

GoToMeeting Navigation Tips

The GoToMeeting Controls Menu

1. Audio

Here is where you mute and unmute yourself.

Audio guidelines to prevent echo, feedback and poor sound quality:

- Choose whether you want to use your computer audio OR your phone. You can only use one to avoid echo & feedback.
- When using phone audio, select “**Phone call**” in the Audio controls.
- External speakers also function as a microphone and often cause audio issues. Consider disconnecting any external speakers.

2. Sharing Your Screen

As the Organizer, you can share your screen or allow others to present their screens.

As a Participant, you can ask the organizer to share your screen.

3. Sharing your Webcam

See the Virtual Meeting Etiquette Guidelines on page 2 before sharing your webcam.

4. Customizing your Controls Menu

Use the grid icon  to drag and drop your controls in the order you prefer. For example, maybe you want **Chat** above the **Attendees** list.

Use the drop down icon  to minimize and maximize control sections.

5. Managing Attendees

As the organizer, you can mute and unmute all attendees. This is helpful when there is unidentifiable background noise.

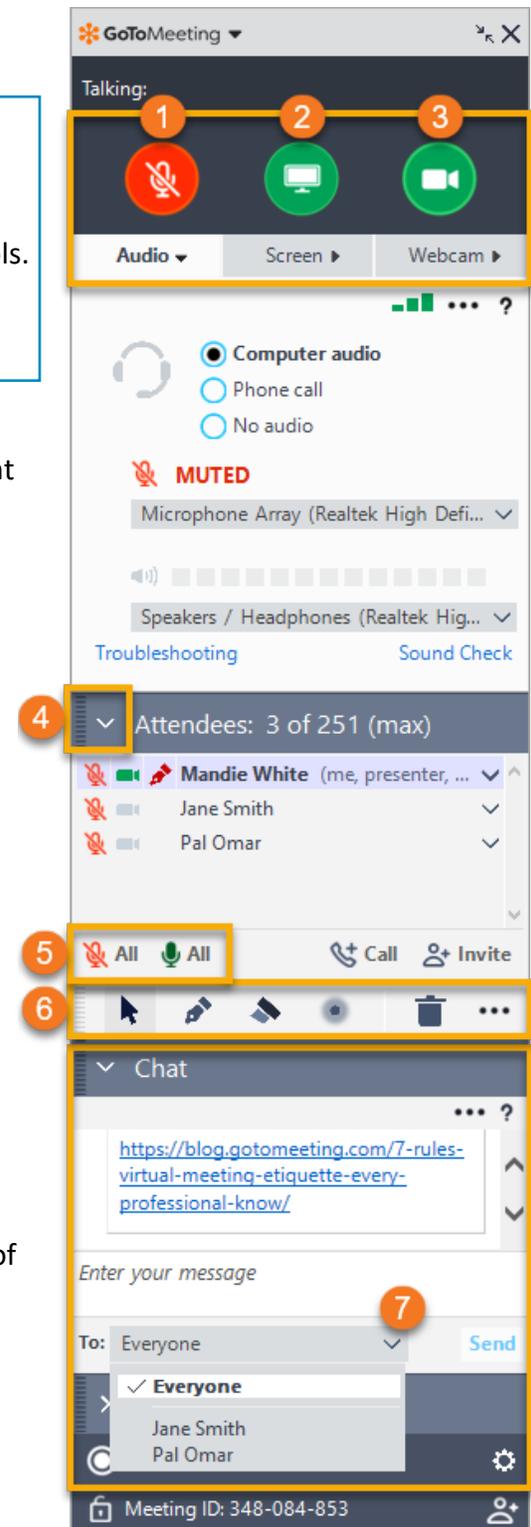
6. Pointer and Drawing tools

When sharing your screen, you can use these tools to highlight parts of your screen to help attendees follow along. You can also allow attendees to take control of these tools to help present.

7. Chat

You have the option to chat with **Everyone** in the meeting, or an individual participant. Chat should not distract from the meeting, but can be used for things like:

- Submitting questions to the meeting organizer
- Sharing links with the group



Etiquette for Productive and Professional Virtual Meetings



Mute Your Microphone

Ensure your microphone is on mute at the beginning of the call and whenever you are not speaking. There is always the possibility of background noise even if you are in a quiet area. If connecting through your computer and also dialing in from a phone, your computer microphone may be turned on and will create interference. Turn off the volume on your computer and mute all devices. Only unmute one device when it is your turn to speak.



Stop Multitasking

It's been found that [73 percent of employees](#) do other work while attending a meeting. The fact is, [multitasking is a myth](#) and should be discouraged. Some estimates have found that you can lose up to 40 percent of your [productivity](#) by multitasking. Remove temptation by closing your email and place your phone outside of your reach (only use to unmute/mute, as needed).



Speak Clearly and Concisely

Virtual meetings move at a slightly slower pace than in-person meetings. There may also be a slight delay after someone speaks due to variations in the way users are calling into the meeting. Make sure you pause after asking a question. Most importantly, make sure that you speak clearly and concisely. Enunciating your words gets around any muffled microphones or poor-sounding speakers.



Hands Off the Keyboard

It is best to keep your hands off the keyboard. This way the meeting has your complete attention and you are not disrupting other participants with the sound of your typing. If you want to take notes, jot them down by hand. Research has found that you retain more information when you write notes by hand.

Video Conferencing Guidelines



Dress Appropriately

The beauty about working from home is that you don't always have to wear professional attire. However, when using video for a virtual meeting, the Palomar Health Dress Code should be observed. As an added perk, you'll be more focused and productive because you've [dressed for success](#).



Be Aware of Your Surroundings

Look at your environment from the camera's perspective. Is there anything in frame that could be distracting or potentially offensive, such as inappropriate posters or knick-knacks? Make sure you have good lighting. You may need to cover windows to prevent silhouetting or bright spots. Find a quiet space that is free of distractions and visually appealing.

Adapted from <https://blog.gotomeeting.com/7-rules-virtual-meeting-etiquette-every-professional-know/>