Allergy Pals and Allergy Allies

Food Allergy Canada

Parent and Participant Guide

A participation guide for the Allergy Pals and Allergy Allies Program

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GoToMeeting Guide

LogMeIn GoToMeeting™ (G2M™) is an online conferencing tool that allows people to connect from the comfort and convenience of their own homes. We will be using G2M to host all of our online support sessions.

This guide has been created to help you use G2M and troubleshoot technical difficulties along the way.

Installing GoToMeeting™:

Installing G2M is a quick and easy process. Simply follow the steps below (next section) to join your first online support session and follow the onscreen steps to install the G2M desktop application and join your meeting. ***Begin this process at least ten minutes before the scheduled start time*** of your first online session to give yourself enough time to complete the installation.

If you have trouble installing or launching G2M, your computer may be missing essential software components and/or failing to meet G2M's system requirements. For example, Windows users need to have an up-to-date version of Java (www.java.com) installed and enabled on their computers.

We encourage you to review – and make sure that your computer meets – G2M's latest software and system requirements before your first online support session: www.GTMonlinemeetingsupportcom

Logging in to Online Support Sessions

You can log in to your first online support sessions in one of two ways:

1) Click the web access link
   a. Enter the ***Meeting ID*** provided by your Program Coordinator or other program facilitator.

   b. Follow the onscreen steps to install the G2M desktop application and join the meeting.

2) Visit the G2M website (www.GoToMeeting™.ca for Canadian users).

   a. Click **Join Meeting** and enter the ***Meeting ID*** provided by your Program Coordinator or other program facilitator.

       b. Follow the onscreen steps to install the G2M desktop application and join the meeting.

After your first online support session, you will have the G2M desktop application installed on your computer. To log in to later sessions, you can follow the steps outlined in (a) or (b) above, or you can:

3) Open the G2M desktop application on your computer.
   a. Click **Join Meeting Now** and enter the ***Meeting ID*** provided by your Program Coordinator or other program facilitator.

Follow the onscreen steps to install any updates and join the meeting.

Navigating the Tool Bar and Control Panel:

When you join a meeting, a small G2M Tool Bar and/or larger Control Panel should appear, usually in the upper right-hand corner of your computer screen.

*These functions are only available when the program facilitator has given participants access to webcams and/or drawing tools.

Your G2M Control Panel will let you access additional functions and panes, including: a list of meeting participants, audio settings, webcam settings, and the chat box. *If you are using a Windows* operating system, you will also find G2M's **File**, **Options**, **View**, and **Help** menus across the top of your Control Panel. *If you are using a Mac* operating system, you will find comparable menus across the top of your computer screen.

Red arrow to minimize/maximize your G2M Control Panel

Microphone to mute/unmute your G2M microphone

*Video camera** to turn on/off their webcam

*Pen tip** to choose a drawing tool and pen colour.

Using Audio:

You can talk and listen to fellow group members using a plug-in computer headset or built-in computer microphone and speakers. For the best possible audio quality, you should use a plug-in headset to reduce background noise, static, and echoes.

1. Microphone

If the microphone on your headset or computer is working properly, the green microphone scale in the **Audio** section of your Control Panel should turn green when you speak.

2. Speakers

If the speakers on your headset or computer are working properly, the green speaker scale in the **Audio** section of your Control Panel should turn green when your fellow group members speak.
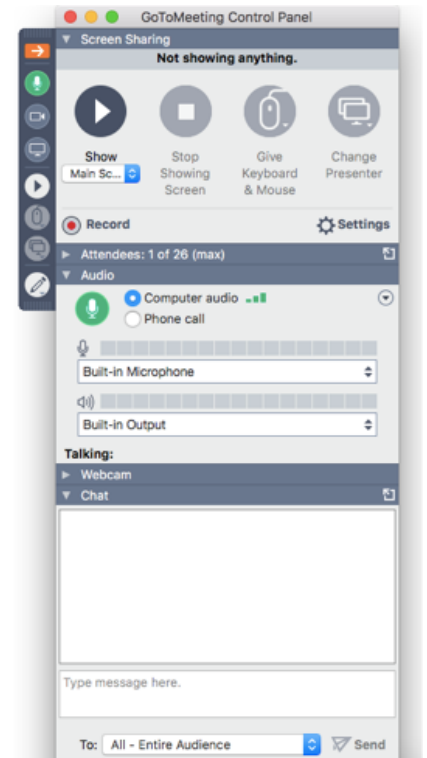
3. Settings

When you plug a headset or other audio device into your computer, G2M may automatically recognize and enable it. If not, you can manually enable the device by clicking **Settings** in the **Audio** pane of your G2M Control Panel and selecting the appropriate device from the **Microphone Setup** and **Speaker Setup** drop-down menus.

