



Divisions of Family Practice

A GPSC initiative

Web Manual: Go To Meeting

April 2015

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Getting Started

What is GoToMeeting?

GoToMeeting enables divisions to organize and host electronic meetings with participants from different locations. Features include:

- Videoconferencing
- Teleconferencing
- Screen sharing
- Sharing of mouse and keyboard control
- Audio and visual recording.

Activating Your Account

Accounts are managed by the Divisions of Family Practice provincial office. Once an account is set up, an email notification with an activation link will be sent to the email address used in setting up your division's account.

Every division starts with one shared account, but additional accounts can be set up as needed.

Note: **Multiple people cannot log-in to GoToMeeting concurrently with the same username and password.** If this happens, the system will log out one of the users, potentially ending the meeting. To avoid this, if you have used the GoToMeeting log-in information for the division but are not the host of a meeting, be sure you are signed out of the system by right-clicking on the flower icon in the systems tray on your computer:



What You Need for Set-up

- To fully connect to GoToMeeting, you need a computer connected to local area network LAN (wired) internet connection. If you do not have wired internet, choose a place with steady wireless internet service; however, this may affect the quality of the meeting.
- For a one-on-one meeting, use a headset for the best audio connection. However, you may also connect through a computer mic and speakers, or through a landline telephone. After dialing-in by phone, be sure to enter the audio pin shown in your control panel (eg. #90# or #24#).
 - If you don't have access to a landline, you can call-in from a cell phone but there may be some interference.
 - Calling via VoIP telephone results in poor quality audio and echo for all attendees.
- For best results with meetings that have multiple attendees in the room, invest in an external computer mic and speaker system or connect using a teleconference phone.

Note: To ensure a successful meeting, be sure to test your set-up beforehand.

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Changing Account Details (Name, Email, Time Zone, Password)

To change account details, log-in to your account then select "Hello {YOUR NAME}", then "My Account" from the menu on the right-hand side of the page. Click on "Edit" beside "Login Info" or "Personal Info", make the changes and click "Save".

Support & Training

Please contact the divisions provincial office: webmaster@divisionsbc.ca if you would like to schedule a walkthrough of the GoToMeeting software.

You can also find a series of videos to help you get started scheduling meetings, inviting attendees and starting meetings on the GoToMeeting web site:
<http://www.gotomeeting.com/online/support>

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Start a Meeting Now

Method 1

1. Double click on the flower icon in your systems tray as indicated by [1].
2. You will be prompted to enter your username and password, then a new meeting will start automatically.



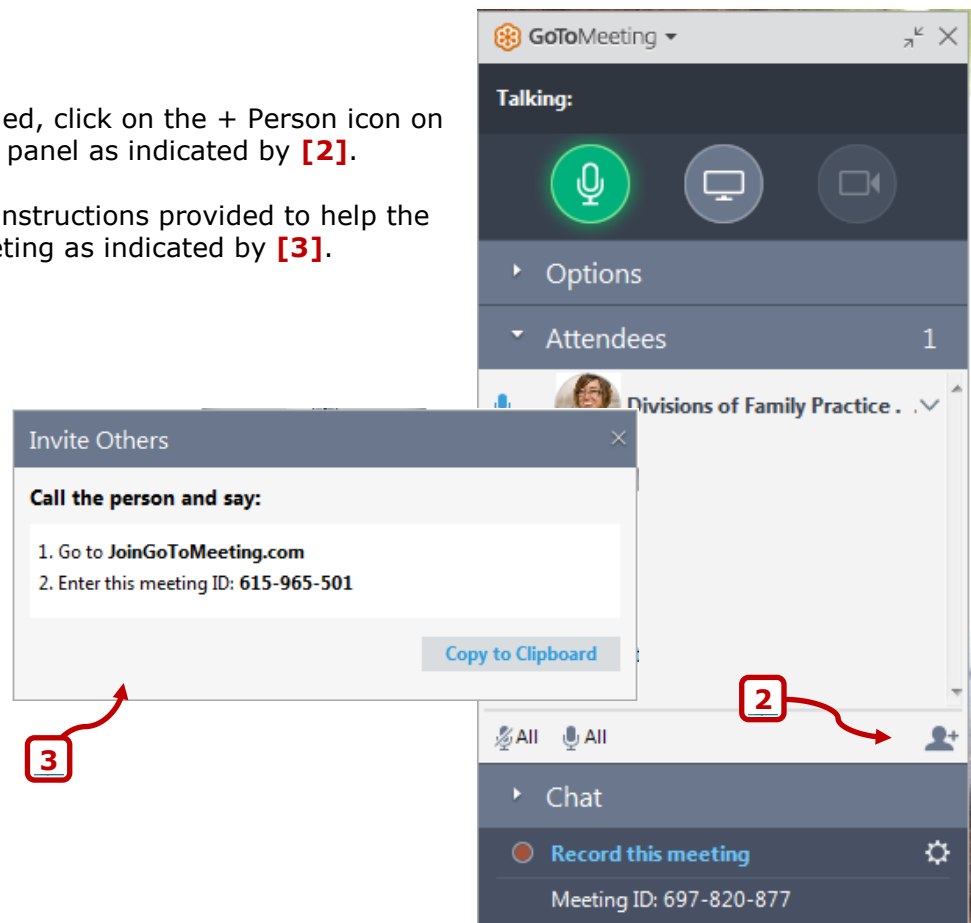
Method 2

1. Go to www.gotomeeting.com and click "Sign In" in the upper right-hand corner of the screen. Enter your username and password.
2. Click on the orange "Start Your Meeting" button at the upper left-hand side of the screen. A new meeting will start automatically.

Invite Participants

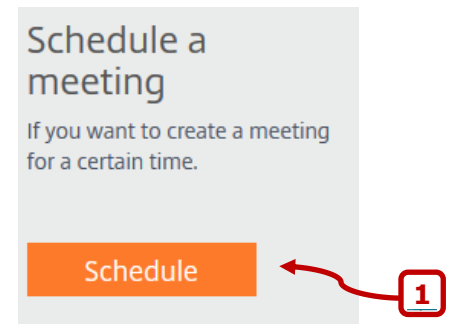
Once the meeting is loaded, click on the + Person icon on the GoToMeeting control panel as indicated by [2].

