



GoToMeeting Corporate

Administrator Guide

GoToMeeting Corporate with GoToWebinar and GoToTraining

Version 4.5



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Getting Started

Congratulations on joining GoToMeeting Corporate! GoToMeeting is the easiest, fastest, most secure meeting solution available. Its intuitive and secure interface and feature set make it the most effective solution for conducting and attending online meetings. An innovative flat-fee All You Can Meet™ licensing model enables businesses to benefit from the value of online meetings more often, resulting in increased productivity and a quicker ROI. With GoToMeeting, it's easy to meet, present information and demonstrate products online—significantly improving communication with anyone, anywhere in the world.

While GoToMeeting Corporate provides the perfect solution for conducting online meetings with up to 25 attendees, GoToMeeting Corporate with GoToWebinar will allow you to hold online events with up to 1,000. Whether you need an impromptu meeting or a large well-planned Webinar, GoToMeeting Corporate with GoToWebinar can provide the tools that you need.

Notes on Feature Access

Please consider the following when referring to this help system:

- The GoToMeeting Corporate Administrator help covers both GoToMeeting Corporate and GoToMeeting Corporate with GoToWebinar. If your account does not include GoToWebinar, you will not have access to GoToWebinar features from your Administration Center. Contact your account manager for more information about GoToWebinar.
- As a GoToMeeting Corporate administrator, you have the ability to restrict access to features and/or require the use of some features. Organizers are asked to contact you if they have questions about feature access and use.

System Requirements

For PC-Based Organizers and Attendees

- Required: Windows® 7, Vista, XP, 2003 Server or 2000 (Linux is not supported)
- Required: Internet Explorer® 7.0 or newer, Mozilla® Firefox® 3.0 or newer, or Google™ Chrome™ 5.0 or newer (JavaScript™ and Java™ enabled) . If needed, download Java [here](#).
- Internet Connection Required: Cable modem, DSL or better recommended
- Recommended: Minimum of Pentium® class 1GHz CPU with 512 MB of RAM (2 GB of RAM for Windows Vista)

For Mac-Based Organizers and Attendees

- Required: Mac OS® X 10.4.11 (Tiger®), OS X 10.5 (Leopard®), OS X 10.6 (Snow Leopard®)
- Required: Safari™ 3.0 or newer, Firefox 3.0 or newer, or Google™ Chrome™ 5.0 or newer; (JavaScript and Java enabled)
- Internet Connection Required: Cable modem, DSL or better recommended
- Required: PowerPC G4/G5 or Intel processor, 512 MB of RAM or better recommended

To Use VoIP

- Required: Fast Internet connection (384 kbps or more recommended)
- Required: Headset (USB recommended) or microphone and speakers

For Attendees with GoToMeeting app for iPad™

- Required: Free GoToMeeting app from the Apple® App store
- Required: Organizer must be using GoToMeeting v4.0 build 320 or higher
- Recommended: WiFi connection for VoIP audio

For Meeting Recording

- Required: Windows Media® Player Version 9 or newer
- Required: Minimum Super VGA (800x600) or better
- Required: Fast Internet connection(384 kbps or more recommended)
- Required: Sound card
- Required: Telephone attachment device (if not using GoToMeeting integrated audio)
- Recommended: 1 GB of hard disk space
- Recommended: 1024 x 768 or higher screen resolution
- Recommended: Minimum Pentium 800 MHz with 1 GB of RAM for transcoding to Windows Media Player file format



Recording a meeting is only available using a PC.

Integrations

- **Microsoft® Office® Integration:** Microsoft Office 2002 or later
- **Outlook Integration:** Microsoft Outlook® 2000 or later
- **Lotus Notes® Integration:** IBM® Lotus Notes Version 7.0 or later
- **Instant-Messaging Integration:** GoToMeeting integrates with the most widely used instant-messaging applications including: Yahoo!® Messenger™, Windows Live™ Messenger, Skype™ Chat, Microsoft® Communicator and Google Talk™

Note: Instant-Messaging Integration options are only available for use by GoToMeeting organizers







Administrator Role Overview

As your company's GoToMeeting Corporate administrator, you are responsible for setting up and managing your GoToMeeting Corporate organizers. The Administration Center is efficient and easy to use, and it will help you set up organizers, manage organizer accounts, report meeting and Webinar activity and maintain your company's GoToMeeting Corporate account.

Terms

GoToMeeting Terms

- **Organizer** – Organizers have accounts with GoToMeeting that enable them to schedule and conduct meetings. Organizers are also the meeting host and the initial meeting presenter, but may pass the presenter role to any other attendee. Organizers have the ability to grant or revoke attendee privileges, invite or dismiss attendees during a meeting and make other attendees organizers.
- **Attendee** – An attendee is any person who attends a meeting. Organizers, hosts and presenters are all attendees. By default, attendees can view the presenter's screen. An attendee may remotely control the presenter's computer screen if given the privilege. An attendee may optionally chat with other attendees, use Drawing Tools or view the Attendee List.
- **Presenter** – A presenter is any attendee who is giving a presentation and shares his or her computer screen with all the attendees. The initial presenter is also the initial meeting host. The presenter also determines who gets to control the keyboard and mouse of the remotely viewed screen.
- **GoToMeeting Web Site** – The Web site located at www.gotomeeting.com is used by administrators to manage organizers, by organizers to manage their accounts and host meetings and by attendees to join meetings.
- **GoToMeeting System Tray Icon** – The system tray icon is used by PC users to access organizer features of GoToMeeting and to provide status of GoToMeeting service. To access organizer features, right-click the system tray icon and select the desired feature.


Icon	Description
	GoToMeeting is in Session – A meeting is in progress.
	GoToMeeting is Starting/Stopping – The application is starting up or shutting down. When this icon is showing, the user will not have any menu options
	GoToMeeting is Connecting – The application is attempting to establish a connection with the server. This icon is animated to look like it is "filling up". While connecting, the user has a very limited set of menu options (Help, About, Exit).
	GoToMeeting is Ready – A connection has been made, and the application is ready to be used. The user has all menu options available.
	GoToMeeting is Offline – A connection has been made, but there is some temporary network difficulty. The user will still have all menu options available.
	GoToMeeting is Not Connected – A connection could not be established. The user has a very limited set of menu options (Help, About, Exit).

- **GoToMeeting Suite Icon** – The GoToMeeting suite icon is used by Mac users to access organizer features. To access organizer features, double-click the GoToMeeting Suite icon on your desktop.
- **Account Password** – An account password is what organizers and administrators use to log in to the GoToMeeting Web site. It must contain at least eight characters and include both letters and numbers.


