GO TO TRAINING – SET UP
1. Go To Flight Deck, log in to GTT. www.teamactorbank.co.uk
2. 10 Minutes before the session Create Training, and register the client, using the email address in your acuity booking.
3. 3 Minutes Before the start of the session, click start.
4. Click on 'Launch Application'.
5. Open control panel
6. Click on options to make sure attendees can share webcam.
7. Turn on YOUR camera and microphone.
8. Check framing, HIDE YOUR WEBCAM /GO FULL SCREEN
9. Set up client on arrival (see video demo).
10. Start session with client before starting to 'RECORD'.
11. Share rating form link – in chat box.

STEP 2. 10 Minutes before. Create training and register client using email address in booking.

Step: 3 Minutes before the session, click start.
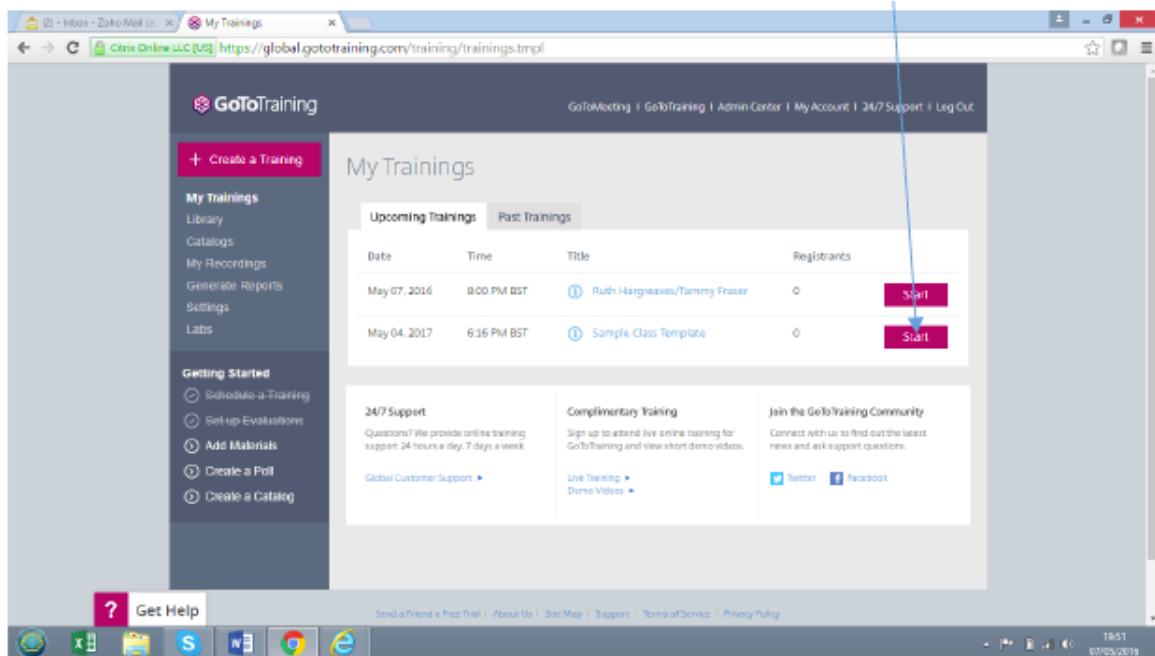
Step4: Click Launch application
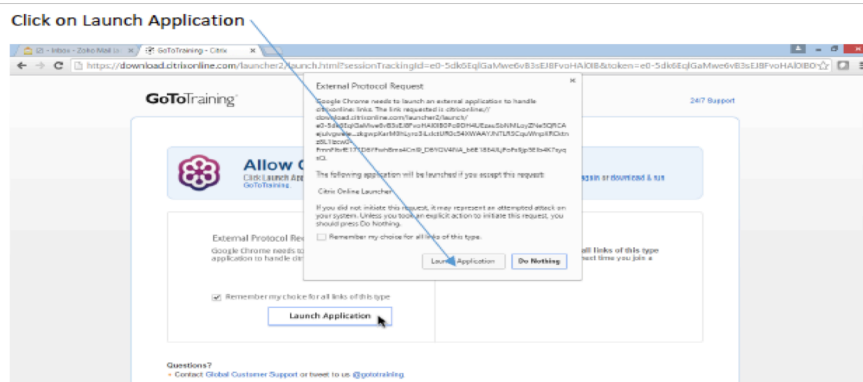
Step 5, 6 & 7: Open control panel to set up.

