



get the 'edge'

# GoToTraining User Guide



## Topics

1. System Requirements
2. Register for a Training Session
3. Joining a Training Session
4. Viewer & Control Panel
5. Audio & Audio Checklist

# System Requirements



## For PC-Based Organizers and Attendees

- Required: Windows® 7, Vista, XP or 2003 Server (Linux is not supported)
- Required: Internet Explorer® 7.0 or newer, Mozilla® Firefox® 3.0 or newer, or Google® Chrome® 5.0 or newer (JavaScript™ and Java™ enabled) . If needed, download Java [here](#).
- Required: Internet connection, with cable modem, DSL or better recommended
- Recommended: Dual core 2.4GHz CPU or faster with at least 2 GB of RAM

## For Mac-Based Organizers and Attendees

- Required: Mac OS® X 10.5 (Leopard®), OS X 10.6 (Snow Leopard®), OS X 10.7 (Lion®)
- Required: Safari™ 3.0 or newer, or Firefox 3.0 or newer; (JavaScript and Java enabled; Chrome™ is not supported)
- Internet Connection Required: Cable modem, DSL or better recommended
- Required: Intel processor with 512 MB of RAM or better recommended

## To Use VoIP

- Required: Fast Internet connection (384 kbps or more recommended)
- Required: Headset (USB recommended) or microphone and speakers

# System Requirements



**All you need to start using GoToTraining are the following:**

- Windows or Mac computer
- Internet connection (broadband is best)
- Microphone and speakers (built-in or USB headset)
- Most computers have built-in microphones and speakers, but you will get much better audio quality if you use a headset or handset. You can also make calls on your landline or mobile device.

# Registering for a Webinar



Once you have finalized payment for your desired webinar through the Velg Training events page:

## **STEP 1: Register and pay for a Webinar**

You will be emailed a confirmation from Velg Training.

Confirmation will not be provided until payment is received.

# Registering for a Webinar



## webinar

Dear **Registrant**, join us for

Webinar session title

### Staying Connected in VET (Webinar)

Date and Time

- ▶ **Date:** 17 April 2013
- ▶ **Go online time:** 10:50am AEST
- ▶ **Start Time:** 11.00am AEST (QLD)
- ▶ **End Time:** 12.00pm AEST

GoTo Training Event URL

Register your Webinar seat now: <https://student.gototraining.com/r/9120804441765683712>

After you have attended the webinar, you will be sent an email with your Statement of Attendance attached and a link which will allow you to download any electronic resources associated with this webinar.

If you experience any problems viewing your attached tax invoice PDF file, you can download a copy by [clicking here](#).

PDF Invoice

IT info

### System Requirements

PC-based attendees  
Required: Windows® 7, Vista, XP or 2003 Server

Macintosh®-based attendees  
Required: Mac OS® X 10.4.11 (Tiger®) or newer

Kind regards

**Events Team**  
[events@velgtraining.com](mailto:events@velgtraining.com)

# Registering for a Webinar



## **STEP 2: Register your webinar seat**

Within the confirmation email is a website link (URL) to the GoToTraining session. Click this link and fill in the required details as prompted.

# Registering for a Webinar



## Understanding Direct Supervision

**Date and Time**  
Wednesday, May 1, 2013 11:00 AM - 12:00 PM AEST

**Description**  
There will be new requirements from 1 July 2013 regarding the supervision requirements for trainers who do not hold a TAE40110 Certificate IV in Training and Assessment qualification. This webinar will provide an explanation of the direct supervision requirements along with suggestions for how to implement this in your RTO.  
  
NB: All Velg Training Webinars are scheduled in AEST (QLD time) - please check your timezone before logging on to the online training session. If you would like to send chat questions to the presenter, Kerri Buttery, before the session, please email [dimity@velgtraining.com](mailto:dimity@velgtraining.com).  
  
Velg Training Webinar FAQs  
For more information on this form of online professional development and supporting resources visit: <http://www.velgtraining.com/page.cfm?id=99>

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**Enter your Registration Information**

\* First Name  \* Last Name

\* Email Address

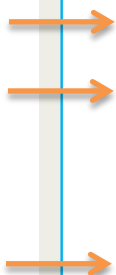
\* Indicates a required field

By clicking this button you submit your information to the training organizer, who will use it to communicate with you regarding this event and their other services.



You can adjust your time zone for all future communications, reminders and calendar appointments

Name and Email  
*(will be shown in webinar session as typed here)*



Register to receive your unique URL from GoTo Training



# Registering for a Webinar



## **STEP 3: Keep the unique URL for the webinar**

Once you have registered into the GoToTraining session you will be sent a confirmation email from Citrix Online. Within this email is the link you will require to access the training and a link to the pre-event resources.

