



GoToMeeting Online Video Conferencing Tool

1. What is GoToMeeting?

- IKON utilises GoToMeeting, an online video conferencing tool, to communicate in real time with distance education students and for other meeting needs.
- Attendees can join from a Mac, PC, iPad, iPhone or Android device by clicking a link provided by the meeting organiser or by entering a meeting ID.
- Other functionality exists within GoToMeeting inclusive of utilising a web cam, viewing the presenters screen or sharing your screen for the presenter (meeting organizer) to view.

2. Joining an online meeting

- Before each meeting you will receive an email invitation similar to this: to join the meeting, simply click on the link in the email (shown underlined below).
- Please note this is a unique code for each meeting.

EXAMPLE ONLY

1. Please join my meeting

<http://global.GoToMeeting.com/meeting/join/200661709>

2. Use your microphone and speakers (VoIP) - a headset is recommended, or call in using your telephone. Australia: +61 2 8355 1031 Code: 200-661-709

Audio PIN: Shown after joining the meeting

Meeting ID: 200-661-709

Alternative method to join if you have the meeting ID but do not have the link

1. Go to www.joinGoToMeeting.com
2. Type or paste in the meeting ID provided by the meeting organiser (as highlighted in green above).
3. Click Yes or Always (or Trust on a Mac) if prompted to accept the download.

3. System Requirements

For PC based participants:

- Internet Explorer 9, Mozilla Firefox 34, Google Chrome 39 (JavaScript enabled) or the latest version of each web browser.
- Windows XP, Windows 2008 Server or later.
- Cable modem, DSL or better internet connection.
- Dual-core 2.4GHz CPU or faster with 2GB of RAM (recommended).

For MAC based participants:

- Safari 6, Firefox 34, Google Chrome 39 (JavaScript enabled) or the latest version of each web browser.
- MAC OS X 10.8 (Mountain Lion) or newer.
- Intel processor (2GB of RAM or better recommended).
- Cable modem, DSL or better internet connection.

Participants wishing to connect to audio using VoIP will need a microphone and speakers (a USB headset is recommended).

For attendees with the GoToMeeting, GoToWebinar or GoToTraining app for iPad, iPhone, Android or Windows mobile devices:

- Free GoToMeeting, GoToWebinar or GoToTraining app from the App Store, Google Play or Windows Store.
- WiFi connection recommended for VoIP audio.
- A headset (including microphone and earphones), or headphones and external microphone.
- Built in web camera or external web cam
- An email account

4. Troubleshooting

- If you have trouble connecting, log out and then log in again.
- Go to www.GoToMeeting.com.au. At the top of the page, select Join a Meeting. Enter the meeting ID found in your original invitation.
- If your connection issue still remains unsolved, please ring the Lecturer taking the Tutorial, ideally before the starting time.
- Please see if your problem can be solved by accessing the FAQs here:
http://www.GoToMeeting.com.au/fec/online_meeting_support