

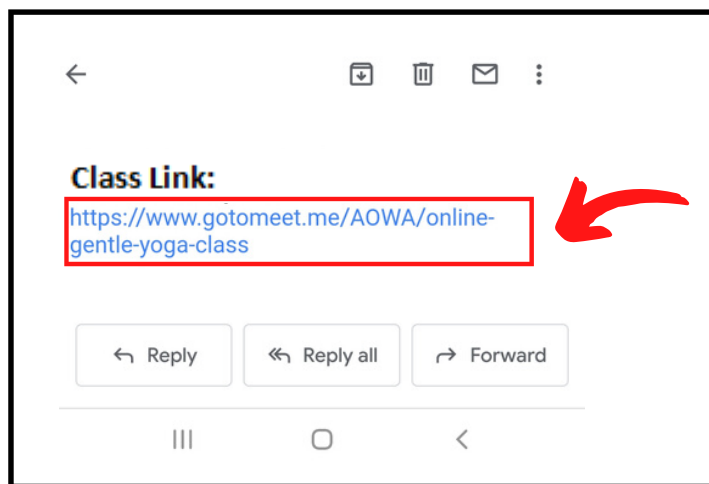
# GOTO GUIDE: TABLET/SMART PHONE



## 1. Receive your unique class link via email from AOWA.

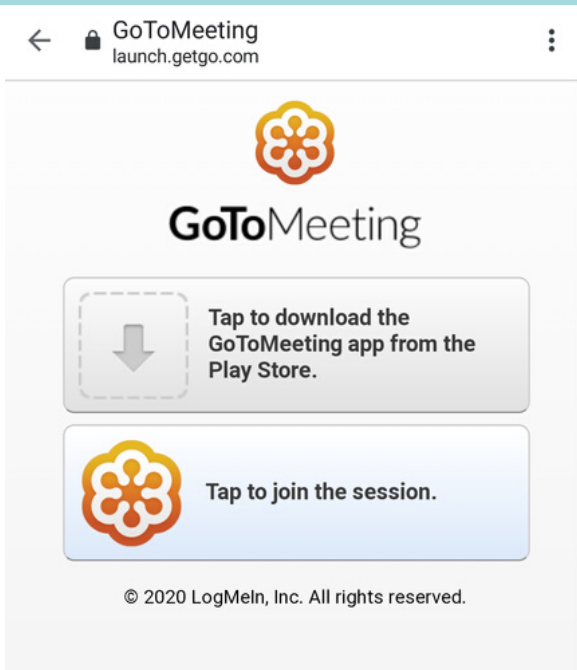
Prior to your scheduled class you will receive a unique GoTo class link via email from AOWA. Simply tap on this link to get directed to your class.

IMPORTANT: To ensure there is adequate time for setup, please tap this link at least 15 minutes prior to your online class if it's your first time using the software.



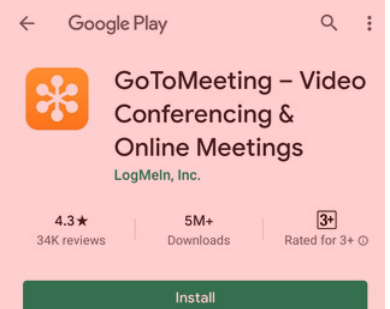
## 2. Tap on the class link.

The link will then automatically prompt you to download the (free) GoTo software for your device and take you to the relevant app store.



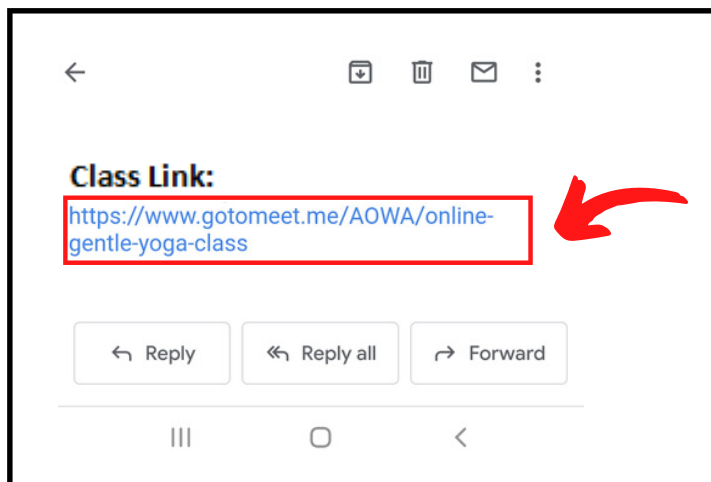
**Android**  
(Play Store)

