NOTES ON ORGANIZING AND SCHEDULING MEETINGS AND EVENTS

GoToMeeting Organizers may hold meetings for up to 10 Attendees, GoToMeeting Corporate Organizers may hold meetings for up to 25 Attendees. Additionally, GoToMeeting Corporate Organizers may also be enabled to use the GoToMeeting Event Licensing feature. This feature expands their meeting capacity to 50, 100, 150 or 200 attendees, depending on the license purchased.

Organizers need to first create their accounts and download the GoToMeeting software on their computers before they can conduct events. Organizers can download GoToMeeting anytime by going to www.gotomeeting.com and clicking the Host a Meeting button.

GoToMeeting Organizers start all meetings and events and must be present before one can begin.

SCHEDULE A MEETING OR EVENT

1. Right-click the GoToMeeting system tray icon, ✹, and select **Host a Meeting…**, or **Host an Event…**
2. On the *GoToMeeting Login* dialog box, enter your account information and click **Log In**
3. On the *Schedule Meeting* dialog box, enter your meeting or event information and click **Schedule**
4. You will be notified your meeting has been scheduled. If you are using Microsoft® Outlook®, a meeting reminder will be generated and give you the option of inviting Attendees via an Outlook Calendar appointment.

START A SCHEDULED MEETING OR EVENT

1. Right-click the GoToMeeting system tray icon and select **My Meetings**
2. On the *GoToMeeting Login* dialog box, enter your account information and click **Log In**
3. On the *My Scheduled Meetings* dialog box, select the meeting or event you wish to start and click **Start**

START AN IMPROMPTU MEETING

1. Right-click the GoToMeeting system tray icon and select **Meet Now…**
2. On the *GoToMeeting Login* dialog box, enter your account information and click **Log In**
3. Your meeting will start and the GoToMeeting Organizer Control Panel will appear in the right side of your desktop.
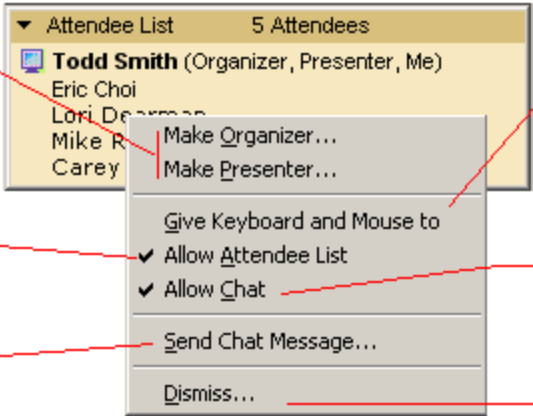
USE INTEGRATED VOICE CONFERENCING SERVICE

GoToMeeting includes a conference call service at no extra cost to you. You may decide to use this service or choose another method of bringing audio to your online meetings. Should you use the service, press the ✱ key after entering the access code.

Command	Feature	Details
2	Count	Provides the number of participants currently on the conference call.
3	Exit	Exits the conference call.
4	Help	Provides a menu of available conference commands.
5	Listening Modes	Sets listening modes for audience. Pressing 5 sets the following options: Open conversation mode (default), Mute the audience – the audience can un-mute, Mute the audience – the audience cannot un-mute
6	Mute/ Un-mute	Mutes the Organizer's line. Pressing 6 again will un-mute the line.
7	Secured/ Unsecured	Secures the conference by blocking all other callers from entering. Pressing 7 again will open the conference again to callers.
8	Tone controls	Sets entry and exit tones. Pressing 8 sets the following options: Entry and exit tones on (default), Entry and exit tones off, Entry tone off exit tone on, Entry tone on exit tone off

