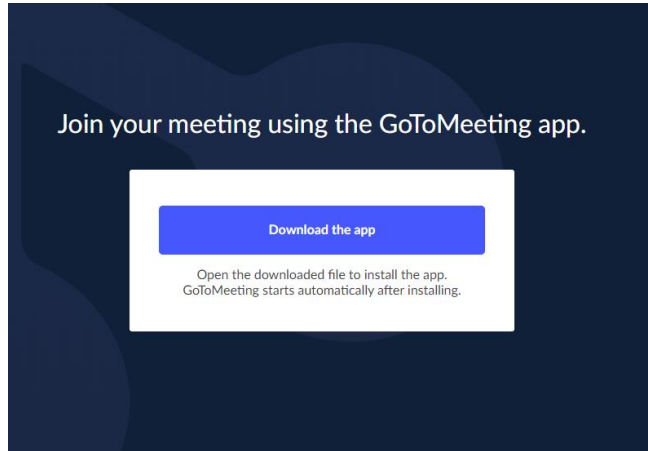


Once the meeting starts....

- **Already installed** = If you have already installed and used GoToMeeting before, unless there is a meeting password, you will be joined directly into the online meeting. Please mute yourself on joining.

If you do not have the app already installed, you will need to make a choice whether to install the GoToMeeting application on your computer (better video and audio) or use the web version.

After clicking the link you will see the following:



At this point just click the **Download the App** button. You will select to install the app or use the web version in the next step

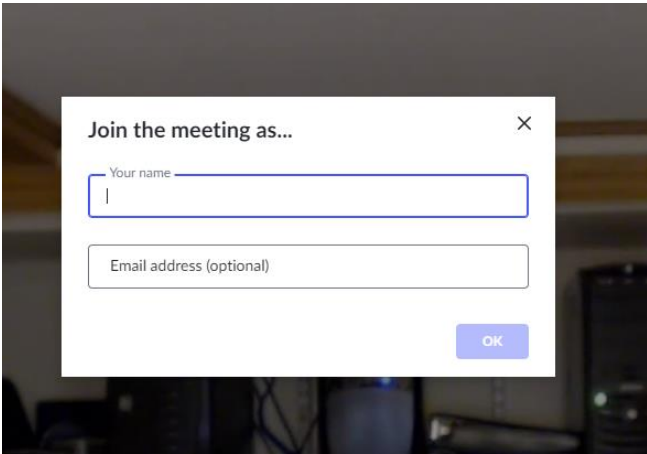


### 3.1.1 Use the web version

If you are not sure if you want to install an application on your computer or if you have problems installing, then as a participant, we recommend you select the web version of GoToMeeting

**Select the Web option** - while it might not be obvious, if you click on the words "join on the web" in the pop-up panel as shown above and it will immediately connect you to the meeting.

You may be challenged for your name and email address. If there is a meeting password you will be asked to enter it.

