

Hello everyone,

The following document has been revised to reflect GoToMeeting's new look. Document updates will take place as we become aware of tips and concerns.

### A couple of immediate housekeeping rules to start you off.

- If you have any difficulty **logging into the meeting**, please call Sheena at 519-536-3555.
- Log in to the meeting. If you become **disconnected** close all GoToMeeting connections. Click on the link within the email sent to you and rejoin the meeting.
- Ensure your computer sound/volume control is at an appropriate level. You may not hear the meeting if it is disabled or turned down.
- Use a headset/earbuds if available to **reduce external noise**. Computers can be susceptible to sound; please remove all external noise—i.e. radio, phones, pets, etc.
- The GoToMeeting (GTM) **control panel** is in the top right-hand corner of your computer screen.
- You can move it around for better viewing.
- **Organizers/presenters may choose to mute everyone initially**. Click on the **microphone icon** to unmute yourself to say hello to everyone. Having everyone muted, when they are not speaking, does reduce feedback. You may want to consider this practice for large groups.
- **Identify yourself before speaking, if webcam off**. Not everyone will recognize your voice.
- If you have documents to show, you have the option of clicking the screen icon to show your screen. Or ensure the presenter has the documents ahead of time.
- If you do not have **a mic** on your computer, you can use the chat feature for communicating during the meeting. The chat area can be used to request the opportunity to speak and for voting purposes.

### More tips and guidelines to follow

**Note:** GoToMeeting is in the process of updating their program. The previous version's buttons will function the same, and only the visual appearance and placement of icons are different. The video embedded below can help you get online; just recognize the look will be different. See the following images as examples of the new look.

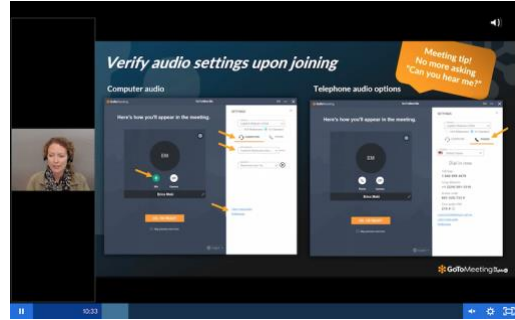
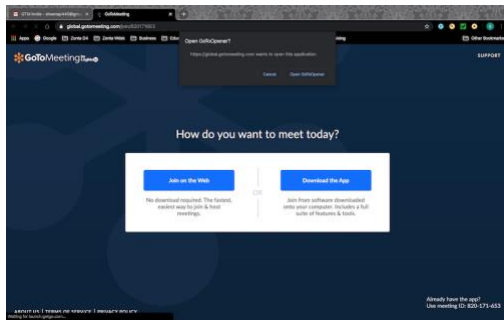
For help watch a [short video](#) on using GoToMeeting.

The image shows a screenshot of the GoToWebinar website. The top navigation bar includes 'GoToWebinar', 'FEATURES', 'PRICING', 'RESOURCES', 'SUPPORT', 'JOIN A WEBINAR', and 'HOST A WEBINAR'. Below the navigation bar is a blue banner with 'Contact Help' and 'Hold your own webinars with a 7-day free trial'. Below the banner is a section titled 'What to Expect Next:' with three columns of information:

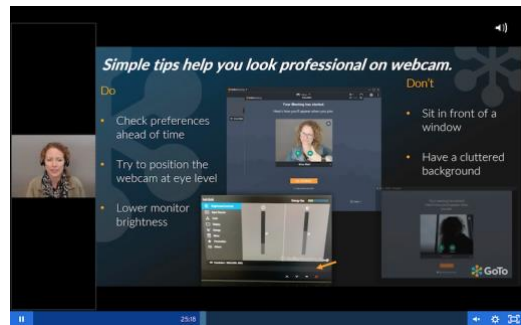
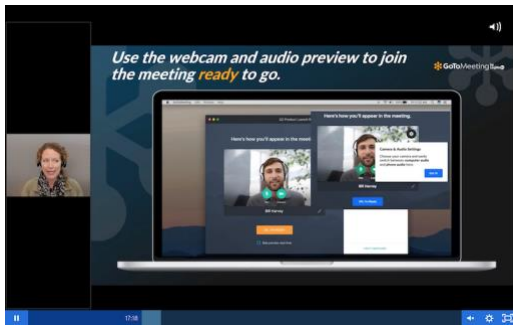
- Column 1:** A screenshot of a confirmation window. Text below: 'If you arrive before the organizer, you'll see a window confirming that you successfully connected.'
- Column 2:** A screenshot of the GoToWebinar control panel. Text below: 'When the session starts, the GoToWebinar control panel will appear on your screen.'
- Column 3:** A list of icons: 'Hide the Control Panel', 'Mute your line', 'Screen preferences', and 'Raise your hand'. Text below: 'Use these icons to manage your participation.'

At the bottom of the page, there is a grey bar with three icons: a microphone, a chat bubble, and an information icon.

