



PATCH Online Training Quick Guide:



Live Event Webinars

1. Internet Connection/Audio

Question:	How do I speed up my internet connection?
Answer:	<p>If you're noticing a slow connection on your computer or mobile phone, there are a couple ways to help speed up your connection which can be found at the link below.</p> <p>https://support.goto.com/training/help/how-do-i-speed-up-my-internet-connection-g2t090143</p> <p><i>Note:</i> For best results, we recommend closing all non-essential applications, such as email, instant messaging and internet browsers.</p>
Question:	How do I connect my audio to my specific device?
Answer:	<p>Individual Instructions to connect via Phone (Audio Pin), Desktop, Web, iOS & Android app can be found at the link below.</p> <p>https://support.goto.com/training/help/connect-to-audio-using-your-telephone-g2t050044</p>
Question:	How do I use the Audio Pin?
Answer:	<p>If you call in on the phone for GoTo training (phone audio), please make sure to add in the audio pin # that you are given once you log in. It is easier to call in AFTER you have logged into the training so you receive an audio pin.</p> <p>*This pin is used to verify your attendance in the training with phone audio.</p> <p><i>Note:</i> If you are using a mobile app to join to the session and are connecting via Phone Call, you do not need to use an Audio PIN. Your phone call will automatically be registered with the session.</p>

2. Evaluation

Question:	How do I find the class evaluation?
Answer:	Evaluations will pop up immediately once the training session is ended. *If you <i>do not</i> see the pop up, please reference your email, as the evaluation is auto-emailed out a few hours after the training ended. *(Please fill out 1 evaluation per class.)*

3. Certificate

Question:	Where is my certificate?
Answer:	Live Webinars: Certificates can take up to 3 days to process. Please check your My Courses tab, and click the certificate icon to download your certificate. <i>Note:</i> In order to receive a certificate, you must be present for the whole training and participating (chat box, raising hand, taking all quizzes and polls, etc.). *There is a 15 minute grace period for coming in late or leaving early. *Each individual must be logged on a separate device to earn a certificate.*

Support

Question:	Who can help me?
Answer:	PATCH <u>Resources Tab</u> on collaboration can be used for reference, after office hours Monday-Friday 7:30 AM – 4:30 PM. *For <u>GoTo (Live Webinars)</u> please contact GoTo directly at 1 (833) 851-8340. <i>Note:</i> If you experiencing issues with your WIFI Connection, please contact your service provider for assistance.