

## **GoTo Online Training Support**

Our online events are designed to increase accessibility to regular and specific quality assurance training and support. We fully appreciate that at times IT systems create frustration when trying to access the event.

- Ensure you '**test your connection**' as soon as you get the confirmation of registration email
- By following the link below you can perform a systems check which may flag what is preventing connection  
<https://support.logmeininc.com/gotowebinar/system-check-attendee>
- A full list of System Requirements can be obtained by going to  
<https://support.logmeininc.com/gotowebinar/help/system-requirements-for-attendees-g2w010003>
- The most common reason why connection cannot be made is linked to the firewalls that are set up on your internal IT systems so here is some guidance on how to deal with this. Error messages you may see:

**"The Meeting is starting" and then the following message "The connection failed" and "An organiser has ended the training. Go to training will now exit."**

This message comes up when there is a firewall or IP connection issue. Below is a link that will help centres configure the firewalls to allow access.

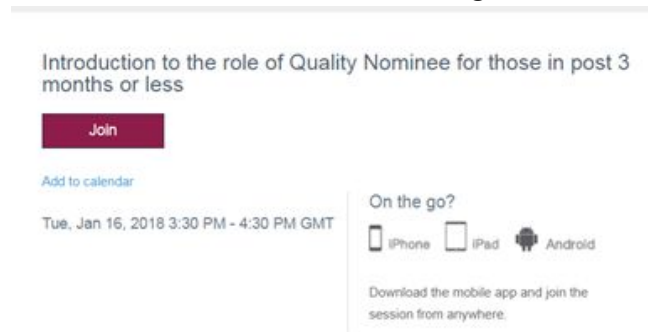
<https://support.logmeininc.com/gotomeeting/help/how-do-i-configure-gotomeeting-to-work-with-firewall...>

### **Who can help if this doesn't work?**

- Prior to the event you can email [eeevents@pearson.com](mailto:eeevents@pearson.com) for technical support
- On the day of the event we will be monitoring the [qualitynominees@pearson.com](mailto:qualitynominees@pearson.com) inbox to offer support

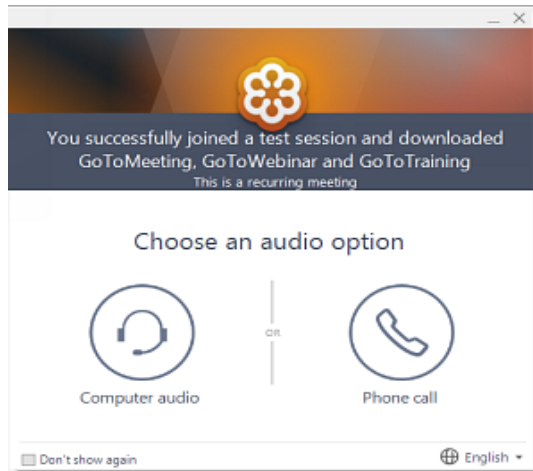
### **I won't be at a computer can I still access the training?**

No problem, you can download the GoTo training app on your phone or ipad and still join the event. Click on the 'On The Go' icon on the registration email.



## I have no sound (speakers on my computer).

When you sign in on the computer to watch the presentation you will get two options under audio: computer hardware or telephone.



If you have no speakers or headset you can watch the presentation on the screen but dial in for sound on a phone.

### Simply:

- Select the telephone option under audio on the screen,
- Dial the number shown on the registration email
- Enter the Access code
- An audio PIN will be displayed on the screen - enter that into your phone and away we go.