- **Meeting Password** – A meeting password is an optional value chosen by the meeting organizer that is used to help authenticate attendees. Requiring and specifying a meeting password provides enhanced privacy guarantees for the meeting by ensuring that only attendees that know the meeting password may join the meeting. The meeting password is never transmitted to Citrix Online in any form. The meeting password may be any alphanumeric string of one character or more the organizer would like such as: “7891”, “Happy Birthday”, “Citrix123”, etc. Picking a meeting password that is difficult to guess helps to maximize security.
- **Viewer** – The Viewer is the window displayed on the attendee's computers in which the presenter's PC desktop appears. The Viewer Window has its own title and menu bars.
- **Presenter's PC Image** – The presenter's PC image is the picture of the presenter's PC desktop that appears to attendees in the Viewer Window.

GoToWebinar Terms

Note: GoToWebinar terms are only applicable to Webinar-enabled accounts.

- **Attendee:** An attendee is any person who joins a Webinar with no pre-specified role. By default, attendees can view the presenter's screen. Attendees have very limited privileges.
- **Control Panel:** The Control Panel gives organizers, panelists and attendees access to various in-session Webinar functions.
- **GoToWebinar System Tray Icon:** The  system tray icon is used to access organizer features of GoToWebinar and to provide status of GoToWebinar service. To access organizer features, right-click the system tray icon and select the desired feature.

Icon Description

Icon	Description
	GoToWebinar is in Session – A Webinar is in progress.

- **Hallway:** The Hallway is a dialog box presented to attendees that arrive either during a Practice Session or before an organizer has started a live Webinar. Once an organizer has started the live Webinar, the Hallway dialog box will disappear and attendees will see the Waiting Room.
- **In-Session:** Time frame when tasks are done during a Webinar.
- **No-Show:** A no-show is someone who registered but did not attend the live Webinar.
- **Organizer:** An organizer is the person who schedules and starts a Webinar. There can be more than one organizer. On GoToMeeting Corporate plans, all organizers specified pre-Webinar have equal rights to view/create/modify the pre- or post-Webinar information on the Web site. Attendees and panelists can also be promoted to organizers in-session but they do not have post-Webinar privileges.
- **Panelist:** A panelist is a guest who will be presenting (guest speaker) and/or answering questions (subject-matter expert) forwarded to him/her during a Webinar. A panelist can be promoted to presenter at any time during the Webinar. An attendee can be promoted to a panelist.
- **Post-Webinar:** Time frame after the Webinar ends when tasks are done on the GoToWebinar Web site, such as reporting, archiving a recording or sending out a follow-up email. Only organizers have tasks post-Webinar.
- **Practice Session:** The Practice Session feature allows organizers to practice their Webinar before going live. Only organizers and panelists can join a Practice Session.
- **Presenter:** A presenter is the person showing his or her desktop. The current presenter can then pass this role to another organizer or panelist.

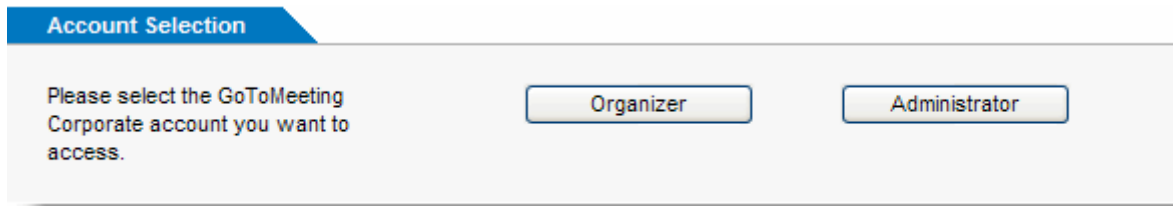
- **Pre-Webinar:** Time frame before the Webinar begins when tasks are done on the GoToWebinar Web site, such as scheduling a Webinar, monitoring the registration count or creating in-session polls and surveys. Only organizers have tasks pre-Webinar.
- **Registrant:** A registrant is any person who has registered for a Webinar.
- **Viewer Window: The Viewer Window is the window that appears on the attendee's computer displaying the presenter's desktop or shared application.**
- **Waiting Room:** The Waiting Room screen displays in the Viewer Window any time attendees wait for a presenter to begin showing his or her screen.
- **Webinar Invitation:** After scheduling a Webinar, the Webinar invitation is the email that the organizer forwards to prospective attendees to invite them to register for the Webinar.
- **Webinar Confirmation: The Webinar Confirmation email gets sent to panelists, other organizers (for GoToMeeting Corporate plans) and registered attendees, providing the Webinar information and a unique *Join Webinar* link.**

Log In to the GoToMeeting Corporate Administration Center

To access the Administration Center, you first need to log in to the site. For your convenience, administration of GoToMeeting and GoToWebinar is accessed from a single Administration Center, provided your account is Webinar-enabled.

► To log in to the GoToMeeting Corporate Administration Center

1. Open an Internet browser and go to: www.gotomeeting.com
2. Click **Log In** on the left navigation bar.
3. Enter your *email address* and *password* and click **Log In**.
4. On the *Account Selection* page, select the administrator option. The Organizer option will not appear unless you have registered yourself as an organizer.



Account Selection

Please select the GoToMeeting Corporate account you want to access.

Organizer Administrator

Note: To access the Administration Center, you must have received an activation email from your GoToMeeting Corporate account manager containing your personalized Administration Center activation link, and you must have already created your Administration Center password. If you have not done so, use the activation email sent to you by your account manager to create your Administration Center password.

Manage Groups

The Manage Groups section enables you to categorize organizers by department or job function, or by any other category that suits your needs.

The Manage Groups feature enables you to create three levels of groups: your account (primary domain), groups and subgroups. You may have only one account, but you may create an unlimited number of groups and subgroups. Organizers can belong to the account or to either a group or subgroup.

► To view the Manage Groups page

1. Log in to your GoToMeeting Corporate Administration Center.
2. Click the *Manage Groups* link on the left navigation bar.

The Manage Groups Page

From the *Manage Groups* page you can manage your existing groups and add new groups or subgroups. To view a group's current settings, simply click the Edit link next to the group's name.

Add Groups and Subgroups

► To add a group or subgroup

1. Click the *Manage Groups* link in the left navigation bar.

In the *Groups and Subgroups* section you will see the top-level domain (name of your company) and, below that, the New Group and New Subgroup fields.

2. Select the *Add Group* or *Add Subgroup* link under your company name or existing group name.
3. Type in the name for your group or subgroup and click **Add Group** or **Add Subgroup** button.

The group or subgroup is created.

