Instructions for use of GoToTraining for
BC Pipers' Association hosted webinars and conference calls

<u>System Requirements</u>

For PC-based participants:
- Internet Explorer 7.0, Mozilla Firefox 4.0, Google Chrome 5.0 (JavaScript enabled) or the latest version of each web browser
- Windows 8, 7, Vista, XP or 2003 Server
- Cable modem, DSL, or better Internet connection
- Dual-core 2.4GHz CPU or faster with 2GB of RAM (recommended)
- Headset (with a microphone and earphones) OR
- Separate microphone and earphones OR
- Microphone and speakers (not preferred)

For Mac-based participants:
- Safari 3.0, Firefox 4.0, Google Chrome 5.0 (JavaScript enabled) or the latest version of each web browser
- Mac OS X 10.7 – Lion or newer
- Intel processor (1GB of RAM or better recommended)
- Cable modem, DSL or better Internet connection
- Headset (with a microphone and earphones) OR
- Separate microphone and earphones OR
- Microphone and speakers (not preferred)

For Mobile participants:
- iPhone, iPad, Android phone or tablet
- Free GoToTraining app from the App Store or Google Play
- WiFi Internet connection

<u>Instructions</u>
Ensure that your system meets the above requirements. If you plan to join the session from an Apple or Android smartphone or tablet, first install the GoToTraining app from the App Store or Good Play, respectively. For audio concalls only, you do not need a webcam for video.

The first step is to <u>register</u> for the session. You should do that by clicking on the link in the invitation email as soon as you receive the invitation email.

Once you have registered, you will receive a confirmation email that will enable you to join the session.

> *NOTE: If you are a first time user of GoToTraining, you should ensure that you can connect to a GoToTraining test session and that your microphone and earphones/speakers work properly. To do this, open the confirmation email and click on the "Test your connection" link in the "Before the training" section. Follow the instructions in the "Join the test session" section. When the "Waiting for Organizer" windows appears for the test session, click on the "Test your audio setup" to ensure that your microphone and earphones/speakers work. Close all the windows when done.*

The second step is to <u>join</u> the session. You should do that at the start time of the session by opening the confirmation email and clicking on the Join button. Once connected, ensure that your microphone is unmuted so you can be heard by the other participants.

Please note that when registering and joining, you will be asked to install and run the GoToTraining and GoToMeeting programs from Citrix. Please click Yes or OK to those prompts.

It is strongly recommended that you use the microphone on your system and a pair of earphones (or a headset that contains a microphone and earphones) for the session. This will allow all the lines to be opened for general conversation.

If you use the speakers on your system to hear the voices on the session, your microphone may have to be muted by the organizer if it causes audio feedback to occur, disrupting the sound.

Also, if you are in a noisy environment, please self-mute your microphone for the benefit of the organizer and others in the session.

People meeting in the same place should use different computers since each will need its own headset or microphone/earphones. Also, they should be physically separated so that the sound of one speaking does not bleed into the others microphone.

If you have difficulty joining the session, please check out http://support.citrixonline.com/Meeting/   or phone the session's support people identified in the invitation email.