Click on options and make sure 'Attendees can share webcam' is ticked. Although you should only have to do this once at initial set up, If you have a problem in the session and the client does not have the webcam icon then recheck this setting.

To hide your webcam click on here to open up the tab.

Then click on here to get the dropdown box.

Then select the 'Hide my Webcam' option.
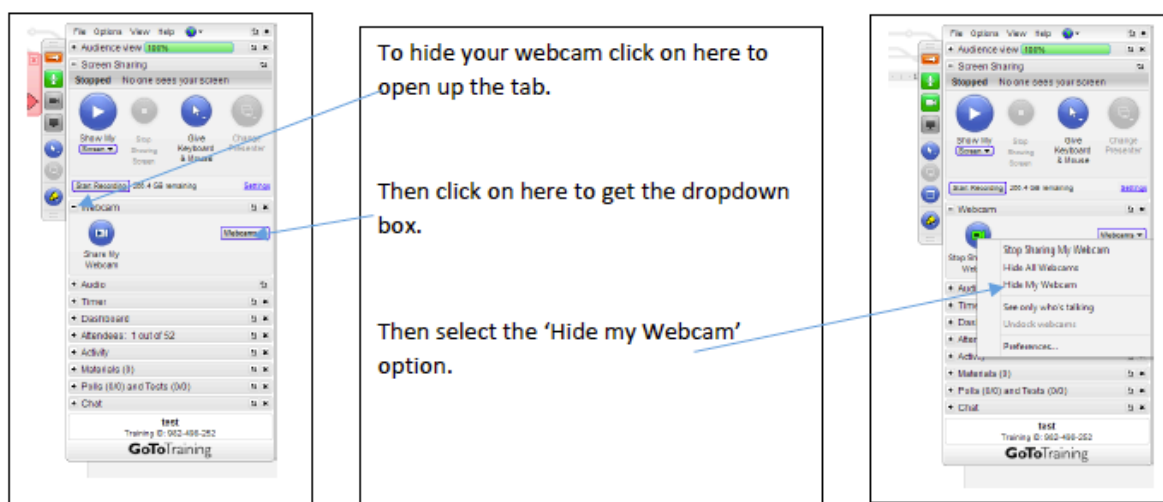
If your client is using an Ipad they will automatically see you large and themselves small. They have a webcam icon on the top of the page that they need to turn on and they may need to unmute themselves on the microphone if you are unable to hear them. Make sure the client is holding the Ipad the correct way up or the recording will come out upside down! Make sure the home key is on the left hand side.

Click on the red/orange arrow to minimise the control panel and this will reduce the control panel to the strip of icons. If the icons appear in the centre of the screen you can drag them back to the side. If you need the control back again simply click on the arrow and it will enlarge again.
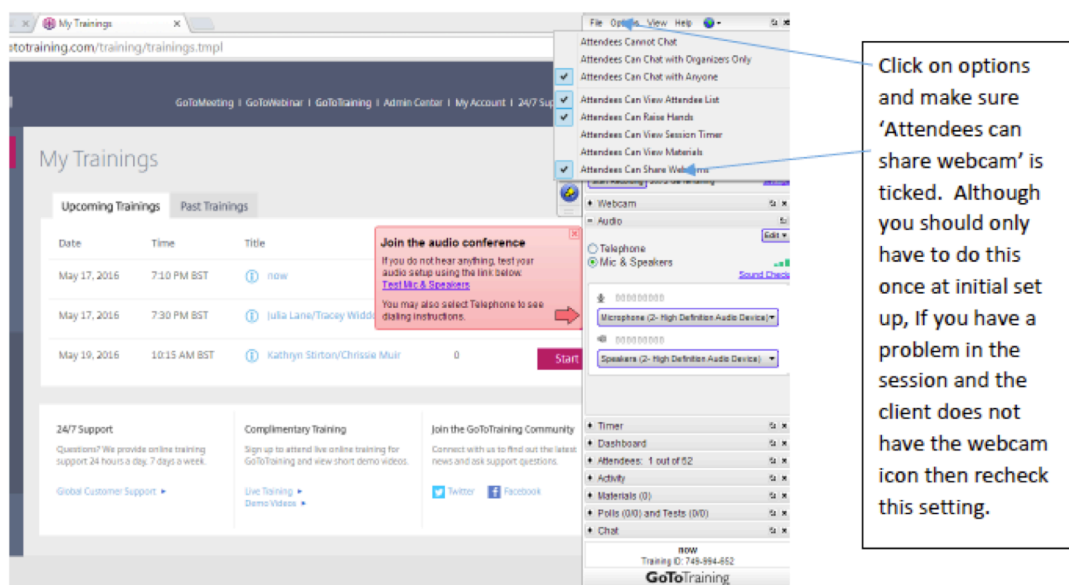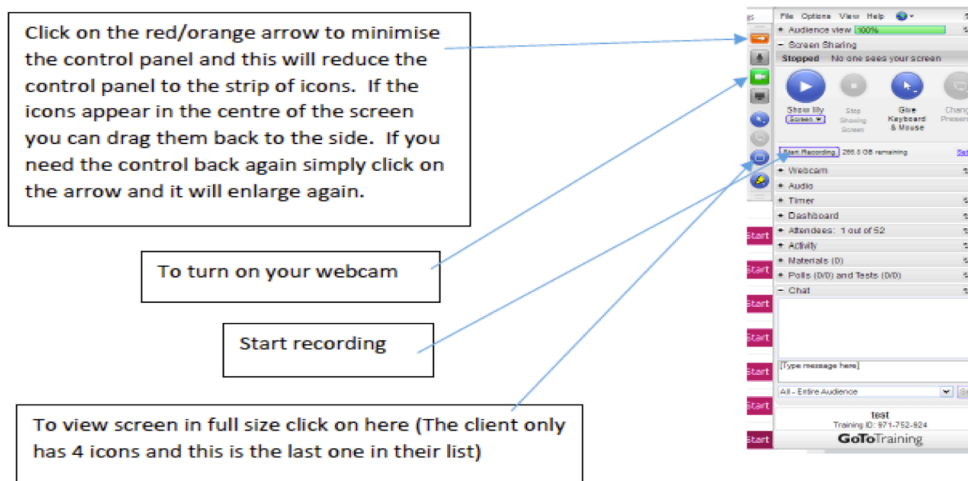
To turn on your webcam