Rename Groups and Subgroups

► To rename a group or subgroup

1. Click the *Manage Groups* link in the left navigation bar.
2. Select *Edit* next to the name of the group or subgroup that you wish to rename.
3. In the *Status* section of the *Group Administration* page type in the new name and click **Change Name**.

Status

Rename this group. **Change Name:**

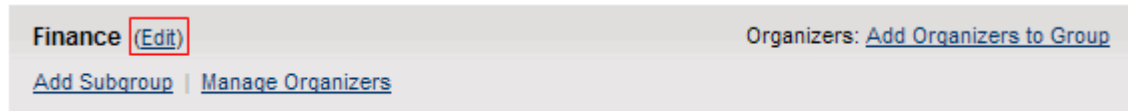
Suspend or unsuspend all organizers. **Change Status:**

Configure Group Feature Access

From the Manage Groups page you can manage your existing groups and add new groups or subgroups. To view a group's current settings, simply click the *Edit* link next to the group's name.

► To configure feature access for a group

1. Click the **Manage Groups** link in the left navigation menu.
2. Select the *Edit* link next to the name of the group or subgroup.



3. On the *Group Administration* page you can edit the following settings.

Status:

- **Change Name:** Change the name of the group
- **Change Status:** Suspend, unsuspend or delete a group.

Group Manager(s):

- **Assign a Manager:** Invite a manager to manage the group.

Organizers:

- **Invite New Organizers:** Invite organizers to host their own meetings.
- **Move Organizers:** Move organizers from other groups into the company-level group.
- **Manage all Organizers:** Change status and modify feature access.

Company Settings: GoToMeeting

- **Record Meetings:** Allow organizers to record meetings.
- **Grant Keyboard/Mouse Control:** Allow organizers to grant keyboard and mouse control.
- **Allow Display of Attendee List:** Allow organizers to display the Attendee List in meetings.
- **Chat:** Allow organizers and their attendees to chat in meetings.
- **GoToMeeting integrated audio:** Allow use of the GoToMeeting integrated audio in meetings

GoToWebinar

- **Chat/Q & A:** Allow organizers to use the Chat and Q & A features in Webinars.
- **Co-Organizers:** Allow organizers to designate other organizers within the account who may help administer Webinars.

GoToTraining (from the *Settings* link)

- **Logo:** Upload the logo that will be shown to attendees on Web pages such as Registration, Materials and the Course Catalog. This is shared between all organizers within the account.
- **Course Catalog:** GoToTraining includes a Web page where all organizers within the account can post their upcoming training sessions, which allows people to self-register.
- **Content Sharing:** GoToTraining allows organizers within the account to share library items and select co-organizers within the account to manage training sessions just as they do.

4. Click **Save Changes** when complete.

Note: When creating new groups, the new groups will inherit the settings from the company (top-level domain). Changing settings for a group will reset the settings for all organizers in that group. Moving an organizer to another group will reset the organizer's rights to those of the new group.

Administration Tools

The Administration Tools feature enables you to invite and manage company administrators and managers. From the Administration Tools page, you can view a status list of your account's existing or invited administrators and managers.

Administration Tools

> You have successfully changed the role of manager Nathaniel Scheidemen .

Listed below are your company administrators and managers. Click on a manager or administrator's name to configure that person's settings and access controls.

XYZ Company Administrators & Managers

<u>Name</u>	<u>Email</u>	<u>Status</u>	<u>Role</u>	<u>Groups</u>
Bahr, Corena	corena.bahr@jedix.com	Active	Administrator	All Groups
QAtest, Maya	mc-visitor@jedix.com	Active	Administrator	All Groups
Vogt, Jason	jason.vogt@jedix.com	Active	Administrator	All Groups
Scheidemen, Nathan...	nathaniel.scheidemen@jedix.c...	Active	Manager	1 Group

Invite and Manage Administrators

Company administrators have full access to the GoToMeeting Corporate Administration Center, including the ability to add groups, managers and other administrators. When you invite an administrator, you also have the option to make him or her an organizer. An administrator does not by itself take up an organizer license.

► To invite an administrator

1. Click the *Admin Tools* link in the left navigation bar.
2. Select *Invite Administrators* from the expanded left navigation bar.
3. Enter email addresses of the people you want to invite as administrators.

4. Decide if you would like to offer the new administrator an organizer seat of GoToMeeting, or if available, GoToWebinar or GoToTraining. Click **Continue**.
5. Confirm the email addresses are typed in correctly and click **Continue**.
6. Review and if necessary, modify the subject field and email invitation and then click **Send Invite**.

Now that an invitation has been sent, the administrator(s) will show up on the Administration Tools page with “Invited” status.

► To configure Administrator settings

1. Click the *Admin Tools* link in the left navigation bar.
2. Click on the name of the administrator you wish to configure.
3. From the *Administration* page you can edit the following administrator settings:
 - **Status:** Re-invite or delete an administrator and if applicable, remove as an organizer.
 - **Administration Role:** Change the person’s role from administrator to manager.

Invite and Manage Managers

Managers are limited to groups and features assigned to them by a company administrator. Managers can create subgroups and invite new organizers but they have no control over other managers. A person acting solely in the role of manager (i.e., one who does not organize meetings) does not use up one of your organizer licenses; however, when you invite a manager, you also have the option to make them an organizer. Also, multiple managers can be assigned to one group.

► To invite a Manager

1. Click the *Admin Tools* link in the left navigation bar.
2. Select *Invite Managers* in the expanded left navigation bar.
3. Enter the email of the person you wish to make a manager.

The screenshot shows the 'Manager Details' form. It includes a text input field for 'Enter manager address:', a section for 'Assign To Manage Group(s)' with a checkbox for 'Finance', and a dropdown menu for 'Invite as organizer:'. The dropdown menu is open, showing options: 'No', 'GoToMeeting Corporate', 'GoToWebinar', and 'GoToTraining'. A mouse cursor is pointing at the 'GoToTraining' option. There is also a 'Continue' button and a 'Cancel' button.

4. Select the group(s) the manager will be assigned to and decide if the manager should also be invited as a GoToMeeting, or if available, GoToWebinar or GoToTraining organizer.
5. Verify the email address for the invited manager and click **Continue**.
6. Review and if necessary, modify the subject field and email invitation and then click **Send Invite**.

Now that an invitation has been sent, the manager will show up on the *Administration Tools* page with "Invited" status.

► To configure Manager Settings

1. Click the *Admin Tools* link in the left navigation bar.
2. Click the name of the manager whose settings you wish to configure.
3. From the *Administration* page you can edit the following manager settings:
 - **Status:** Delete an active manager, and if applicable, remove as an organizer.
 - **Administration Role:** Change group assignments and the manager's role to administrator.
 - **Management of Organizers:** Change this manager's ability to invite, suspend and delete organizers.
 - **Feature Access Control:** Select the features this manager's groups and organizers can access.