**iPhone**  
(App Store)



### 3. Open the download.

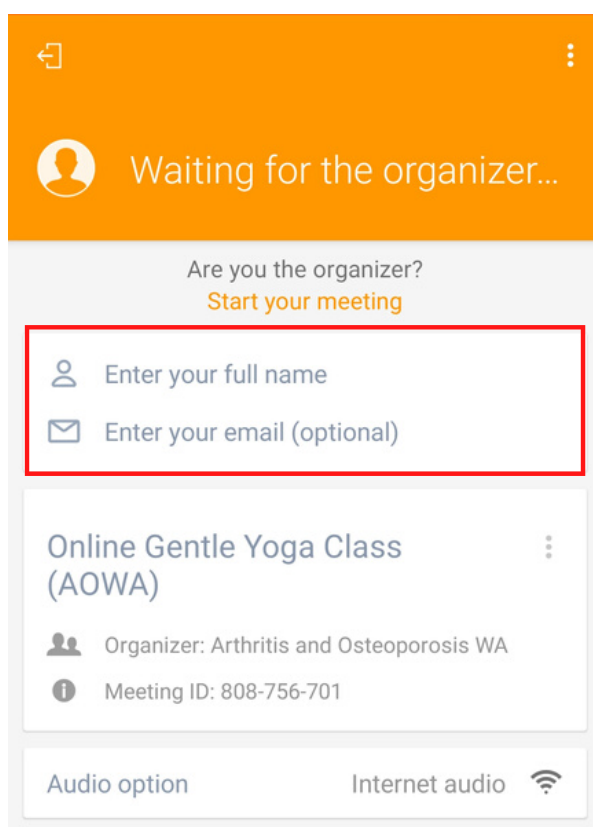
Once the GoTo application has been installed, you may need to revisit your email again to tap the class link. Once you tap the link, the button and your online class will then begin to load.



### 4. Enter the waiting room.

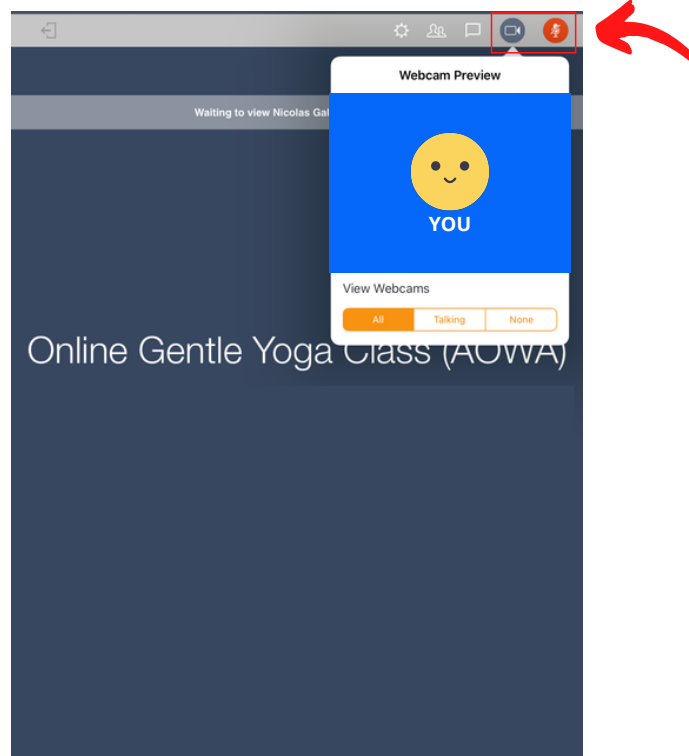
You will then be admitted into a "waiting room". Once the AOWA instructor starts the class, you will be able to see them, along with other class attendees of the session.

