Munson Medical Center utilizes the web collaborative tool GoToMeeting®

- We currently have six GoToMeeting licenses
- Each license has the capacity for 25 participants per session
- Meetings must be requested and scheduled through REMEC – due to the credentialing required for each session by Citrix, we are not hosting ad hoc meetings
- Meetings may be requested as one-time or recurring meetings (within the calendar year)

Complete and submit the information on the following form to schedule a GoToMeeting Session:  [http://www.munsonhealthcare.org/?id=2316&sid=22](http://www.munsonhealthcare.org/?id=2316&sid=22)

**To Request/Schedule a GoToMeeting Session**

*All meetings must be scheduled.*

*Because we must obtain the meeting credentials from Citrix for each session, we cannot utilize these licenses for ad hoc meetings.*

*If you have never facilitated a GoToMeeting session* you will need to schedule GoToMeeting training which is provided by the REMEC department. Please plan to allow 45-60 minutes for this training. For new users, REMEC requires the following minimum lead time:

- 2 business days (Monday-Thursday, 8am-4pm; Friday, 8am-12pm)

**Please Note:** This is subject to the availability of the REMEC staff for training.
When scheduling a GoToMeeting session, REMEC requires the following lead time to schedule your meeting:

- 1 business day (Monday-Thursday, 8am-4pm; Friday, 8am-12pm)

Scheduling your Session:

1. Submit your request for a GoToMeeting session by filling out the form on the REMEC website:  [http://www.munsonhealthcare.org/?id=2316&sid=22](http://www.munsonhealthcare.org/?id=2316&sid=22)
2. You will need the following information to schedule your meeting:
   - Your email address, name and contact telephone number
   - Name of the meeting
   - # of conference call connections needed
   - Meeting organizer phone #, if other than the person requesting
   - Is this a one-time or recurring meeting?
   - All dates you are requesting
   - Start and end time of the meeting
   - Audio preference: GoToMeeting Integrated Audio, VoIP, Local REMEC issued number
3. Once submitted, you will receive an email response confirming your request has been received. **If you do not receive an email response, double check to make sure you have filled in all required fields before submitting the form.**
4. Once scheduled, REMEC will email you your GoToMeeting invitation and instructions. This will include a link to the meeting as well as meeting ID, audio numbers and any passcodes needed to access the meeting.
5. Copy and paste this invitation into the body of an Outlook meeting request and send to your attendees. Please **Do Not** share the facilitator login information with your attendees.

### Roles Associated With Your GoToMeeting Session

- **Organizer** – The organizer is the individual responsible for scheduling, starting, managing and ending a session.
- **Presenter** – The presenter is the individual who is presenting or sharing their screen with the attendees. The GTM Organizer is always designated as the initial presenter; however the presenter role may be passed to another organizer or attendee.
- **Attendee** – An attendee is any person who attends a session, including the organizer(s) and presenters. By default, attendees can view the presenter’s screen. The organizer/presenter may grant other control rights to the attendees as they deem necessary.
How to Start Your Scheduled GoToMeeting Session

When you are ready to start your meeting:
1. Go to www.gotomeeting.com or click on the link provided in your facilitator email.
2. Click on “Sign In” located in the upper right hand corner of the screen.  
   \textbf{Note}: If you click on the link in your facilitator email, it will take you directly to the Secure Sign In window.

3. When the \textbf{Secure Sign In} window pops up, enter the email address and password provided by REMEC to log in. Once entered, click “Sign In”. Please answer “No” when asked if you want the system to remember your password.

4. On the \textbf{MY MEETINGS} page, locate your scheduled meeting under the upcoming meetings tab. (The meeting title will begin with your \textbf{name followed by the title} you provided.) Recurring or \textbf{Meet Anytime} meetings appear at the top of the list. One-time appear at the bottom of the list in date order.

5. When you are ready to start your meeting, click the \textbf{Start} button.  
   \textbf{NOTE}: Please make sure that you \textit{only} click on your meeting.
6. Once you have started your meeting, the Control Panel will appear on your computer screen. At this point you will have full access to its features and may begin sharing your screen. **NOTE:** If you do not “start” your meeting until after the scheduled start time, it may appear under the **MEETING HISTORY** tab.

