

GoTo Meeting & Microsoft Teams Program entry instructions

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GoTo Meeting program entry instructions:

Some of our programs are live streamed on the platform GoTo Meeting. Go to the link in your my GiGi's Account for the program you are going to log onto. If it is your first time using GoTo Meeting, then follow these instructions:

If you are joining from a smart phone, tablet or iPad

1. Download the free GoToMeeting App
2. Allow audio/camera permissions while using the app
3. Click on the link below the date & time from the calendar event/program
4. Meeting will open automatically
5. You will then see a preview of how you will appear in the meeting
6. The program leader will provide instructions for unmuting and your webcam

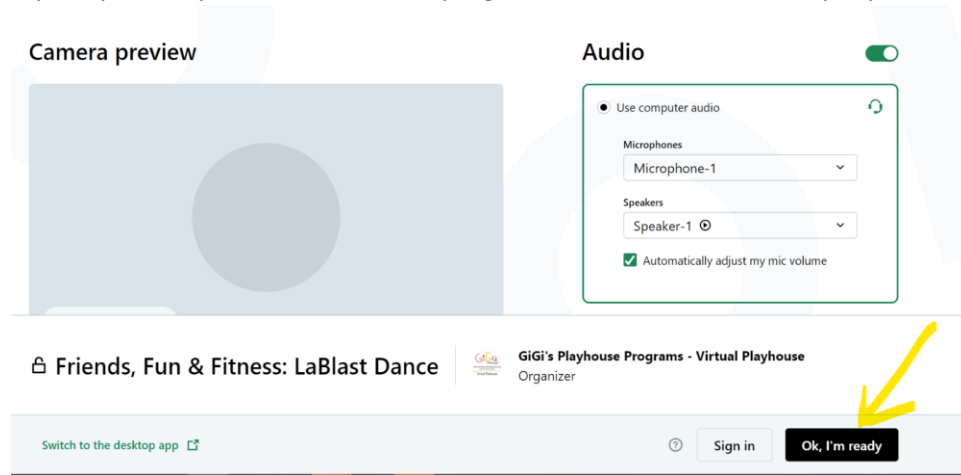
If you are joining from a desktop computer or laptop (Google Chrome is suggested)

1. Click program link from My GiGi's Account Homepage
2. Select the orange "Join My Meeting" button
3. If prompted to "Open GoTo Opener?" at the top of the page, select "cancel"
4. If you would prefer to download the application software to your computer, select "Open GoTo Opener" and then "Download the App"
5. Then choose "Join on the Web" (no download required)
6. Join by computer or phone (we suggest computer)
7. Click save and continue
8. Choose your mic and speakers, your computer will have a default, click save, and continue again
9. Meeting will open automatically after selecting
10. Join the Meeting as... Enter your name and participants name and your email (we need your email)
11. Click the red microphone symbol to unmute yourself
12. Click on the camera icon to show your camera
 - a. Depending on your computer settings, you might need to allow GoToMeeting to use your camera
 - b. The program leader may ask you to mute when the program starts

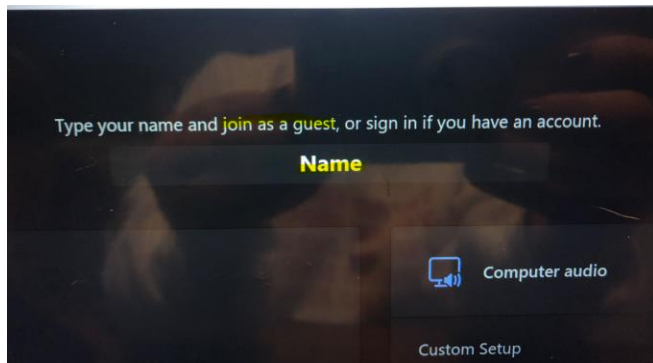
Frequent users will click the program link and settings above will be saved.

