Examiner 'GoToMeeting' preparation and support guide

Internal only

August 2020
v1.0

Section 1   Recommended tasks before your PBA Event

1.1	**System Checks**	Is your firewall blocking GoToMeeting? GoToMeeting Firewalls Can your system accept GoToMeeting events? GoToMeeting System Check & System Requirements for Attendees Have you tested your Microphone/webcam/speakers? GoToMeeting Event GoToMeeting quick start (YouTube guide) GoToMeeting attendee quick start If you are unable to connect using the above test link, please refer to section 1.2 GoToMeeting recommend using Google Chrome for the best web experience, alternatively please use the GoToMeeting Application in section 1.2
1.2	**GoToMeeting software**	Following your system checks in 1.1, download the GoToMeeting Application for: **Windows** **Mac**

Section 2　　On the day of your event

2.1	**Connecting to your event**	Your events will appear in your GoToMeeting account, with a calendar appointment issued to you from the OSCE Admin team. We would recommend you join the event via **the GoToMeeting app**. Once GoToMeeting is launched, click on the candidate's ENR/name and a new link will appear. This will allow you to join the event in the same 'room' as the candidate. Please ensure you join your event **15 minutes prior to the start time**.
2.2	**Trouble joining your event?**	If you experience any technical issues, please phone the OSCE Admin team on **0300 303 5352 (Option 2, option 4)** If you are running late for your event, please contact the OSCE Admin team as soon as possible.
2.3	**Is the candidate having trouble joining the event?**	If you can hear the candidate, or can contact them through the GoToMeeting chat, but unable to see them, we would recommend you ask them to contact the OSCE Admin team on **0300 303 5352 (Option 2, option 4)**. In some expectational circumstances these events will be re-arranged or, a temporary process put in place if the team is unable to connect the candidate.