



GoToTraining
Attendee Guide®

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

1. Click and join at the specified time and date <https://global.gototraining.com/join/training/541071142524164865/107284218>
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—

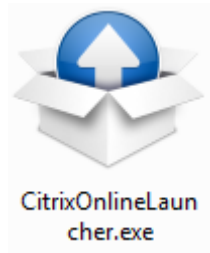
TO USE YOUR TELEPHONE:
United States
Toll: +1 (408) 418-9002
Access Code: 234-017-383
Audio PIN: Shown after joining the training

System Requirements - http://support.citrixonline.com/en_US/Training/help_files/G2T010003
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Online Training Made Easy™

4. The first time you join (GTT), you will need to download the Citrix Online Launcher; choose **Save File**.



5. Double-click on Citrix Online Lancer.exe.



6. Click **Run** if asked, and the launcher will start the (GTM/GTT) session.
7. Click **Yes**, if prompted.
8. Several popup windows will appear: **Verifying Meeting ID** and **Connecting**.
9. When prompted, enter your **Name** and **Email Address**.

*Note: If you are prompted to enter a password, this should have been provided to you by your meeting organizer.

10. If the session has not started, you will see a Waiting for Organizer pop-up, which will disappear once the meeting organizer joins.
11. If the trainer has started the session, you will see the (GTM/GTT) Viewer Window and Control Panel.

Cancel Your Registration

You can cancel your registration so you no longer receive emails about the session.

Cancel Your Registration From the Registration Page

1. After you have registered for a session, you are taken to a Registration page. Click **cancel your registration** at the bottom of the page.
2. Click **Yes, Cancel Registration** on the "Are you sure?" pop-up message to cancel your registration. You will be taken to a Registration Cancelled page.

Cancel Your Registration From the Registration Email

1. Open your Registration email from your inbox.
2. Click the **cancel your registration** link at the bottom of the email. You will be redirected to the Registration page.
3. Click **Yes, Cancel Registration** on the "Are you sure?" pop-up message to cancel your registration.

Dear

This is a reminder that **Training 3: Entering Patients and Insurances** will start in 1 hour. Questions, comments or feedback? [Email the organizer](#).

Before the training

1. Please [review the materials](#).
2. [Test your connection](#).

Training 3: Entering Patients and Insurances

[Join](#)

[Add to calendar](#)

Wed, Dec 16, 2015 2:30 PM - 3:30 PM PST

On the go?
Download the mobile app and join the session from anywhere.

At your computer?

Computer audio
Use your microphone and speaker for audio. You'll sound best with a headset.
[View system requirements](#).

Telephone call
Long distance: +1 (826) 521-0033
Access code: 638-769-705
Audio PIN: Shown after joining the training

Canceling your registration

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

Are You Sure?

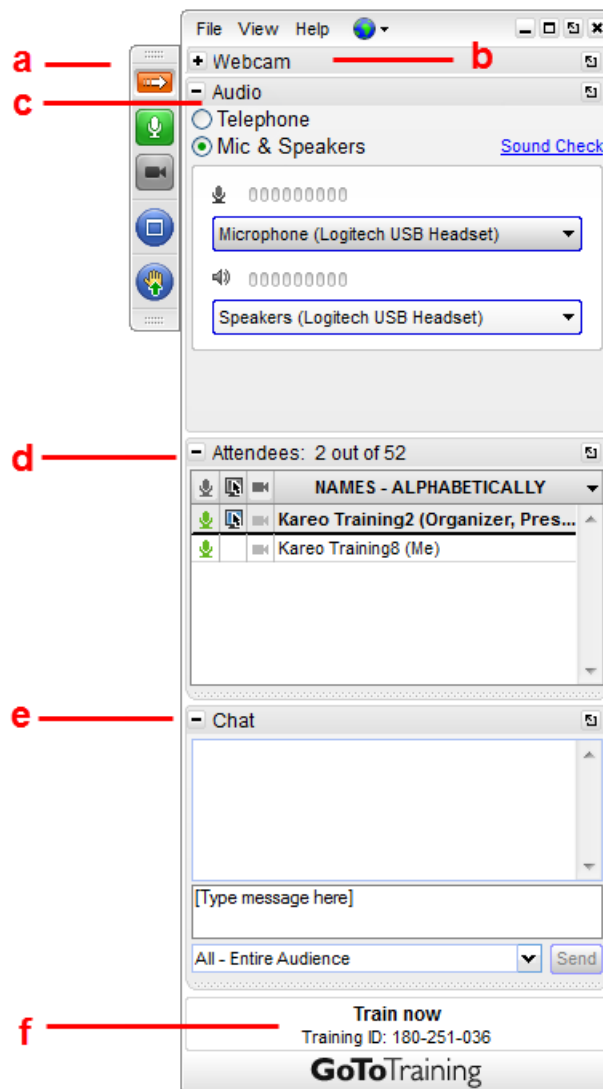
You will not be able to join this training.