GoTo Meeting Instructions with screenshots

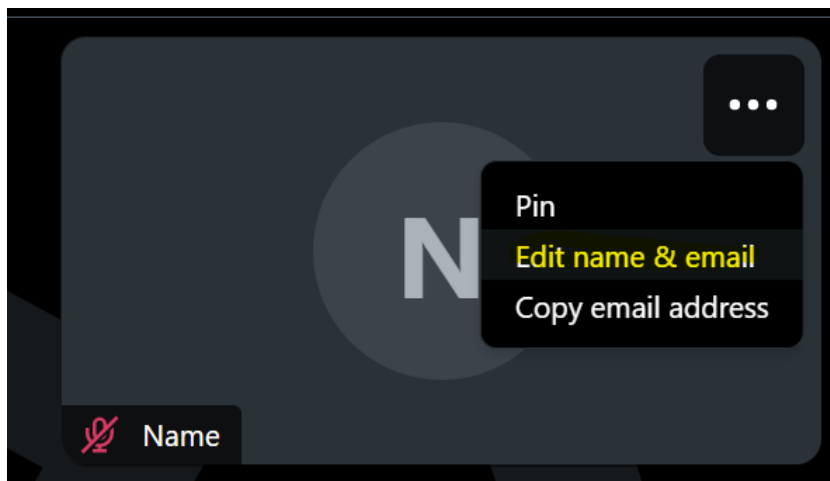
When you click the link to the program, the platform will open and you choose “OK, I’m ready” to login. If you open the platform before the program has started, then it may say “Join when session begins.”



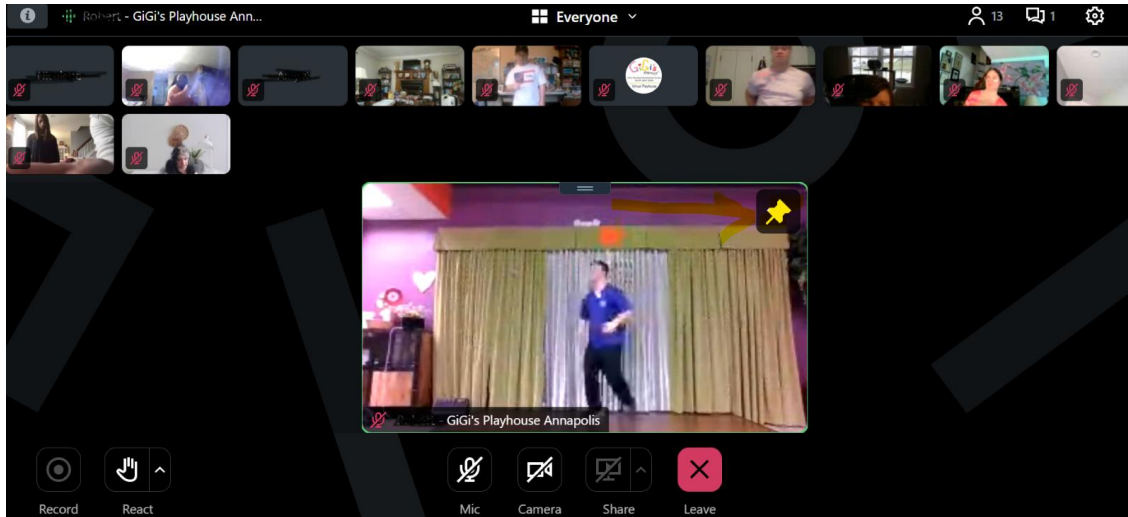
You will most likely be entering as a “guest” and need to input your name. **Please make sure you enter your first and last name so we know who is in the program! Email address is helpful also!**



If you log in and forget to enter your name, you can do so after the program begins by clicking the three dots!



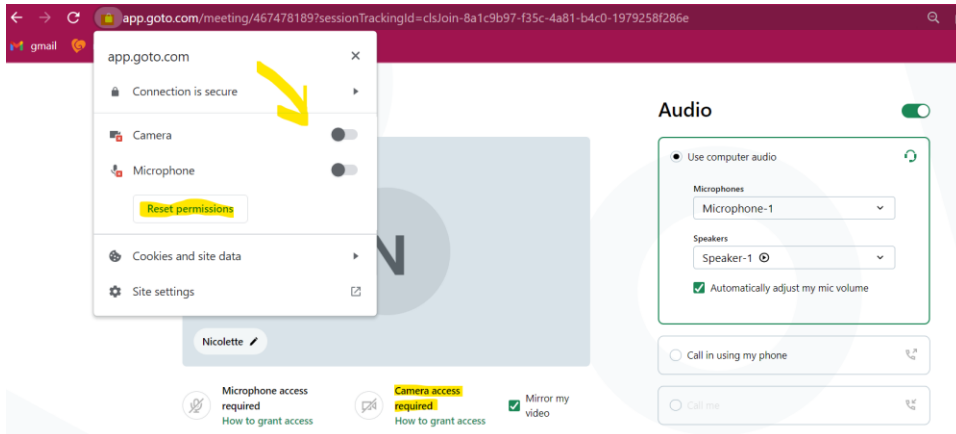
When you log in, make sure you **PIN the program leader** to make his screen bigger!



