ACEN Virtual Site Visit Technology Manual

(rev. 1 – 8/4/2020)

I. Overview

Your virtual site visit will be conducted via GoTo Meeting virtual meeting room(s).

Meeting rooms are for meeting with the program and will be prepared in advance, with the team chair providing the links in the visit agenda prior to the visit. The team chair will work with the program to establish the agenda and establish which room will be used for which meeting. Each visit team will have access to two meeting rooms so that meetings can be held simultaneously, if necessary.

II. Getting Started

Before the day of your visit, make sure the GoToMeeting app is installed on your computer (and the computers of any program representatives who will be attending the meetings during the virtual visit).

Prior to the virtual visit, please download and install the following applications:

Download the GoTo Meeting Desktop App
Download the GoTo Meeting Mobile App (Android/iPhone)

Where possible, select options like "Remember me on this computer" so you won't have to enter your login information again when it's time for the visit.

We do recommend testing GoTo Meeting internally prior to the technical test, though doing so is not mandatory.
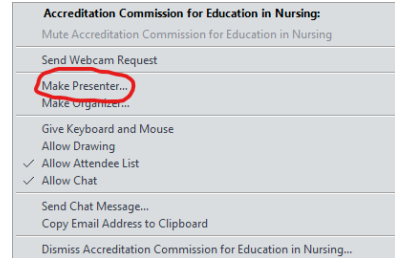
III. Instructions

Meetings
When it's time to start a meeting, simply click on the provided link in the agenda to enter the meeting room.

GoTo Meeting will provide a preview of your webcam and audio settings to verify, and then click "Enter the Meeting." (Please note, if the organizer of the meeting has not yet arrived then you will be directed prompted to wait—and when the organizer arrives and starts the meeting, it will begin automatically.)

The Organizer of the meeting will have the ability to designate someone else in the meeting as the "Presenter." This allows other individuals to share their screen with the group, which may help the program to present their documents.

For more information, please consult the information found by clicking the link below:

Sharing your screen in GoTo Meeting

If planning on sharing pre-recorded video via GoTo Meeting during the Virtual Site Visit, please consult the following instructional guide:

Using two computers to share a premade video via GoTo Meeting

IV. Support

For issues with GoToMeeting, your first and best resource is the GoToMeeting support page. You can find it at https://support.goto.com/meeting/new-attendee-guide, or by clicking the three-dot menu in the top right corner of GoToMeeting and clicking "Support," then "GoToMeeting Support."
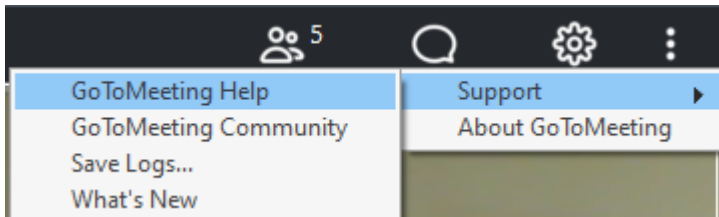
Prior to, and/or during the utilization of GoTo Meeting for the Virtual Site Visit, if you encounter any technical difficulties, please consult the included Technical Troubleshooting and FAQ beginning on the following page.

Virtual Visit One Sheet Quick Reference

Virtual Visit Prep				
Action	Responsible Party			
	ACEN	Team Chair	Team Members	Program Representatives
Download and install GoTo Meeting Desktop App		X	X	X
Download and install GoTo Meeting Mobile App		X	X	X

Meeting Environment(s)			
	GoTo Meeting	Slack	Email
Team Meeting with the Program	X		
File Sharing			X