Manage Organizers

The Manage Organizers section of the Administration Center allows you to sign up new organizers, view an organizer's account status, suspend or delete an organizer's account, configure organizer settings and access an organizer's account record.

The Manage Organizers Page

The Manage Organizers page gives you the ability to view account information for all your organizer accounts, change organizer status, move an organizer to a different group and access an individual organizer's record.

► To view the Manage Organizers page

1. Click the *Manage Organizers* link on the left navigation bar.
2. Sort organizers by name, email, status or group by clicking the column header.

Manage Organizers

Displayed below are your current GoToMeeting organizers. Use the menus to search for organizers, change organizer status or move organizers to a new group.

- GoToMeeting enabled and can host 25 attendees in meetings.
- GoToWebinar enabled and can host 1000 attendees in Webinars.
- GoToTraining enabled and can host 25 attendees in Trainings.

External Admin Demo Organizers

Find (* = wildcard): In: Status: Group:

<input type="checkbox"/>	5 Organizers	Email	Status	Group(s)	Enabled
<input type="checkbox"/>	Collaboration_Tina	tina.collaboration@jed...	Active	External Admin Demo	
<input type="checkbox"/>	GoToMeeting_Betty	betty.gotomeeting@jedi...	Active	External Admin Demo	
<input type="checkbox"/>	GoToTraining_Lucy	lucy.gototraining@jedi...	Active	External Admin Demo	
<input type="checkbox"/>	GoToWebinar_Jim	jim.gotowebinar@jedix...	Active	External Admin Demo	
<input type="checkbox"/>	Manager_Joe	Joe.Manager@edix.com	Active	External Admin Demo	

[Check All](#) | [Clear All](#)

Action:

Suspend organizer(s)
 Unsuspend organizer(s)
 Delete organizer(s)
 Move organizer(s) to:

Field definitions

- **Organizer:** Name of the organizer.
- **Email:** The registered email address for the organizer's account.
- **Status:** Shows the status of the organizer's account.
- **Group:** Shows the group that the organizer has been assigned to.
- **Enabled:** Shows whether an organizer is also enabled with GoToWebinar and/or GoToTraining

Status Field definitions

- **Active:** The organizer has activated the account and is enabled to use GoToMeeting. An active status does not necessarily indicate that the software is installed on the organizer's computer.
- **Invited:** You have invited the organizer to use GoToMeeting Corporate but the organizer has not activated the account. You can re-invite or delete the organizer at any time.
- **Suspended:** You have temporarily blocked an organizer's ability to host meetings.

Sign Up New Organizers

Deploying GoToMeeting Corporate is easier and faster than any other online meeting solution. As an administrator, you can deploy a complete online meeting solution in minutes.

To deploy GoToMeeting, and if enabled, GoToWebinar or GoToTraining, use the Sign Up Organizers feature to select the product and enter email addresses of the organizers you designate. An email is created and sent to the newly invited organizers. The subject, content, and registration link within the email invite is automatically created, and you can customize the email with any message you choose.

► To sign up organizers

1. Click the *Manage Organizers* link on the left navigation bar.
2. Select *Invite Organizers* in the expanded left navigation bar.
3. Assign the organizer to a group from the *Add Organizer(s) To:* drop-down menu.
4. Select from the list of products currently enabled on your account.
5. Enter the email address for your organizer(s). You can enter as many addresses as you like, subject to the maximum number of seats included in your company's plan. One organizer equals one seat. You only need to sign up organizers, not attendees. Click **Continue**.

6. Confirm the email addresses and then click **Continue**.
7. Add a personalized message to the invitation email or edit the existing content.

You may want to include the following useful information:

- Any organizational policies organizers should observe.
 - The maximum number of meeting participants allowed.
8. After personalizing your message, click **Sent Invite** at the bottom of the page and the pre-scripted message and activation link, along with your personalized message, will be sent.
 9. You will see a message confirming that an email was sent to the specified organizer(s) and you will be copied on the email that is sent to the organizer(s). You can check the status of an organizer by clicking **Manage Organizers** on the left navigation bar.

Note: The administrator is sent a copy of the invitation email that is sent to the organizer as confirmation that the email has been sent, however, the activation link in the copied email will not be valid and cannot be used to activate that account.

Note: If you invite an organizer who already has a GoToMeeting or GoToWebinar Account associated with his or her email address, he or she will need to either change the address on the existing account or provide an alternate email address for the account that you are setting up. Only one GoToMeeting or GoToWebinar account can be associated with any one email address.

To activate their Organizer account the email recipient needs only to click an activation link within the email. Organizers can be up and running within minutes because the GoToMeeting Corporate installation is seamless and quick. The automatic setup process automatically downloads and configures the software. No network or firewall configuration is required. Within minutes, users are ready to organize online meetings.

Modify an Organizer's Account Status

► To change the status of a organizer's account

1. Click the *Manage Organizers* link on the left navigation bar.
2. Using the search or pagination options, find the organizer whose status you wish to modify.
3. To the left of the organizer's name field, select the check box for the person whose status you wish to modify.
4. Select the desired action and click **Submit Changes**.

The screenshot shows a table of organizers. The first row is highlighted, and a red box is drawn around the checkmark in the first column. Below the table, there are links for 'Check All' and 'Clear All'. Under the 'Action:' section, the 'Suspend organizer(s)' radio button is selected. Below that is a 'Move organizer(s) to:' label followed by a dropdown menu with the text 'Choose group...'. At the bottom of the form is a 'Submit Changes' button.

Action Definitions

- **Suspend organizer(s):** Temporarily blocks a selected organizer's ability to host meetings. The suspended organizer remains in your company account and any meeting data is preserved. Additionally, suspending an organizer frees up a license on your account as long as that organizer remains in the suspended status.
- **Unsuspend organizer(s):** Returns suspended organizer to active status.
- **Delete organizer(s):** Removes selected organizers from your company account. You will need to re-invite the organizer if you wish to add the organizer to your account again in the future.
- **Move organizer(s):** Move selected organizers to a different group or subgroup.

Note: Suspending an account is convenient because you do not need to re-establish the organizer's account to reactivate it and the organizer does not need to reinstall the software or register again.

Note: If you suspend or delete the only organizer assigned to a Webinar, you will be prompted to assign another organizer for that Webinar. If no attendees have registered for the Webinar you will be prompted to delete the Webinar before deleting the assigned organizer.