Use the pop-up window instructions provided to help the participants join the meeting as indicated by [3].



Schedule a Meeting

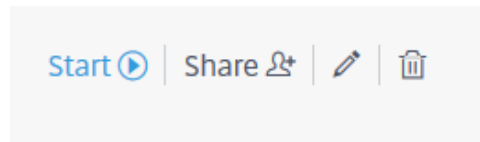
1. Go to www.gotomeeting.com and click "Sign In" in the upper right-hand corner of the screen. Enter your username and password.
2. You will be taken to a page with a list of all currently scheduled meetings called "My Meetings". To schedule a new meeting, click on the orange "Schedule" button in the upper right-hand side of the screen as indicated by [1].
3. Complete the meeting scheduler form and click "Save".
4. Click "Copy" in the "Invite people" pop-up window and paste the meeting details in a meeting invite or email to send to your participants.



Note: If you would like to automatically link meetings directly with your calendar, use the "Install Outlook or Google calendar plugin" option during step 3.

Edit or cancel a scheduled meeting

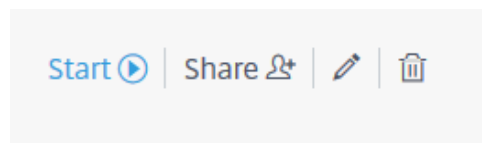
1. Go to www.gotomeeting.com and click "Sign In" in the upper right-hand corner of the screen. Enter your username and password.
2. Locate your meeting in the "My Meetings" list and use the "Share", edit, delete buttons as needed:



Note: Don't forget to send an email or updated calendar invite to the attendees if necessary as changes made in the GoToMeeting system will not be sent out to participants automatically.

Start a scheduled meeting

1. Go to www.gotomeeting.com and click "Sign In" in the upper right-hand corner of the screen. Enter your username and password.
2. Locate your meeting in the "My Meetings" list and click on "Start":

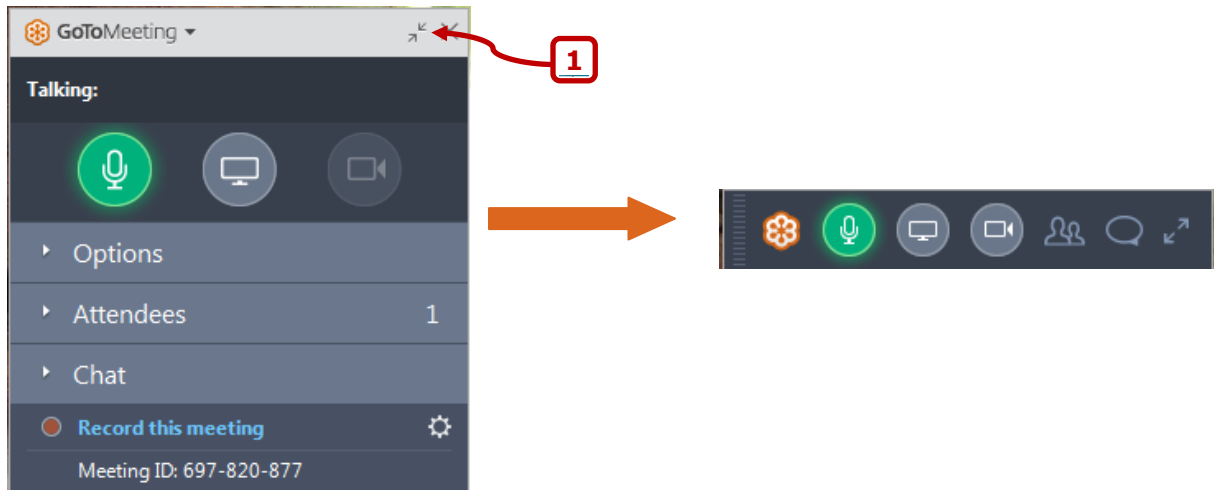


Note: you are not constrained by the scheduled date and time of a meeting. You may start a meeting at any time, even if it's outside of the scheduled time.

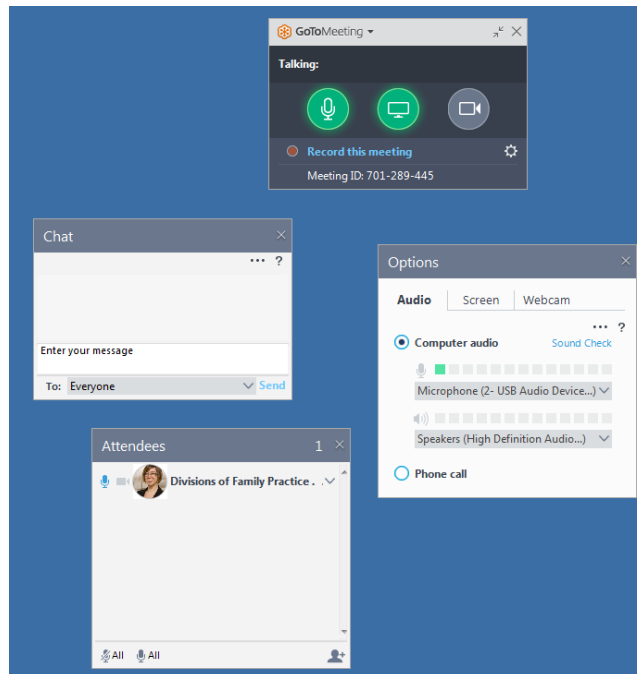
During a Meeting

Using the GoToMeeting Control Panel

The GoToMeeting control panel can be collapsed to take up less space on your computer screen. Just click on the arrows icon in the top, right-hand corner as indicated by [1].



