



T&D

Quick Reference Guide

WHAT IS GOTOWEBINAR?

The NA Training & Development team has been given 3 GoToWebinar Corporate organizer accounts (they are the same as the GoToMeeting accts). This allows us to invite up to **1,000 attendees**, each webinar or session.

This Quick Reference guide provides you with the information you will need in order to get started with GoToWebinar.

LOGGING INTO GoToWebinar

The login credentials for the NA T&D team are as follows:

1. **Email:** cacstraining@computershare.com
Password: training123
2. **Email:** uscstraining@computershare.com
Password: training123
3. **Email:** joumana.salah@computershare.com
Password: training123

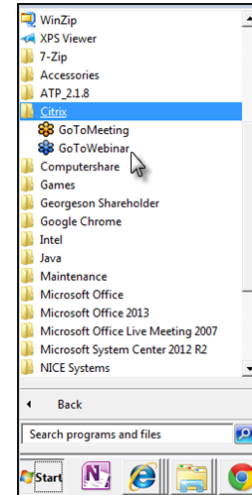


Since there are more than 1 credential, do not select "Remember me on this computer"

Note: Please remember to let the rest of the team know if you change the password.

INSTALLING GoToWebinar

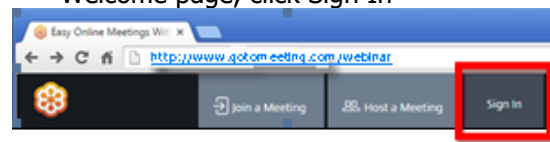
First, check to see if you have the software installed on your computer. Do this by looking it up in the Start Menu under Citrix. If you haven't used it for a while, it might need to be updated. **Note:** GoToWebinar attendees do not need to install the GoToWebinar software.



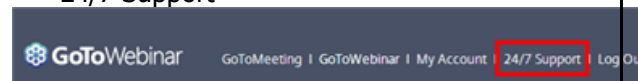
Hosts of GoToWebinar will need to install the GoToWebinar software on their PC, if it has not been installed already

To install GoToWebinar:

1. From the <http://www.gotomeeting.com/webinar> Welcome page, click Sign In



2. Enter team's login credentials (if prompted)
3. In the GoToMeeting webpage, click on 24/7 Support



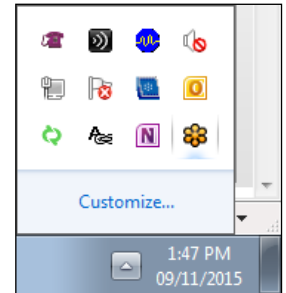
4. Click on **Getting Started Organizer**, then select **Install on Windows**

5. Then follow the **Steps for Installing on Windows** on that page

SCHEDULING A GoToWebinar

Once GoToWebinar is installed, access the GoToWebinar functions directly from your PC.

1. Right-click the GoToMeeting icon in the system tray and then select **Schedule a Webinar...**



2. Enter team's login credentials (if prompted) in the **Schedule a webinar** window

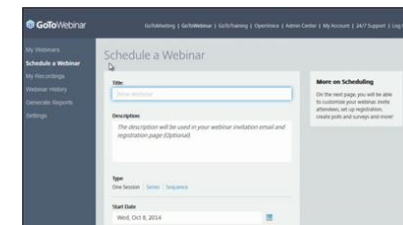


3. Enter your meeting information:

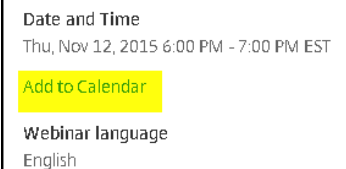
- Title
- Start Date
- Start & End Times

4. Click **Schedule**

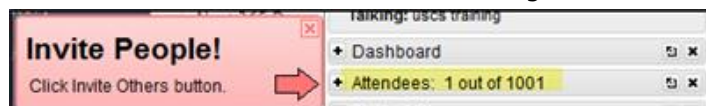
- The Manage Webinar screen appears:
- Go to the Date and Time and select the **Add to Calendar** link