No, attend training **Yes, Cancel Registration**

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, view the training in full screen and raise your hand.
- Webcam:** If requested by the organizer, you can share your webcam.
- Audio Pane:** Use the Audio pane to switch between Telephone and Mic & Speakers.
- Attendee List:** View the names of all the participants' in-session.
- Chat:** Send and receive chat messages in-session.
- Meeting Information:** Provided for quick reference.



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

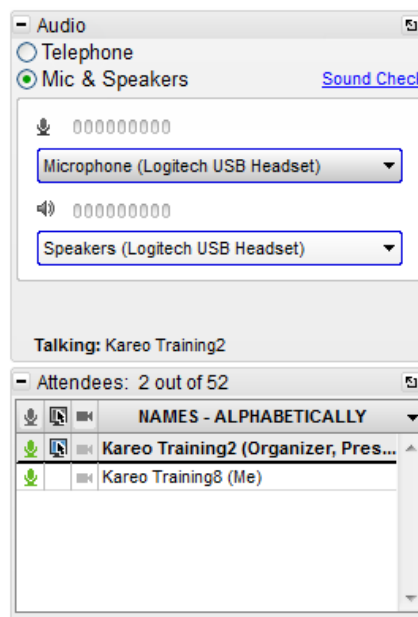
- You can also use your computer's mic and speakers. For optimum sound quality, a headset is recommended, preferably a USB headset for ease of use.
- If using a microphone, it should be a distance of at least 1.5 feet away from any speakers that are built in to or connected to your computer.
- Using 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 is speaking. If you entered the Audio PIN when dialed in by phone, other attendees will see your name when you are speaking.

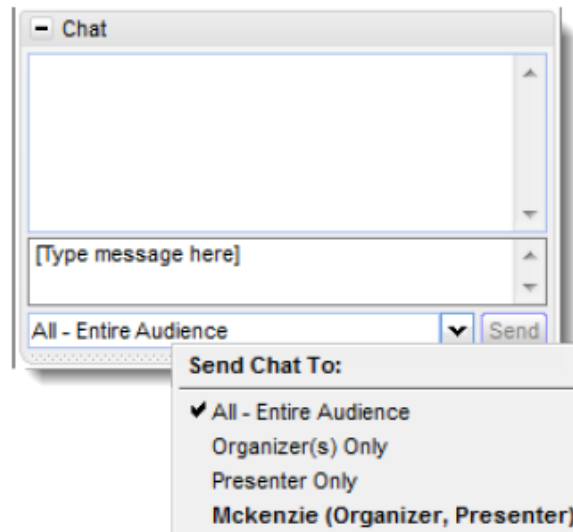


Chat

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

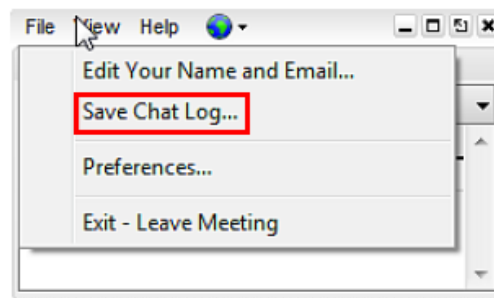
1. In the Chat pane of the Control Panel, use the **To** drop-down menu, and select either **All**, **Organizer(s) only**, **Presenter only** or the name of a specific attendee.
2. Enter a Chat in the provided field, and click **Send**. The message will appear in the recipient's Chat pane.



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.



Leave a Session

You can leave a session at any time.

1. Click **File** from the Control Panel and select **Exit – Leave Training**.
- Or-
2. Click the Exit icon  in the Control Panel, Viewer or webcam.
3. Select **Yes** in the dialog box.