The different parts of the control panel can also be split out by clicking on the top of a section and dragging it out:



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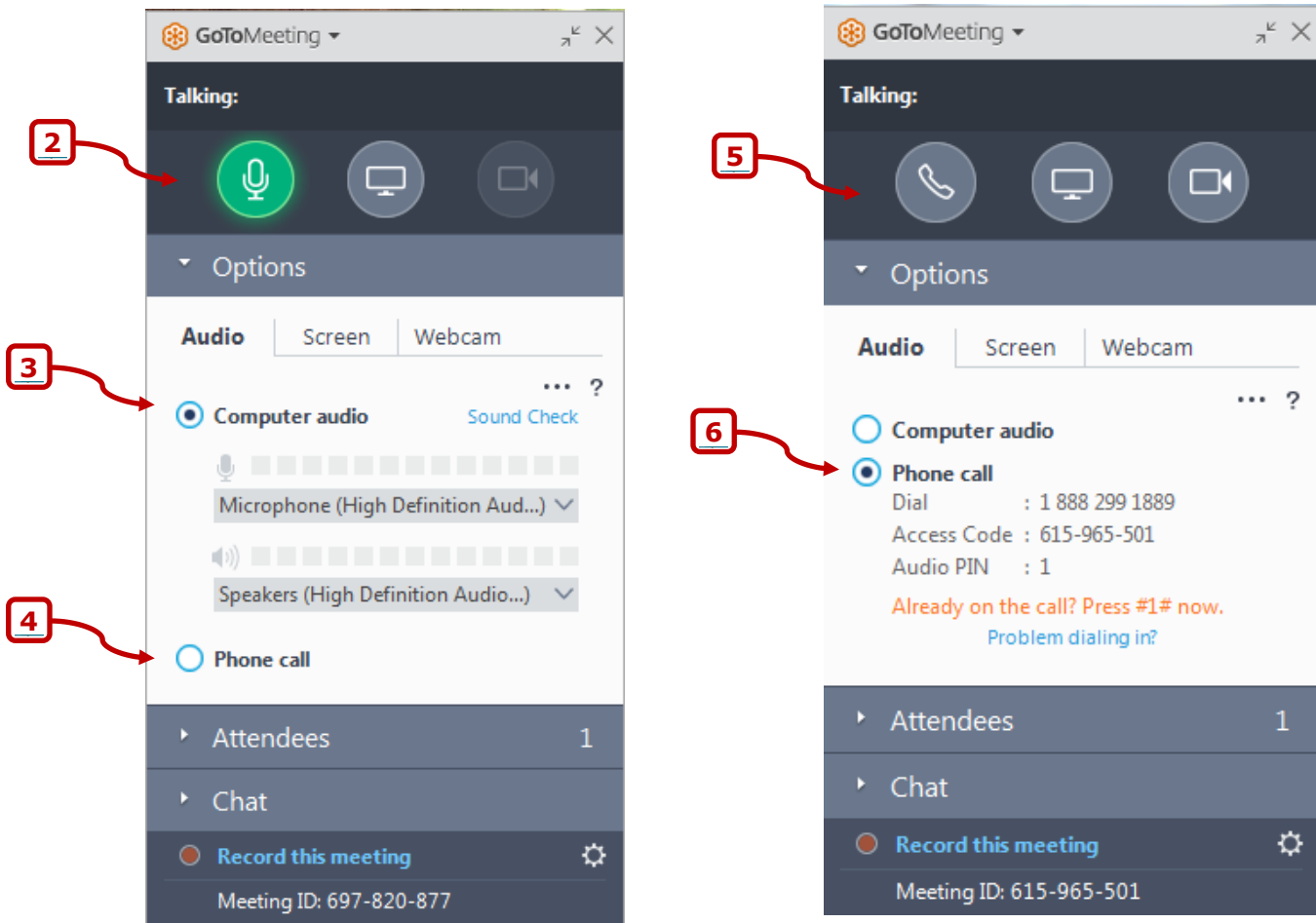
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Connecting to Audio

Audio settings are found under the “Options” section of the control panel. Click on “Options” to expand that section.

You have the choice to connect to audio via your computer audio (mic and speakers or headset) [3] or through telephone [4].

If you select “Phone call”, the call-in information will be shown on the control panel [6] and the audio symbol at the top will display as a phone [5] instead of mic:



If you are successfully connected to the meeting audio, the audio symbol will be green [2]. If you are not connected, it will be gray [5].

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Muting / Unmuting

To mute yourself, click on the audio symbol [8] and it will turn red with a line through it. The word "MUTED" will also appear in the "Audio" section [9].