**IMPORTANT:** Please ensure to enter your full name and email address (when prompted), so that we may match your details with your class registration.



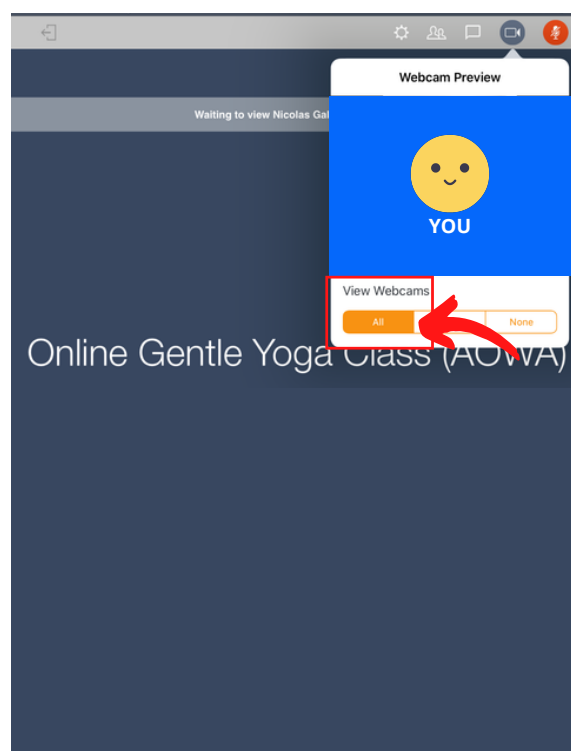
## 5. Share your microphone and camera.

The first time you connect to your class, you will be prompted to allow the GoTo software to access your microphone, camera and speakers. Be sure to tap "Allow". Tap both the microphone and camera buttons and ensure that they are both set to GREEN, so that your class can both see and hear you.



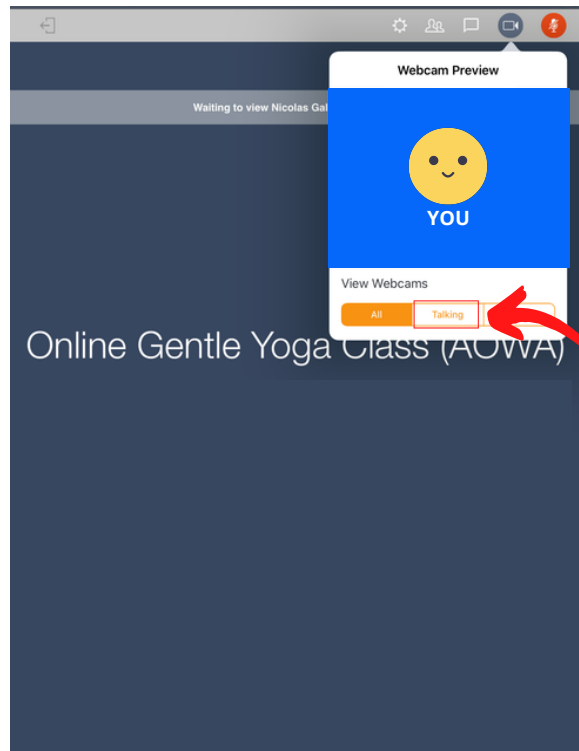
## 6. Viewer settings (before class)

Prior to the start of your class, ensure that your viewer option is set to "All". You can tap the camera icon, which will reveal your view options. The "All" option will allow you to see and interact with multiple attendees in your class.