7. Attendees who have joined the meeting before you begin sharing your screen will be placed in a “waiting room”.

8. If at any point you stop sharing your screen, attendees will return to the waiting room.

9. If an attendee logs in to the meeting before you start the meeting they will receive a message on their screen letting them know they have successfully connected and are waiting for the Organizer (aka - you). This is sometimes referred to as the “Hallway”.

![GO TO MEETING CONTROL PANEL]

![MESSAGE FROM THE ORGANIZER]
Once you start your meeting, the **Organizer/Control Panel** appears on the right side of your screen. This panel gives you access to the various GTM functions. The different panes (sections) are:

- **Options (Session Controls)**
  - Audio
    - Messages from the organizer
    - Correct phone number for the meeting
  - Screen
    - Share Your Screen
    - Change Presenter
    - Share Keyboard and Mouse Control
  - Webcam
    - Share Your Webcam
- **Audience View**
  - Shows what Attendees are seeing
- **Attendees**
  - View and Manage Attendees
  - Invite Others
- **Chat**
  - Send Chat Messages

Each pane can be opened and closed as needed. The Control Panel itself may be moved to any spot on your desktop simply by clicking in the top gray bar and dragging to a new location. If you utilize dual screens, it may also be dragged to your second screen. **NOTE:** *Your attendees will not see this panel.*

You may also minimize the Control Panel by clicking on the double-arrow icon on the top right of the gray bar. This reduces the Control Panel and places it at the top of your screen. To bring the Control Panel back to full size, click the double-arrow icon again.

We will discuss each pane in detail later in this training manual.
Prior to Sharing Your Screen

Prior to sharing your screen with attendees it is important to take a few minutes to set up your desktop and decide what you will share screen and what functions you will want your attendees to see and/or have access to. On the Control Panel:

1. Click the down arrow next to the GoToMeeting icon. A dropdown menu appears which will allow you to customize what your attendees see.

2. Make your selections from the options on the dropdown menu
   a. **Edit Your Name and Email** – By default, the name of the meeting and the email will come up with your information. If wish to change it, you may do so from this screen, entering your information and clicking OK. **NOTE**: Do Not check the Remember name and email box.
b. **Options** – as the organizer/presenter, you control whether or not your attendees have access to the chat function, ability to see who else is attending and whether or not your attendees may share their webcam. Make your selections by checking or unchecking the different options.

![Options Menu]

C. **Drawing Tools** – There are several drawing tools available for document annotation. These should show in a tool bar that resides under the Chat tool bar. These may also be used when you utilize the Give Keyboard and Mouse Control option (covered in a later section). You have the option of allowing your attendees to annotate any documents you are currently sharing. The Drawing Tools will be covered in depth in a later section.

![Drawing Tools]

If the drawing toolbar does not automatically appear on your control panel, access the drop down menu on the control panel, hover over Drawing Tools and select Open. When finished, click anywhere in your desktop and the dropdown will minimize.
Additional Tips for Setting Up Prior to your Session

- Shut down any applications you do not wish your attendees to see.
- Disable any automatic pop ups, such as Outlook or other email notifications and any instant messaging applications.
- Open any documents you plan to share and minimize for easy access.

Options Pane

**AUDIO DROP DOWN**

Selecting this drop down menu gives you access to any messages from the organizer as well as listing what the audio choices are that have been selected for your meeting. We will discuss individual audio choices in another section.

**SCREEN DROP DOWN**

Sharing Your Desktop:

When you are ready to start sharing your desktop, your may either click the **Share my Screen** icon on the Control Panel.

OR

Under the Screen tab, access the drop down menu. Check the option of your choice. This starts, stops or pauses what you are showing to your attendees. **NOTE:** Whatever is on your desktop at that time will now be seen by anyone who is attending.