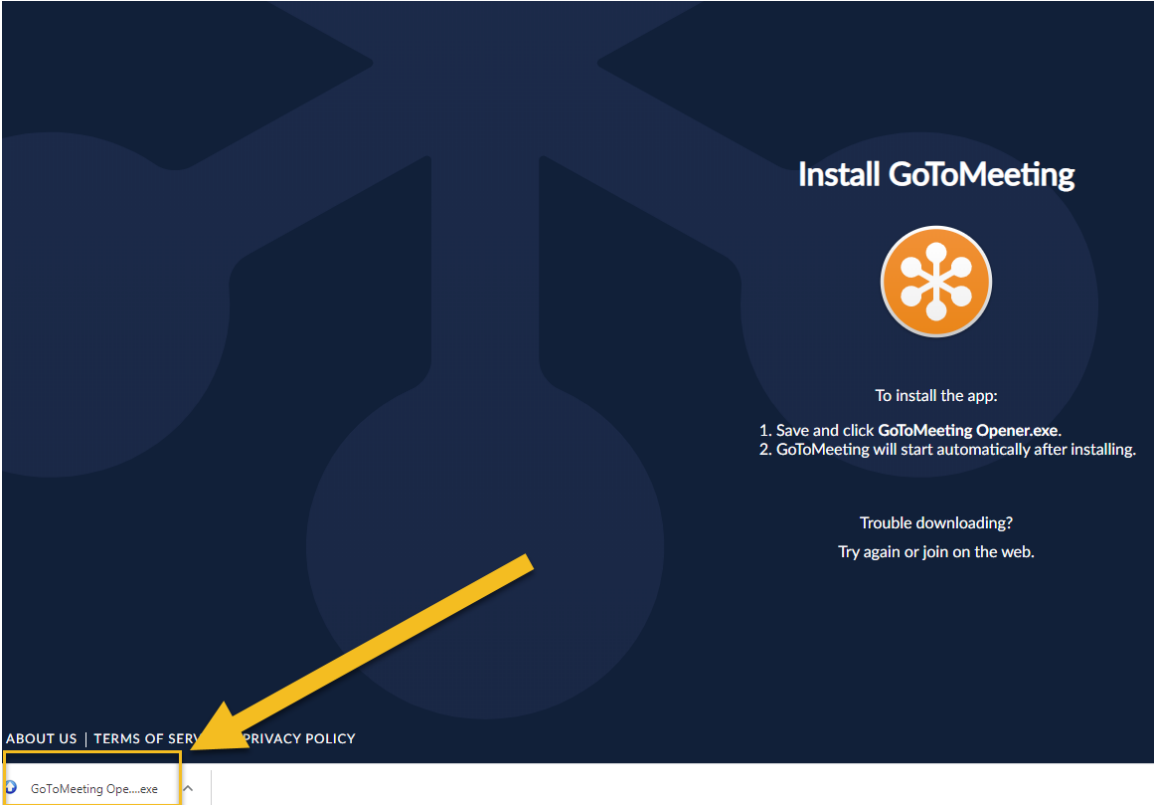


### 3.1.2 Installing the app version

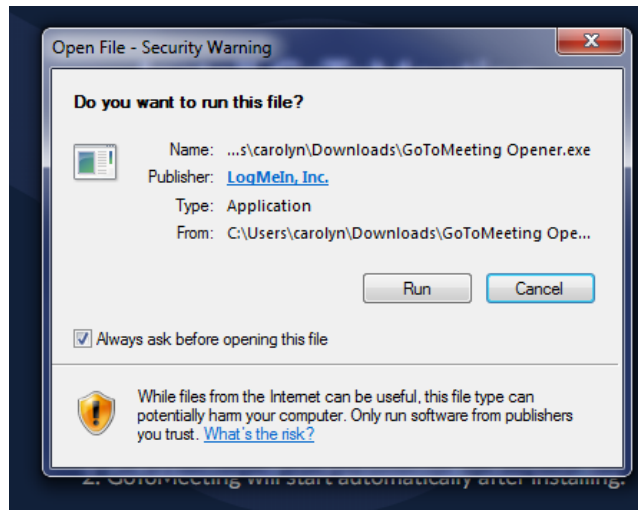
Select the **App option** – click on the GoToMeeting Opener.exe in the Install GoToMeeting panel, as shown above

This will download the installation program in your browser. Wait until the download is complete and click on the file “GoToMeeting Opener.exe”

In the Google Chrome browser, the download will appear as follows (bollow left corner)

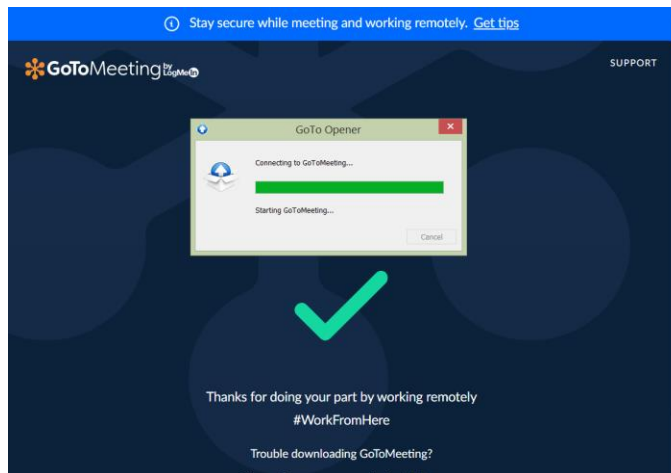


You will then be asked to run the installation

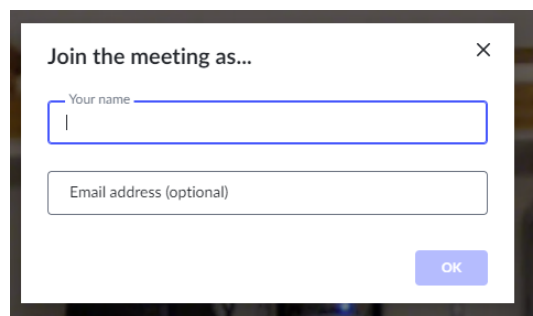


Click the **Run** button, once successfully complete, you will see the following.