From: Velg Training <customercare@gototraining.com>  
To: Amy Lynch  
Cc:  
Subject: GoToTraining Confirmation - Understanding Direct Supervision

Dear Amy,

Thank you for registering for "Understanding Direct Supervision".

Please send your questions, comments and feedback to: [events@velgtraining.com](mailto:events@velgtraining.com)

### Before The Training

1. Please review the following materials:

<https://student.gototraining.com/4b0m9/materials/8155057200796142336/5832486223419034624>

### How To Join The Training

- Wednesday, May 1, 2013 11:00 AM - 12:00 PM AEST

[Add to Calendar](#)

#### 1. Click and join at the specified time and date:

<https://www1.gototraining.com/join/training/8155057200796142336/107844773>

Note: This link should not be shared with others; it is unique to you.

#### 2. Choose one of the following audio options:

TO USE YOUR COMPUTER'S AUDIO:

You must select "Use Mic & Speakers" after joining the training. A headset is recommended.

--OR--

TO USE YOUR TELEPHONE:

Australia

Toll: +61 2 8355 1021

Access Code: 749-028-720

Audio PIN: Shown after joining the training

Training ID: 954-118-580

[View System Requirements](#)

#### To Cancel this Registration

If you can't attend this training, you may [cancel your registration](#) at any time.

You are receiving this email because you registered for this training. You can also [opt-out](#) from receiving further emails from t

