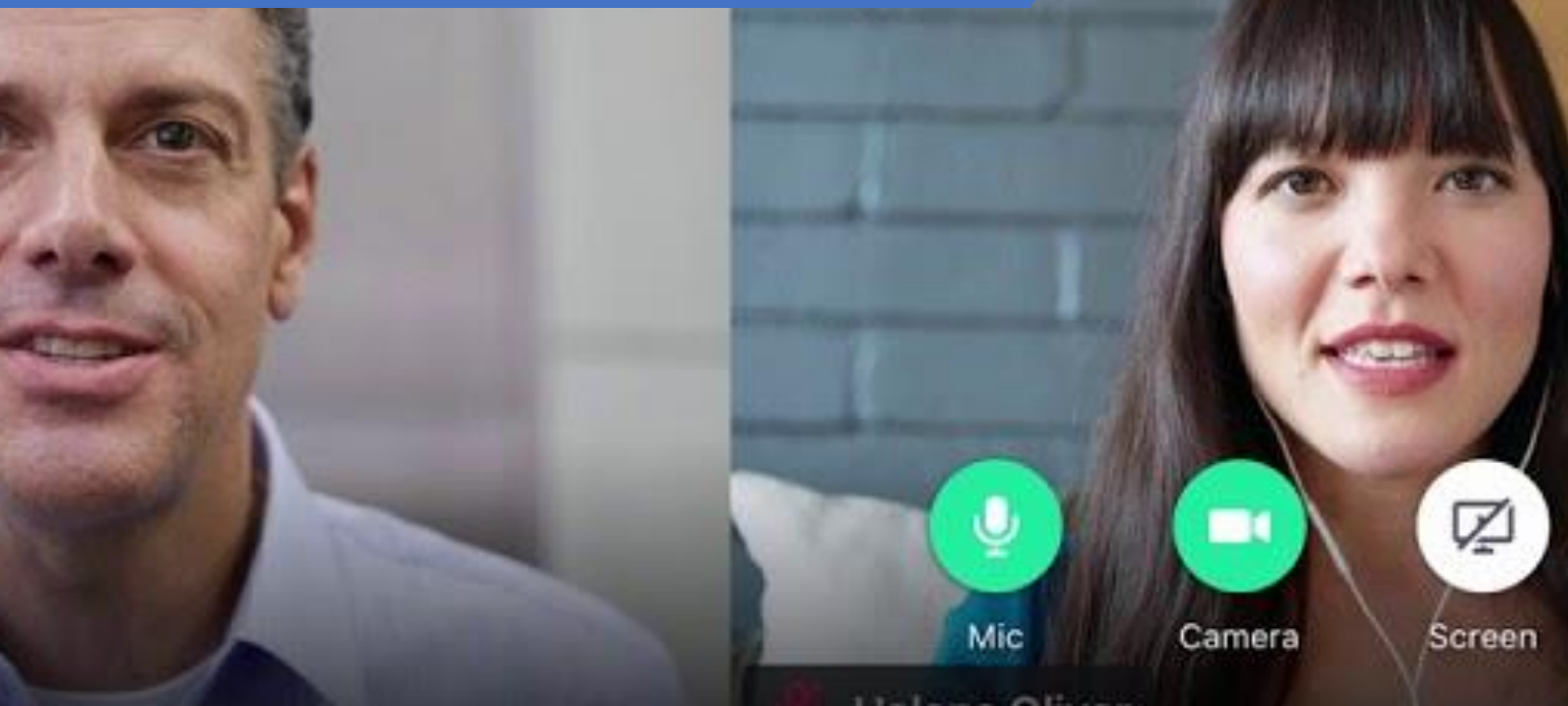




Simple Steps to a successful Virtual Classroom Learning experience

Preparation is key!

Please take 5 minutes at your leisure to prepare for the very best learning experience possible. The pages below outline the simple steps you can do to ensure you are ready to get the very most from your Virtual Classroom Learning.