Selecting What to Share

1. Select the preferred screen setting by selecting the **Screen** tab. Select the **Start Sharing my:** dropdown list to access the list of sharing choices. **NOTE:** This is very important if you have more than one monitor.
2. If you hover over any of the choices, a gray frame will appear around what your attendees will see.
3. Check to select your choice
4. You may change this at any time during your meeting by accessing the dropdown under the Screen tab.
5. Selecting the CLEAN option hides all icons, backgrounds and toolbars.
6. If you have documents or applications open and minimized they will appear in the list as well. **NOTE:** The default will share whatever screen is listed as the main screen for your computer.
7. The **ON AIR Showing** screen message will appear at the top of your Screen pane.

**Pausing/Resume Sharing Your Screen:**
Pausing your screen sharing will freeze the image of the screen that attendees see.

1. To **Pause** your screen, hover over the **Screen icon** on the Control Panel so that the pause button appears.

2. Click the Pause button. The Screen icon will start flashing when screen sharing is paused.
3. When ready to resume sharing your screen, hover over the **Screen icon**, click the **Play button**.

**Stop Sharing Your Screen**
When you stop sharing your screen, attendees will be sent back to the waiting room or hallway, and a message that the organizer’s screen is not being shared will appear.

1. To **Stop sharing your screen**, hover over the **Screen icon**, the words “Stop sharing your screen” will appear.

2. Click the icon. It will turn from green to gray and the message **Stopped** No one sees your screen will appear at the top of the Screen tab.

3. Attendees will be sent back to the waiting room until the organizer chooses to resume sharing their screen.
**Change Presenter:**
The Organizer/Presenter has the ability to make another attendee the presenter at any time.

**NOTE:** *This does not automatically make them the organizer.*

1. Access the dropdown box under **Change presenter to:** Check the attendee you wish to become the new Presenter.

   - Confirm the new Presenter by clicking **Yes** in the **Verify Presenter Change** pop up.
   - Make sure the “Request keyboard and mouse control” box is checked.
   - The person you selected to be the new presenter will receive a notification that they have been selected as the presenter.

2. The new presenter will need to select **Show My Screen** on the pop up. They will be given choices as to what and how they would like to show their screen similar to what you experienced earlier.

3. The new Presenter may choose to select a different presenter at any time by following the same steps as above.

**NOTE:** *You may also change presenters by right clicking on the attendees name and selecting from the drop down menu that appears.*
Share Keyboard and Mouse Control
You may give other attendees shared control of your keyboard and mouse at any time during your session. This allows them to move the mouse about your shared screen and use their own keyboard to type on it, which aids in the collaboration process. As presenter, your mouse always has priority. You can override other attendees’ mouse movements to regain control without removing their access.

Share keyboard and mouse control:
1. Under Screen tab, access the Share keyboard & mouse with: dropdown menu.
2. Select “Everyone” or an individual attendee. A check mark will appear next to anyone in your attendee list who you have given keyboard and mouse control to.
3. Attendees will see a notification on their screen next to their Control Panel that they have been given access to the presenter’s keyboard and mouse.
4. To temporarily re-gain control of your keyboard and mouse, simply type on your screen or move your mouse. This will override anyone else who you have given control to.

Remove keyboard and mouse control from others:
You can remove keyboard and mouse control by using the same steps used to grant control
1. Under the Screen tab, access the Share keyboard & mouse with: dropdown menu
2. Deselect those you wish to no longer grant keyboard and mouse control to. The check mark next to their name in the attendee list will disappear.
WEBCAM DROP DOWN

Share Your Webcam
GoToMeeting features a Webcam option called HD Faces®. Meeting participants can share up to 6 high-resolution video conferencing streams while viewing the presenter’s screen. If your computer has a webcam, you can share your live image with other attendees. NOTE: If you choose to share your webcam image, others in the session will be able to see you whether they have a webcam or not.

1. Select the Webcam tab. A preview of your camera view will appear in the Preview window. You can choose to share it as Normal or Widescreen.
2. To begin sharing your webcam, either click on the 3 dots on the right side of the control panel and select Share My Webcam or click on the Webcam icon.

3. The Webcam icon on your Control Panel will now appear green. A green box will also appear around your preview image.
4. Images from all shared webcams will show in a larger screen on your monitor. From this pop up image, you layout and control options of those using webcams by selecting the drop down menu under Layout or Webcams.