Unique  
URL

*(you must  
click this to  
join the  
webinar  
at the  
specified time)*

System  
Requirements

Audio options

# Registering for a Webinar



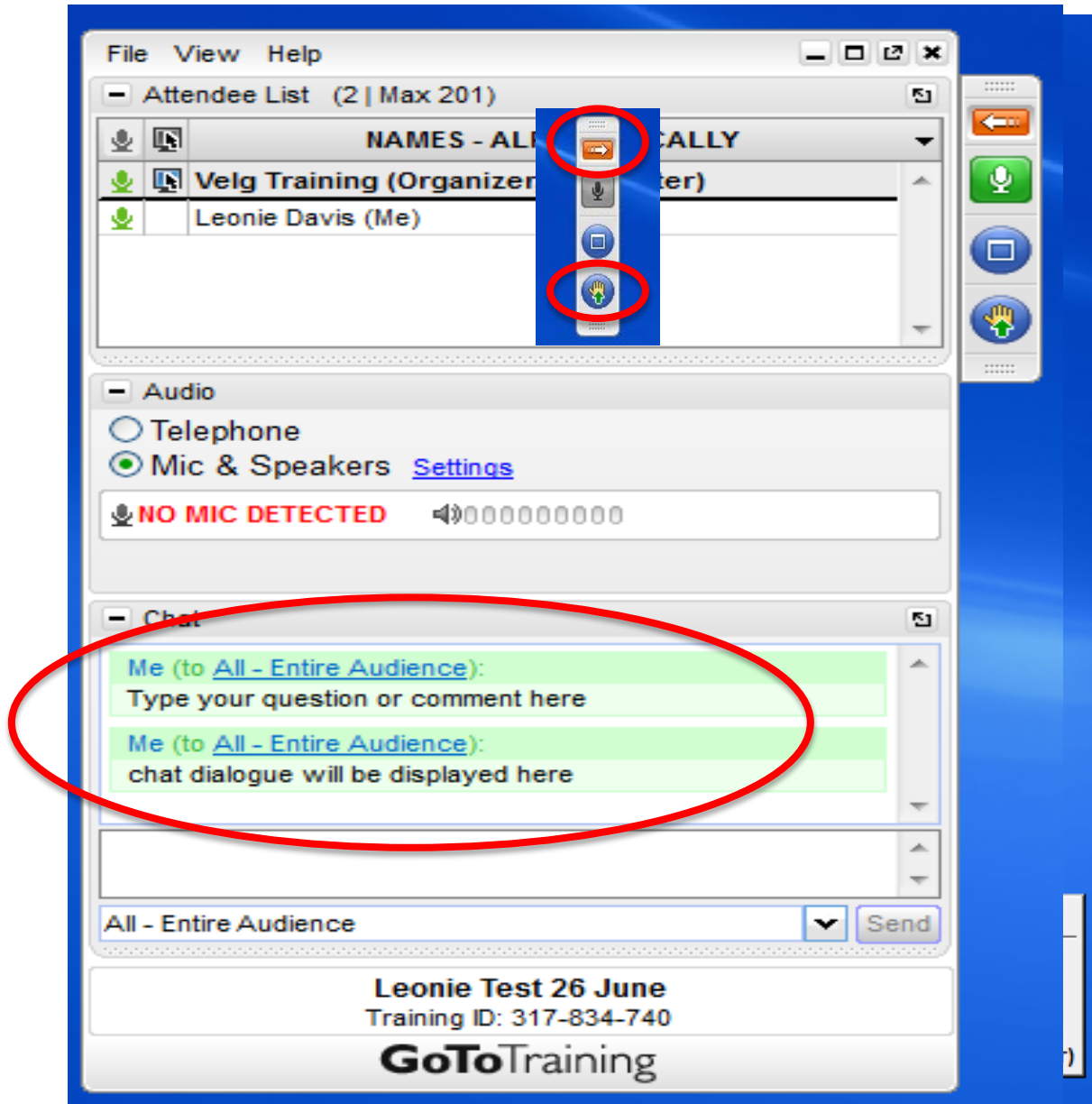
## **STEP 4: Test your system**

If this is your first webinar, please test your system.

Velg Training should not be held responsible if customers have not tested their systems a minimum of 24 hours prior to the scheduled webinar.

Read the [Velg Training Refund Policy online](#).

# Control panel



The screenshot shows a GoToTraining control panel with several sections:

- Attendee List (2 | Max 201):** A table with columns for microphone and video status, and names. The first row is "NAMES - ALL... CALLY" with a microphone icon and a video icon. The second row is "Velg Training (Organizer...)" with a microphone icon and a video icon. The third row is "Leonie Davis (Me)" with a microphone icon and a video icon. A vertical toolbar is overlaid on the list, containing icons for microphone, video, and a hand icon. Two red circles highlight the microphone and video icons in this toolbar.
- Audio:** Radio buttons for "Telephone" and "Mic & Speakers" (selected). A "Settings" link is next to "Mic & Speakers". Below is a "NO MIC DETECTED" warning and a volume slider.
- Chat:** A chat window with two messages from "Me (to All - Entire Audience)": "Type your question or comment here" and "chat dialogue will be displayed here". A red oval highlights these messages.
- Bottom:** A "Send" button and a dropdown menu set to "All - Entire Audience".

At the bottom of the panel, it displays "Leonie Test 26 June", "Training ID: 317-834-740", and the "GoToTraining" logo.

A red arrow points from the right side of the panel towards the bottom right corner of the slide.

# Registering for a Webinar



## **STEP 5: Log on to the webinar 10-15 minutes prior**

Once registered, customers must use the unique URL provided to download the GoToTraining application, installing it on their system, by selecting 'Run'.

Read [Velg Training's Webinar FAQs](#).

# Registering for a Webinar



## **STEP 6: Downloading and installing GoToTraining**

When the training is due to commence, click the URL supplied in the confirmation email by Citrix Online and join the session.

If Velg Training has not yet commenced the training/activated the session you will see the following waiting page.

Leave this page open and the training will start when the organizer activates the session.

Read [Velg Training's Webinar FAQs](#).

# Registering for a Webinar

GoToTraining™

24/7 Support

## Join the training

When prompted, click Save File. Then double-click the file in the Downloads window and click Run.


Launch GoToTraining ▶

### Questions?

- For 24/7 support, contact [Global Customer Support](#).
- Tweet to us [@gototraining](#).

Opening g2m\_download.exe

You have chosen to open:

 **g2m\_download.exe**

which is a: Binary File

from: <https://download.citrixonline.com>

Would you like to save this file?

Save File

Cancel

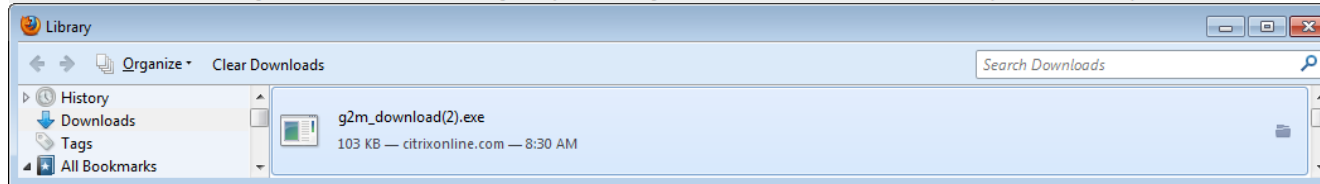
**Step 1**  
Launch  
GoToTraining

**Step 2**  
Save file

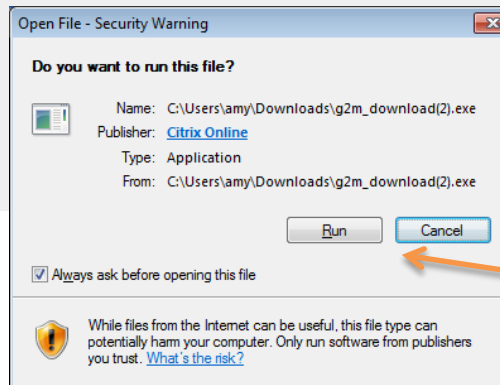
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**Step 3**  
Open from  
'Downloads'  
folder – some  
systems will  
open the  
application  
automatically



