

--GoToMeeting Login Instructions--

Please do the following steps in the order below to access the meeting:

Step 1: Click on the meeting link <https://app.gotomeeting.com/?meetingId=583058869> or paste the link into your web browser. This link is also provided in the meeting agenda.

Step 2: Call the phone number shown on the first screen once you are in the GoToMeeting app and input the access code followed by #. (Note - you must call by telephone for this meeting, computer audio will not be enabled.) For reference, the phone # is: +1 (571) 317-3122, and the access code is: 583-058-869. Then enter the unique audio pin number shown on the screen. (Note - you must enter your unique pin for audio to be associated with your name during the meeting.) This is personal to you and is only available on the screen when you are entering or are in the meeting. Then hit "Save and continue."

Step 3: Enter your name and organization in the "Join the meeting as..." box.

Step 4: Click the camera button on the bottom of your screen, allow the app to access your camera, and click the orange "share" button on the right.

Step 5. Disable your camera by clicking on the camera icon at the bottom of the page – it will turn from green to white with a slash through it. The system can handle 25 cameras at a time, so turn your camera on only when you are speaking.

That's it! You are all set for the meeting.

Hints:

1. Check that your "Phone" icon at the bottom of the screen is green – this means your audio is working correctly. If your "Phone" icon is gray, hover your mouse over the phone icon. If you are already on the call, follow the pop-up directions (it may take several tries of entering #pin number# before it works). If you have not dialed in, click on the phone icon and the right side of the screen will show the phone number, access code and audio pin number to use.
2. If you are not asked for camera access, the maximum number of cameras are already enabled. Try again once in the meeting to enable your camera, then turn it off as described in Step 5 to allow others to enable their cameras.

Troubleshooting:

1. Camera not working – The app needs to have permission to access your camera for the camera to work. If you get an error message that the camera is unable to share or stopped sharing, you may need to exit and re-enter the meeting to ensure that the app has access to your camera.
2. Call is dropped – Call back into the meeting using the same phone number, access code and unique pin number.
3. Your audio is not heard in the meeting – Check to make sure you are not on mute on your phone or on the meeting page.

Help: If you are having meeting connectivity issues, you can call or text Lesley Stobert at 919-475-4617 or Tanya Parise at 919-931-5668.