

GoTo Online Training – How to access the training

1. Once you submit your registration you will immediately receive a confirmation email from Exams Officers Events

(customercare@gototrianing.com)

Please check your junk or spam folders if you do not receive this on the day of your booking

If you do not receive this email please email qualitynominees@pearson.com

2. Once you receive this email please use the ‘Test Your Connection’ icon on the email. This will enable you make sure your IT system and firewalls will allow you access to the training platform.

3. Leading up to the event you will get reminder emails from Exams Officers Events (customercare@gototrianing.com)

The emails come through 1 week, 1 day and 1 hour before the event.

If you do not receive any of these emails please contact us using qualitynominees@pearson.com

4. What about if I don’t have sound on my computer?

You can watch the presentation on the screen but also listen to the sound over the telephone by dialling the number on the ‘Coming Soon’ email

5. What about if I can’t be at my computer – can I still access the training?

Absolutely yes, on the ‘Coming Soon’ email you will see a section named ‘On The Go’ **download the GoTo training app, FOR FREE,** and access the training on your iPad, iPhone or Android Phone (by clicking on the appropriate icon).

6. On the day of the event (about 15 minutes before the start time) click the ‘Join’ icon on the email, a pop up screen will appear inviting you to ‘Open’ the training browser.

If you have any problems getting ready for the event please do email the VQA team via qualitynominees@pearson.com

