

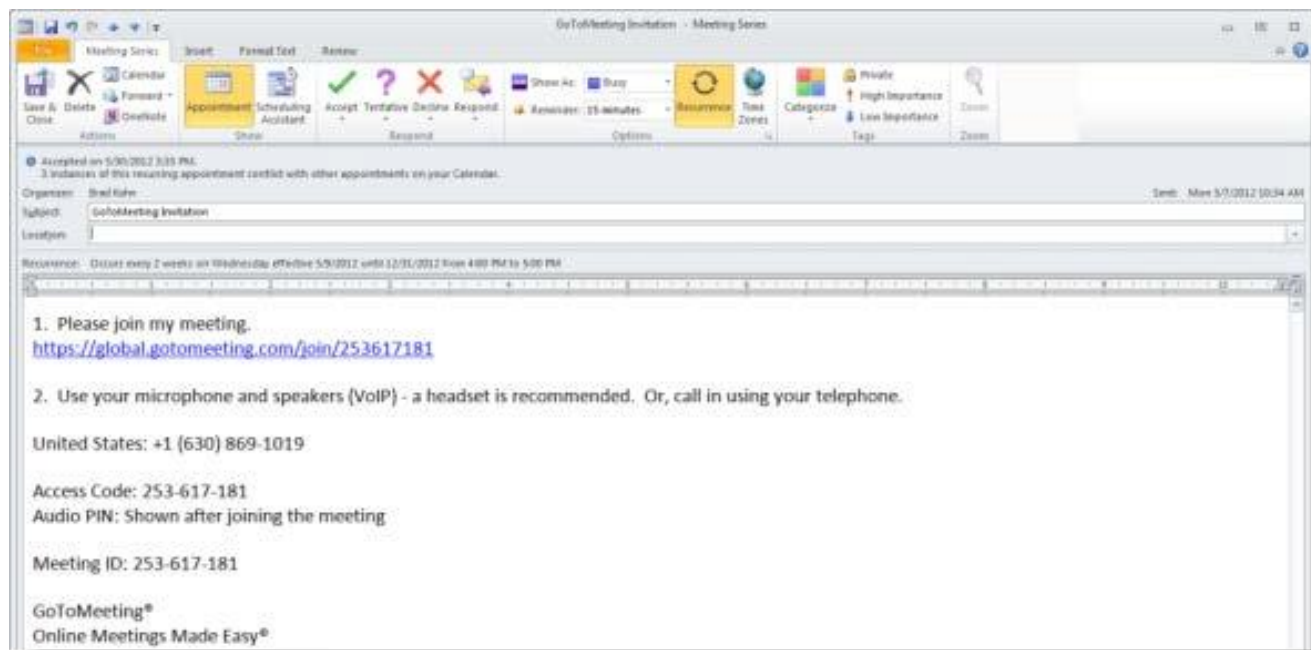


## How to Join or Accept a GoToMeeting Videoconferencing Request

### 1. Join a Session

*Join a session from your invitation email*

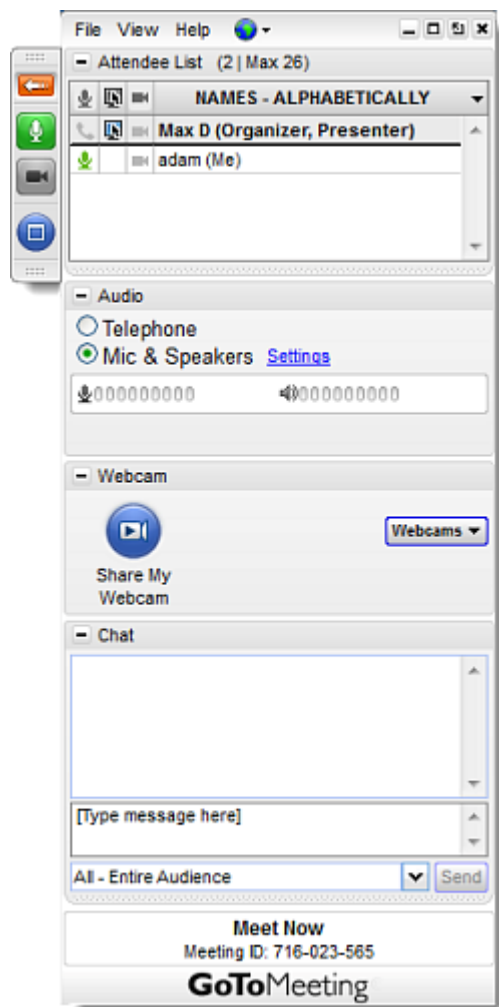
1. Open the calendar invitation you received from the organizer.
2. Click the Join URL when it's time to start.
3. If you're on a desktop computer, you may need to first download the Citrix Online Launcher file to launch the session. If you already have the app installed on your desktop, you can join by clicking the daisy icon. If you're joining a meeting or webinar, you can download the GoToMeeting app for Android or iOS and join from your mobile device.
4. You are now in the meeting. The rest of this document lists the options and buttons that are available during the meeting in the Go To Meeting Application.