If you have problems installing (including installation errors), stop the installation process cancel any dialogs shown, close your browser and re-open it. Then click on the link again and use the steps to use the web version of GoToMeeting



After installation, you will be added to the meeting. You may be challenged for your name and email address. If there is a meeting password you will be asked to enter it

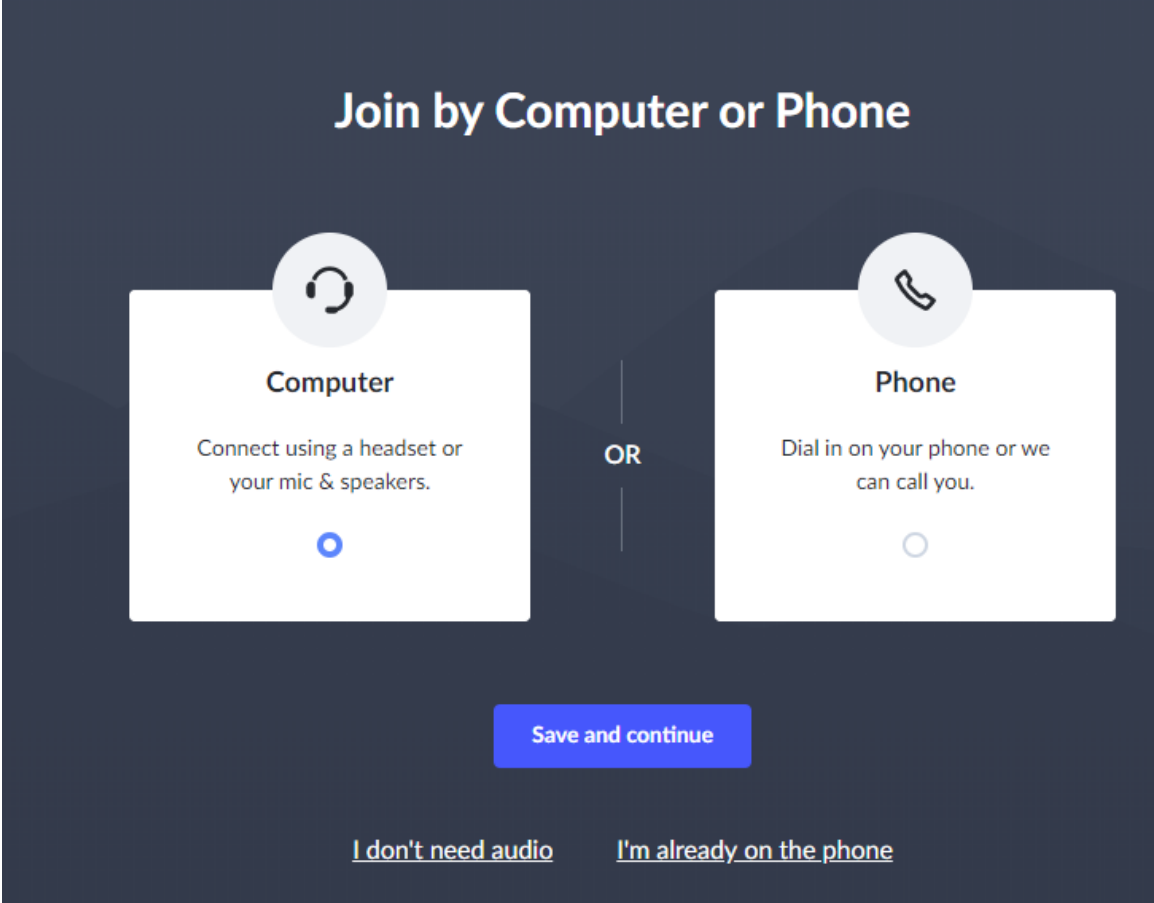


### 3.1.3 Selecting Audio options

If this is your first time using GoToMeeting, you will be asked your preferences for audio.

