How to set up a meeting

There’re 2 ways to set up an online meeting:

- Either online on the GoToMeeting website (http://www.gotomeeting.com)
- Or directly from the GoToMeeting software (if you have it already installed on your computer/tablet/smartphone).

In both ways you’ll have access to the list of planned meetings and you’ll be able to schedule a meeting or start/host a new meeting straight away.

Set up a meeting online using the GoToMeeting website

Just open your browser, enter the address http://www.gotomeeting.com and click on the “Log-in” button in the top-right corner. Use the provided company credentials in order to authenticate yourself (Email/Password). After log-in you’ll be presented a page with the title “My Meetings” where you can check the list of the upcoming meetings/past meetings/in-session meetings.

If you want to schedule a meeting simply click on the button “Schedule a meeting” on the left.

Enter a meeting title and the start date/time (you may also want to specify the time zone if your meeting includes attendees from different time zones).
Leave the audio options as default on “Use built-in audio” providing both VoIP (mic/speakers) and Long distance number (a call-in local telephone number in order to let attendees join the conference call by any telephone). Optionally you may specify the countries for which you want to include a call-in local phone number.

When you’re done click on the “Schedule” button to confirm and you’ll see a review of the details for the scheduled meeting, you can then return to the “My Meetings” section where now your scheduled meeting is in the list.

After scheduling a meeting you might want to invite people in advance to join the event (you can anyway invite people afterwards, even during the meeting). That’s very easy, simply click on the light-blue button under “Share” for your meeting and you’ll see all the details ready to be copied/pasted into Outlook/webmail/social network etc...

Anytime you want to start your meeting just hit its corresponding “Start” button. This action will actually launch the GoToMeeting software (if you have it already installed) or its installation (if you don’t have it installed). Once the GoToMeeting application is running just wait for the other attendees to join and enjoy your online meeting.

Please note: If instead of scheduling a meeting you want to host a meeting right now you should just click on the
button “Host a Meeting” in the page “My Meetings” and this action will immediately launch the GoToMeeting software creating a new meeting straight away.

PLEASE: Anytime you want to Host/Schedule a new meeting make sure not to overlap with any existing meeting! If you attempt to start/create/host a meeting when another meeting is running live then you’ll be prompted the warning screen here on the left.

Set up a meeting directly using the GoToMeeting software

If you have already installed the GoToMeeting software on your computer/tablet/smartphone then you can just launch it in order to set up a new meeting. In most cases if you’re on a computer you can find the GoToMeeting application in the list of your programs, just run it.

Once you launch GoToMeeting, an authentication screen (Email/Password) will come up, here you can log-in with the provided company credentials.

WARNING: It is highly recommended NOT to store/remember the log-in credentials in the GoToMeeting software (this because we currently share the same meeting organizer account and if everybody stores the same organizer credentials in the software it might lead to weird scenarios with multiple participants with the same name).

A typical weird scenario you might experience is that you store your account credentials as the Presenter (named LSI Presenter by default) and later you’re invited to join a meeting as attendee however your name will come up as the previously stored identity “LSI Presenter” (which is confusing).

To avoid this please make sure not to store any identity/credentials in the GoToMeeting software, if you do it by mistake then you may always change your name/identity in the software Preferences and untick the “Remember...” checkbox. For further instructions on how to change your name in the software please keep reading or jump to the “Frequent problems & solutions” chapter.
After completing the login process in the application you’ll be prompted with the same choices as online: “Schedule a meeting” or “Meet Now” (i.e. host a meeting straight away)

If you hit the button to “Schedule Meeting” then you’ll see a new window where you can name your meeting event, choose the starting date/time for the meeting and customize the audio settings for the meeting.

As always leave the audio options as default on “use built-in audio conferencing” providing both VoIP (mic/speakers) and conference call number (a call-in local telephone number in order to let attendees join the conference call by any telephone). Optionally you may specify the countries for which you want to include a local call-in phone number.

As soon as you hit the “Schedule button” your scheduling will be confirmed and added to the list in “My Meetings”. Differently from the online method the software will automatically bring up Outlook (or your default email client) with an automatic email message ready to be sent in order to invite more people. If you don’t use Outlook or maybe you use a webmail then don’t worry since you can always invite attendees later (also during the meeting).

Anytime you can always access the “My Meetings” section in order to check all the upcoming meetings scheduled or in-session right now. As you can see from the image above there’s a link to “My Meetings” in the scheduling window however you can also right-click the GoToMeeting icon in tray on your desktop and select “My Meetings”. 
When you want to start a previously scheduled meeting, simply access your “My Meetings” window, select your meeting in the list and hit the **Start** button. Wait for the other attendees to join and enjoy your online meeting.

