



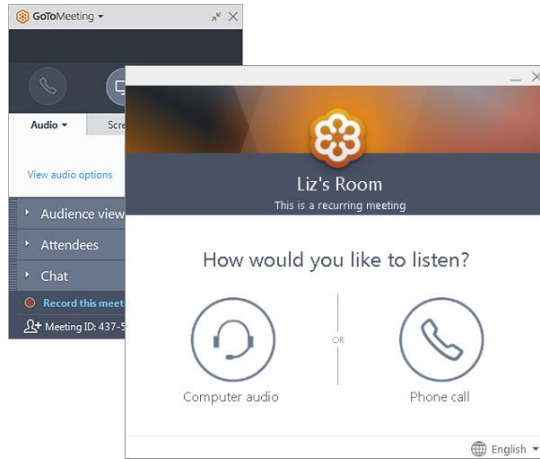
## GotoMeeting Training setup

Here at ProjectMatrix, we take our online training/webinars very seriously. We know how important your time and money, is and we want to make sure that our sessions are as meaningful as possible. Below are some setup guides and requirements to make the most of our training session together.

1. Respond to the GoToMeeting invite. If the time needs to be changed just let us know, we are very flexible
2. Contact our IT support at least 24 hours ahead of schedule to ensure your software is downloaded and up to date.
  - We are more than happy to answer IT questions if you have them, we are by no means the experts, but will give it a shot. However, we don't want to have to spend your entire training time downloading all your software and then have to re-schedule your training.
3. Please be on-time. We understand life happens. If you need to re-schedule, or are running late just let us know. If we have a training that happens immediately after yours we may have to reschedule but most of the time it should be fine.
4. Set up your Audio

When you first join the GoToMeeting, you'll be prompted to choose which method you'd like to use to listen to the meeting.

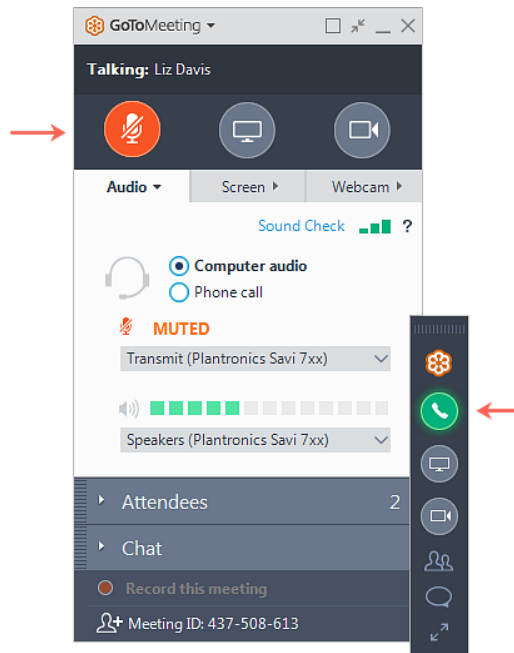
- Select **Computer audio** to use your computer's mic and speakers.
  - We highly suggest using a headset if this is the route you choose to go.
    - Using a USB or analog headset during online meetings helps everyone sound clearer and prevents feedback. When it comes to headsets, using just about any functional headset is better than not using one at all.
    - Using a headset eliminates feedback and echoing....This is VERY distracting to your presenter and can cause delays in your training.
- Select **Phone Call** to use your telephone to dial into the audio conference.
  - Once you're in the session, you will see your audio controls on the Audio tab. You can switch audio modes at any time.
    - When dialing into the web conference by phone, attendees need to enter their unique audio PIN that is visible in the audio panel of GoToMeeting.



## 5. Mute & Unmute

Control your audio feed using the **Audio button** at the top of your control panel or Grab tab, which will glow green when you are unmuted and other can hear you. You'll see a **mic** icon for Computer audio or a **phone** icon for phone call audio. You can also switch between Computer and Phone audio if needed by opening the Audio pane in the Control Panel.

- If you need to Mute your phone/computer to click on the Microphone button (it will turn Red) or Use the Mute button on your phone.
- If you put the call on Hold, everyone on the call will be able to hear your Hold Music.



## 6. Share your webcam

Here at ProjectMatrix, we do not use the webcam feature. We can if requested ahead of time, but we feel the focus should be on what is on the screen, not on our beautiful smiling faces.