To leave the program, simply click on the “leave” button at the bottom.

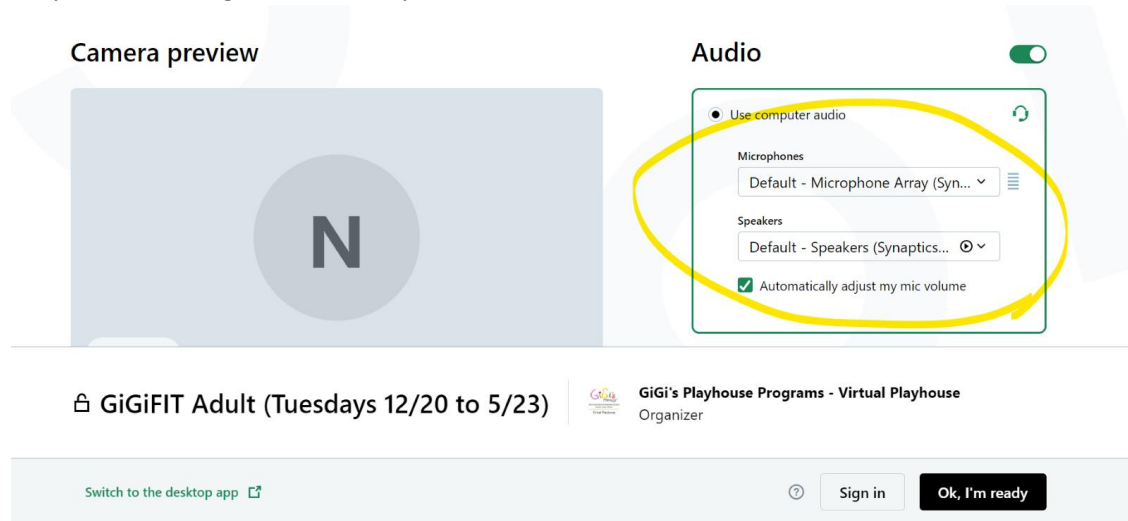
Having trouble with the audio or video in GoTo Meeting?

If you are having trouble with audio and video then go to the website browser and click the “lock” icon that is next to the website. It will open your audio and visual settings so you can turn them on.



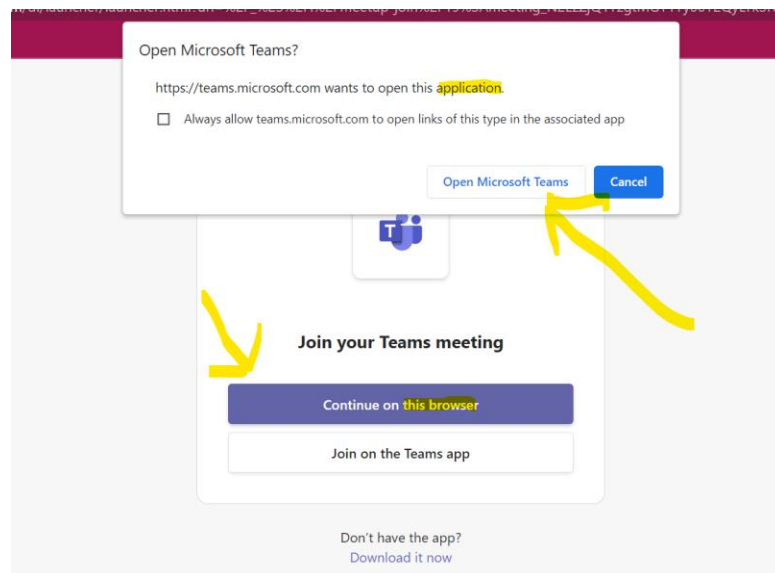
If you log in but there is no audio from the instructor, and you can't hear the program, then your default settings could have been incorrect. Log out of the program and check the audio settings to make sure

they are streaming the sound to your device.