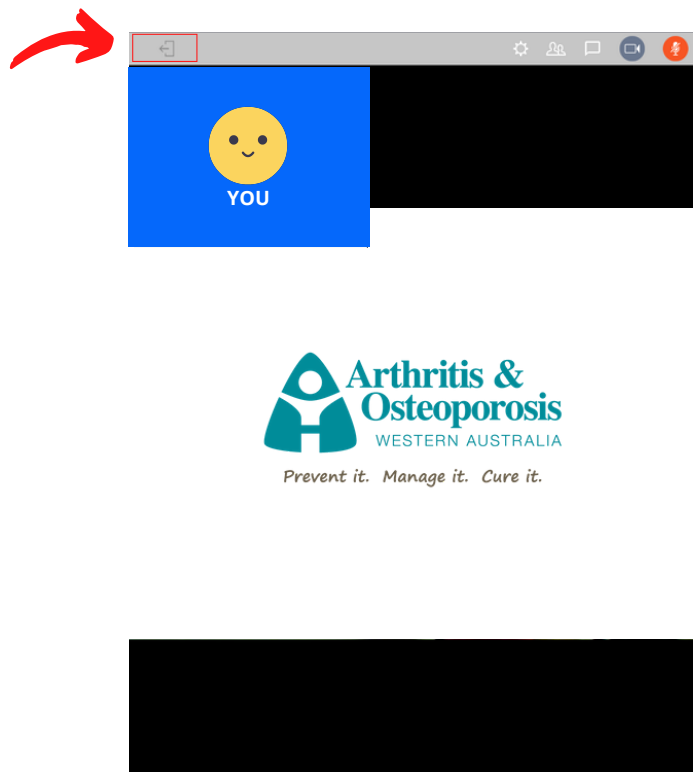
## 7. Viewer settings (during class)

Once the class begins, the instructor will switch all class member's microphones to mute (RED). The instructor will then ask to change your viewing settings to view "Talking". This will display only the camera of the person currently speaking (instructor), which you will need to guide your exercise technique during class.



## 8. Ending your class.

Once your online class finishes, you can leave the session by tapping the "Leave" icon at the top-left of your screen. The software will then close and your online class will be complete!

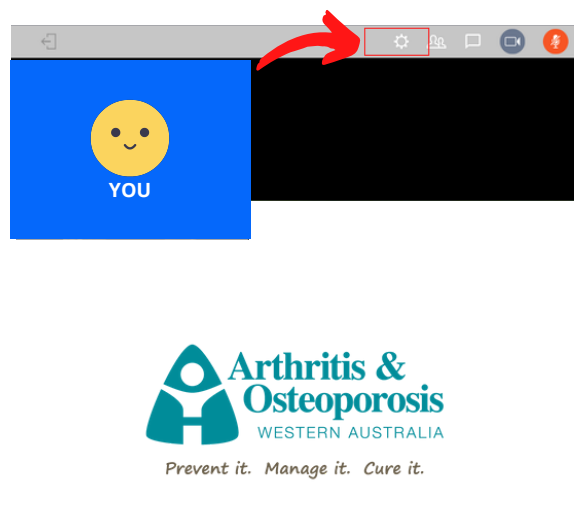


# TROUBLESHOOTING

If problems should arise using the GoTo software, please try the below suggestions.

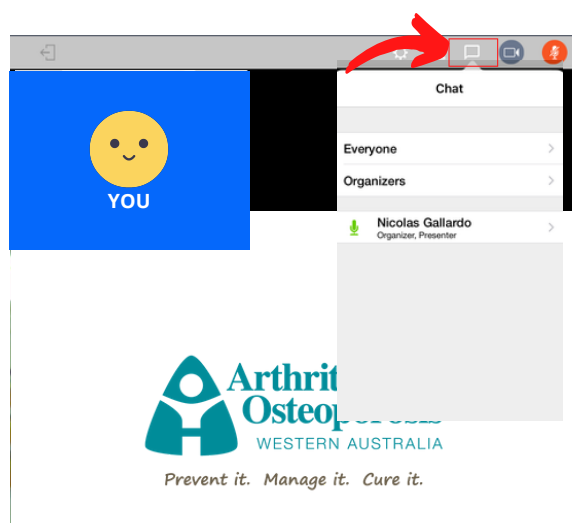
## 1. Check your settings.

Click the Settings icon in the toolbar. In the Audio tab, select Computer. You can also specify which audio devices are being used as your mic and speakers. To specify your devices, use the drop-down menus.



## 2. Notify the instructor via "Chat" function (before class only).

Before your class begins, you can reach out to the instructor to provide some guidance via the chat function on the top right-hand side of your screen. This is useful if you are unable to work your camera or microphone.



## 3. Call the GoTo Support line.

If you continue having difficulties with setting up, please call the GoTo support line on 1800 091 811 (toll-free). GoTo support will be able to give specific advice regarding your technical issue. If your issue still does not get resolved, please notify AOWA staff directly.