

GoToTraining troubleshooting guide for attendees

Pearson's free online support sessions are a convenient way for you to access interactive support, with easy-to-use features and resources to support you in your role.

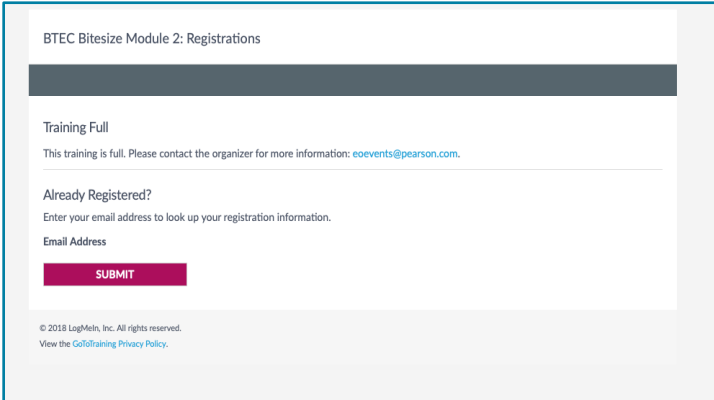
All of our online support events are delivered using GoTo Training software. To ensure you get the most out of your online session, this guide provides you with information to help you troubleshoot any issues when registering, joining or participating in our GoTo events.

“I've tried to register on an event but it's fully booked.”

Once the session has received the maximum number of permitted bookings, the software blocks any further registrations. GoTo does not currently support waiting lists.

If you try to book on to a session that is fully booked, you will receive an onscreen message telling you that the session is full.

You can check whether you are already registered on the event by entering your email address and clicking “Submit”. You will receive an instant on-screen response to tell you whether you're already registered. Remember you need to use the correct email address for this to work correctly



BTEC Bitesize Module 2: Registrations

Training Full
This training is full. Please contact the organizer for more information: eevents@pearson.com.

Already Registered?
Enter your email address to look up your registration information.

Email Address

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[View the GoToTraining Privacy Policy.](#)

“The ‘Test connection’ link in my email works but the ‘Join’ link doesn’t.”

We recommend that you test your connection before the date of the training. To help you to do this, there is a “Test connection” link included in your registration confirmation email.

On occasion, it is possible to run a successful connection test from the email test link, only to experience connection issues on the day of the training.

The most common reason for this is that the connection tests don't check for firewall blocks at your centre. If your centre's firewall is blocking the GoTo software, you will be blocked from joining the session on the day, despite a previously successful connection test. Your centre's IT team should be able to offer you more advice on this.

You will also be prevented from joining the training if there is any kind of connection issue at your centre. GoTo offers its own connection advice, which can be accessed [here](#).

"I need a training session ID to log into the online training."

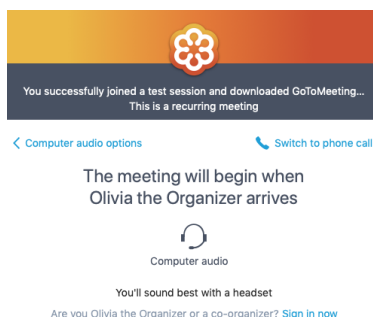
If you connect to the session via the "Join" link in your registration confirmation email and are using a desktop computer, ordinarily you shouldn't be prompted for a PIN. If you join via another link, you may be asked for a session ID or access code.

If you are being asked to input a training session ID, go back to the confirmation email for the session and click on the "Join" link. You may be prompted to click "Open GoTo Opener". Once you click this, they will be directed straight to the session.

If you are still being prompted for a training ID, call your [Subject Advisor phone number](#) and a member of the Subject Specialist team will help you. You will need; the session title, date and time.

Please note: if you are joining the session via the GoTo app on a mobile or tablet, you will need the session ID. Please email us ahead of the event at subjectAdvisors@pearson.com for this so we can provide you with the details.

"A message has appeared, "Waiting for "Olivia the Organizer" to arrive" but the session isn't starting"



If you select the "test connection" link in your confirmation email instead of the "Join" link, you may be directed to a holding message advising you to wait for Olivia. This is an automated message displayed by GoTo if you try to join via the wrong link or if the connection to the session has been interrupted whilst joining.

If you receive this message, exit out of the session, go back to your confirmation email and click "Join". This should direct you straight to the session.