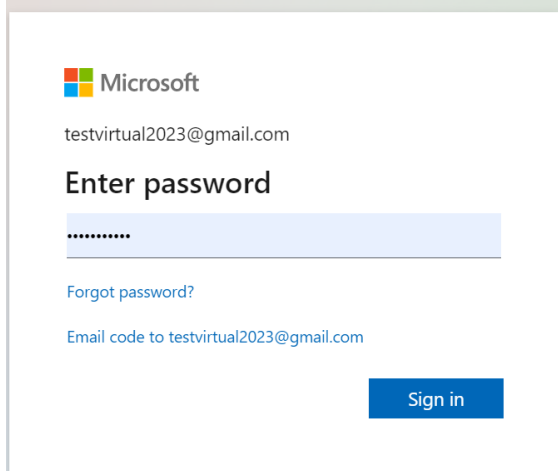


Microsoft Teams program entry instructions:

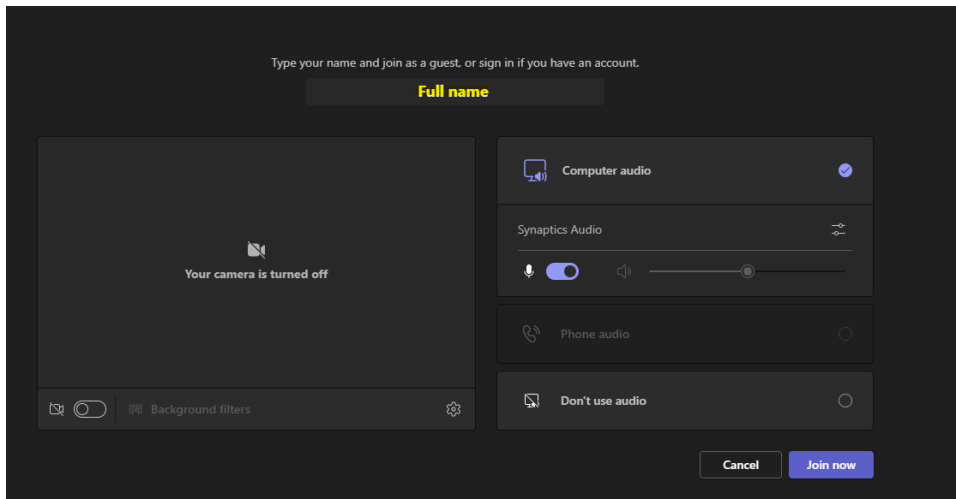
Some of our programs are live streamed on the platform Microsoft Teams. Go to the link in your my GiGi's Account for the program you are going to log onto. It will open a window asking you if you want to open the program in the app (if you have it downloaded) or if you want to open it in the browser. You can do either, but some parents find the browser to be simpler!



If you are not logged in, then it may prompt you to enter your email and password. Make sure you are using the same email as you used for your my GiGi's Account login!



You will be brought to a screen that allows you to log into the program! You will most likely be entering as a “guest” and need to input your name. **Please make sure you enter your first and last name so we know who is in the program! Email address is helpful also!**



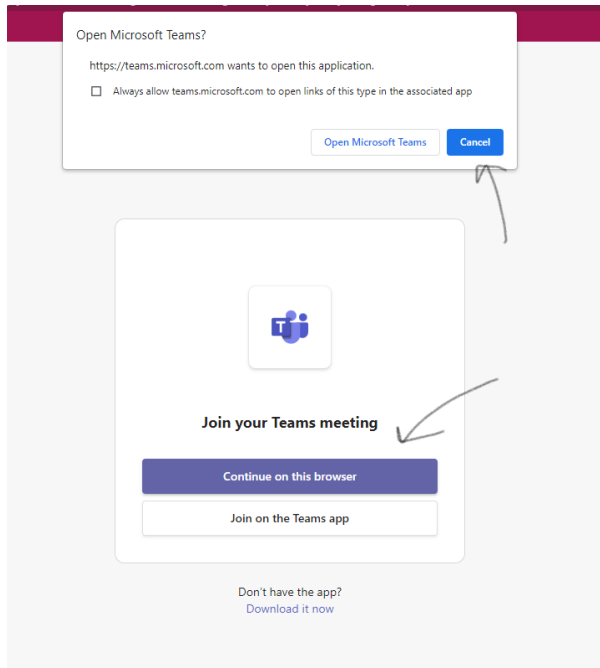
Then you will be in the program!