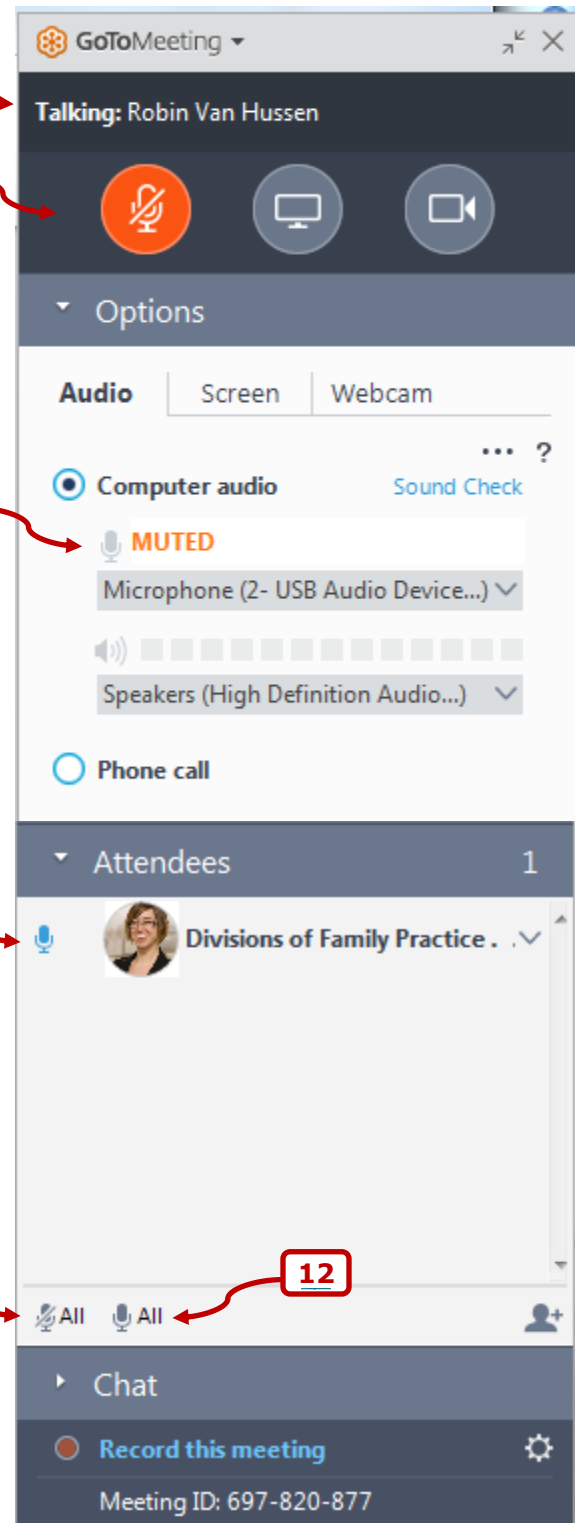
As the organizer, you can also mute or unmute participants (as long as they are connected to audio and have not muted themselves). To do this individually, click on the audio icon beside their name in the attendee list [10].

To mute / unmute the entire group, click on the "Mute All" [11] and "Unmute All" [12] buttons.

Audio Troubleshooting

If you are experiencing audio difficulties, start with the following pointers:

- If there is an echo or background noise, you can often identify where it's coming from by looking at the "Talking" label at the top of the control panel [7].
- Laptops with built-in microphones can pick up noise and cause echo. Ask the attendee to turn down their speakers, however if the problem persists, attendees with this audio set-up may need to use a headset or call in using the telephone option.
- Make sure attendees who have connected through the telephone option have also selected that option in the "Audio" section on the GoToMeeting control panel.
- Webcams with microphones can pick up additional noise and cause echo. Using a webcam for your audio is not recommended.
- GoToMeeting also provides some [audio troubleshooting tips](#) and [24/7 support](#).



Screen Sharing

To share your screen with the meeting attendees, click on the screen icon [13] or, under the "Options" section, select "Screen", then select one of the options from the "Start sharing my:" drop-down menu [16]. This menu is also available by right-clicking on the screen button and it allows you to share specific programs and documents instead of your whole screen, or to share your screen "clean" (your toolbar and desktop are not shared).

Once screen sharing has been enabled, the screen icon as shown in will appear as green [14]. Otherwise it will be gray.

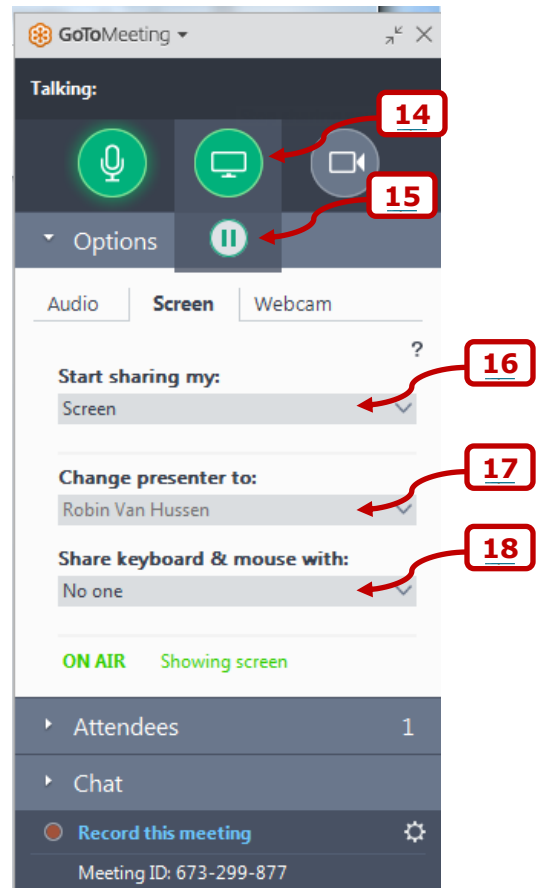
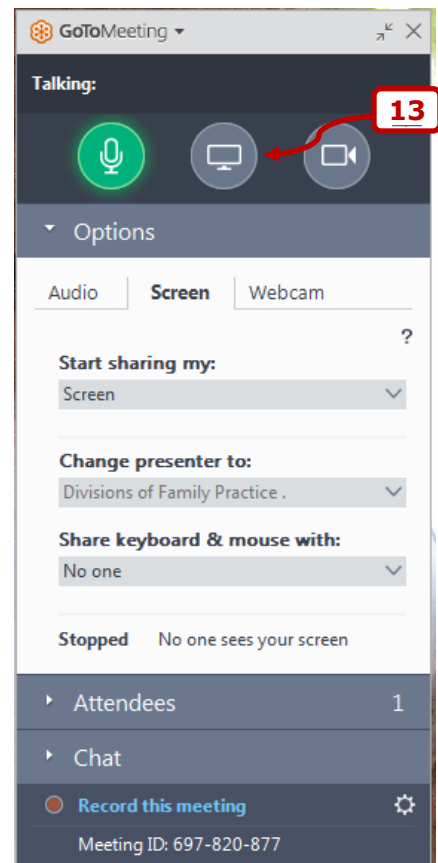
To pause your screen, move your mouse over the active screen icon and click on the "pause" button [15].

If you click on the pause button, it will freeze your screen for the attendees. You will be able to open programs without the attendees viewing them. Once you are ready to continue with the meeting visuals, click on the screen button again.

