

CLIENT: How to Join a Meeting



- 1 Prior to your first meeting, click on this support link to get your computer ready. You will be taken to Gotomeeting's diagnostic center.

<https://support.goto.com/meeting/system-check>

GoToMeeting System Check
Looks good! Your system supports GoToMeeting.



- ✔ OS - macOS Catalina 10.15
- ✔ Browser - Chrome 80
If you are looking to host or join from the Web App, make sure your browser is running v57 or later.
- ✔ Internet connection - Strong

Test your system again

View System Requirements

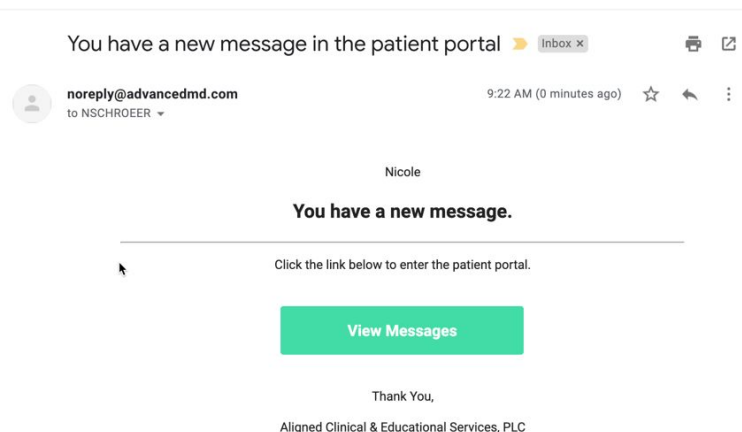
Next steps

Join a test session
First time

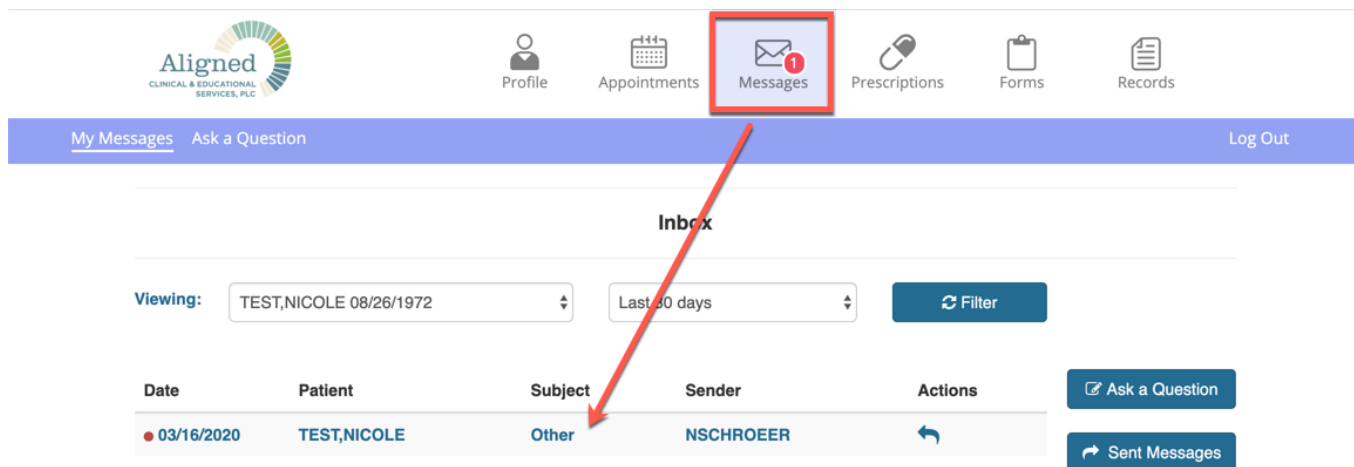
Download now
Organizer

Learn more
Schedule a meeting

- 2 You will receive an email notification that you have a message from your ACES provider in your Patient Portal account.



- 3 Go to your Patient Portal account and click on MESSAGES>the newest message from your provider



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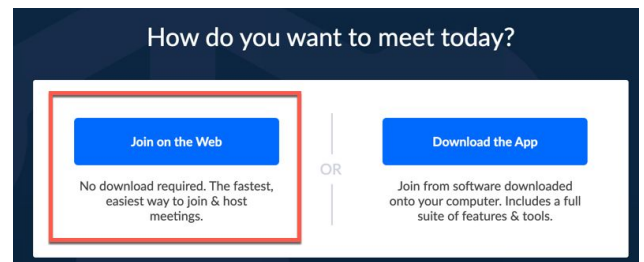
- 4 The email will provide you with instructions on how to access your specific “meeting” (session).



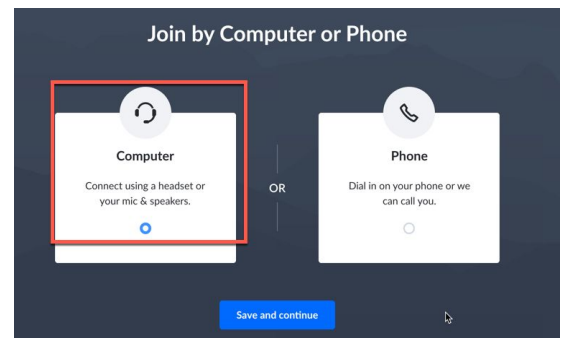
- 5 Copy the meeting link provided and paste it in your web browser address bar (Chrome is preferred).