Get the most out of your Virtual Training

Here are a few top tips from our Trainers and previous Learners to get the most out of your Virtual Classroom experience. Obviously not all of these may be possible for you or right for you, so simply pick what works for you 😊

Get your equipment ready and test it

You are already halfway there as you are looking at this guide. But it is essential that you test the connection to your Virtual Classroom (see below) and also test the equipment you will need:

- **Webcam** – make sure it works and you can turn it on, it will be needed. If you do not have a webcam or cannot have it on you may not be able to continue with your course and be asked to leave the event (the only exception is if you are on a Technical course where it may be optional)
- **Speakers/Microphone or Headset/headphones** – a headset is ideal here. If you don't think that you have one you probably do, the one you got included with your iPhone or Samsung device is often far better than just laptop speakers and microphone. Or anything you would use for a Bluetooth car handsfree type setup
- **Two screens** – essential on most courses. If you think you do not have a second screen then think again, remember most TV's now if not all have an HDMI connection and so do most laptops. Et voilà a second screen. Appreciate you might have to negotiate with other members of the family to get access to this but it is well worth it.

Get in the right mindset

We are here to learn and better ourselves, so get ready and dressed the same way as you would if you were coming on a Face-to-Face course. This will help you be in the right frame of mind for your learning.

Ensure comfort

Ideally find a quiet spot, where you can pop your laptop down that is comfortable, a desk or dining room table are ideal. We will break up your day as much as we can but you will be using your laptop extensively. Consider what you are sitting on too, try and maintain ergonomics as much as possible.

Other things to have on hand

Grab some paper and a pen, we will still at times get you to do some writing to break up your day from screen time.

What to expect on the day

Every course is different just like in real life right but as delegates you will be expected to:

- **Have your webcams on.** As mentioned above this is likely to be essential and if you cannot have it on you not be able to continue the course and be asked to leave the event
- **Contribute.** We will be asking questions, so ensure that microphone is working
- **Shorter sessions.** It is likely that you may have shorter sessions with more frequent shorter breaks.

And Finally

Make sure you have a cuppa on hand or some water, keeping yourself hydrated and fed on a Virtual course is as important as a classroom one 😊

Access your Virtual Classroom – Go To

There are two ways you can benefit from our Go To Virtual Classroom training, you will either be asked to use **Go To Training** or **Go To Meeting**, both require the same preparation steps:

Join by Download (Windows or Mac) RECOMMENDED

To get the most out of our Virtual Classrooms, you can download and install the full-featured desktop software on your Windows and Mac computer

Operating system	Windows 7 – Windows 10 Mac OS X 10.9 (Mavericks) - macOS Mojave 10.14
Internet connection	1 Mbps or better (broadband recommended, wired better still)
Software	GoToTraining desktop app JavaScript enabled
Hardware	2GB or more of RAM Microphone and speakers (USB headset recommended) Webcam 2 screens (recommended , remember you can plug any PC or laptop into a TV to achieve this if necessary)

Join a test session

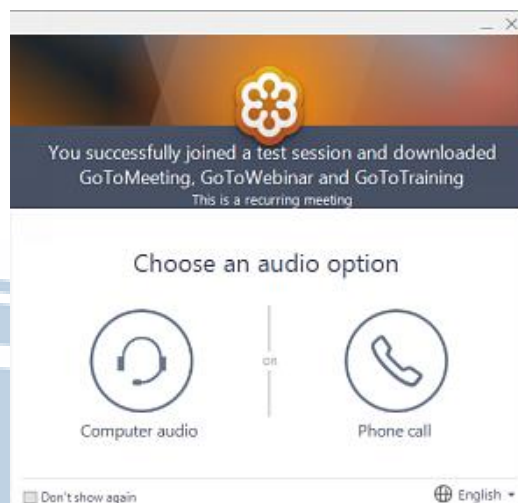
By joining a test session from your computer or mobile device, you can help make sure that your real session will connect correctly.