Note: If you modify an organizer's settings independently of his or her group, the new settings will override the group settings until the group settings are subsequently changed.

Move Organizer

► To move an organizer to a new group or subgroup

1. Click the *Manage Organizers* link on the left navigation bar.
2. Using the search or pagination options, find the organizer whose status you wish to modify.
3. To the left of the organizer's name field, select the check box for each organizer you wish to move.
4. Select the *Move Organizer(s) to:* option and select the group or subgroup to which you want to move the organizer. Click **Submit Changes**.

☑ [Scheidemen, Nathaniel](#) nathaniel.scheidemen@j... Active XYZ Company

[Check All](#) | [Clear All](#)

Action:

- Suspend organizer(s)
- Unsuspend organizer(s)
- Delete organizer(s)
- Move organizer(s) to: XYZ Company ▼

- Choose group...
- XYZ Company
- Finance**
- New Group
- New Subgroup

Note: Moving an organizer to another group will reset the organizer's settings to those of the new group.

Organizer Account Settings

This page enables you to set organizer status and to set access rights for various GoToMeeting and GoToWebinar organizer features. Feature-access options include options for both GoToMeeting and, if enabled, GoToWebinar.

► To access an individual organizer's account settings

1. Click the *Manage Organizers* link on the left navigation bar.
2. Using the search or pagination options, find the organizer whose status you wish to modify.
3. Click the organizer's name.
4. The *Organizer Administration* page for the selected organizer appears.

GoToMeeting Settings Options

The GoToMeeting settings options enable you to set organizer access rights to various GoToMeeting features. Settings include: GoToMeeting Conference Call Service, Record Meetings, Grant Keyboard/Mouse Control and Allow Display of Attendee List.

► To enable or disable feature access for an organizer

1. Click the *Manage Organizers* link in the left navigation menu.
2. Click the name of the organizer.
3. On the *Organizer Administration* page in the *Settings* section, select or deselect the features you want to configure access to.
4. Click **Save**.

Settings

Modify GoToMeeting features available to organizers:

GoToMeeting Enabled
Organizer allowed to hold meetings.

- Use GoToMeeting Audio Services**
Allow organizer to use GoToMeeting audio service in meetings.
Includes local toll numbers for:
United States
[Add more countries](#)
- Provide your own conference call number**
Enter default conference call information that you want shown to the organizer. Organizer can still overwrite it.
- Record Meetings**
Allow organizer to record meetings.
- Grant Keyboard/Mouse Control**
Allow organizer to grant keyboard and mouse control in meetings.
- Display Attendee List**
Allow organizer to display the attendee list in meetings.
- Allow Chat Within Organizers**
Allow organizer to chat in meetings.

- **GoToMeeting Audio Service:** Allows organizers to use the GoToMeeting integrated conference call service and VoIP. The default phone conferencing service and VoIP that are provided by the integrated conference call service are US-based toll numbers. Click *Add More Countries* to provide local toll numbers for multiple countries. Changes apply to all scheduled and future meetings.
- **Provide your own conference call number:** Add your own default conference call information for your organizer. Organizers can still overwrite this default information.
- **Record Meetings:** Allows organizers to record meetings for later playback. If an attendee is promoted to the role of organizer, he or she will be enabled to record the meeting.
- **Grant Keyboard/Mouse Control:** Allows organizers the ability to grant keyboard and mouse control to attendees during meetings.
- **Allow Display of Attendees:** Allows organizers to display the Attendee List during meetings.
- **Allow Chat Within Attendees:** Allows organizers the ability to enable chat between attendees.

GoToWebinar Settings Options

The GoToWebinar *Settings* options enable you to allow an organizer to host Webinars and configure the preferred conference call provider information. If your account is not Webinar-enabled, these settings options will not be available. Contact your Account Manager for more information.

▶ To enable an organizer to host Webinars

1. Click the *Manage Organizers* link in the left navigation menu.
2. Click the name of the organizer.
3. On the *Organizer Administration* page in the *Settings* section, check the *GoToWebinar* box.
4. Click **Save**.

- **GoToWebinar audio service:** GoToWebinar includes a conference call service at no extra cost. If you select the GoToWebinar Audio Service option, GoToWebinar automatically provides the conference call information within the Webinar invitation. On the day of the Webinar, the organizer, panelists and attendees dial in and are charged their standard long-distance rate for calling this toll-based number, just as if they made a regular long-distance call.

GoToWebinar
Organizer allowed to hold Webinars.


Use GoToWebinar integrated audio
Allow organizer to use GoToWebinar voice conferencing in Webinars.

Includes local toll numbers for:
United States
[Add more countries](#)

Provide your own conference call number
Enter default conference call information that you want shown to the organizer. Organizer can still overwrite it.

Organizer Phone Number:	Organizer Access Code:
<input type="text"/>	<input type="text"/>
Panelist Phone Number:	Panelist Access Code:
<input type="text"/>	<input type="text"/>
Attendee Phone Number:	Attendee Access Code:
<input type="text"/>	<input type="text"/>
International Toll Number:	
<input type="text"/>	

Allow GoToWebinar organizer Chat and Q&A
Allow organizer to Chat and use Q&A in Webinars.

Co-Organizers 
Allow an organizer to designate other organizers within the account who may help administer Webinars.

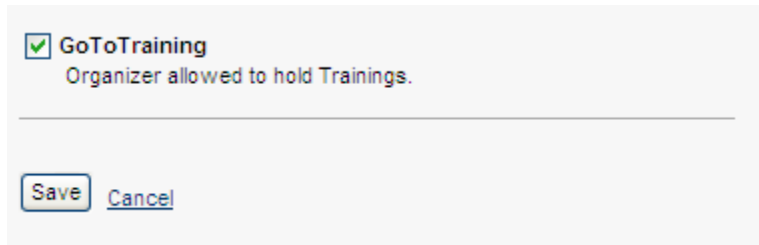
Note: The default conference call numbers that are provided by the integrated GoToWebinar conference call service are US-based toll numbers. Click [Add more countries](#) to provide local toll numbers for multiple countries. Changes apply to all future Webinars.

- **Provide your own conference call number:** Check this box and type in your own numbers if you prefer to provide your organizers with another method of bringing audio to their Webinars. Selection of this option does not force exclusive use of this service.
- **Allow GoToWebinar Organizers Chat and QA:** Check this box to allow your organizers to chat and Q&A with their Webinar attendees.
- **Co-Organizers:** Check this box to allow your organizer the ability to designate other organizers within the account who may help administer Webinars. Co-organizers have the same privileges as the scheduling organizer and can update the Webinar before it begins.

GoToTraining Settings Options

If available on your account, the *GoToTraining Settings* option enables you to allow an organizer to host training sessions with [GoToTraining](#).