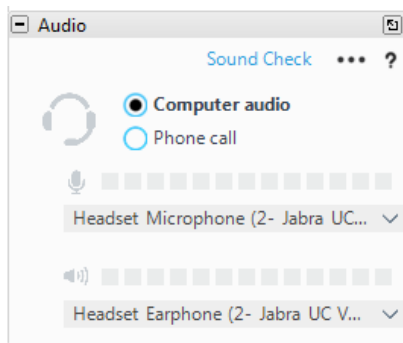
“I can’t hear the training”

Before the session starts, our presenters run sound checks every few minutes to check that attendees are able to hear the session. We usually run our events without a technical backup so we will not be able to help you to get your hardware working during a live event.

We advise that you check your own individual audio settings. Check that your computer audio isn’t on mute, that your earphones or speakers are plugged in, turned on and working, and that the volume/output preferences are set correctly.

It is always worth trying the log-out log back in approach before trying the other options as this often fixes strange audio connection issues.

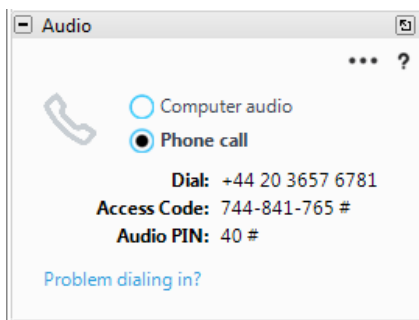
To check your settings on GoToTraining, click the “+” symbol to expand the “Audio” section of the GoTo training panel.



If you prefer to listen via your computer, check that “Computer audio” has been selected.

Click “Sound check” to test your audio.

If listening via the computer audio still isn’t working, you can dial in via telephone.



On the GoTo Training panel, click the “+” symbol to expand the “Audio” section. Select “Phone call”.

The phone number, access code and audio PIN will appear on the screen to enable you to dial in.

GoTo offers further audio support via [this link](#).

“I’ve missed the event. Can you please send a recording?”

If you have missed your event, please contact us at subjectAdvisors@pearson.com to request a recording. We do not make public every recording of every event but if we can accommodate your request we will.

“My course certificate won’t download.”

After you attend any of our events, you will receive a follow-up email. This email may contain a recording of the session, a list of useful materials and documents, an opportunity to leave feedback and a participation certificate.

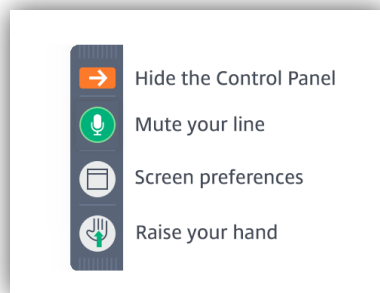
On occasion, you may find that the certificate (if available) won’t download or comes through blank. The certificate is generated using JavaScript. Please check that this is turned on and enabled on your computer. It may also need updating to the latest version.

Alternatively, opening the certificate in a different browser, ie. internet explorer or Chrome, can sometimes fix this issue.

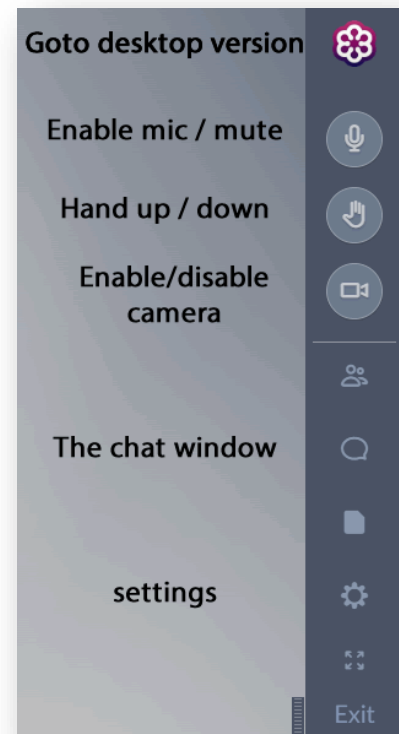
If there are any other issues that can’t be resolved, or if any problems persist and need further investigation, please forward details to subjectAdvisors@pearson.com where we will do our best to offer further support.

Once you have joined the session

After you successfully join a session you will be in one of two different setups, if you joined using the Chrome browser your tools will look like this on the right, if you want to proceed to the desktop version you use the flower icon in the top right hand corner and you will be migrated over to the desktop interface.



In the desktop interface which is default if you do not use the Chrome browser you will see the floating toolbar like this



GOTOTRAINING SUPPORT LINKS

[GoToTraining customer support](#)

[GoToTraining FAQs](#)

[GoTo Training firewall support](#)

[GoTo Training audio support](#)

[Connection issues](#)