MANAGE ATTENDEES

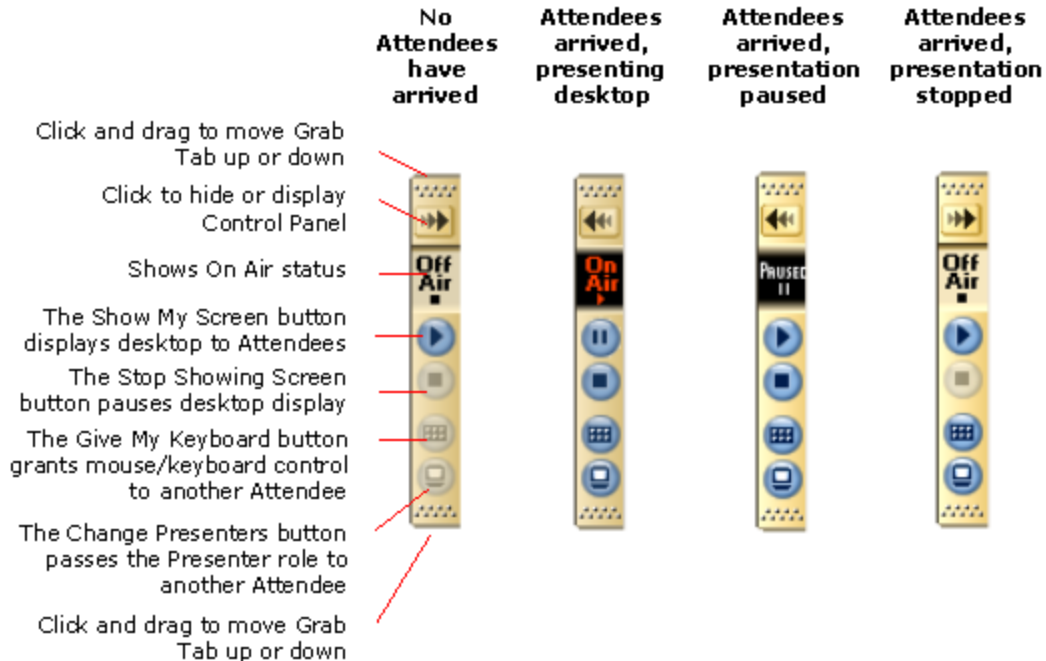Organizers have the ability to grant and revoke Attendee privileges and to make other Attendees Presenters and Organizers.

USE PRESENTER CONTROLS

When the meeting starts the Presenter Controls will appear on your Grab Tab.

END A MEETING

1. On the *GoToMeeting Host Control Panel* file menu, select **Exit — End Meeting…**
2. On the *End Meeting* confirmation dialog box, click **Yes**

TIPS FOR SUCCESS

Prior to Meeting or Event Start
- Turn off any instant-messaging applications, notification software or other programs that may interrupt or distract from the meeting.
- Turn off any streaming media applications that may take up bandwidth and resource-intensive applications that may be taxing processor ability.
- Set the desktop display to a neutral background and adjust display settings to a mid-range resolution (e.g., 1024x768) to improve the display for Attendees with lesser settings.
- Clean up your desktop before a meeting. Eliminate wallpaper and icons that may distract your Attendees.
- Have the documents you wish to share ready to be accessed in one or two clicks.
- Run a trial meeting with a friend to anticipate questions and to familiarize yourself with the format of your online presentation.

Managing the Meeting or Event
- Arrive a few minutes early to greet the Attendees as they arrive and start the meeting on time. It also helps to have a welcome presentation running during this time. Your presence in these opening minutes can help establish the tone and direction of the meeting.
- Provide an agenda at the start of the meeting, including estimated duration, and stick to it.
- Provide meeting operational expectations and directions. Inform attendees what the purpose/goal of the meeting is, what to expect and when and how to ask questions and participate in the meeting.
- Provide information on how to use equipment or services and how to get assistance if needed.
- Nominate a co-organizer to monitor and respond to the chat log when someone is presenting.
- Encourage participation by using open questions such as "What would you suggest?" and "How do you feel about...?"
- End the meeting clearly. Make sure all the Attendees know that the meeting is formally over and stay on the line to address any last questions.

Managing the Conference Call
- Call in to the meeting from a location where there is little background noise.
- Consider globally muting participants at the start of the meeting to avoid noise issues. Turn off system prompts and sounds for when Attendees join or leave a meeting.
- Avoid using cellular and cordless phones because of static and use the phone handset or a headset instead of speakerphones because of background noise, tunnel effect and sentence clipping.
- Turn off your call waiting. The beep of a new call on another line is heard by everyone on the teleconference.
- Avoid putting your phone on hold during a teleconference. Your hold music will play into the conference call, and make it impossible for the other attendees to continue the meeting.
- Introduce yourself when you begin speaking and ask other attendees to also identify themselves before speaking. Not everyone in the meeting may know everyone else's voice.
- If you find you are having a sound quality issue, hang up and dial back in. Sometimes these problems clear themselves up when the bad connection is terminated.