

## GoToMeeting User Guide

This user guide is to help with the variety of GoToMeeting options listed in an invitation that is posted on the Public Service Commission's website

When you first join a meeting you will be automatically muted. If using a computer, tablet, or smartphone, you will need to use the chat system to request to be unmuted to talk. If you are only using a telephone to participate, dial \*9 to "raise hand" to request to talk. The following list provides other commands via telephone

\*1 – Play features menu

\*2 – Mute or unmute audio

\*5 – Hear the number of callers

\*9 – Raise hand

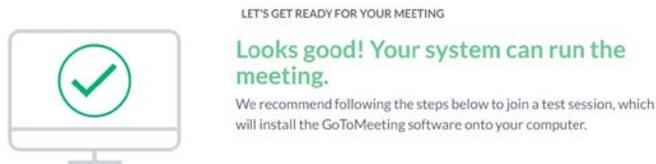
Please do not unmute yourself and talk out of turn. Attendees that do not adhere to our guidelines will be removed from the meeting. The Meeting Manager will coordinate when attendees may speak.

### 1. Joining the meeting

- If you'd like to participate via telephone, call the toll free number listed
- If you'd like to participate on your computer, click the system check link on the website to ensure you can run GoToMeeting

First GoToMeeting? Let's do a quick system check: <https://link.gotomeeting.com/system-check>

- You should see the following result if successful

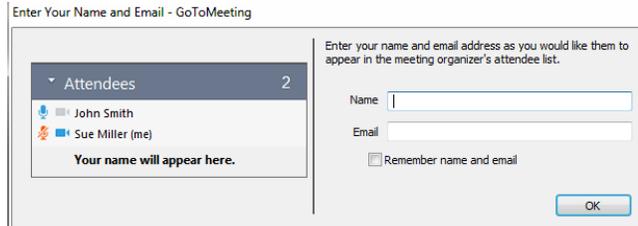


- When using a computer, smartphone, or tablet click the web link to join
  - Link below is listed as an example and may differ from the one you see

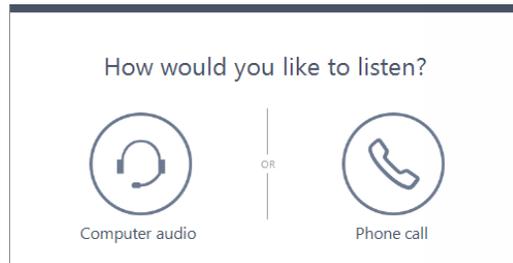
**Please join my meeting from your computer, tablet or smartphone.**

<https://global.gotomeeting.com/join/344380893>

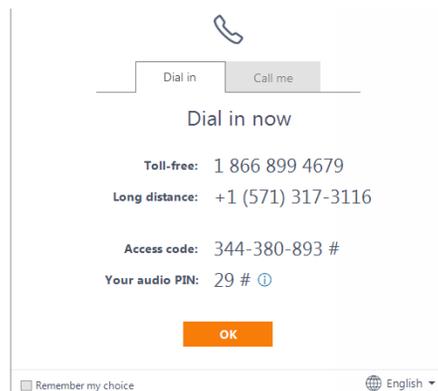
- If using Google chrome, GoToMeeting will operate in your browser and you will have slightly different dialogue and control layouts
- Internet Explorer and Firefox will prompt you to download the client or prompt you to use the client if already installed
- You will be prompted with the following dialogue boxes



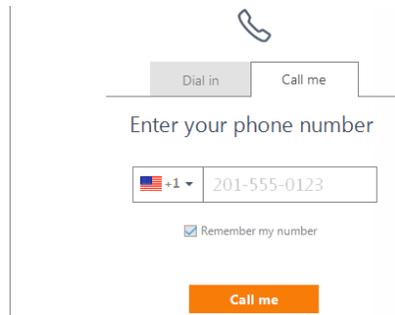
- o Enter your first and last name so you can be identified in the meeting



- o If you'd like to talk and listen with your computer (can just listen if no microphone or headset are present), select "Use computer audio" then click the orange "OK" button at the bottom
  - If no microphone is detected, you may still continue to just listen
- o If you would like to talk and listen with your phone, select "Phone call"
- o You will be prompted with a dialogue box to either dial in or have the system call you (recommended)
  - If you wish to dial in, have the "Dial in" tab selected and then use the most convenient listed number for you, then click the orange "OK" button to continue to view the meeting on your computer
    - Numbers listed below are examples and may differ from your screen



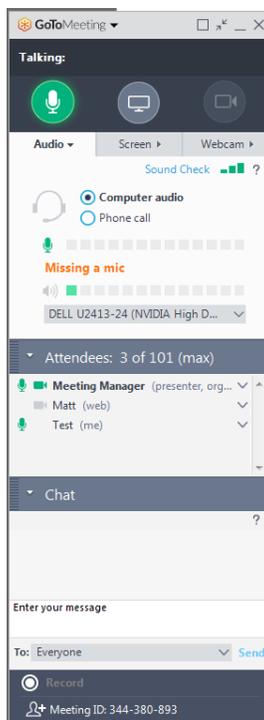
- If you prefer the system to call you, select the "Call me" tab, enter your 10 digit phone number and click the orange "Call me" button



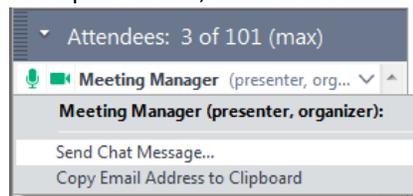
- On your phone, press # (pound) to join the meeting

## 2. In the meeting

- If you are participating only via telephone, refer to the commands listed at the top of the guide for ways to interact
- Using a computer or tablet you will see the presenter’s screen, as well as a menu showing you attendees and chat



- The white arrows beside Attendees and Chat will open and close their boxes.
- To request to talk, click on the Meeting Manager attendee and click “Send Chat Message...”



- o Type your request into the text box and hit enter