1. Click the *Manage Organizers* link in the left navigation menu.
2. Click the name of the organizer.
3. On the *Organizer Administration* page in the *Settings* section, check the *GoToTraining* box.
4. Click **Save**.



The screenshot shows a settings dialog box with a light gray background. At the top, there is a checked checkbox labeled "GoToTraining" followed by the text "Organizer allowed to hold Trainings." Below this, there is a horizontal line. At the bottom of the dialog, there are two buttons: "Save" and "Cancel".

Active Sessions

The Active Sessions feature enables you to monitor the status of all active organizer meetings and Webinars.

View Active Meetings and Webinars Report

► To monitor active sessions

1. Click the *Active Sessions* link in the left navigation bar.
2. The Active Meetings and Webinars report is displayed and you can view a listing of all organizers for the selected group who are presently using GoToMeeting Corporate to host meetings and Webinars.

Active Meetings & Webinars					
Meeting Activity For:					
XYZ Company		Update			
<u>Organizer</u> ▼	<u>Group</u>	<u>Type</u>	<u>Attendees</u>	<u>Started</u>	<u>In Session</u>
Jason Vogt	XYZ Company	Meeting	2	5:30 PM	4 min End

Field definitions

- **Organizer:** Organizer's name.
- **Group:** Organizer's group.
- **Type:** Meeting or Webinar. (Webinars are only applicable to Webinar-enabled accounts)
- **Attendees:** Number of attendees in the meeting or Webinar.
- **Started:** Time the meeting or Webinar began.
- **In Session:** Duration of the meeting or Webinar.

Note: Active Meetings displays only those organizers who are actively hosting a meeting or Webinar.

End an Active Meeting

You can end an organizer's active meeting at any time. Ending an active meeting will immediately cancel the meeting.

► To end an active meeting

1. Click the *Active Sessions* link in the left navigation bar.
2. Locate the meeting you want to terminate and click *End*.

Organizer ▼	Group	Type	Attendees	Started	In Session
Jason Vogt	XYZ Company	Meeting	2	5:30 PM	10 min End

Note: By clicking *End* on the *Active Meetings & Webinars* page, you will abruptly terminate that organizer's meeting without warning. If you want to notify the organizer before terminating a meeting, you will need to send an email or contact the organizer by phone.

Note: The ability to end a Webinar is not provided from the Administration Center. Webinars must be ended by an organizer assigned to that Webinar.

Generate Reports

Administrators and managers can get summary and detailed information for groups, managers and organizers that now includes webinar and training information. Managers are limited to reporting on their assigned groups.

IMPORTANT: Data is available online for 90 days from date of occurrence. We strongly recommend that you run reports on a quarterly basis.

▶ To generate reports

1. Click the *Generate Reports* link in the left navigation bar.
2. Select the report you want to generate and click **Next**:

Overall:

- **Snapshot Report:** Provides a summary of information about organizers, meetings, Webinars and attendees over a selected date range.
- **Organizer Performance Report:** Provides a detail by organizer for meetings and Webinars held over a selected date range.

GoToMeeting:

- **Scheduled Meetings Report:** Provides a detail of meetings scheduled to occur during the selected date range.
- **Attendance History:** Provides a detail of meeting attendance during the selected date range.
- **Meeting History:** Provides a summary of meetings that have been conducted during the selected date range.

GoToWebinar:

- **Scheduled Webinars Report:** Provides registration details for Webinars scheduled to occur during a selected date range.
- **Attendee Report:** Provides a detail of attendance over a selected date range.
- **Recorded Webinars Report:** Provides a detail of recorded Webinars available during a selected date range.

GoToTraining

- **Schedule Training Sessions Report:** Provides organizer and registrant details about training sessions scheduled during a selected date range.
- **Training History and Attendee Reports:** Provides organizer and attendee details about training sessions conducted during a selected date range.

Select whether the focus of the report is all activity, groups, managers or organizers.

1. Select a date range within the past 90 days.
2. Select a format for your report (PDF, HTML, Excel, or Comma Delimited Text.)
3. Click the Generate Report button.

Your report will load in a new window.

Note: GoToMeeting Corporate allows you to change the time zone for reporting purposes as well as for scheduling meetings. Click My Account and follow the prompts to change the time zone. Changing the account time zone can be done at any time from the My Account link on the left navigation bar.

Snapshot Report

You can get a summary of information about organizers, meetings and attendees during the selected date range by generating a Snapshot Report. This report is ideal for providing a general overview that can be used to identify additional areas to research with the detailed reports. A snapshot of Webinar data is also provided if GoToWebinar is enabled on your account.

Field definitions

- **Total Active Meeting Organizers:** Total # of organizers who have conducted meetings.
- **Total Meetings:** Total # of meetings hosted collectively by organizers on the account.
- **Average Meetings per Organizer:** The average # of meetings hosted by active organizers.
- **Total Attendees:** Total # of people who attended meetings collectively.
- **Total Duration:** Total time spent in meetings collectively.
- **Average Duration:** Average duration of meetings on the account. (Total Meetings divided by Total Active Organizers.)
- **Average Attendees:** Average # of people who attended meetings. (Total Attendees divided by Total Meetings.)
- **Max Meeting Size:** The largest # of attendees in any one meeting.
- **Min Meeting Size:** The smallest # of attendees in any one meeting.
- **Meeting Conflicts:** Total # of instances when an organizer tried to host a meeting with an Organizer ID that was already in use.

GoToWebinar Summary

- **Total Active Webinar Organizers:** Total # of organizers who have conducted Webinars
- **Total Webinars:** Total # of Webinars hosted collectively by organizers on the account
- **Avg. Webinars per Organizer:** The average # of Webinars hosted by active organizers
- **Total Attendees:** Total # of people who attended Webinars collectively
- **Total Duration (minutes):** Total time spent in Webinars collectively
- **Avg. Duration (minutes):** Average duration of Webinars on the account. (Total Webinars divided by Total Active Organizers)
- **Avg. Attendees:** Average # of people who attended Webinars. (Total Attendees divided by Total Webinars)
- **Max Webinar Size:** The largest # of attendees in any one Webinar
- **Min Webinar Size:** The smallest # of attendees in any one Webinar
- **Webinar Conflicts:** Total # of instances when an organizer tried to host a Webinar with an Organizer ID that was already in use

Organizers Performance Report

The Organizers Performance Report provides a summary, arranged by organizer, for meetings held during the selected date range. Use this report to gather meeting statistics for a specific organizer. Webinar data is also provided if GoToWebinar is enabled on your account.