Need to Know GoTo Meeting Skillset for Teams	
Skill	How To:
Enter a meeting	Attendee clicks the room link in the agenda
Share your screen	Click the 'Screen' icon at the bottom of the window; select the appropriate window or application to share
Leave the meeting (without ending)	Click the "Leave" meeting icon **Please note, if the organizer, you must designate an alternate organizer before leaving**
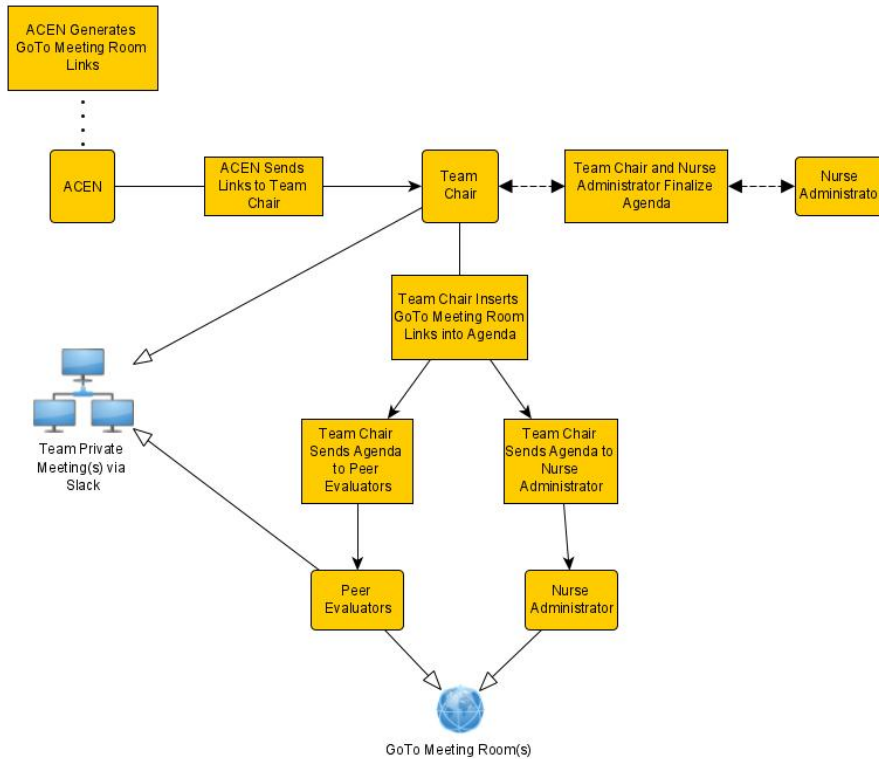
GoToMeeting for ACEN Virtual Site Visits:
Technical Troubleshooting and FAQ

Step 1

If the disruption is due to technical issues, please consult the troubleshooting directions below pertaining to your particular issue(s) (e.g., joining the meeting, video issues, audio issues, etc.)

Also, please contact the ACEN Team Chair to let them know of your situation and if it may affect the planned team schedule.

*** Please note that for any technical issues, a viable short-term solution would be to call in to the GoToMeeting room via phone (or the GoToMeeting mobile app). ***

Step 2
Technical Issues

I'm having an issue connecting to/joining my meeting!

Please follow the links below:

[Joining Meetings](#)

['Could Not Connect' Error Message](#)

[Configure GoTo Meeting to Work With a Firewall](#)

If the issue you are encountering is not covered in the information linked above or the solution presented does not work, please refer to the contact information at the bottom of this document.

I'm having an issue with my video/webcam!

Please make sure that the appropriate webcam is selected and that the webcam is not covered. Click the "Gear" icon in the upper-right hand corner to ensure the appropriate webcam is selected. If the correct webcam is selected or no option to select the appropriate webcam is presented, please consult the following:

[Video Not Working](#)

[Test Your Webcam](#)

If the issue you are encountering is not covered in the information linked above or the solution presented does not work, please refer to the contact information at the bottom of this document.

I'm having an issue with my audio!

Please make sure that the appropriate speaker/microphone setup is selected by clicking the "Gear" icon in the upper-right hand corner. If the correct speaker/microphone setup is selected or no option to select the appropriate speaker/microphone is presented, please consult the following:

Troubleshooting Audio and Microphone Issues

Why Can't I Hear Anyone?

Why Can't Anyone Hear Me?

If the issue you are encountering is not covered in the information linked above or the solution presented does not work, please refer to the contact information at the bottom of this document.

*** *Please note: Echoes in audio occur when there is more than one microphone or speaker (e.g., phone AND computer speakers). To eliminate audio echoes, please make sure you are using one audio setup at a time.* ***

My audio and/or video quality is not good!

Meeting quality in GoToMeeting is highly dependent on the components involved; specifically, internet bandwidth, webcam quality, computing speed, etc. can affect the meeting quality. Most likely, the culprit for poor meeting quality is bandwidth/connectivity. Follow the link below for more information.

Find Your Optimal Connection Settings

How To Fix Poor Audio or Video Quality

If the issue you are encountering is not covered in the information linked above or the solution presented does not work, please refer to the contact information at the bottom of this document.

Step 4

If you are unable to come to an acceptable solution to your technical disruption, contact the ACEN for further assistance.