To allow a meeting attendee to share their screen, select the person from the "Change presenter to:" drop-down menu under "Options" > "Screen" [17].

To share your keyboard and mouse with an attendee, or with all the attendees, select the desired option from the "Share keyboard & mouse with:" dropdown menu [18]. This gives the attendee(s) the ability to manipulate the keyboard and mouse on the presenter's computer.

To end screen sharing, click on the screen button.



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Webcams

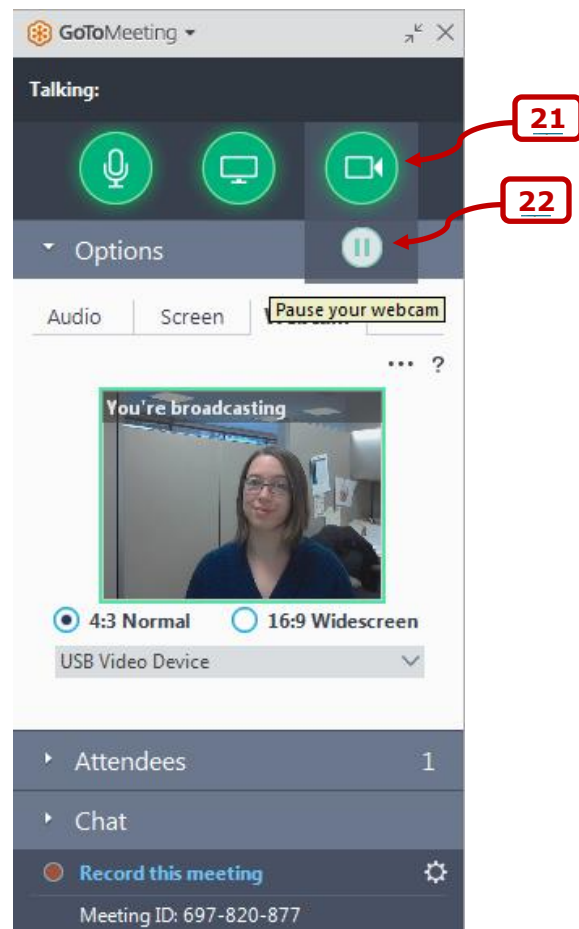
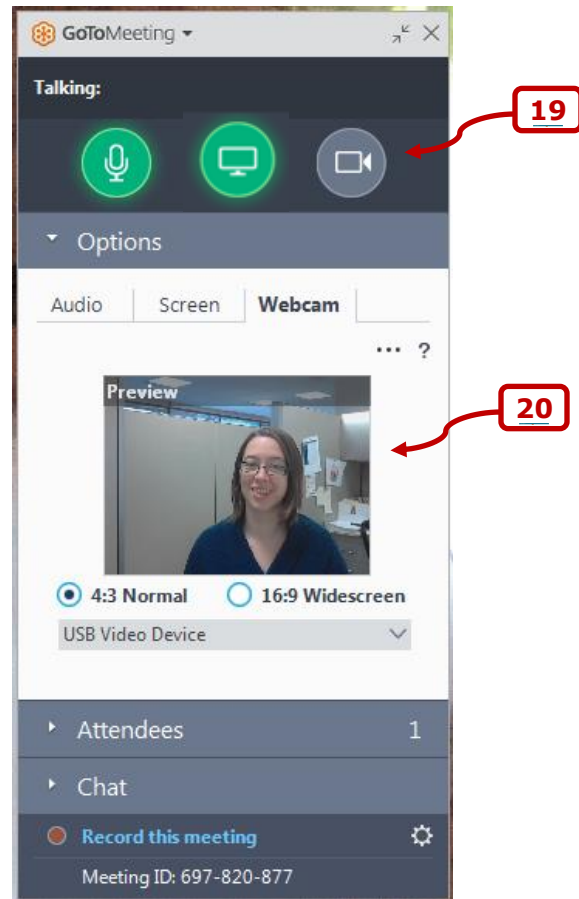
To preview what your webcam video will look like, click on "Options" > "Webcam". If you have a webcam set up, it will connect and show a preview [20].

To turn on your webcam, click on the webcam button [19]. Once your webcam has been shared, the webcam icon will appear in green [21]. Otherwise it will be gray.

To pause your webcam, move your mouse over the active webcam icon and click on the "pause" button [22]. Once you are ready to share your webcam again, click on the webcam button.

Webcam Tips:

- If you cannot see your webcam or the other attendees' webcams, check whether the window has been minimized or hidden behind another program.
- Only 5 webcams can be shared at one time.
- If the internet speed is slow or it is unstable, it is better to turn off webcams.



