Activating your GoToMeeting and GoToTraining Account

Purpose & Outcomes:
This document is intended to assist faculty and staff with activating their GoTo account for accessing both GoToMeeting and GoToTraining. It also includes instructions for associating GoTo accounts to Blackboard, which allows faculty and staff to create and launch sessions from within Blackboard course and community sites.

About:
GoToMeeting and GoToTraining are web conferencing solutions that meet a wide variety of collaboration needs. For more information and to learn about the different features and use cases of each tool, visit http://duq.edu/gotomeeting.

Activating your GoToMeeting and GoToTraining Account:
If you received a welcome email from Citrix Online (customerservice@citrixonline.com), follow the instructions to create your account password. If you didn’t receive or cannot find this email, follow the steps below:

2. Type your Duquesne email address into the Enter your email address field.
3. Click Send an email to have a password reset link sent to your Duquesne email account.
4. Follow the instructions in the email you receive to reset your password.

After resetting your password, you will be able to access GoToMeeting and GoToTraining using your Duquesne email address and your newly set password.

Associating your GoToTraining Account to Blackboard:
If you plan to use GoToTraining Virtual Classroom within a Blackboard site, you will need to associate your account to do so. The benefit of using GoToTraining within a Blackboard site is that it allows students and participants to access sessions that you created from within a Blackboard site, without the need to send invites.
You will only have to associate your account when you first access GoToTraining Virtual Classroom within Blackboard and any time you change your GoTo password.

1. Access a course or community site in which you wish to use GoToTraining Virtual Classroom.
2. Create a GoToTraining Virtual Classroom tool link. This will allow you and anyone enrolled in your site to access scheduled GoToTraining sessions. Note that only instructors and community leaders can schedule sessions.
   a. Hover over the Add Content button located at the top left hand side of your course menu and select Tool Link.
   b. Enter GoToTraining Virtual Classroom into the Name field.
   c. Select GoToTraining Virtual Classroom from the Type dropdown menu.
   d. Place a checkmark next to Available to Users.
   e. Click Submit.
3. Click on the link you created to access the tool.
4. If you have not attempted to associate your account with Blackboard in the past, you will be automatically prompted to enter your GoToMeeting and GoToTraining credentials.

5. If you have attempted to associate your account in the past, you will not be automatically prompted to enter your credentials. Click on Account Settings that appears near the top right hand side of the page to be taken to the login screen.

6. Enter your Duquesne Email address into the Username fields.

7. Enter your GoTo password that you set up using the steps above into the Password fields.

8. Click the Set Account buttons to verify your accounts.

9. After both accounts have been verified, click the Back to Calendar link.