Start recording

To view screen in full size click on here (The client only has 4 icons and this is the last one in their list)

Step8: Check YOUR framing.
Step 9: Set up client – see webpage resources and video for detail.
Step 10: Start session and then RECORD.
Step 11: Share your rating form link in chat box.

Send your Rating form link here, paste the link in and press return. The client will need to click on the link during the call which will open in a new tab for them.

If you are on a Mac please do not save your links to a pages/word document. If you want to have the links ready to copy and paste you have to either copy and paste straight from the source or you can save them into the Notes folder.

When the client receives your link and they click on it they will leave the GTT page and be taken to their web browser, (Please note they will not be able to see you but they will still be able to hear you). If they find it difficult to get back to your image they need to click on the purple or orange flower icon on the bottom toolbar. It is purple for PC and orange for Mac. Sometimes on a Mac it will be on the side of the screen instead of on the bottom.

To end the training session click on the cross in the top right hand corner of the control panel on PC or the red cross on the left hand side of the control panel on a MAC. You will be asked if you want to leave the training or end training for all and you need to select end training for all.

How to invite a client if they are unable to find their link to the session.

If the client is unable to find their join mail you can click on here and this box will come up, all the client needs to do is enter the website address into a browser and they will be asked for the ID code which once entered will join them into your call.
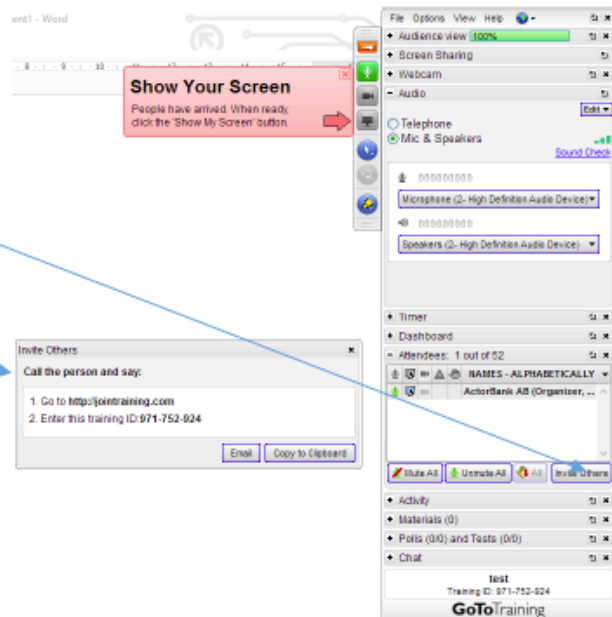
IMPORTANT: You must then LOG OUT of 'GO TO TRAINING'.