GoToMeeting tips

Set up 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.

Sign in

Go to www.gotomeeting.com and click "Sign In" in the upper right-hand corner of the screen. Enter your username and password.

If you can't remember your password, there is a "Forgot your password?" link on the sign-in page.

Start a meeting now

Sign into GoToMeeting, then click on the orange "Start Your Meeting" button at the upper left-hand side of the screen. A new meeting will start automatically.

Once the meeting is loaded, click on the + Person icon on the GoToMeeting control panel. Use the pop-up window instructions provided to help the participants join the meeting.

Schedule a meeting

1. Click on the "Schedule a Meeting" button: [Schedule a meeting]
2. Complete the form with the desired details.
3. Click the "Save" button.
4. Your invitation details will appear. Click "Copy", then paste them in an email or calendar invite to send to the attendees.

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.

Edit or cancel an existing meeting

Sign in to your GoToMeeting account and click on the meeting you wish to edit. Don't forget to send an email or updated calendar invite to the attendees if necessary.

Prepare for a meeting

Make sure you have the right system requirements:
Windows: Windows® 8, 7, Vista, XP or 2003 Server
Mac®: Mac OS® X 10.10, 10.9, 10.8, 10.7
iOS: iOS 7 or newer, and GoToMeeting app
Android: Android™ 4.0 or higher, and GoToMeeting app

Make sure you have a stable internet connection:
- A wired connection is recommended

Make sure you have a clear audio set-up:
- Use a headset for the best audio connection.
- Connecting to audio through computer mic and speakers is possible, but be careful not to turn your speakers up too high, otherwise your mic may pick up the meeting audio and create an echo.
- You may also call in via a landline telephone, however calling via VOIP telephone or cell phone can result in lower quality audio 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.

Join a test meeting:
If desired, you can test your computer and audio set-up by joining a test GoToMeeting:
https://www3.gotomeeting.com/join/406552062

Start a meeting

1. Go to www.gotomeeting.com and log in.
2. You will be taken to a page listing all currently scheduled meetings. Find the meeting you would like to start and click on the "Start" link beside it.

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.

Connect to audio
If you have select "Computer audio" under the "Audio" section, and you have a mic and speakers connected to your computer, you will automatically connect to the audio conference.

To call in using a phone, select "Phone call" instead and the call-in information will display.

During a meeting

Once the GoToMeeting control panel is loaded, make sure it is expanded by clicking on the red arrow:
If the control panel is blocking your view of the screen, minimize it by clicking on the arrow again.

Minimize the GoToMeeting control panel

If you find the GoToMeeting control panel is blocking your view of the screen, you can minimize it by clicking on the arrows at the top right-hand corner:
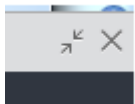

To maximize, click on the same icon:

Mute / unmute yourself

To mute yourself, and minimize background noise on the call, you can click on the first button at the top of the GoToMeeting control panel. It will look like a mic or a phone depending on how you connected to the audio conference.

When the icon is grey, you haven't connected to the audio yet. When it is green, you are connected and unmuted. When it is red, with a line through the icon, you are muted.
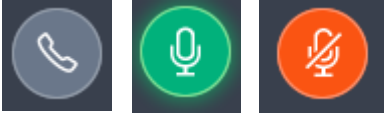
Audio tips
You can see who is speaking or making noise by looking at the name that appears at the bottom of the "Audio" section of the GoToMeeting control panel. This allows you to address issues with background noise and feedback with the right person, even if they aren't aware that their set-up is the cause.

You can confirm how a participant is connected to the meeting audio by checking which symbol appears next to their name in the participant list: a microphone or a telephone. If the symbol is green, they are connected to audio, if the symbol is gray, they are not connected. The exception is if they called in to the audio conference via telephone before connecting to the visual part of the meeting and did not use their personalized PIN which appears in the audio section of the GoToMeeting control panel. In that case, the symbol next to their name would not be green and when they speak, they would show up at the bottom of the "Audio" section of the control panel as "Phone Caller".

Troubleshoot audio
To mute a participant, click on the audio symbol next to their name. The symbol will appear with a red line through it. To unmute, click on the symbol again to remove the red line.

If the participant is connected via a computer mic and speakers (check the symbol next to their name in the participant list to confirm):
- Laptops with built-in microphones can pick up noise and cause echo. Ask them to try turning down their speakers, or switch to a headset, or call in using the telephone option.

If the participant is connected through a telephone (check the symbol next to their name in the participant list to confirm:
- Make sure they have selected the "Telephone" option in the "Audio" section on the GoToMeeting control panel, otherwise thei audio may be picked up through their mic and speakers as well as their telephone.
- Calling via VOIP telephone or cell phone can result in lower quality audio for all attendees. Ask the participant can try a different audio option.

General tips:
- If a participant can't connect successfully to audio, they can still participate in the meeting by typing comments into the "Chat" area of the GoToMeeting control panel. They may also communicate with you to let you know they are experiencing an issue.
- Webcams with microphones can pick up additional noise and cause echo. Using a webcam for audio is not recommended.
- GoToMeeting provides some audio troubleshooting tips and 24/7 support.

Share your webcam
To share your webcam, click on the video camera icon at the top right of the GoToMeeting control panel. When the icon is gray, your web cam is off. When it is green, your web cam is being shared.
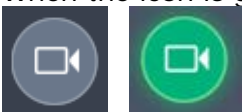
End a meeting

Click on the "x" at the top right-hand corner of the GoToMeeting control panel and select "End meeting for everyone".

How to use GoToMeeting for teleconferences

GoToMeeting can also be used as a teleconference line in situations where the internet connection is unstable or the videoconferencing tool is not needed. To make it easy for participants, omit the computer portion of the invitation when you send it out:

> **Teleconference**
> Thu, Jan 15, 1:00 PM Pacific Standard Time
>
> - ~~Please join my meeting from your computer, tablet or smartphone.~~
>   ~~https://global.gotomeeting.com/join/541884725~~
>
> - ~~You can also dial in using your phone.~~
>   Canada (Long distance): 1 888 299 1889
>   **Access Code:** 541-884-725
>   ~~More phone numbers: https://global.gotomeeting.com/541884725/numbersdisplay.html~~

The organizer must connect through a computer or a smartphone to start the meeting, but can choose to connect to audio via telephone. The GoToMeeting™ site provides instructions on how to connect through smartphones to start meetings, but **be certain that you have a very strong wireless or data connection before going this route**:

- android phones
- iPhones™, iPads™ and iPad Touches™