1. Click the **Join Now** button below or [follow this link](#)



2. You will automatically be launched into session.

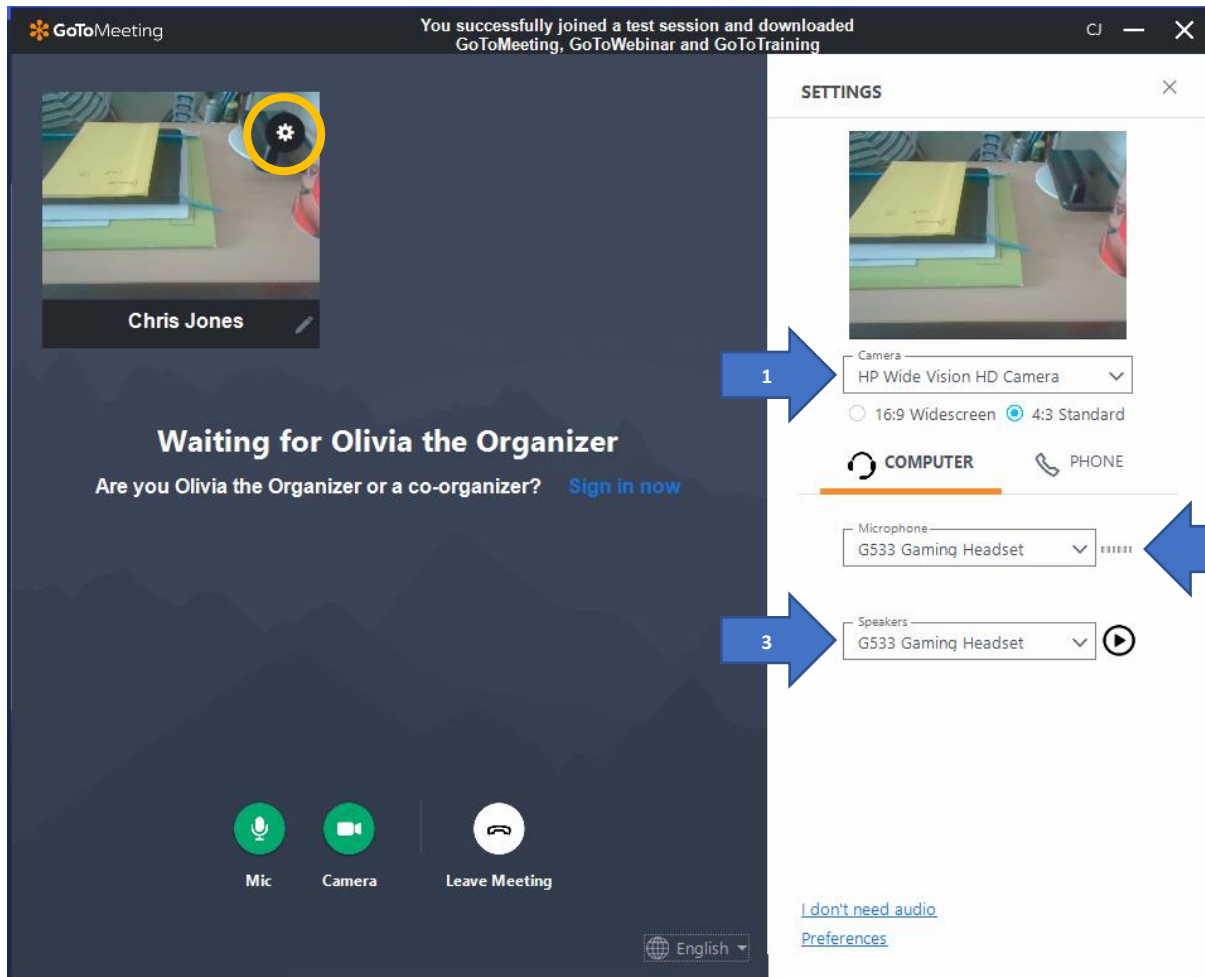
- **If you see a "Waiting for the organizer" screen**, then you have successfully joined the test session! You should be able to join all future GoTo sessions from your computer. You can now close the "Waiting for the organizer" screen to exit the test session.
- **If you do not reach the "Waiting for the organizer" screen**, then there was an issue along the way. Make sure you meet all the [System Requirements for Attendees](#), or see [Join Help and FAQs](#) for more troubleshooting tips.