**Layout** – This allows you to customize the webcam image(s) on your screen *only*. This does not change the view for others. They can customize their individual screens according to their preference.

**Webcams** – This gives you the ability to:
- Stop Sharing Your Webcam
- Hide All Webcams
- Hide Your Webcam

**NOTE:** If you choose to hide your webcam, the following pop up message appears.
Stop or Pause Sharing Your Webcam/Other Webcam Controls
You have the following Webcam options:

1. **Pause your webcam.** If you hover over the Webcam icon on your control panel, the Pause your webcam option appears. If you click on the icon, attendees will see a blacked out box where your image appeared. It will state that the image has been paused. **NOTE: This does not free up a webcam spot.**

2. **Restart sharing your webcam.** While paused, hover over the webcam icon, click on the Resume webcam sharing or Play icon. Your image will now replace the black paused box on your screen.

3. **Stop sharing your webcam.** When you stop sharing your webcam, whether it is paused or live, your webcam box will disappear and you will free up a spot for another webcam.

4. You can access the same webcam controls (not Layout controls) as discussed above by again clicking on the three dots to access the webcam drop down menu.
Audience View

This section shows what you are sharing with your audience (attendees). This section may be left open or collapsed according to the presenter’s preference.

Managing Your Attendees

Attendee List
The Attendee List on your Control Panel:

- Provides you with a list of all attendees
- Shows how many attendees you have logged in
- Gives you the ability to make any one of them the Presenter or to give over keyboard and mouse control by right clicking on their name and selecting from the drop down menu
- Allows you to add attendees “on the fly”
**Adding Attendees**

To add attendees after the meeting has started or "on the fly":

- Click the **Invite** button at the bottom of the Attendees section
- From the pop up message, select the Email option

OR

- Click the **Invite** icon next to the Meeting ID
- Select Email Meeting Invitation

- An email box will open up, type in your attendees email address in the “To” box and click “Send”. The information your attendee needs to join the meeting is automatically displayed in the body of the email.

- You may also give an attendee the Meeting ID and they can join from [www.gotomeeting.com](http://www.gotomeeting.com) by clicking on the **JOIN A MEETING** tab, entering the Meeting ID and selecting **Join**.
Chat
The chat function works like any other instant messaging application.
- Type your message in the Enter your message space
- Select who you wish to send the message to
  *NOTE: The default is “Everyone”*
- Click Send
The chat log will display all public chat and chat between attendees.
In addition, by clicking on the 3 dots, you may customize your welcome message
- Check the “When attendees arrive…..” box
- Type message
- Click OK

Drawing/collaborative tools
When working on a document together, you may choose to allow attendees access to the drawing tools. This allows them to “mark” or annotate parts of the document. These marks or drawings are visible to all attendees. You may choose a different ink color for each attendee, as well as several devices such as:
- Pointer
- Pen
- Highlighter
- Spotlight
- Erase all drawings

As the presenter, you control who can draw or annotate.
If the drawing toolbar does not automatically appear on your control panel, access the drop down menu on the control panel, hover over Drawing Tools and select Open. When finished, click anywhere in your desktop and the dropdown will minimize. The drawing toolbar will now appear in your control panel.
To allow attendees annotate
- Select the 3 dots
- Click OFF to turn the function on NOTE: The default is OFF

Attendees can now annotate the document

To take away annotation rights, reverse the process, accessing the menu from the 3 dots and clicking the ON button to turn off the function.

