Go-to-Meeting Quick Guide for Attendees

Attendee Guide–Quick Tips and Reminders

At a glance

Here are a few things you need to know before joining your first GoToMeeting online meeting. You can join the meeting from your Mac or Windows desktop or just about any smartphone or tablet. This guide shows you how to join and participate.

Mobile

Get started with GoToMeeting on your mobile device by downloading the GoToMeeting app from the App Store, Google Play or Windows Phone Store. Then join the meeting by opening the app and entering the meeting ID you received in an email from the meeting organizer. Learn more about the free GoToMeeting mobile apps at gotomeeting.com.

1. You're invited

- The invitation email or message will include a link to the meeting
- The invitation will also include instructions for using the phone or your computer's mic and speakers (VoIP) for audio

2. Be prepared

- Join the meeting a few minutes early to make sure you have everything you need
- If you don't already have the software, it will download automatically, and you'll be placed into the meeting
- A GoToMeeting Opener.exe file will be created; open the file.

Browser tips:

Firefox: In the upper right corner, select the underlined arrow pointing down, select the GoToMeeting Opener.exe file and the meeting invitation will open
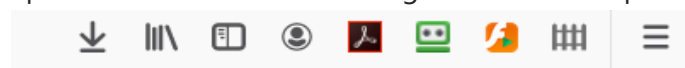
Google Chrome: In the bottom left corner of your screen, you will see the exe file with **Open file.** When you click on the open file in blue the meeting invitation will automatically open

Microsoft Edge (Bing): In the bottom left corner of your screen, you will see the exe file with **Open file.** When you click on the open file in blue the meeting invitation will automatically open

Safari: Once you click on the link, you will automatically be prompted to download the GoToMeeting Application. You can also download this application from the App Store prior to your appointment. See attachment titled GoToMeeting Launcher Download instructions for MAC OS

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3. Join the meeting

- Click your online meeting link, or go to gotomeeting.com and enter the meeting ID
- If your host requires one, be sure to have the meeting password handy

4. Talk and listen

- Check the online meeting invitation or your Control Panel to see the audio options available
- If the option to dial-in is offered and you'd like to use it, call in using the telephone number and access code shown. Enter the audio PIN if provided
- You can also use your computer's mic and speakers (VoIP). For the best experience, we recommend using a USB headset with this option

NOTES:

If you use your telephone to dial in: It is important to mute your computer mic to eliminate any feedback. This is done by selecting the speaker icon , typically in the bottom right corner of your screen. Once you select this, the audio control will pop up and you will see this icon again, click on it and it should mute your audio. A line will be drawn through the speaker indicating that it has been muted.

If you want to use your computer audio: To turn it on, click on the Mic icon and it will turn green when you've granted GoToMeeting access, if it appears as shown below, you've muted your computer audio. If you have a camera, go through the same steps to turn on your camera. Note: if your audio isn't working when the Mic icon turns green, go through the steps above walking you through how to mute it to make sure your computer audio isn't muted also.
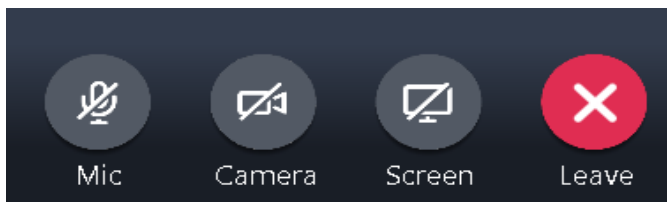

5. Know who's speaking

- The bottom of your meeting window and the Control Panel both indicate who's speaking
- When you are speaking, meeting attendees would see your name if you connected with mic and speakers or if you dialed in and entered your **audio PIN**

6. Interact

- You can mute yourself when you're not speaking. The host can also mute you or all attendees. If you dialed in using a phone, you'll need to use the **audio PIN** to mute your line via the GoToMeeting controls
- The easiest way to share your webcam is to click the button on the grab tab. Or you can click the **Share My Webcam** button on the Control Panel
- Pause and resume your webcam by using the icons in the top-right corner of your webcam feed
- If you are muted or don't want to interrupt the speaker, you can use the chat feature to communicate with the group, the host and/or other individual attendees
- The host can make you the presenter or give you control of the shared screen. When you're the presenter, additional controls will appear on your grab tab

7. Leave the meeting

Leave the meeting?
Clicking OK will cause you to leave the meeting.
Cancel   OK
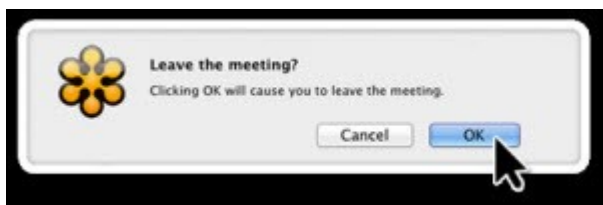
- When you're ready to leave a meeting, click the icon at the top of the meeting window (You'll be prompted to confirm that you want to leave)

8. Need more help?

- Schedule an appointment with a staff member to test your system
- Call us at (913) 814-3800 to help you troubleshoot and answer questions