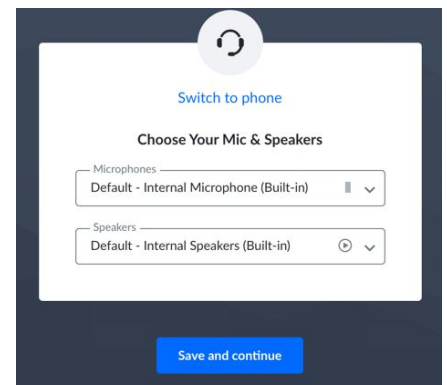
- 6 There are a number of ways to use Gotomeeting. If you want, you can download the app onto your computer. However the fastest way to get going is to JOIN ON THE WEB



- 6 You will be given the choice to join by computer or phone. Choose COMPUTER. Then save and continue.

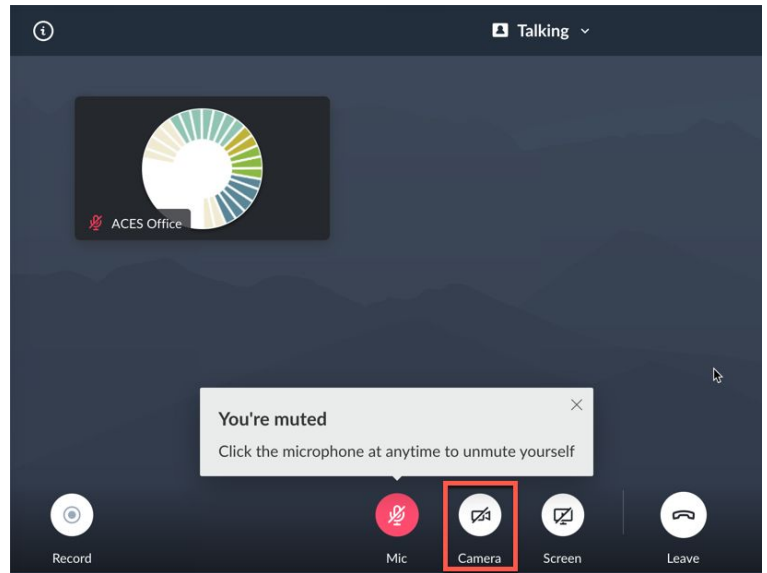


- 7 Next you will be asked for audio preferences. If you don't have an external microphone or speakers, save and continue using the default.



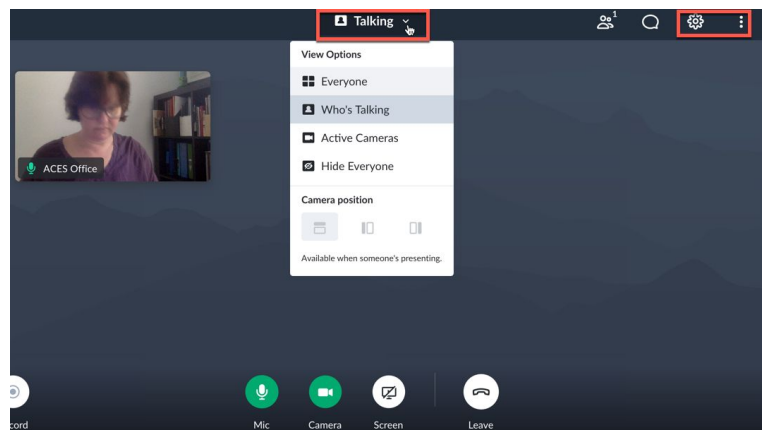
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- 8 You will then be taken to the meeting. You must click on the icons of the microphone and video camera in order for the therapist to be able to hear and see you (“unmute”).



- 9 Once your provider “enters the meeting” you will see their video in the smaller window.

Click on the icons at the top of the window to change your settings.



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Quick Cheat Sheet:

1. Prior to your first meeting, click on this support link to get your computer ready. You will be taken to Gotomeeting's diagnostic center. <https://support.goto.com/meeting/system-check>
2. You will receive an email notification that you have a message from your ACES provider in your Patient Portal account.
3. Go to your Patient Portal account and click on MESSAGES>the newest message from your provider.
4. The email will provide you with instructions on how to access your specific "meeting" (session). Copy the meeting link provided and paste it in your web browser address bar.
5. There are a number of ways to use Gotomeeting. If you want, you can download the app onto your computer. However the fastest way to get going is to JOIN ON THE WEB
6. You will be given the choice to join by computer or phone. Choose COMPUTER. Then save and continue.
7. Next you will be asked for audio preferences. If you don't have an external microphone or speakers, save and continue using the default.
8. You will then be taken to the meeting. You must click on the icons of the microphone and video camera in order for the therapist to be able to hear and see you ("unmute").
9. Once your provider "enters the meeting" you will see their video in the smaller window. Click on the icons at the top of the window to change your settings.