

Booking the shared GoToMeeting license

RCH telehealth consultations should use Healthdirect Video Call – see www.rch.org.au/telehealth.

When this is not possible or suitable – for example if you want four or more sites to join one video call – you can book and use the shared RCH GoToMeeting license. This is available for any use – eg patient consultations, meetings, interviews, education etc.

Please use the booking system to avoid a clash. You can also see availability in the same way as checking for meeting room availability. **Look on the Outlook calendar for G2.MT2@rch.org.au.**

How to book use of the software

1. Use the Outlook Calendar room booking system the same way as if you were booking a room. (Instructions are on the next page if you're not familiar with Outlook calendar).
2. Select G2.MT2@rch.org.au
3. Please **allow an extra 15 minutes on either side of your video call** to allow for set-up and meeting closure. You can also view the calendar to see if the software is booked after you. If it is, you will need to ensure you finish your video call on time.
4. Please **include a contact number/pager in the subject line** when booking the license.

Accessing the meeting

GoToMeeting can be accessed via any computer, iPad, iPhone or android device / smartphone.

All participants join via the website - www.rch.org.au/telehealth/gotomeeting

The software is simple to use *once you know* but some practice before your video call is a good idea.

- [Using GoToMeeting](#) (from Citrix)
- [Troubleshooting](#) (from Citrix)

Instructions for organiser

- Go to: www.rch.org.au/telehealth/gotomeeting
- Look for *Join call* and click on *Meet now*
- Log on as organiser:
 - Use email g2.mt2@rch.org.au
 - Logon password: g2m2telehealth (as of Dec 2016)
(contact RCH telehealth for the shared logon password if this has been changed)
 - Meeting password: _____
(share this with your participants)
 - Note the meeting password doesn't actually matter as long as you and other participants all use the same password
 - Everyone who joins the meeting will need to know this meeting password.
- Either use your computer audio or switch to phone and follow the prompts
- Share webcam and/or screen
- Ask participants to mute their audio unless they are speaking (to reduce feedback)

Instructions for participants

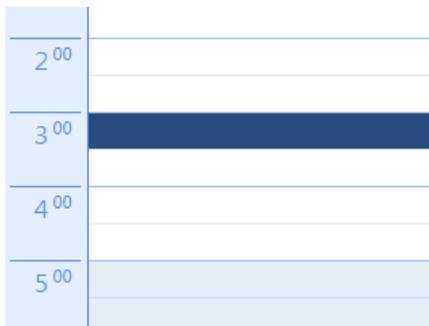
- Please complete a test call as soon as the meeting is booked – link on same page
- Go to: www.rch.org.au/telehealth/gotomeeting
- Look for *Join call* and click on *Meet now*
- When the organiser logs on you will be prompted to enter the following:
Meeting password: _____
- Either use your computer audio or switch to phone and follow the prompts
- Share webcam
- Please mute your audio unless you are speaking (to reduce feedback)

How to use Outlook to book the GoToMeeting software

- 1) The licence is listed as G2.MT2@rch.org.au
- 2) Using this system you will be able to check for availability of the licence.
- 3) Include your name and contact number in your booking.
- 4) Always book for 15 minutes on either side of your meeting to allow for set up and any overtime.
- 5) Once you've made your booking, [contact us](#) if you need the *logon password*.
- 6) Decide on a *meeting password* and share this with other participants.