Field definitions

- **First Name:** Organizer's first name.
- **Last Name:** Organizer's last name.
- **Email:** Organizer's email address.
- **Group Name:** Organizer's assigned group.
- **Total Meetings:** Total number of meetings hosted by a specified organizer.
- **Total Duration (minutes):** Total time spent in meetings for a specified organizer.
- **Average Duration (minutes):** Average duration of a meeting for a specified organizer. (Total Duration divided by Total Meetings)
- **Total Meeting Attendees:** Total number of attendees who met with a specified organizer.
- **Avg. Meeting Attendees:** Average number of attendees in any one meeting for a specified organizer. (Total Attendees divided by Total Number of Meetings.)
- **Max Meeting Attendees:** The largest number of attendees for a meeting hosted by a specified organizer.
- **Min Meeting Attendees:** The smallest number of attendees for a meeting hosted by a specified organizer.

GoToWebinar

- **Total Webinars:** Total # of Webinars hosted by a specified organizer
- **Total Webinar Duration (minutes):** Total time spent in Webinars for a specified organizer
- **Avg. Webinar Duration (minutes):** Average duration of a Webinar for a specified organizer (Total Duration divided by Total Meetings.)
- **Total Webinar Attendees:** Total number of attendees who met with a specified organizer
- **Avg. Webinar Attendees:** Average number of attendees in any one Webinar for a specified organizer (Total # of Attendees divided by Total Number of Webinars)
- **Max Webinar Attendees:** The largest # of attendees for a Webinar hosted by a specified organizer
- **Min Webinar Attendees:** The smallest # of attendees for a Webinar hosted by a specified organizer

Scheduled Meetings Report

The Scheduled Meetings Report provides a summary of meetings that are scheduled during the selected date range. To run this report, select **Begin/End dates** in the **Date Range** drop-down menu and be sure to select begin and end dates in the future. Use this report to identify which organizers have scheduled meetings.

Field definitions

- **First:** Organizer's first name.
- **Last:** Organizer's last name.
- **Email:** Organizer's email address.
- **Group Name:** Organizer's assigned group.
- **Start Time:** Day, date and time the meeting started.
- **End Time:** Day, date and time the meeting ended.
- **Meeting Name:** Name given to the scheduled meeting.
- **Meeting Type:** Impromptu/Scheduled Meeting.

Attendance History Report

The Attendance History Report provides a detail of GoToMeeting attendance during the selected date range.

Field definitions

- **First Name:** Organizer's first name.
- **Last name:** Organizer's last name.
- **Email:** Organizer's email address.
- **Meeting Name:** Meeting name.
- **Group Name:** Organizer's assigned group.
- **Subgroup Name:** Organizer's assigned subgroup
- **Meeting Type:** Impromptu or Scheduled Meeting.
- **Start Time:** Meeting start time.
- **End Time:** Meeting end time.
- **Duration:** Number of minutes meeting was held.
- **Attendees:** Total number of meeting attendees.
- **Attendee Name:** Attendee name, as entered by the attendee.
- **Attendee Email:** Attendee email address, as entered by the attendee.
- **Join Time:** Time the attendee joined the meeting
- **Leave Time:** Time the attendee left the meeting

Meeting History Report

The Meeting History Report provides a list of GoToMeeting sessions that have been conducted during the selected date range. Use this report to track usage and meeting trends.

Field definitions

- **First Name:** Organizer's first name.
- **Last Name:** Organizer's last name.
- **Email:** Organizer's email address.
- **Meeting Name:** Meeting name.
- **Group Name:** Organizer's assigned group.
- **Subgroup Name:** Organizer's assigned subgroup
- **Meeting Type:** Impromptu or Scheduled Meeting.
- **Start Time:** Meeting start time.
- **End Time:** Meeting end time.
- **Duration:** Number of minutes meeting was held.
- **Attendees:** Total number of meeting attendees.

Scheduled Webinars Report

The Scheduled Webinars Report provides registration details on upcoming scheduled Webinars.

Note: This report displays data from those fields the organizer included in his/her registration form. Unused fields will display "Not Available".

Field definitions

- **Generated:** Date report was generated
- **Report Date Range:** Date range of report data
- **Webinar Name:** Name of the Webinar
- **Webinar ID:** Webinar ID
- **Registered:** Total number of registrants for the Webinar
- **Opened Invitation:** Number of invitees who opened the invitation email to register for the Webinar
- **Clicked Registration Link:** Number of invitees who click the registration link to register for the Webinar
- **Scheduled Start Time:** Scheduled start time of the Webinar
- **Scheduled Start Date:** Date of the Webinar
- **Scheduled Duration:** Scheduled duration of the Webinar
- **Registration Q & A:** Registrant answers to the organizer's registration questions.
- **Unsubscribed:**

N/A Indicates registrant is subscribed to email notifications from organizer(s)

Unsubscribed: Indicates registrant has opted out of receiving email notifications from organizer(s) through the unsubscribe link

SPAM Button: Indicates registrant has opted out of receiving email notifications from organizer(s) by marking as SPAM within their email application

Bounce: Indicates invalid or undeliverable email address

- **Address:** Registrant street address
- **City:** Registrant street
- **State:** Registrant state
- **ZIP Code:** Registrant ZIP
- **Country:** Registrant country
- **Phone:** Registrant phone number
- **Industry:** Registrant industry
- **Organization:** Registrant organization

Webinar Attendee Report

The Attendee Report provides a detail of attendees, including registration, Question and Answer responses, in-session time and Interest Rating. Use this report to follow-up with interested attendees after a Webinar.

Note: This report displays data from those fields the organizer included in his/her registration form. Unused fields will display "Not Available".