If later on you want to invite more people or you haven’t used Outlook to send any invitation then as soon as the meeting starts and you see the GoToMeeting software panel you can simply click on the “Invite Others” button and you’ll be able to copy the meeting details (instructions to join) and send them via webmail/chat/text etc.
Remember that as always if instead of scheduling a meeting you want to create/start a new meeting straight away then you may want to select “Meet now” instead of “Schedule meeting”.

PLEASE: Anytime you want to Host/Schedule a new meeting make sure not to overlap with any existing meeting! If you attempt to start/create/host a meeting when another meeting is running live then you’ll be prompted the warning screen here on the left.

How to join a meeting

If you’re not the meeting presenter/organizer then it’s very easy to join a meeting. You can do that in 4 different ways explained below:

- Probably the easiest and quickest way is to simply open the invitation link you receive via email/chat/text etc. In this way when you open the link in your browser it will automatically run (or install) the GoToMeeting software and then it will join automatically the desired meeting. The invitation link works perfectly also on tablets/smartphones by running/installing the GoToMeeting app on the local device if necessary.

- If for some reason you’re unable to receive the invitation link then the only thing you need is the meeting ID. In fact you can just open your browser at [http://www.gotomeeting.com](http://www.gotomeeting.com), click on the top button “Join a Meeting” and enter the meeting ID. This action will automatically run/install the GoToMeeting software/app on your computer/device and then it will automatically join the desired meeting. The Meeting ID is usually a set of 3 numeric blocks separated by a dash, you can easily spot it either in your “My Meetings” section or in the invitation email message or also at the bottom of the GoToMeeting software panel during a meeting.

- If you have the GoToMeeting software installed on your computer you can simply launch it and select the
“Join a meeting” option, you’ll be asked to enter the Meeting ID. You can also right-click the GoToMeeting icon in tray on your desktop and select “Join...”

- You may also join the audio conference call by calling the local conference number from any telephone. This might be an option if you currently have no Internet connection or a bad microphone or your computer/device is unable to install/run the GoToMeeting software.

When you join a meeting as an attendee you don’t need to perform any authentication however you will have to enter a name and an email address just to give you a unique identity in the list of the attendees as you can see below.

![GoToMeeting Attendee](image)

**Best practices and recommendations**

- Obviously it’s always highly recommended to have optimal conditions such as a quiet place/room, a good camera and a reliable broadband connection. GoToMeeting should support any recent webcam however for optimal results it’s recommended to use an HD webcam such as the following cutting-edge models:
  - Logitech® HD Pro Webcam C910
  - Logitech HD Webcam C510
  - Logitech HD Webcam C310

- It’s very recommended to use a headset rather than built-in speakers/microphone in order to reduce the noise not just for you but also for the other attendees.

- If you are the meeting presenter/organizer make sure to start your meeting on time. Remember that no attendee can join the meeting session if the presenter hasn’t entered the meeting first. If they try to join the meeting before the presenter they’ll be asked to wait for the presenter to start the session. Similarly make sure not to exit/end the meeting while other attendees are still communicating.

- If you experience any slowdown or performance degradation you might try terminating any other unnecessary software running locally on your computer. I.e. it’s a bad idea to run high bandwidth-consumption software during an online meeting.

- DO NOT store your Email/Password in the GoToMeeting software. As explained before since we’re currently sharing a single Presenter license this might lead to scenarios with multiple participants with the same name.
Frequent problems & solutions

How do I change my name during a meeting?
From the GoToMeeting main Software panel during a meeting just select File -> Edit your Name and Email
Alternatively you can also right-click the GoToMeeting icon in tray on your desktop and select Preferences -> General -> Session Identity and change the Name value.

How do I share my screen (or a specific window) during a meeting?
You must be the presenter in order to do this. From the GoToMeeting main Software panel there is a big blue play button “Show my” with a small dropdown list underneath. By default you can share/show your whole screen however if you only want to show a presentation/document/picture just open it locally and then select its window name from the dropdown.

How do I highlight/circle/underline something during a meeting (i.e. as a whiteboard)?
The presenter must be sharing/showing either his screen or a window in order to do this. From the GoToMeeting main Software panel there is a Drawing tools menu (with the icon of a yellow pen). Just select the drawing tool you want and use it as you prefer on the screen, anything you draw will be visible for all the attendees.
By default only the presenter is able to use the drawing tools on his shared screen/window however from the drawing tools menu there’s an option to enable drawing functions for the attendees as well.
If you want to clear all the drawings just select “Clear all the drawings” from the Drawing tools menu.
If you want to revert your mouse cursor back to the non-drawing mode remember to select “Normal non-drawing mode” from the Drawing tools menu.
How do I record a meeting?

Simply hit the “Start Recording” button. By default any recording is stored locally on your computer in your “Documents” folder in a WMV video format with a file named with the Meeting title and the date/time. You may always change the recording preferences by accessing the software settings (right-click the GoToMeeting icon in tray). Please remember that you may stop & resume the recording anytime during the meeting however the final video file will be rendered/produced only at the end of the meeting.