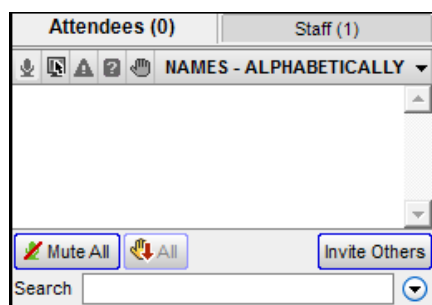
Since the GoToWebinar is not integrated with our Outlook you will have to invite the members from the Webinar interface:



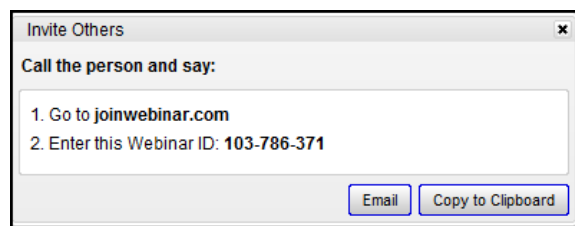
1. Start the Webinar, from the link provided in the email generated when you click "Add to Calendar," and then click on the **Attendees "+"** sign.



2. Then click on the **Invite Others** button.

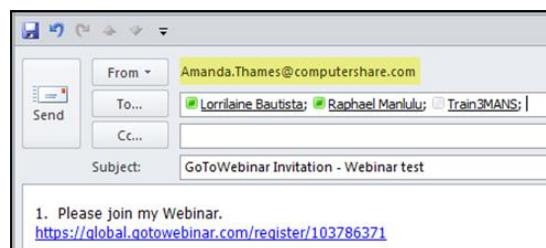


3. This will launch **Invite Others** window. Select the **Email** button.



4. Make sure that **your** email (not 1 of the NA TD IDs) address is in the **From** section (you can use the dropdown to amend it, if you need to). Then address the email to the participants. Edit the body of the email with the Ph # associated with the GTM ID (or another conference phone number)

1 888-583-6700 ID 141822 and send it.



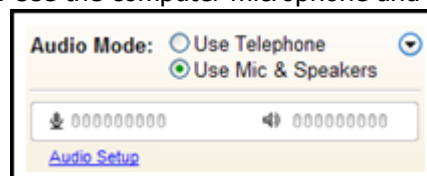
AUDIO PORTION OF A GOTOMEETING

Two options are available for the audio portion of a GoToMeeting:

Option 1: The Computershare Conference Bridge must be used if you are using the phone option.

Note: Do not use the toll call-in number provided by GoToMeeting.

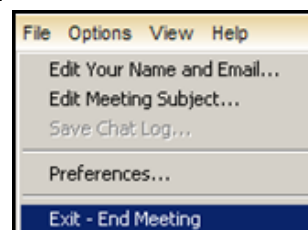
Option 2: Use the computer microphone and speakers (VOIP)



ENDING A GOTOMEETING

To end a GoToMeeting:

1. Select the **File** menu from the menu bar
2. Click **Exit-End Meeting**.



ACCESSING ADDITIONAL GOTOMEETING RESOURCES

- Additional GoToWebinar resources, as provided by Citrix Online, are available on Computershare's [US Marketing site](#).

- Live sessions are provided by Citrix Online on a weekly basis at the various times and days:

Click [here](#) to find the best time for you and to register for:

- GoToWebinar Jumpstart: Organizer Basics
- Administrator Training
- or
- GoToWebinar Advanced: Insider Tips

Audio details will be provided in the control panel once you have joined the meeting.

GoToWebinar Customer Support [link](#) is also available by Citrix Online. It contains:

- How-To Videos
- System Requirements
- Register for Live Training
- Consulting Services
- What's New
- iPad, iPhone and iTouch FAQs
- Downloadable Guide and Resources