4. Muting

During online support sessions, you should keep your microphone muted when you are not talking. This will help to reduce background noise, static, and echoes, ensuring the best possible audio quality. Of course, you are welcome to unmute your microphone whenever you have something to say!

To mute or unmute your microphone, click the microphone button on your Tool Bar. When your microphone is muted, the button will be grey. When it is unmuted, the button will be green.

If you are using a plug-in headset or microphone, you may also be able to mute or unmute yourself on the device itself (i.e. many headsets have a mute button).

5. Being Muted

The Peer Mentor or Program Coordinator can override your mute status if things are getting too noisy.

> **Before you agree to show your computer screen,**
> **close any private applications or files that you do not want your fellow group members**
> **to see.**

Using Chat:

In addition to speaking with your fellow group members, you can also type messages for them in the **Chat** section of your Control Panel.

- o To **send a group message** to everyone, choose **All – Entire Audience** from the drop-down menu located below the chat box. Then, type your message and click **Send**.

- o To **send a private message** to one other group member, choose their name from the drop-down menu located below the chat box. Then, type your message and click **Send**.
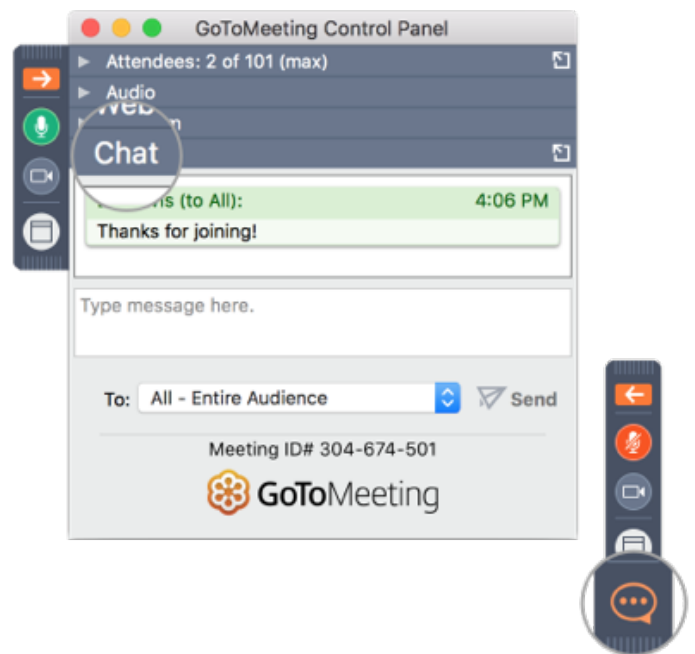
Showing Your Computer Screen:

Most of the time, your Peer Mentor or Program Coordinator will show their computer screens to the rest of the group. You will be able to see applications and files that are open on their computer, including our Online Support Session Slides.

Sometimes, for special activities, you will be invited to **show your computer screen** to the rest of the group. You will receive a message asking if you want to show your screen – and if you click **Yes**, the rest of the group will be able to see it.

If you are using a Windows operating system, you will also be given the option of showing specific applications or files, rather than your entire computer screen. These applications and files need to be open on your computer before you can show them.

Using Drawing Tools:

For some activities, your Peer Mentor or Program Coordinator will give you access to *drawing tools*. You can use those tools to mark the screen with digital highlighters, pens, stamps, or spotlights (e.g. to play a Pictionary-style game).

When you have access to drawing tools, you will see a highlighter button on your G2M Tool Bar. You can click that button to choose your drawing tool and pen colour. You can use your chosen tool to mark the screen by clicking or holding down your mouse button.