[Test Your Webcam](#)

[Test Your Mic and Speakers \(VoIP\)](#)

Once in the meeting you can double check everything is working OK by firstly clicking the Cog Wheel on your preview window, you can see this in the yellow circle below:



This will then pop out the white Settings windows as shown above.

1. You can ensure your webcam is working and alter which camera to use (1).
2. Test and select your microphone (2) you will see a little green bar replace the grey dots showing it is being picked up
3. And finally (3) test your speakers or headset by clicking the Play button

Instajoin - Join from Browser

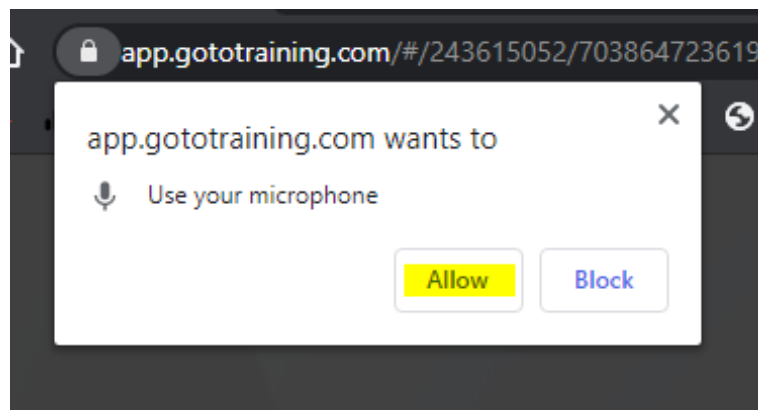
No download required (GOOGLE CHROME ONLY)

Using Instant Join, you can join trainings entirely within your web browser, the functionality is slightly limited but it means you don't need to install anything on your computer.

Operating system	Windows Mac Linux / Ubuntu Google Chrome OS (Chromebook)
Web Browser	Google Chrome (most recent 2 versions) Mozilla Firefox (most recent 2 versions) (Linux only)
Internet connection	1 Mbps or better (broadband recommended) 3G connection or better (WiFi recommended for VoIP audio) for Chromebooks
Software	None
Hardware	Microphone and speakers 2 screens (recommended)

If you are using this option please also ensure the following steps, after you have joined your session:

Please ALLOW your microphone to be accessed by your browser (highlight in yellow).



You will need to do the same for your webcam also when prompted.

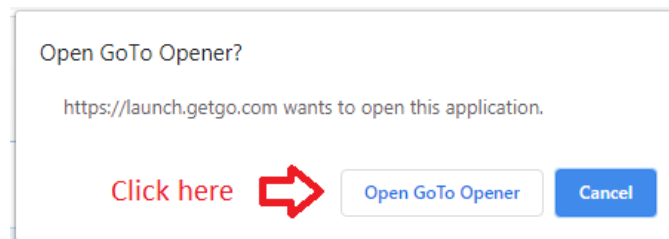
If you launch into browser but wish to use the Desktop App (recommended) then you can switch to it at any time by click the icon at the top of your options...