## 2. Control Panel

When you first join a session, the Control Panel appears on the right side of your screen. Use the Control Panel to manage your session. To free up space on your desktop, you can collapse the Control Panel and use the Grab Tab to continue to manage your session.

- **Grab Tab:** From the Grab Tab, you can hide the Control Panel, mute yourself, share your webcam and view the session in full screen.
- **Attendee List:** View the names of all the participants in-session.
- **Audio Pane:** Use the Audio pane to switch between Telephone, and Mic & Speakers.
- **Webcam:** Share your webcam with other participants in-session.
- **Chat:** Send and receive chat messages in-session.



### 3. Audio

Once you have joined the online portion of the session, audio information is provided in the Audio pane of the Control Panel. You will either be able to join the audio portion via telephone, VoIP and/or both. You can select your preference in the Audio pane of your Control Panel.



#### *Use your telephone*

- You can dial in using the telephone number and access code. Enter the Audio PIN if provided.

#### *Use VoIP*

- You can also use your computer's mic and speakers. For optimum sound quality, a headset is recommended, preferably a USB headset for ease of use.
- If using a microphone, it should be a distance of at least 1.5 feet away from any speakers that are built in to or connected to your computer.
- Using your webcam's microphone is not recommended.

#### *Mute your audio*

- You can mute/unmute your audio from your Control Panel by clicking the microphone icon  or telephone icon .
- If you dialed in to the audio conference via telephone, you must enter your Audio PIN before you or the organizer can mute you.

#### *Know who's speaking*

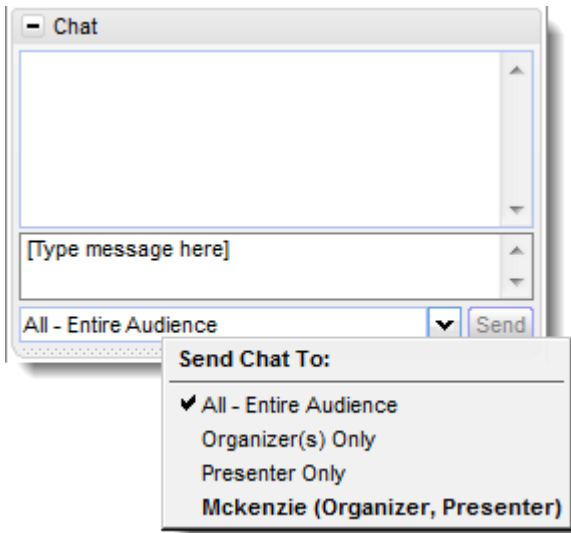
- The bottom of the Audio Pane and Viewer will indicate who's speaking. If you entered the Audio PIN when dialed in by phone, other attendees will see your name when you are speaking.

### 4. Chat

Attendees can send and receive chats during the session. Attendees can send private chats to other attendees or organizers, or they can send a chat to the entire audience. Attendees can also save a chat log after the session ends to review the messages later.

#### *Send a chat*

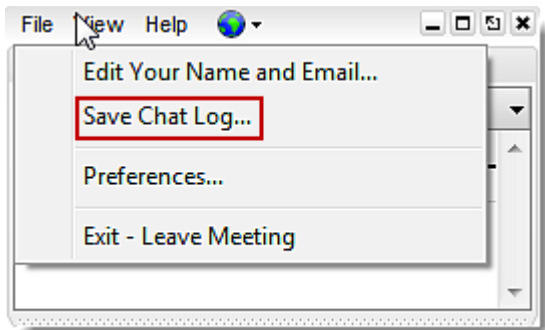
1. In the Chat pane of the Control Panel, use the **To** drop-down menu, and select either **All, Organizer(s) only, Presenter only** or the name of a specific attendee.
2. Enter a Chat in the provided field, and click **Send**. The message will appear in the recipient's Chat pane.



### Save a Chat log

**Note:** This option is only available if the organizer has enabled this setting.

1. On the top of the Control Panel, click **File > Save Chat Log**.
2. Then browse for a location on your computer to save the Chat log.
3. Click **Save**. Your Chat log will be saved to the location you choose.





## 5. Webcams

Participants can share up to 6 high-resolution video conferencing streams while viewing the presenter's screen.

### *Share or stop webcams from the Control Panel*

You can share webcams in any of the following ways:

- Click the Webcam icon  on the Grab Tab.
- Click the **Share My Webcam** button in the Webcam pane on the Control Panel.
- Select **Share My Webcam** from the Webcams drop-down menu.
- Click the Webcam icon  next to your name in the Attendee List (Windows only).
- Right-click your own name in the Attendee List, and select **Share My Webcam**.


## 6. Leave a Session

You can leave a session at any time.

### *Leave a session*

1. Click **File** from the Control Panel and select **Exit – Leave Meeting**.

-or-

1. Click the Exit icon  in the Control Panel, Viewer or webcam.
2. Select **Yes** in the dialog box.

## 7. Questions / Queries / Contact

1. In case of further queries, contact AH IT Department.

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