Your Peer Mentor or Program Coordinator can erase all drawings and remove access to the drawing tools if the screen becomes too messy, or to do another activity.

Using Keyboard and Mouse Controls:

For some activities, your Peer Mentor may give you access to *keyboard and mouse controls*. You can use those controls to remotely navigate and interactively engage with applications or files opened on their computer (for example, by typing text into a word document).
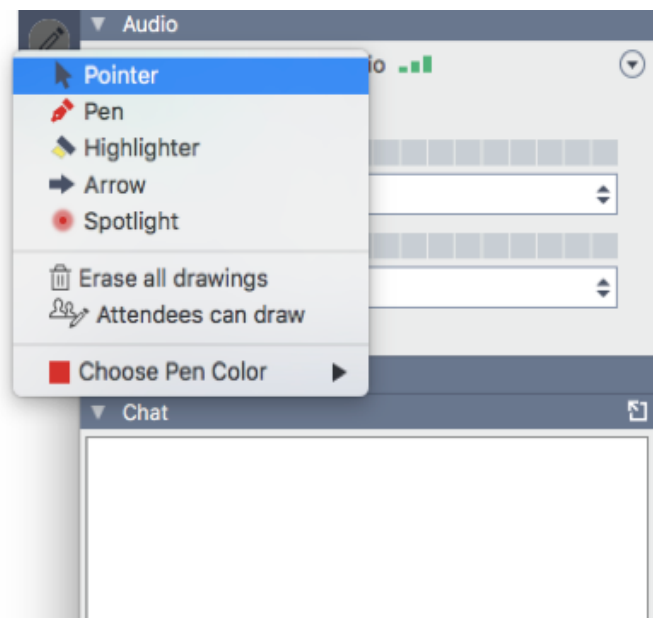
Using Webcams:

In theory, you can also use webcams to see and interact with fellow group members.

Unfortunately, these webcams slow down G2M audio and visual connections – especially when more than one group member is using webcams at the same time. As a result, we will only use webcams for special occasions – for example, when a participant wants to show their mission assignment or something else to fellow group members.

If your Peer Mentor has enabled webcams, you will see a dark grey video button on your G2M Tool Bar. If you have a webcam installed or connected to your computer, you can click this button to start using it. You can also click the Share My Webcam button in the Webcam section of your Control Panel.

The Peer Mentor or Program Coordinator can override your webcam sharing status if the G2M connection becomes too slow or it is not the right time for webcams.

Exiting the Meeting:

To exit your online support sessions, open the **File** menu (located across the top of the G2M™

Control Panel for Windows users and the top of the computer screen for Mac users) and click **Exit**.

> **Remember to respect your fellow group members and the Online Support Sessions slides by drawing in the proper areas and keeping your doodles to the margins.**
> **Try not to draw on top of the discussion questions, pictures, or other group members' writing or drawing.**

Tips and Troubleshooting

Type a message in the **Chat** section of your Control Panel to let your Peer Mentor or Program Coordinator know that you are having problems and look for their response. For 24/7 technical support, contact G2M at 1-805-617-7000.

If you cannot hear your Peer Mentor, Program Coordinator, or fellow group members:

- Turn up the volume on your:

    - Headset or speakers, using the volume controls located on the devices;

    - Computer, using the volume controls located in their system tray or settings.

- Test your G2M audio connection and speakers by looking at the speaker scale in the **Audio** section of your G2M Control Panel:

    - If the speaker scale turns green when your Peer Mentor, Program Coordinator, or fellow group members talk, your audio connection and speakers are enabled;

    - If it does not turn green, your audio connection and/or speakers are disabled.

- Make sure you have **Mic & Speakers** (vs. **Telephone**) selected in the **Audio** section of your G2M™ Control Panel;

- If you are using a headset or other plug-in audio device, make sure you have the appropriate device selected in the **Settings** box of the **Audio** section of your G2MControl Panel;

- If none of the previous tips work, restart G2M and log back into the session;

- If you still cannot hear people, contact the G2M technical support line at 1-805-617-7000;

- Alternately, you use the **Chat** section of your Control Panel to communicate with your fellow group members. You can also ask your Peer Mentor or Program Coordinator for a designated phone number to call into the session; however, you will be charged your standard long-distance calling rates.