You can either chose to use computer audio (left choice) or separately dial into the meeting (using the phone number and access code provided in your GoToMeeting invitation)

If you are already connected by phone, you can click on "I'm already on the phone"



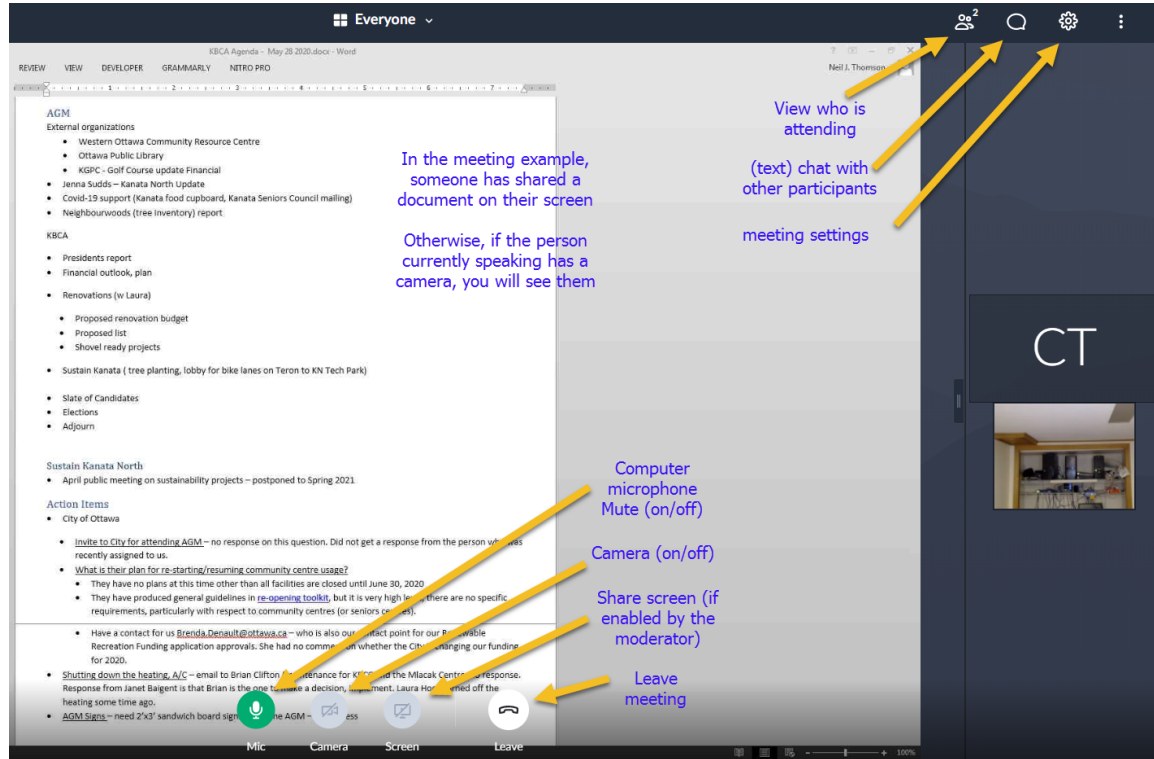


## 4. WHAT YOU CAN DO A MEETING

During a meeting you can enable or disable a web cam (if you have one and it is compatible with GoToMeeting).

You can also mute/unmute your computer audio.

The following are the controls



Note, the controls on the bottom of the screen (mute, camera, etc.) will normally hide themselves. To cause the controls to become visible, move your mouse (without clicking) to the bottom of the screen

### If you wish to speak during the meeting

If directed by the moderator to speak (e.g. “could someone second this motion” or “Mary, please go ahead”) then unmute your microphone and speak. Please mute yourself once done.

Alternatively, enter a text message to the moderator (or everyone) in the chat window. use the following template:

<Your Name>: WISH TO SPEAK

### If you are asked to make a presentation

The moderator will make you the “presenter” and then verbally tell you to share your screen.

Use the Share screen control to share your entire screen, a window, etc. (the list of options will pop up once you select to share your screen.

Treat your presentation (PowerPoint, etc. ) as if you normally would when not using GoToMeeting