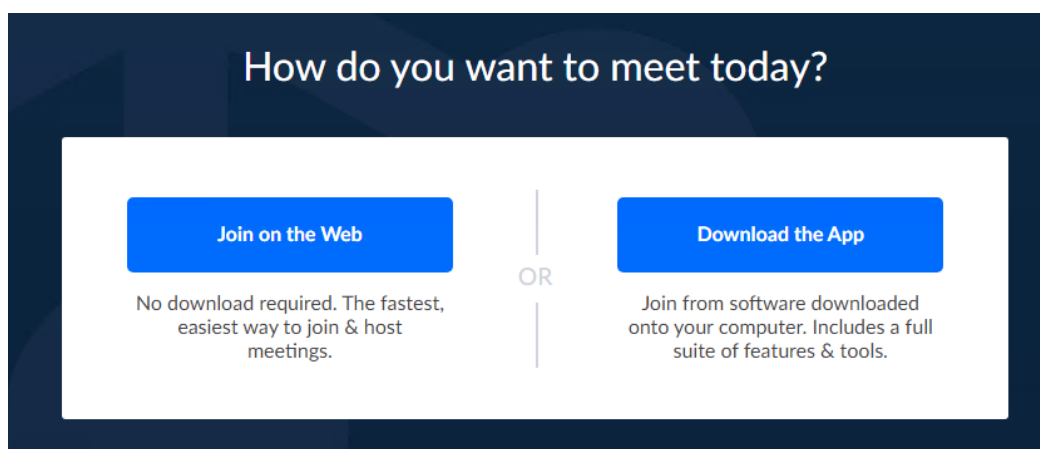
Go To Meeting Quick User Guide

How to Access

You will be prompted to run a small piece of software. Click on 'Open GoTo Opener' – you do not need to be a local admin to do this (magic!)



Or depending on your settings you may get the following screen:



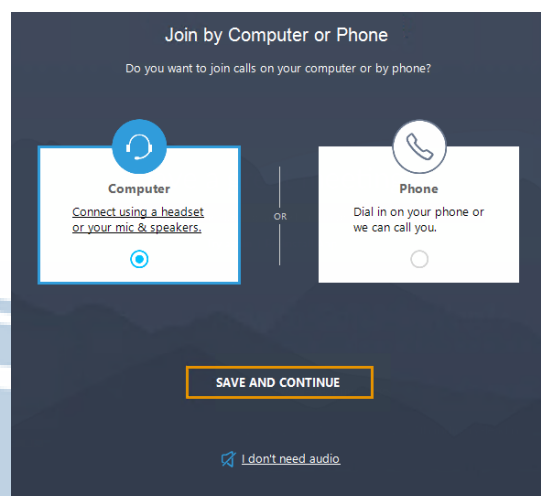
Once again ideally click "Download the App" is recommended

How to Use Go To Meeting

The two ways of attending your Virtual Classroom present you with very similar options.

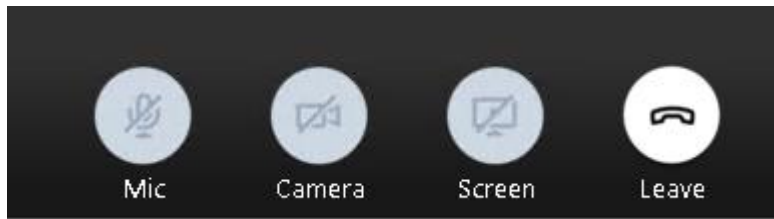
Select your Audio

Join by Computer (recommended) or Phone:



Go To Meeting Controls

You are presented with the following controls at the bottom of your screen.



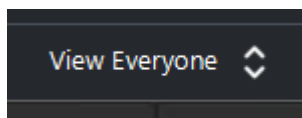
When they are **Grey** they are not enabled, click on them to enable.

If they are **Green** they are active and live.

If they are **Red** you are muted for example.

Along the top of your screen you will also see some options:

Firstly this option front and centre defines what webcams you see:



The then the options to your right are as follows (left to right):



Participant List – see your fellows delegates

Chat – communicate with the Instructor

Settings – change what speakers you are using and other options.

If you are having problems with your Webcam/Microphone/Speakers when in browser you may need to check what permission the browser has. First click the padlock (1) and then check that the options are set to allow (2)

