

FAQ – GoToTraining

If after reviewing your registration e-mail and joining information below you still require further support please visit: <https://support.goto.com/training> where you can access answers to FAQs and troubleshooting support information.

You can also call GoTo support on: 0800 031 4760

- You must log on INDIVIDUALLY with your own device and log-in (sent via e-mail) to be registered as attending the training. Please do not share log-in's or screens with others as you will not be certificated.
- Laptops / PC's and tablets should be used for the training – mobile phones must not be used. Mobile phones can be used to dial in for 'audio' to support your visual on another device.
- If using a work device / or organisations WIFI connection you may be blocked by your firewall. Please check this in advance of the day of the training. Please review your devices settings to allow pop ups.

Accessing the training

- The training must be accessed via a PC, laptop or tablets – mobiles CANNOT be used. System requirements can be found here: <https://tinyurl.com/y654z8ta>.
- Please download the desktop software for windows here: <https://tinyurl.com/y3ct54n4> or for MAC here: <https://tinyurl.com/y6sf3fsh>
- The internet connection required is 1Mbps or more – preferably via broadband.
- You will require access to a webcam / microphone to communicate directly within the training.
- You can choose the option to dial in using a phone if this gives you clearer audio. PLEASE NOTE: Audio does not play for videos that are played during the training session, so you will need to switch to PC audio to be able to hear the videos.
- You must complete the training on your own device, you cannot share with others.
- Please ensure that any firewalls will not block the platform. If you join from a household connection this shouldn't be an issue, but you still need to check. Information for IT departments regarding firewall configuration can be found here: <https://support.goto.com/webinar/help/optimal-firewall-configuration-g2w060025>

Registering for your training

- To REGISTER for the training sessions, you must register using the link provided to you by your organisation. If this is a two part course, this will register you for both parts of the course via one link.
- You should register for the session as soon as you receive the link.
- The registration form will ask for your name, email, role and organisation name.
- You will receive an email confirming your registration, with a link to join the training, which you should click on the required date and time. Please check the date and time of the training in the

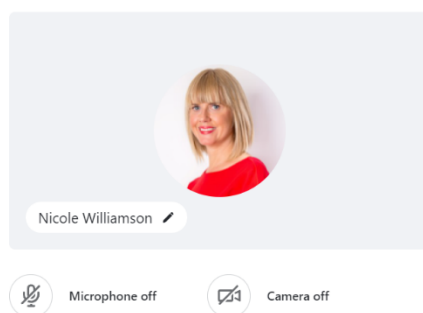
email to ensure you are registered for the correct training. Once registered, you will receive reminders 1 day and 1 hour before the training starts.

- Please note: There may be materials you need to download prior to your training. Please check your registration email and download any course materials prior to attending training.

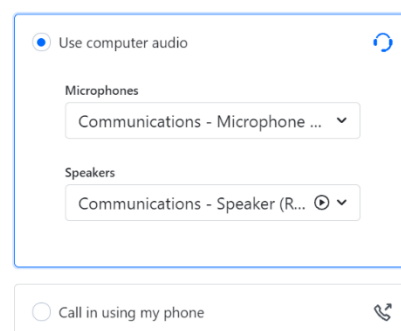
Useful information for the day of the training

- **For anyone who experiences issues on the day of the training ECP can be contacted via the live chat function on the website: www.ecplimited.com.**
If contacting via the live chat function is not possible, contact us by phoning on 01727 808340 or via e-mail on booking@ecplimited.com – and contact must be made at least 10 minutes before the training commences.
- If you are joining at the last minute or after the session has started there is limited support we can offer.
- If more than 15 minutes of the session has been missed you will not be able to complete the training and therefore will not be able to receive a certificate.
- When you click on the link in your email it will give you the option to open the GoToTraining platform in either an internet browser or to download the app. It is advisable to download the app but if you are unable to do so open the training platform in an internet browser.
- Whether you use the GoToTraining app or an internet browser, you will be given the opportunity to test your camera and audio before you join the training session – see accompanying screenshot. It is advisable to test your camera and audio to ensure you are able to fully enjoy your training experience.

Camera preview



Audio



- Once you are in the training platform, you should be able to see the trainer and the presentation slides. If you can't see these, you may have minimised them. You can resolve this by clicking on the GoToTraining icon at the bottom of your screen.
- There will be a short comfort break during each training session, to allow everyone to take a break from their screens.
- You will be seen on video at times during the training, and will need microphone access to take part in the interactive activities. You will be able to mute your microphone and turn your camera on and off.

- There is a chat box available during the training to communicate directly with the trainer.
- Don't panic when something goes wrong. Disconnect from the training and just log back in, using the e-mail log-in provided.

Post course

- You will be asked to complete a survey at the end of the training. We greatly appreciate you taking the time to complete this.
- The handouts of the presentation slides, useful resources and your certificate will be e-mailed to you following the training.

Overall information:

- Find a suitable area/space that is quiet and distraction-free so that you can concentrate on your learning.
- Get yourself ready before the session start i.e. if you need to make yourself tea/coffee or have a drink do so before the start of the session
- Give yourself enough time to login to the webinar/sessions. We recommend you login 15 minutes prior to the start time to allow yourself time to resolve any technical issues.
- Have a notebook and pen to jot down important information and engage in the activities.
- Be self-disciplined.
- Be engaged in the training. Be aware that you will be required to turn on your webcam and participate via microphone. Participation is required but perfection is not. Please remember this is a learning environment so respectful interactions are expected from all delegates.
- Turn off your phone/TV so you don't get distracted.