**Step 4**  
Select 'Run'

# GoToTraining Viewer and Control Panel



- Click to show/hide control panel. (a)
- Click to maximise/minimise the GoToTraining viewer. (b)
- Click to use drawing tools. (c)
- Click to raise/lower hand. (d)
- If the organiser has unmuted the audio, click to mute/unmute your line. (e)
- Attendee list: Viewable only if the organiser has made it visible to attendees. (f)
- Audio: Choose how you want to join the audio portion of the training. Audio options are set by the organiser. (g)
- Materials: Viewable only if the organiser has made it visible to the attendees. Documents and links in this section are provided by the organiser. (h)
- Chat: Viewable only if the organizer has made it visible to attendees. (i)
- GoToTraining Viewer: The presentation is viewed in this window. Use the drop-down menu in the lower right corner to adjust the size of the Viewer. The waiting room, displayed in the viewer in the following illustration, appears wherever an attendee is waiting for a presenter to begin showing his or her screen.

*See image on following slide*



# GoToTraining Viewer



The screenshot shows the GoToTraining Viewer interface. The main content area displays a document titled "Writing Documentation" with the following details:

- Organizer: **Bob Burns** | Presenter: **Bob Burns**
- Audio: Use your microphone and speakers (VoIP) or call in using your telephone.
- United States: +1 (914) 339-0020
- Access Code: 918-333-788
- Audio PIN: 62
- [List Additional Conference Call Numbers](#)

The right-hand sidebar contains several panels:

- Attendee List (2) (Max 20)**: Shows "Bob Burns (Organizer, Presenter)" and "Catherine Earnshaw (Dial)".
- Audio**: Includes "Audio Mode" with radio buttons for "Use Telephone" and "Use Mic & Speakers".
- Ask Setup**: A button for audio configuration.
- Watermarks (2)**: Lists "CitrixOnline\_EditorialStyleGui... Style Guide" and "GoToTraining Web site User documentation for GoToTraining, Go...".
- Chat**: A text input field with "[Type message here]" and a "Send" button.
- Bottom Panel**: Displays "Writing Documentation", "Training ID: 321-742-452", and the "GoToTraining" logo.

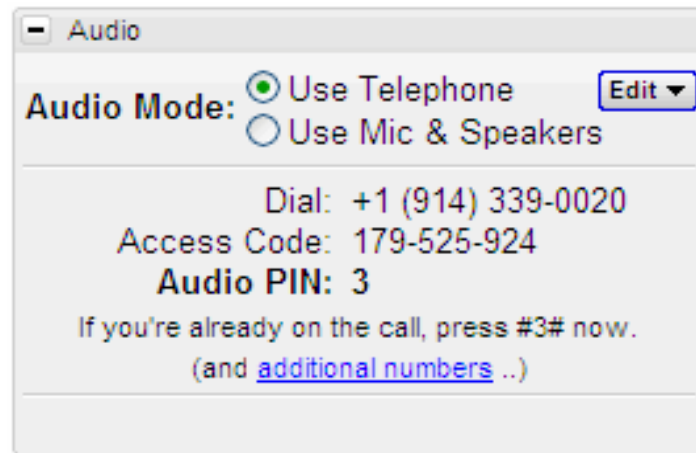
Annotations a-j point to various UI elements:

- a: GoToTraining logo in the top left.
- b: Minimize button in the top right.
- c: Maximize button in the top right.
- d: Close button in the top right.
- e: Refresh button in the attendee list.
- f: Audio mode selection area.
- g: Ask Setup button.
- h: Watermark list.
- i: Chat input field.
- j: Citrix logo in the bottom left.

# Audio: Using Telephone








## Connecting to audio using telephone:

1. During a training session, select *Use Telephone* in the Audio pane of your control panel
2. Dial the conference call number provided
3. Enter the access code followed by the # key
4. Enter the Audio PIN followed by the # key



# Audio: Checklist

When using Mic & Speakers, audio quality can vary based on your audio software, hardware manufacturer and operating system. We recommend the follow audio hardware in order from best quality to poor quality.

Listed in order from best quality to poor quality		
	USB* headset connected to your computer	Best
	Headphones and USB* microphone connected to your computer	
	Analog** headset connected to your computer	Good
	Headphones and analog microphone** connected to your computer	
	External speakers and analog microphone	Poor
	Laptop built-in microphone and speakers	
	External speakers and USB Webcam microphone	Poor

\*USB Cable  \*\*Analog Cable 

# Contact us



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