## 7. Share your screen

MOST training sessions will not require you to share your screen. We have a service called GoToAssist that will let us remote onto your computer if we need to do some IT support.

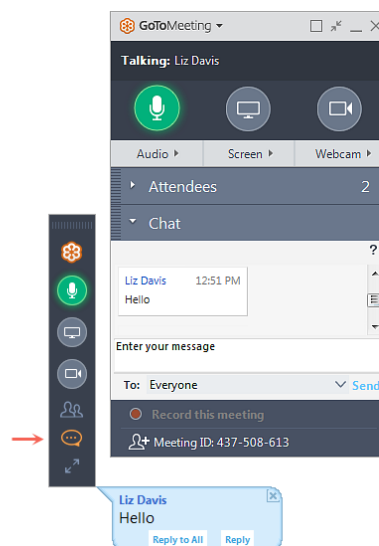
However, there are times it is nice to see your screen so for those instances, follow the steps below.

- If the meeting organizer grants you presenter permissions, then you can share your screen or even a specific application with the other attendees in the meeting. Use the **Screen button** in your control panel or Grab Tab to quickly start and stop sharing the screen of your main monitor once you have presenter controls. Open the **Screen tab** to see additional options:
  - Use the **Start sharing my** drop-down menu to share a different monitor
  - Use the **Change Presenter to** menu to transfer the presenter controls to another person.
  - Use the **Share keyboard & mouse with** menu to allow other attendees to control the mouse and keyboard on the screen you are sharing.
    - NOTE: You will not see the presenter controls in your Screen pane unless you are made the presenter by an organizer or the current presenter. Once you are made presenter, the additional presenter controls will appear in your control panel.
  - Allow other to draw on the screen
  - Pause screen sharing

## 8. Chat with others

The Control Panel includes a Chat pane where you can exchange messages with the other attendees. You'll see message notifications appear if your Control Panel is minimized to the Grab Tab. Use the **To** drop-down menu to select your recipients:

- Select **Everyone** to send a public message to all participants.
- Select **Organizer(s) only** to send a message only to organizers and co-organizers.
- Select a specific individual to send a private message to just that person.

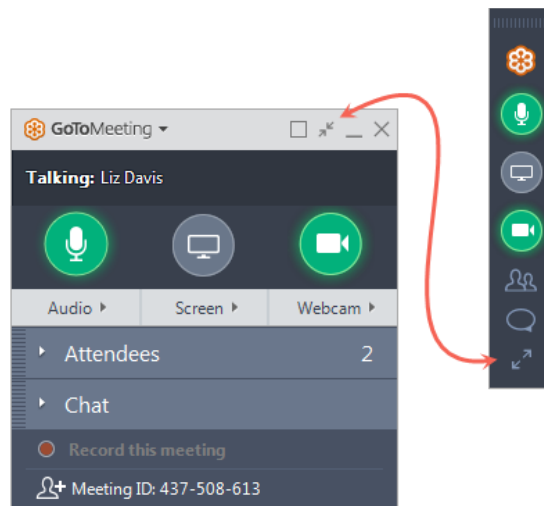


## 9. Minimize the Grab Tab

To save Valuable space on your computer screen, you can collapse the full control panel into a small Grab Tab that will automatically “cling” to the side of your screen. Use the arrow icons to collapse and expand the control panel.

- Retain easy access to the **Audio**, **Screen** and **Webcam** buttons.
- Get new chat notifications when messages come in
- Click the Attendees or Chat icons to expand only those panes.

You can also Rearrange and undock panes from the Control Panel or Move the Grab Tab to your second screen if you have one to get full access to the training session.



## 10. Need more help?

For help getting your ProjectMatrix programs downloaded it is recommended you contact our support 24 hours ahead of your training. Go to [www.projectmatrix.com](http://www.projectmatrix.com) and click on the get help tab on the right of your screen. Our IT team would be HAPPY to get everything downloaded and running properly on your machine, so your training is meaningful.

For help getting GoToMeeting to run please visit [www.gotomeeting.com](http://www.gotomeeting.com) They have Chat support and several blogs and FAQ's to get you started.

Thank you for taking your time to read this and we look forward to your training session!

Check out this fun YouTube video about what NOT to do at a GoToMeeting...HAHA

<https://www.youtube.com/watch?v=kNz82r5nyUw>