Audio options for a GoToMeeting session are:
- Use GoToMeeting’s integrated audio. The audio number is provided by GoToMeeting and is a long distance number (not toll free/800#) for all participants.
- Use VoIP – This allows users to have the audio portion come directly through the speakers on their computer. In order to utilize this choice, your computer must have speakers and a microphone. A VoIP headset is preferred and will offer a superior user experience.
- Use GoToMeeting integrated audio and VoIP. This is what your options look like:
  - Use the REMEC provided conference call (bridge line) number. This number 231-213-0100 or 30100 5-digit dialing is available at your facility. You will be prompted to enter the conference ID followed by the # sign to access the audio portion of the meeting.
Please note:
- If you anticipate more than 25 callers in one session, you will be required to use the GoToMeeting integrated audio.
- If you wish to record your session, you will need to use the GoToMeeting integrated audio and have a VoIP headset.
- If you wish your participants to have the option of using VoIP, you will need to use the GoToMeeting integrated audio.
- If you are using the GoToMeeting integrated audio and VoIP in combination, attendees may switch between the telephone line and the VoIP connection if necessary. A USB headset should be used with the VoIP connection.

Recording Your Session

If you are interested in recording your session, please contact the REMEC office at 231-935-7944 or remec@mhc.net for further training.

Ending Your Meeting

- Organizers/Presenters may choose to either leave the meeting while allowing the meeting to continue or end a meeting completely.
- If prompted, when you end a meeting, DO NOT say yes to “remember me on this computer”

To leave the meeting and allow the session to continue:
1. From the GoToMeeting drop down menu, select Exit – Leave Meeting, OR click the X in the upper right-hand corner of your Control Panel.
2. On the Leave Meeting or End Meeting? pop up window click Choose an Organizer & Leave.
3. From the drop down list, select an attendee to become the new presenter. NOTE: The same steps will be followed as covered in the above section on changing presenters.
To end the meeting for all:
1. From the File menu, select Exit – End Meeting, or click the X in the upper right-hand corner of the Control Panel.
2. On the Leave Meeting or End Meeting? pop up window click Choose an Organizer & Leave, select End Meeting for All

3. The following dialog box will pop up. If you truly want to end the meeting, select Yes and the session will end. If you select No, you will be returned to your active session.

Logging Out of GoToMeeting

Before shutting down your computer:
- Return to the GoToMeeting Login screen
- Select the drop down menu in the upper right-hand corner
- Select SIGN OUT
- Exit GoToMeeting
Items Worth Noting

- If you are logged in to a GoToMeeting license, no one else can log in to that particular license until you end your session. **Pay attention to your end time.**
- **You may not use the credentials of a scheduled meeting as an ad hoc meeting.**
- A one-time session cannot be started, stopped, and then started again. (i.e. to use as a practice session). If this happens, your meeting will be lost. Contact REMEC at 231-935-7944 or 57944 to reschedule the session. A *new session will need to be created; with new credentials and all attendees will need to be re-invited.*
- Because of this, please make sure you are selecting your meeting from the list. If you start someone else’s session in error, and then end it, their session will need to be recreated.
- If you need to schedule a room to host this meeting, you must go through the standard room scheduling process. Scheduling GoToMeeting does NOT schedule a physical meeting room.
- If using a physical meeting room, please **arrive at least** 15 minutes prior to your start time to allow for prep time and to check the monitor resolution settings. If you are using a computer you have not previously logged on to, we suggest 20-30 minutes prep time be allowed.
- If you have issues getting to the GoToMeeting website on the computer you are using, contact the Help Desk immediately at 231-935-6053 or 56053. **Please Note: Your computer must be running Internet Explore version 9 or higher or you may use Chrome.**
- If you have trouble logging in, check to make sure you have entered the information sent to you as the facilitator. **After 3 failed login attempts you will be locked out of the program. Please note:** You cannot log in as the facilitator using the participant information.
- Start on time – End on time. There may be someone else scheduled to use this license. If your meeting goes over, they cannot start theirs until you log out of the license.
- Schedule enough time. This application is not very forgiving if you "go over".
- Remind all participants to disconnect the audio line they are using and exit out of GoToMeeting.
- DO NOT save the login information on your computer as you may not be issued the same license for your next meeting.
- The audio number you are using is specific to the GoToMeeting session you have been assigned and should not be used at any other time. If you need an audio conference set up, contact the REMEC office or utilize the audio scheduler on the REMEC website under Services.
- If you have any issues or problems, contact REMEC immediately – don’t wait! **Call us at 231-935-7944 or 57944. Or page us through the Helpdesk at 56053.**