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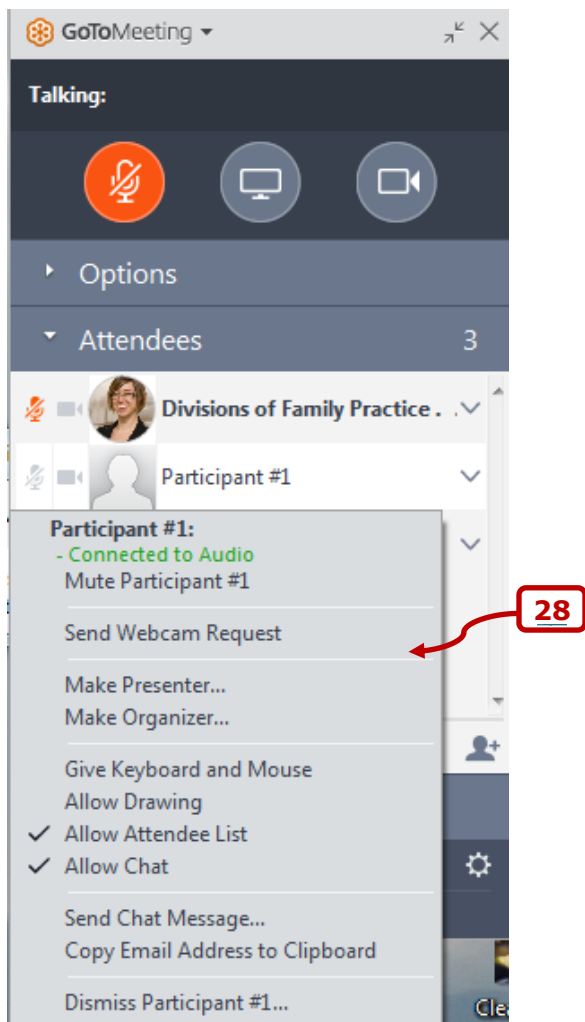
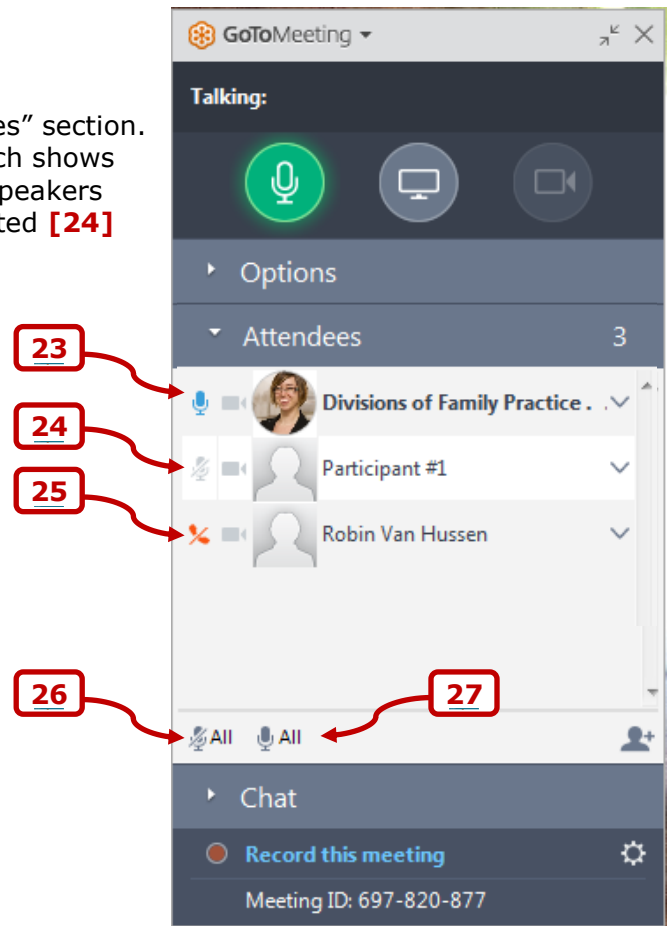
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Attendees

You can find a list of all attendees in the "Attendees" section. To the left of each attendee's name is an icon which shows whether they are connected to audio by mic and speakers [23] or telephone [24] and whether they are muted [24] or unmuted [23].

To mute or unmute an individual, click on the audio icon next to their name. To mute all participants, click on the "Mute All" button [26]. To unmute all participants, click on the "Unmute All" [27] button.

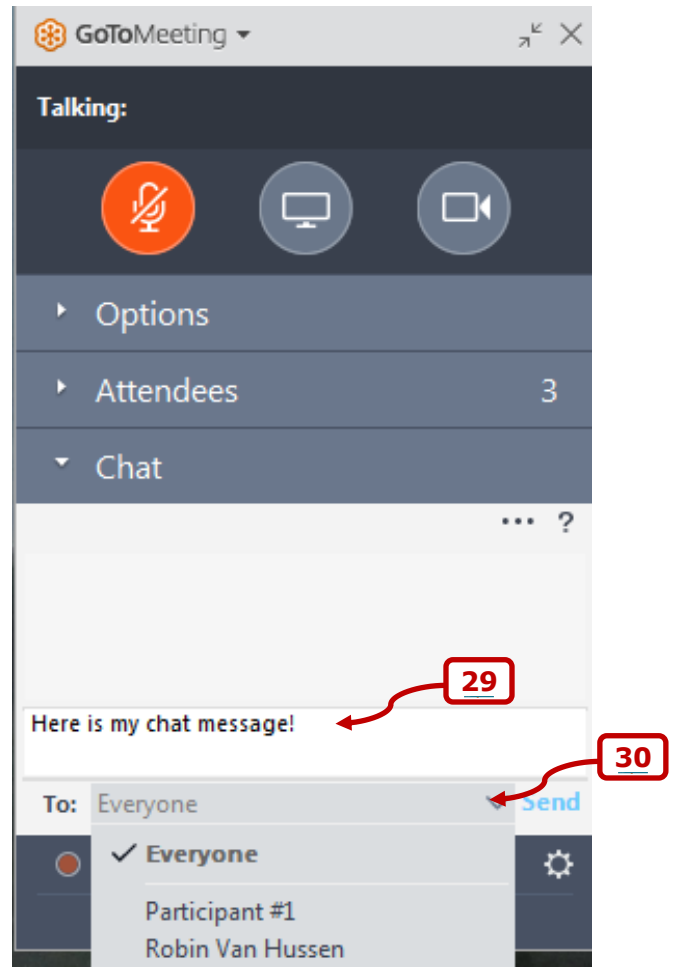
Right-click on a participant to see additional options [28]. Right-click on yourself to change your profile picture, name, and email.



Chat

To send a chat message to an individual or to all participants, expand the “Chat” section.

Type your message [29], then select who you would like to chat with from the drop-down menu below the typing area [30] and click on “Send”.



