



Guidelines & Troubleshooting

The following is a guideline for virtual attendees using the GoToTraining Platform:

TROUBLESHOOTING: SIGNING IN:

- You can join from: the reminder email, calendar event, a smart device or the GoToTraining website
- **Open Chrome, Microsoft Edge or Firefox** (GoToTraining is designed to work with these only)
- Type <https://www.goto.com/training/join> and in the upper right-hand corner click JOIN > TRAINING
- Enter the 9-Digit ACCESS CODE (also called: "9-digit ID"/"meeting ID"/"Training ID") from your registration confirmation email, reminder email OR calendar event (under the long distance phone #) and then enter your email address
- Download the GoToTraining app for your Mac or PC:
 - <https://support.goto.com/training/help/how-do-i-download-gototraining> 
- If you already have a GoToTraining app that looks like a purple flower, uninstall it and install the new one (see above)
- Download the *free* app to your smart device ( "GoTo"  "GoToTraining")
 - Respond to the reminder email to ask for help

TROUBLESHOOTING: NO AUDIO:

- In the platform window, click *settings* (gear icon)>*Audio*> and try each of the options under "*Speakers*"
- Click on the browser padlock icon at the top left-hand corner and allow browser to access speakers
- Use plug-in headphones

TECHNOLOGY REQUIREMENTS:

- Log-in using your unique join link that is emailed to you (this is how you are recognized by the platform)
 - **Do not share this link or use someone else's link**
 - The platform tracks participation for each attendee by their unique email and join link.
- Not all classes require attendees to speak/ use a microphone.
- Communicate with the organizers via chat (if you are muted or don't have a mic)

TCH REQUIREMENTS:

- Log-in to the session from your unique JOIN button that is emailed to the email address you provided
- One person per device *unless prior MassDEP/DWP permission has been given for exceptions*
 - If multiple people need to log in from a single device, prior approval from MassDEP is required at least five (5) business days before the training date.
 - To request approval, send an email to program.director-dwp@mass.gov with the subject line: "[Training Title] TCH Exemptions."
- Attend at least 90% of the scheduled time
- Submit at least 80% of the polls and or tests that are launched
- Have cameras on, unless otherwise directed by MassDEP
- Complete the evaluation (it is launched after the session and sent in a follow-up email)
- Let the organizer know if you have technical difficulties with any of the above
- TCH **Certificates will be emailed to you within 2 weeks (if you are eligible)**