If your Peer Mentor, Program Coordinator, and fellow group members cannot hear you:

- Unmute your:

  - Headset or other plug-in device, by clicking any mute buttons on the device itself;

  - G2M microphone, by clicking the microphone button on your G2M Tool Bar (this button should be green when unmuted and grey when muted).

- Test your G2M audio connection and microphone by looking at the microphone scale in the **Audio** section of your G2M Control Panel:

  - If the microphone scale turns green when you talk, your audio connection and microphone are enabled;

  - If it does not turn green, your audio connection and/or microphone are disabled.

- Make sure you have **Mic & Speakers** (vs. **Telephone**) selected in the **Audio** section of your G2M Control Panel;

- If you are using a headset or other plug-in audio device, make sure you have the appropriate device selected in the **Settings** box of the **Audio** section of your G2M Control Panel;

o If none of the previous tips work, restart G2M and log back into the session;

o If you still cannot hear people, contact the G2M technical support line at 1-805-617-7000;

o Alternately, you use the **Chat** section of your Control Panel to communicate with your fellow group members. You can also ask your Peer Mentor or Program Coordinator for a designated phone number to call into the session; however, you will be charged your standard long-distance calling rates.

If your voice is too quiet or unclear *for your Peer Mentor, Program Coordinator, and fellow group members to hear:*

o Try to speak more loudly and/or clearly;

o Try to speak directly into your microphone, moving it closer to your if necessary;

o Close any windows and doors around you to reduce background noise and static;

o Restart G2M™ and log back into the session;

o If none of the previous tips work, restart G2M™ and log back into the session;

o Alternately, you use the **Chat** section of your Control Panel to communicate with your fellow group members. You can also ask your Peer Mentor or Program Coordinator for a designated phone number to call into the session; however, you will be charged your standard long-distance calling rates.

If echoes occur when there is an audio delay between users:

Particularly between Windows and Mac users (the latter of which are usually the source of echoes). If you are the source of an echo:

- o Remember to mute your microphone when you are not talking;

- o If the echo is extreme, restart G2M and log back into the session;

- o If the echo is still extreme, you may need to remain muted. You use the **Chat** section of your Control Panel to communicate with your fellow group members. You can also ask your Peer Mentor or Program Coordinator for a designated phone number to call into the session; however, you will be charged your standard long-distance calling rates.

If you cannot see your Peer Mentor's computer screen when it is on display:

- o Wait several moments, in case you are simply experiencing a delay;

- o Make sure that your G2M display window is maximized and not covered by other files or applications by clicking on the G2M icon in the application task bar;

- o Ask the Presenter to stop and restart their display;

- o If none of the previous tips work, restart G2M and log back into the session;

- o If you still cannot see the display, contact the G2M technical support line at 1-805-617-7000.

If you cannot use drawing tools or you are experiencing extreme drawing delays:

- o   Ask your Peer Mentor if they have given you access to drawing tools;

- o   Ask your Peer Mentor to refresh the drawing tools by taking access away and giving it back again;

- o   Try to use a different drawing tool instead (e.g. highlighter vs. pen);

- o   If none of the previous tips work, restart G2M and log back into the session;

- o   If you still cannot use drawing tools, contact the G2M technical support line at 1-805-617-7000.

Resources

Audrey Adilman, Jacki Maxwell, Suzanne Wilkinson (1994) *Core Lessons for Life Skills Programs*. Province of British Columbia, Minister of Skills, Training and Labour and the Centre for Curriculum and Professional Development. Cowichan, BC.

Shirley Allen, Mickey Mehel, Sally Palmateer, Ron Sluser (1995) *The New Dynamics of Life Skills Coaching*. YWCA of Metropolitan Toronto. Toronto, Ont.

Trevor Cole (1999) *Student Manual and Workbook for Elementary and Middle School Students: to accommodate Kids Helping Kids*. Peer Systems Consulting Group Inc. Victoria, BC.

Judy Strother Taylor (2003) *Training New Mentees: A Manual for Preparing Youth in Mentoring Programs*. National Mentoring Center for the Office of Juvenile Justice and Delinquency Prevention, US Dept of Justice. Portland, OR.