You can see how the new version will look.

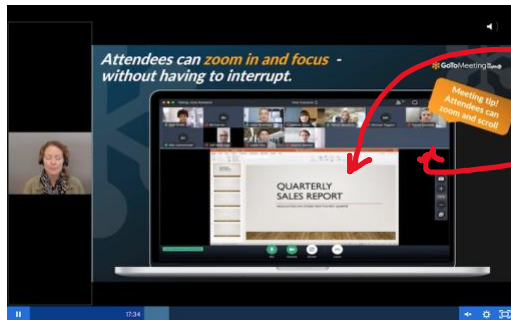


Note computer audio and phone-in option.



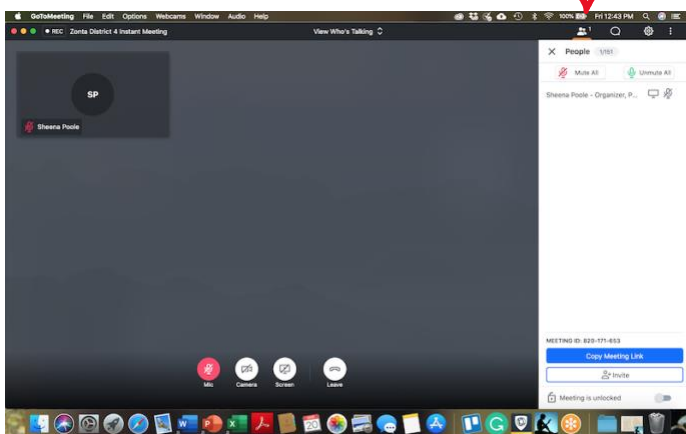
Check out how you appear on the screen. See the tips to follow about lighting and webcam position.

Hover your cursor over the central screen area will bring up the **mic, camera, screen and leave meeting icons** as seen in the image to the left.



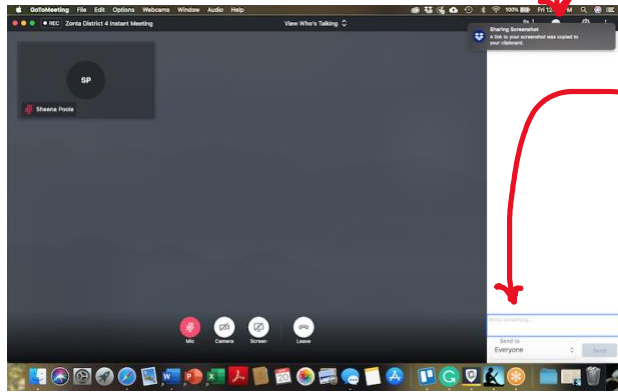
Attendees can see meeting attendees at the top of the screen. There are options to change the location.

Attendees can enlarge or reduce the **image bar** by hovering over the bottom edge of the bar, and the up/down arrow will allow you to drag the bar up or down to increase or decrease the image sizes.



Icons: the **people icon** shown will identify all attendees, caller # if no name submitted, or the name of the caller. You can also mute yourself from this control panel. Clicking the arrow at the right of your name will offer more functions.

Check out the setting and more buttons for more options.



The **Chat bubble**, second from left, will bring up the chat panel.

The **Chatbox** is located at the bottom of the panel. Type your message and select whom you wish to receive it whether everyone or a specific attendee. **Note:** *do not type secret messages; they can be recorded and later viewed!*

On the attendee's screen, there will be a vertical toolbar

- location of this toolbar can be moved.
- a camera icon at the top for taking screenshots
- "+" and "-" sign to increase or decrease the size of the documents presented.
- *At this time do not click on the bottom icon. It will disable your camera.*

To help the technical side of this meeting go as smoothly as possible, here are some tips and guidelines:

### Trouble Joining a GoToMeeting

<https://support.goto.com/webinar/help/why-can-i-hear-audio-but-not-see-the-presentation-g2w050052>

### New GoToMeeting

*GoToMeeting has been recently updated, and the "look" of the screen and where to access controls buttons has changed the following YouTube video will aid in finding where the buttons are now located.*

<https://www.youtube.com/watch?v=KoSc3zI4htY&feature=youtu.be>

### Additional Support

Note: the following links reference the previous version, the look will be different.

Attendee Guide for Windows

<https://support.logmeininc.com/gotomeeting/attendee-user-guide>

Attendee Guide for Macs

<https://support.logmeininc.com/gotomeeting/attendee-user-guide-mac>

## Online Meeting Ground Rules: A few tips to ensure a happy meeting.

Here are a few simple suggestions for ground rules that may help ensure the success of our meetings.