Multiple Teams Account Troubleshooting:

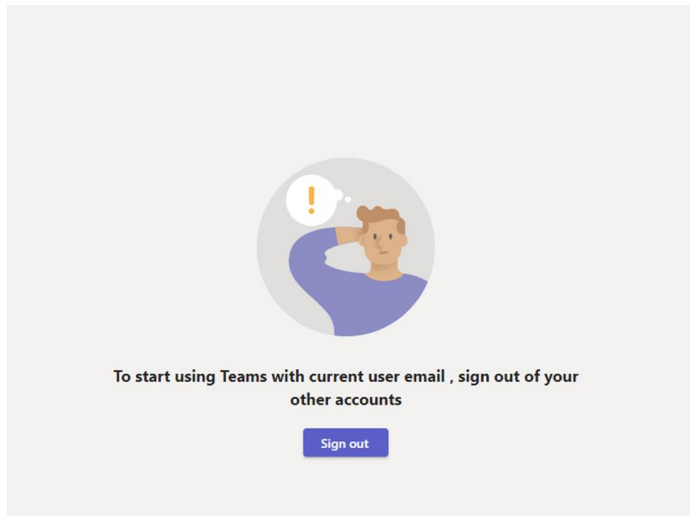
If you have multiple Microsoft Teams accounts, for your work and for personal for example, then logging in for the first time may be tricky. Every computer/tablet remembers accounts in a different way, so you may need to troubleshoot this for a few minutes the first time you try to log into a program!

If you run into these issues, this route of logging in has proven helpful for some families:

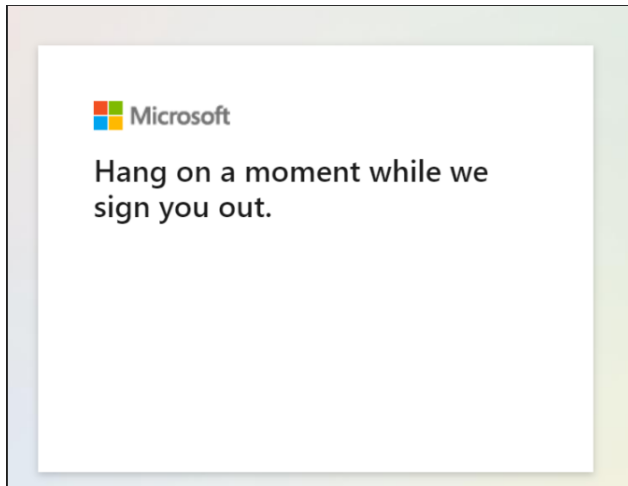
- 1.) Open up your my GiGi's Account page in **TAB 1**.
- 2.) Click the program link. It will open in **TAB 2**.
- 3.) If you have multiple Microsoft teams accounts, it seems easier to log onto our programs through the browser option, rather than the app. *But this is your personal choice.*



3.) When prompted, click the “sign out” button. You need to log out of your work account in **TAB 2** and you may also need to in the app (if you have it downloaded).

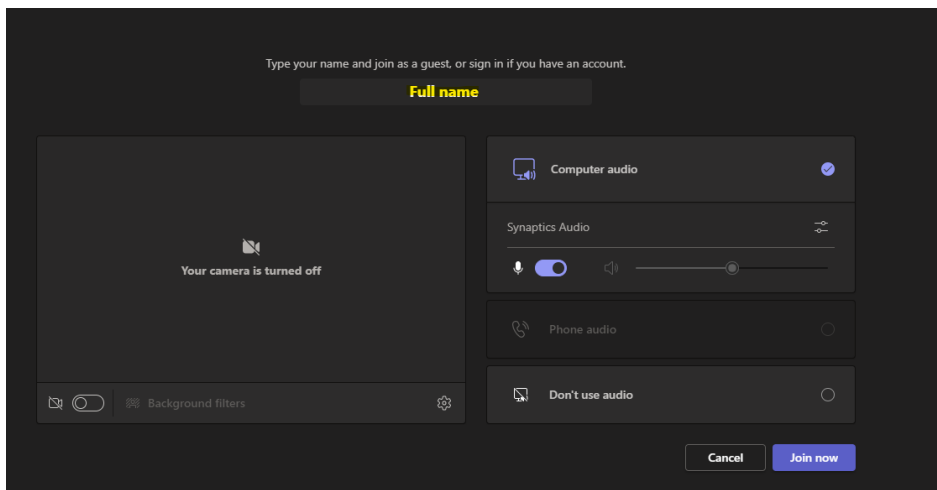


2.) You will then see this screen confirming you are logging out.



3.) When this is complete, you must **CLOSE THE BROWSER TAB**. **If you do not do this, you will continue to be asked to log out in a loop.**

4.) Go back to **TAB 1** and click the program link again and it will open it in a new tab which should now allow you to get into the program!



If any further technology issues persist, please email virtual@gigisplayhouse.org with as much detail as possible about what is going on so we can assist you! Providing screenshots would be very helpful.



Down Syndrome Achievement Centers
educate. inspire. believe.