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Recording a Meeting

Set up:

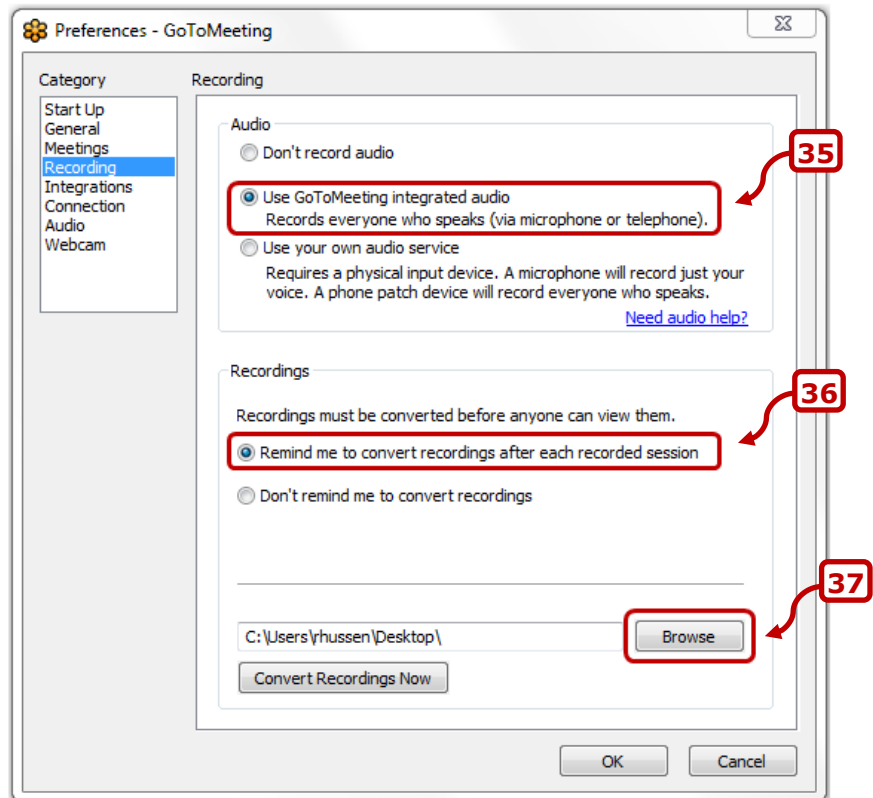
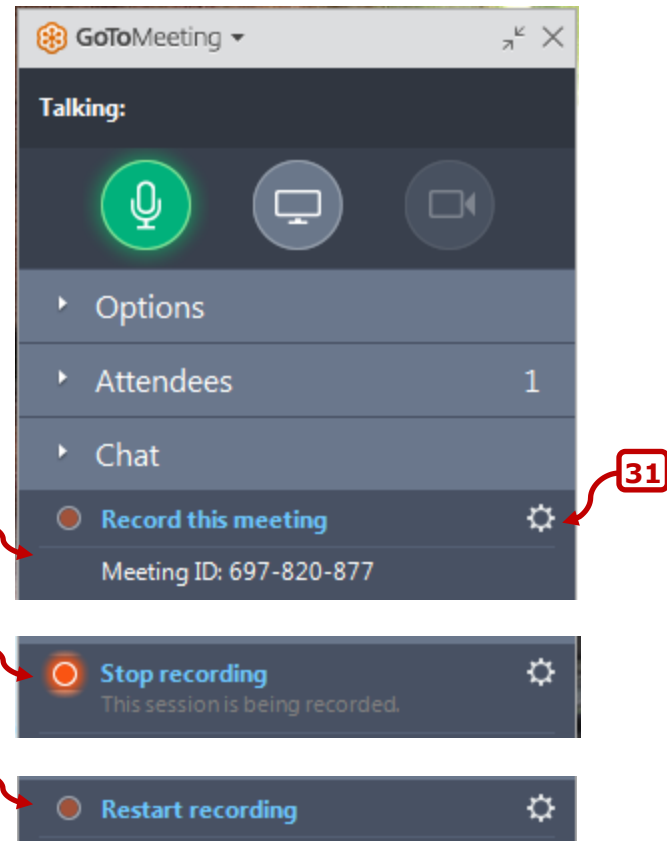
1. Before starting to record, make sure the recording is properly set up. From the bottom of the control panel, click on the settings symbol [31].
2. The recording preferences window will pop up.
3. Under "Audio", ensure "Use GoToMeeting Audio Service" is selected [35].
4. Under "Video", ensure "Remind me to convert recordings after each recorded session" is selected [36].
5. Click "Browse" to select where you would like the file saved on your computer [37].
6. Click "OK" to save your settings.

Start / stop recording:

1. To start recording the meeting, click on "Record this meeting" at the bottom of the control panel [32].
2. To stop recording, click on "Stop recording" [33]. You can restart the recording at any point [34].
3. The recording will not process until you close the meeting.

Recording tips:

- You can record audio and visuals shared over the screen; however, you cannot record webcams at this time.
- There must be at least 500 MB of space on the destination drive to record a meeting. If you have less, GoToMeeting will display a warning when recording begins. If space drops to 100 MB, recording will be automatically stopped and you will receive a warning message. If you have selected to convert your recording to



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Windows Media format, you will need 1 GB (twice as much space).

- The lower you set your monitor resolution, the better the quality of the meeting recording. A resolution of 1024 x 768 is ideal for optimal recording quality. Since the recording will scale to the highest resolution among the presenters in a recorded meeting, it is also recommended that all presenters synchronize their resolution settings to the same setting. Avoid displaying multiple monitors when recording a meeting.

