



Frequently Asked Questions for GoTo Meeting/GoTo Training

Why did we choose GoTo Meeting/GoTo Training?

Feature rich benefits, cost benefits, VOIP, HD Video Conferencing improvements in cross-platform support (Mac, PC, iPad, iPhone, and Android), and basic simplicity! We feel that this platform will better represent where UNT wants to go in terms of collaborative meeting and training technology. You can conduct your meetings anywhere, with anyone in the office or out in the field on a mobile device or PC/Mac.

Can I continue to use Collaborate or Wimba for my Summer 2014 classes?

Yes. Our contract with Blackboard for the Collaborate and Wimba products expires on August 15, 2014. If you are using these tools for summer classes, you may continue to do so, but must stop using them by August 15, 2014 when all Collaborate and Wimba accounts will be deactivated.

Will I retain access to recordings I archived on Wimba or Collaborate?

If you wish to keep any recordings that you made on Wimba or Collaborate from past meetings, you will need to download those recordings as MP3 or MP4 files before August 15, 2014. **A link to Instructions for Downloading Recordings is available at clear.unt.edu/gototraining.** You may contact the CLEAR Faculty Helpdesk at 940-369-7394 for assistance walking through this process.

Will this impact meetings that are pre-scheduled?

Yes. If you have future scheduled or recurring meetings/trainings already scheduled under your Collaborate or Wimba account, you will need to schedule those in GoToMeeting and/or GoToTraining, and update any Outlook Meeting Invitations with the new GoTo session information. Your Collaborate and Wimba accounts will be shut down on August 15, 2014, so please do this right away and start using GoTo for all of your Meetings!

Will I receive training for GoToMeeting and GoToTraining?

Although we think you'll find these new web conferencing products easy to use without training, Citrix is providing training especially for UNT faculty on the following dates:

- 1st Session: Tuesday, July 22nd @ 1pm CT (11am PT)
- 2nd Session: Wednesday, August 6th @ 1pm CT (11am PT)
- 3rd Session: Wednesday, August 20th @ 10:30am CT (8:30am PT)

To register for one of these sessions, please sign up here:

<https://attendee.gototraining.com/rt/2397848302887361281>. These trainings will be conducted via GoToTraining, so you'll have a firsthand experience of using the tool as a participant.

Meanwhile, feel free to access **Citrix's Recorded Tutorials, User Guides, and FAQ's:**

- [GoToMeeting Online Training & Support Website](#)
- [GoToMeeting Full Organizer Training](#) (49:05)
- [GoToMeeting Organizer Training - Part 1 Scheduling a Meeting](#) (5:23)
- [GoToMeeting Organizer Training - Part 2 Hosting a Meeting](#) (5:23)

- [GoToTraining QuickStart](#) (3:47)
- [GoToTraining Organizer Tips and Tricks](#) (62:19)
- [GoToTraining Global - Managing your Library and Materials](#) (9:48)

HOW WILL I GET SUPPORT

GoToMeeting/GoToTraining offers 24x7 Technical Support at (888)259-8414 or online. If you have questions regarding access or your Account, please contact the CLEAR Faculty Helpdesk at 940-369-7394 or at clearhelp@unt.edu.