Field Definitions

- **Generated:** Date report was generated
- **Report Date Range:** Date range of report data
- **Webinar Name:** Title of the Webinar
- **Webinar ID:** Webinar identification number
- **Registered:** Total number of registrants for the Webinar
- **Opened Invitation:** Number of invitees who opened the invitation email to register for the Webinar
- **Clicked Registration Link:** Number of invitees who click the registration link to register for the Webinar
- **Actual Start Date/Time:** Start time of the Webinar
- **Actual Duration:** Actual duration of the Webinar
- **Total Attended:** Total number of attendees who attended the Webinar
- **Registration Q & A:** Registrant answers to the organizer's registration questions
- **Questions Asked by Attendee:** Any questions and answers submitted through the Question and Answer pane
- **Poll Questions:** Poll responses to any polls launched in-session
- **Survey Questions:** Survey responses
- **First Name:** Registrant first name
- **Last Name:** Registrant last name
- **Email:** Registrant email address
- **Join Time:** Time Registrant joined
- **Leave Time:** Time Registrant left
- **In Session Duration:** Total time Registrant attended
- **Interest Rating:** Numerical value from 1-100 which shows the attendees interest in the Webinar – 100 being most interested
- **Unsubscribed:**
 - N/A: Indicates registrant is subscribed to email notifications from organizer(s)
 - Unsubscribed: Indicates registrant has opted out of receiving email notifications from organizer(s) through the unsubscribe link
 - SPAM Button: Indicates registrant has opted out of receiving email notifications from organizer(s) by marking as SPAM within their email application
 - Bounce: Indicates invalid or undeliverable email address
- **Address:** Registrant address
- **City:** Registrant city
- **State:** Registrant state/province
- **Zip Code:** Registrant zip/postal code
- **Country:** Registrant country
- **Phone:** Registrant answers to the organizer's registration questions phone number (if requested in the Registration Form)
- **Industry:** Registrant answers to the organizer's registration questions business industry (if requested in the Registration Form)
- **Organization:** Registrant answers to the organizer's registration questions business organization (if requested in the Registration Form)

Recorded Webinars Report

The Recorded Webinar Report is available to GoToMeeting Corporate plans only. This report provides a detail of recorded Webinar registrants or viewers and includes time and date that the Webinar recording was downloaded.

Note: This report displays data from those fields the organizer included in his/her registration form. Unused fields will display "Not Available".

Field Definitions

- **Generated:** Date report was generated
- **Report Date Range:** Date range of report data
- **Webinar Name:** Title of the Webinar
- **Webinar ID:** Webinar identification number
- **Total Viewed:** Total number of registrants that have viewed the recorded Webinar
- **Upload Date:** Time Date the recording was uploaded
- **Unsubscribed:**
 - N/A: Indicates registrant is subscribed to email notifications from organizer(s)
 - Unsubscribed: Indicates registrant has opted out of receiving email notifications from organizer(s) through the unsubscribe link
 - SPAM Button: Indicates registrant has opted out of receiving email notifications from organizer(s) by marking as SPAM within their email application
- **Address:** Registrant address
- **City:** Registrant city
- **State:** Registrant state/province
- **ZIP Code:** Registrant ZIP/postal code
- **Country:** Registrant country
- **Phone:** Registrant phone
- **Industry:** Registrant industry
- **Organization:** Registrant organization

Edit Account Information

You may edit your company and administrator information at anytime.

▶ **To edit your account information**

1. Click the *My Account* link on the left navigation bar.
2. Enter your updated information
3. Enter your current Administration Center password.
4. Click **Save Changes**.

Note: If you opt to change your account email address, it is important to remember that the password reset email and other important Citrix Online email correspondence will be sent to the address on the account. Be sure to use an account that you can access.

Change Account Password

The My Account feature enables administrators to change their password.

▶ **To change your account password**

1. Click the *My Account* link on the left navigation bar.
2. Enter your new password
3. Re-type your new password
4. Enter your current Administration Center password.
5. Click **Save Changes**.

FAQs

How can I view meetings and Webinars that are currently in session?

As the administrator, you can log in to www.gotomeeting.com and select Active Sessions in the left menu. You will see which meetings and/or Webinars are currently in session, how many attendees are in each session and when the sessions started. If you see suspicious activity, you will have the ability to end a specific meeting. Note that Webinars must be ended by an assigned organizer.

I forgot my password. What should I do?

First make sure you are entering your correct login email address and password – note that your password is case sensitive and must contain at least 8 characters and include numbers and letters.

If you still need to reset your password, just visit https://www.gotomeeting.com/en_US/forgotpassword/forgotPassword.tmp and enter your email address. You can also reach this page via the www.gotomeeting.com login page. An email will automatically be sent to your login email address to reset your password.

Why am I unable to run HTML reports?

Your anti-virus or Internet protection software may prohibit the use of pop-up windows. In this case, you would need to allow pop-up windows within your browser settings in order to run an HTML report. You can also generate the report as a PDF document.

Why would I want to suspend or delete an organizer?

If you feel there is a security risk with a particular meeting organizer's account, you may wish to suspend the account temporarily to halt any activity with GoToMeeting Corporate. Suspending an account is convenient because you do not need to re-establish the organizer's account to reactivate it and the organizer does not need to reinstall the software or register again. Note that suspending a meeting organizer frees up a license that can be assigned to someone else.

If a meeting organizer no longer needs GoToMeeting or GotoWebinar functionality, or is no longer with your organization, you may wish to delete the account entirely.

To suspend or delete a meeting organizer, log in to www.gotomeeting.com and select Manage Organizers from the left menu. Check the box next to the meeting organizer you would like to suspend or delete, select an option and then click Submit Changes.

If you suspend or delete the only organizer assigned to a Webinar, you will be prompted to assign another organizer for that Webinar. If no attendees have registered for the Webinar you will be prompted to delete the Webinar before deleting the assigned organizer.

How can I disable the integrated GoToMeeting Conference Call Service for my organizers?

If you have your own conference call service that you would like to use in conjunction with GoToMeeting, you may permanently disable the integrated GoToMeeting Conference Call service for your meeting organizers.

To do this, log in to www.gotomeeting.com and select Manage Groups from the left menu. Click *Edit* next to your company name. Uncheck the box next to *Conference Call Service*. Click the Save Changes button to save your settings. You can change this setting at the group level or at the organizer level as well.

Tips for Success

One of the primary benefits of using GoToMeeting Corporate in your organization is the simplicity and ease of deployment. Here are a few suggestions to help you implement GoToMeeting Corporate:

- Be sure to keep your Administration Center organizer name and password secure.
- Encourage organizers to maintain password security by regularly changing their passwords and by not sharing their accounts with others.
- If you forget your Administration Center password, you can create a new one by clicking the [Forgot your password?](#) link on the Log In page. You will be sent an email with a link directing you to a Web page for changing your password. Please note that for security purposes, a new password cannot be sent to you by email.
- To purchase more organizer licenses or enable GoToWebinar, please contact your account manager.

Contact Support

Please direct any support questions to: gotomeetingcare@citrixonline.com

Or call:

- 1 888-259-8414 (U.S. and Canada, toll-free)
- 001-888-896-5419 (Mexico, toll-free)
- 00-800-3375-8675 (Europe, toll-free)
- 00-800-100-3084 (India, toll-free)
- 00-800-3375-8675 (Asia-Pacific, toll-free*)
- +1-805-617-7002 (direct dial)

*Toll-free service unavailable in some areas.

Please direct any account questions to: accounts@citrixonline.com

To provide feedback on the GoToMeeting Corporate product, click the feedback link located in the footer of each section of the Administration Center.