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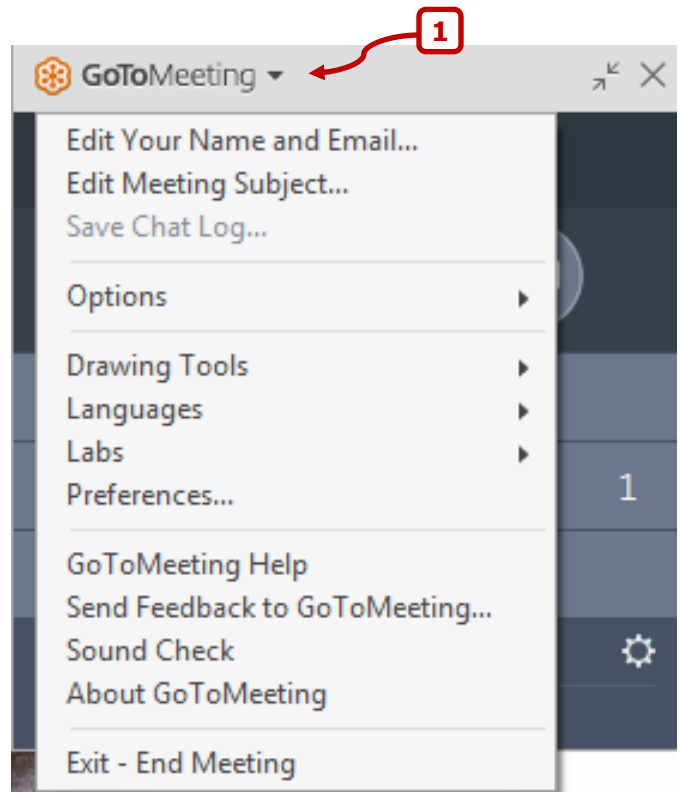
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Settings & Preferences

Access settings and preferences by clicking on the “GoToMeeting” drop-down at the top of the control panel [1].

The key actions you can take from this drop-down include:

- editing the name and email that appears in the attendee list. Note: this will not change the name and email attached to your GoToMeeting account.
- editing the subject of the meeting
- going to the “Preference” window to:
 - test audio and video connections
 - set up recording

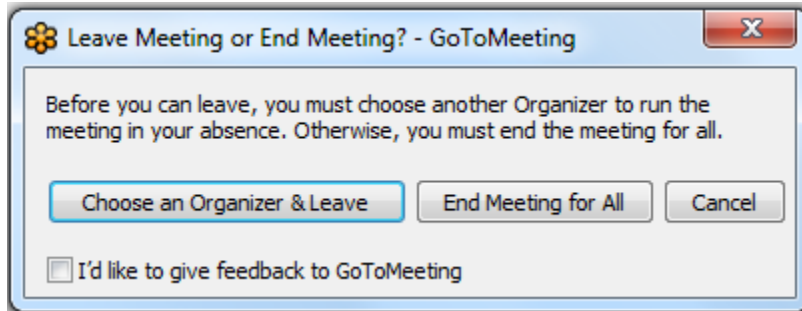


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Leaving / Ending a Meeting

Click on the "x" at the top right-hand corner of the GoToMeeting control panel. You will be given the following options:



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Frequently Asked Questions

How do I turn on/off the on-hold beeps?

In the "Options" > "Audio" section, click on the ellipses [1] to view options to turn on / off on-hold beeps and entry / exit chimes.

Can people participate from outside of Canada?

The toll-free number available through GoToMeeting is for use within Canada only. If participants are connecting to the meeting from other countries, they must connect through their computer audio.

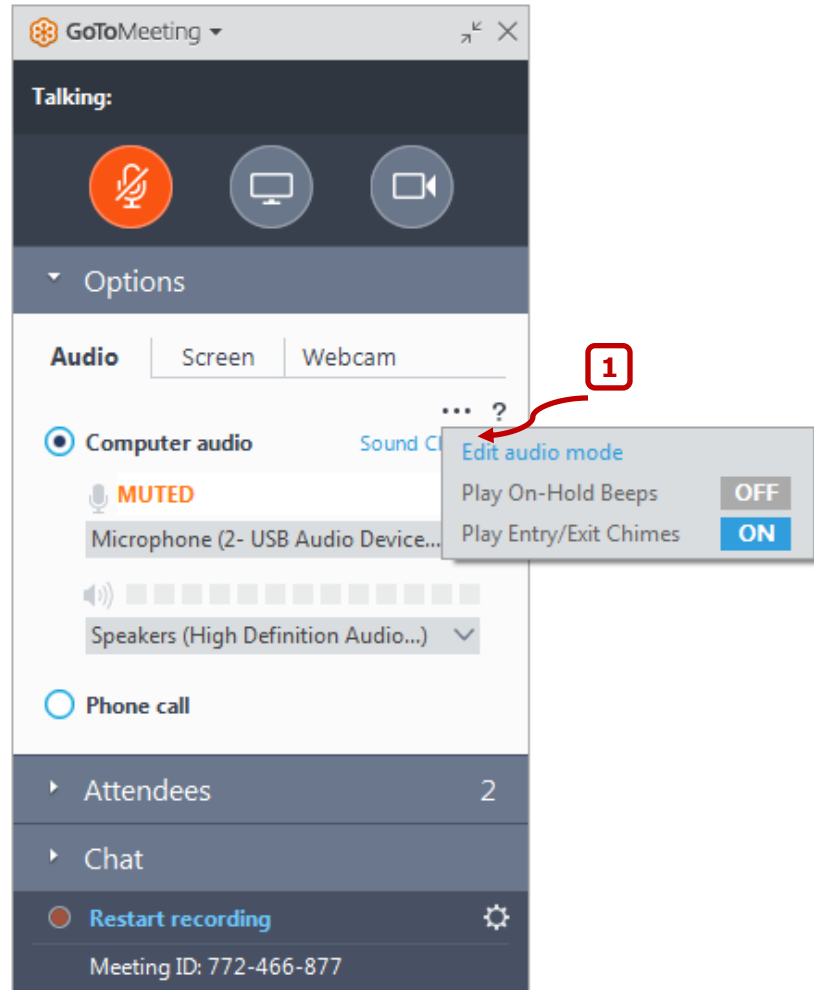
Can GoToMeeting be used as a teleconference instead of a videoconference?

Yes, GoToMeeting can be used as a teleconference.

Option 1: Start a meeting as usual but don't enable webcams or screen-sharing. Participants can choose whether to connect to audio through their telephone or their mic and speakers set-up.

Option 2: Send out telephone information only. You can set this when initially scheduling the meeting:

The organizer must always start the meeting on a computer or through the GoToMeeting app.



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