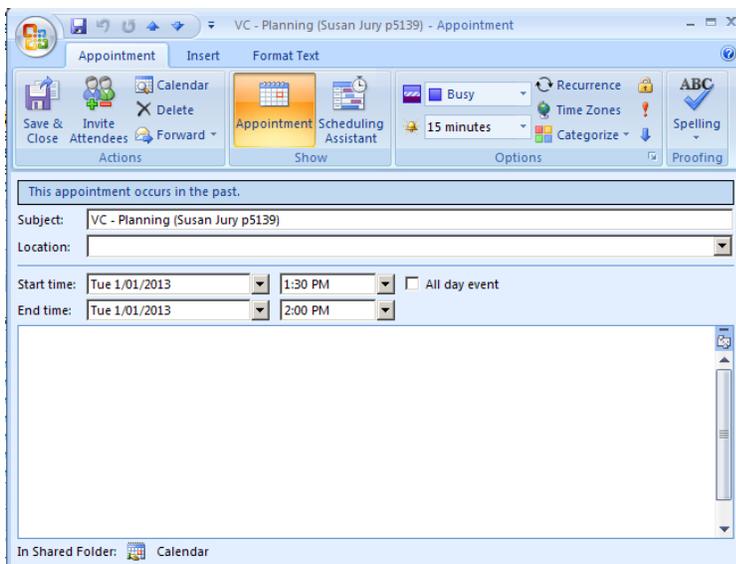
BOOK SOFTWARE

- 1) Select calendar and double-click on the time you want to book the GoToMeeting licence.



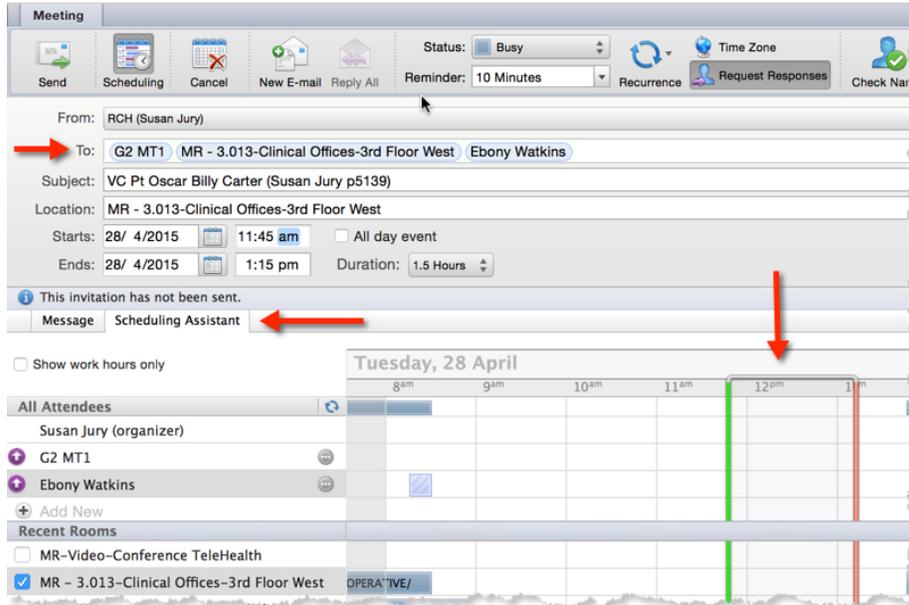
- 2) Add a Subject for your meeting

- Start with VC to remind yourself and other participants it's a video-call
- Include your name and contact number/pager number



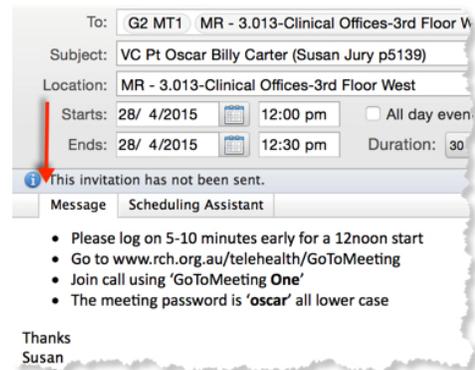
3) Click on Scheduling Assistant then 'Add new' (or 'Add attendee') and add the email address (G2.MT2@rch.org.au)

- You can also add a room and other participants to include them in your meeting invite.
- You can then see if your preferred time slot is available.
- Add 15 minutes extra to the start and finish to allow for early log on and for going over time.



4) Click on 'Message' to add other details, for example:

- Please log on 5-10 minutes early for a 12noon start
- Go to www.rch.org.au/telehealth/GoToMeeting
- The meeting password is 'xxxx' all lower case



5) 'Send'