1. **Be On Time.** Try to start and end the meeting according to the times on your agenda. If you arrive late, please don't interrupt. Remain silent and catch up as best as you can. Meetings can continue beyond scheduled time. However, D4 can only host one GTM at a time. Therefore, a meeting scheduled after yours cannot begin until your meeting ends.
2. **Be Prepared.**
  - a. Set up your workspace before entering the meeting. Get a beverage, take care of tasks with family, have pens, notepaper, etc. just as you would in a regular meeting.
  - b. You shouldn't leave an online meeting if you wouldn't leave a physical meeting.
  - c. Come to the meeting with a positive attitude. Please review the meeting agenda and any offered documents before the start of the meeting. If presenting documents, have documents set to open. Be prepared to discuss the issues and offer solutions.
3. **Silence Means Agreement.** If you remain silent, it means you agree. You cannot remain quiet only to later tell everyone that you disagreed all along.
4. **Speakerphone/computer mic.** Computer mics can pick up surrounding sounds. If you have headphones or earbuds with a mic attached, may come with your phone, use them. The sound is much better.
5. **Do not multi-task.** Stay mentally present. It is easy to get distracted on a conference call. But our objective is essential, and your full attention is necessary to meet the goals of the meeting. You were invited to a meeting because you had something to contribute.
6. **Mute yourself.** Background noise disrupts the meeting for everyone and might prevent us from hearing the information that we need. Choose a quiet location – away from pets, children, etc. Turn off the TV and any music. There is a mute button on your phone/control panel; please use it when you are not speaking.
7. **Smartphones:**
  - a. **GTM has an app you may want to upload it.** It can be used with your computer if the sound is an issue.
  - b. **No Waiting.** Please disable your "Call Waiting" feature. The clicking noise you hear on your phone when another call comes in can also be heard by all of the other participants and will be distracting.
  - c. **Do not put this conference call on "Hold."** If your hold feature plays background music [and many do] and you leave the conference to answer another line or talk to someone else, the hold music will play and will disrupt our meeting. If you have to take another call, please hang up and rejoin our meeting after you complete your other call.
8. **Identify yourself.** Before you start to speak, please state your name, so everyone knows who is talking.
9. **Speak slowly and clearly.** Please try not to talk over another speaker. If there are multiple participants, people tend to talk at the same time – making conversations extremely difficult to understand. Try to speak one at a time so that we can follow your point in its entirety.
10. **Stick to the agenda.** Stay focused. These meetings have a specific purpose. Advise against trying to squeeze multiple things into a single meeting. If you must cover multiple items, then give

people time to stretch, take a bathroom break, or replenish their coffee. Asking specific questions frequently both to engage remote participants and to keep a personal connection going. Ask a specific person a specific question. Asking open-ended questions to a large remote audience will often result in "dead air" and then multiple people talking at once." Ask participants to submit their questions or concerns on the topic before the program begins.

11. **Video-conference meetings** can move at a slower pace due to a two to three-second delay. Make sure there are sufficient pauses after asking a question. If you are a participant, bring attention to yourself before addressing the group by signalling with your hand or saying "question" or "comment" and then waiting a couple of seconds before continuing.
12. **Ask for clarification.** If there is something that you don't understand, please ask for clarification. If you don't understand the issue or solution, then there are probably others that also don't understand.
13. **Attack the problem, not the person.** There will be differences of opinion. You will not agree with everything that is discussed. But please be open to hearing other people's perspectives. If you don't agree, respectfully challenge the idea – not the person. Blame and judgement get us further from the solution, not closer. Honest and constructive discussions are needed to obtain the best results.
14. **Respect:** The key to a successful video conference or meeting is to remember that you are in a meeting. Give your full attention to the participants as you would if you were in the same room. Don't be distracted by email, Web surfing, or texting. Try not to eat or drink so that you can be prepared if questions are directed to you.

## Get Ready & Set the Stage

### Virtual Office:

- Have the webcam facing a plain wall, avoid reflective surfaces such as windows and glass doors. Face a light or use a window. Turn down the brightness of the monitor.
- Striped shirts do not transmit well on camera nor do large, shiny jewelry. Both can be visually distracting. Try to keep your body movements to a minimum as excessive movement can degrade video quality.

### Engaging Others:

- Participants should position themselves towards the camera, not turned away.
- Make eye contact by looking into the camera.
  - Raise your computer, use books or a stand so that the camera is eye level, not at your chest.
- Make the experience enjoyable. There is serious business to discuss, but let's have fun.
  - High fives, thumbs up, and a smile!
- You're on camera! Facial and body language will be seen by others as well as frowns and frustration. Avoid bad body language.
- Engaging others will make conversation among the participants more natural.
- Engage attendees: ice breakers, where are you joining from, pass pen around, use the chatbox.

### The 8 Do's of Video Conferencing Etiquette

Do be courteous to other participants  
Do speak clearly  
Do keep body movements minimal  
Do move and gesture slowly and naturally

Do maintain eye contact by looking into the camera

Do dress appropriately

Do make the session animated Do be yourself and have fun!

### The 7 Don'ts of Video Conferencing Etiquette

Don't make distracting sounds  
Don't shout  
Don't make distracting movements  
Don't interrupt other speakers

Don't carry on side conversations  
Don't wear "noisy" jewelry  
Don't cover the microphone

Source: St. Leo University Office of Information Technology