**GoToTraining
iPad set up for Actors**

**Step 1:**

Be ready and waiting for the client to join the call.

When you see that the client has joined as one of the attendees, they will be able to see and hear you and a see a GTT toolbar on their screen, but **you will not be able to see or hear them.**

Say hello and first ask the client to **turn on their mic** by tapping on the mic icon which is located on the tool bar, top right of their screen.

N.B A notification telling them their mic needs to be turned on should pop up on screen as soon as they start the session so there is a chance they may have already done this.



Once on, the mic icon should turn pink for them, and you will be able to hear them.

**Step 2:** To turn on their **camera** ask the client to tap on the camera icon. A dropdown menu will appear, ask them to tap **'share my webcam'**.
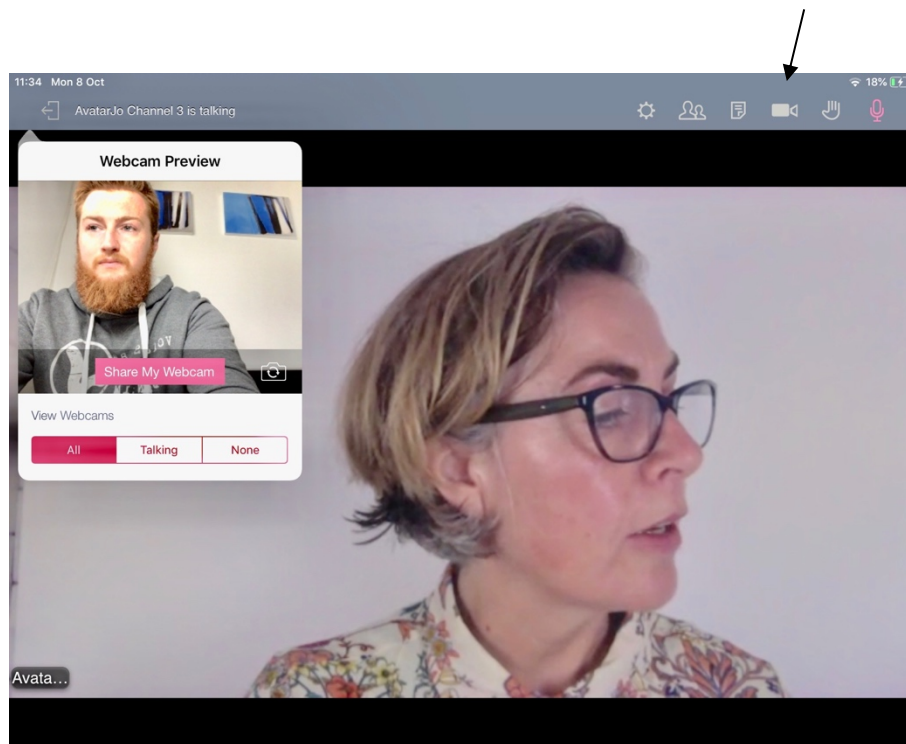
You should now be able to see them and their camera icon should be pink.
Ask them to close the menu by tapping the camera icon again.
They should now be able to see you and see themselves.
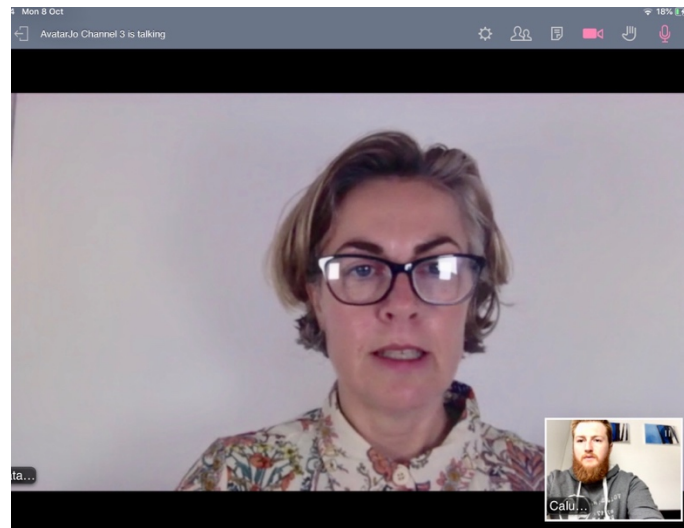


N.B.     There is **NO FULL SCREEN** option for the client to select
         There is **NO HIDE MY WEBCAM** option for the client to select so they will always see
         themselves. They can drag the box they appear in around the screen if they want to
         reposition it.
         There is **NO HIDE CONTROL PANEL** option.

**They are now ready for you to begin the session as you would normally, checking with them that it is ok to start recording etc.**

**Step 3:**

To **send the link to the feedback form** at the end of the session ask the client to open a chat window by tapping on the icon of the two people on the tool bar.
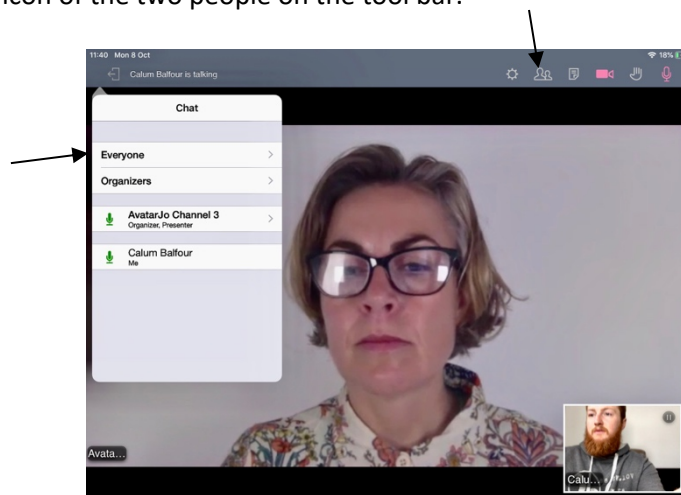
This will activate a dropdown menu, then ask them to tap on 'everyone' which will open the chat window. Send them the link.
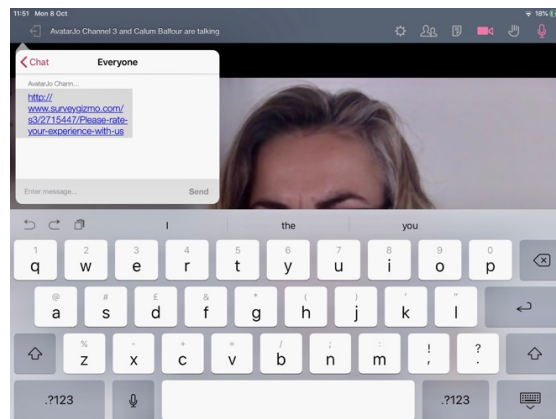


Check they have received the link and ask them to tap on it to be sure it opens ok.

Then ask them to double tap the home button on their iPad to come back to the session to see you again.

If the chat menu is still open for them they just need to tap the centre of the screen to close it.

You can now **finish up and say goodbye.**

**Good to know:** when using 'chat' a notification icon with a number in telling the client that they have a new message from you will appear very close to the 'Leave session' button top left off their screen, so if they suddenly disappear it may be because they have tapped 'Leave Session' by mistake.