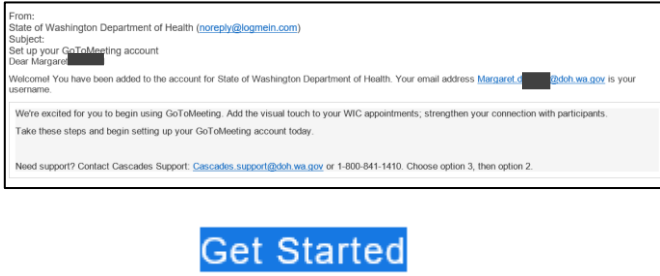

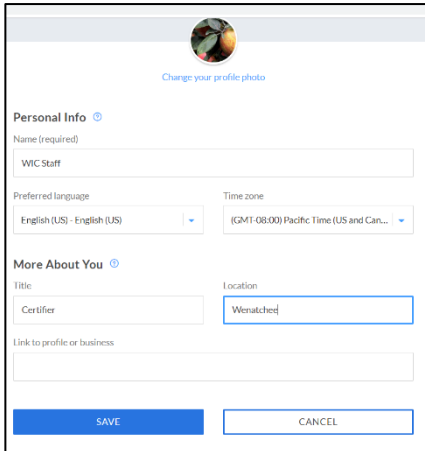
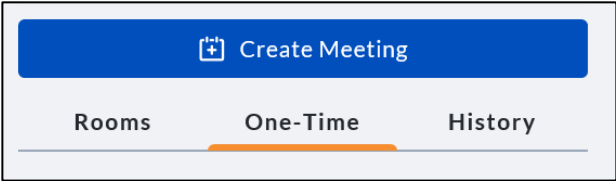
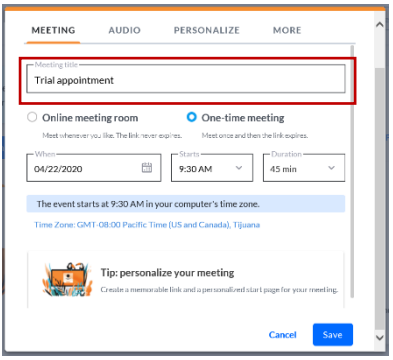
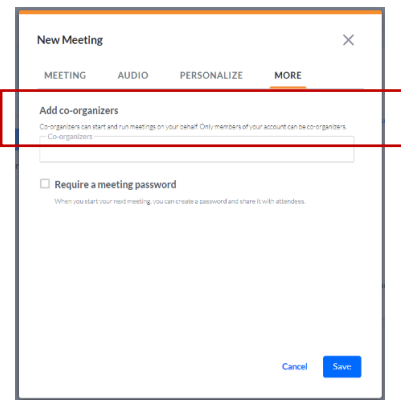


1. Set up a GoToMeeting Account	
<p><b>Access your GoToMeeting account</b></p> <ul style="list-style-type: none"> <li>You'll receive an email from LogMeIn (<a href="mailto:noreply@logmein.com">noreply@logmein.com</a>).               <ul style="list-style-type: none"> <li>Click on the blue button "Get Started" to set up your Password and Personal Meeting Room.</li> </ul> </li> </ul>	
<p>Always use the GoToMeeting link (URL) to access your account.</p> <p><b>Tip:</b> Save the URL as a favorite site: <a href="http://www.gotomeeting.com">www.gotomeeting.com</a></p>	<p><b>Note:</b> Staff and participants need to download the GoToMeeting app when using a phone or tablet. It's <b>free</b> on the <a href="#">App Store</a>, <a href="#">Google Play</a> or <a href="#">Windows Phone Store</a>.</p> <ul style="list-style-type: none"> <li>Instruct participants to download the app <i>before</i> clicking on the link in the email.</li> </ul>
<p><b>Set up your Personal Room (optional)</b></p> <ul style="list-style-type: none"> <li>Use another browser beside Internet Explorer (IE). DOH approves Google Chrome or Foxfire.</li> <li>Go to the URL website (above) and sign into your account.           <ul style="list-style-type: none"> <li>Select a Theme color.</li> <li>Select the User Profile link.</li> </ul> </li> </ul>	
<p><b>Create your User Profile</b></p> <ul style="list-style-type: none"> <li>Add staff name: Use first name and last initial only.</li> <li>Recommend adding a picture of staff person.           <p>Other options: WIC logo from NWA branding campaign, agency logo, picture of your clinic, group staff photo.</p> </li> <li>Add job title.</li> <li>Add location of clinic.</li> </ul>	

2. Schedule Appointments	
Log into GoToMeeting.	Go to <a href="http://www.gotomeeting.com">www.gotomeeting.com</a> Sign in with email address and password.
<p><u>It's strongly recommended to set up and test a meeting with a co-worker before using GoToMeeting with the participant.</u></p> <ul style="list-style-type: none"> <li>• Test your sound</li> <li>• Test your camera</li> </ul>	<p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• You'll have better audio quality if you use the phone for the meeting vs. the mic in the computer. (Dial number, Access code and Audio pin found under Settings and Phone tab).</li> <li>• If you're unable to use the camera contact Cascades Support.</li> </ul>
Create a meeting for participant appointment. <ul style="list-style-type: none"> <li>• Select "One-Time"</li> <li>• Select "Create Meeting"</li> </ul>	
<p><b>Meeting tab</b></p> <p>Add meeting title (allows 57 characters)</p> <ul style="list-style-type: none"> <li>• Add participant's first name and last initial.</li> <li>• It's also recommended to add Cascades appointment types (IC, PE, etc.)</li> </ul> <p>Add date, start time and duration for appointment.</p>	
<b>Audio tab</b> – No changes needed.	
<p><b>More tab</b></p> <p>Consider adding a co-organizer if there's another person from your agency using GoToMeeting. This allows another staff person to take appointment if needed.</p> <p>Consider adding the Frontline staff person as the co-organizer.</p> <p><b>Save</b> meeting information.</p>	

### Send email

- **Copy Invitation** and paste into the email to the participant.

(Texting option - If using an agency phone or secured personal phone (with added security app), text the 9-digit meeting ID (access code) to the participant. The participant enters this number into the GoToMeeting Access Code to join meeting.

Other options on this screen:

Highlight meeting on the left of screen

- Use **Edit** to change the appointment, such as time or title.
- Use **Delete** to delete the appointment.
- Use **Start** to start the meeting.



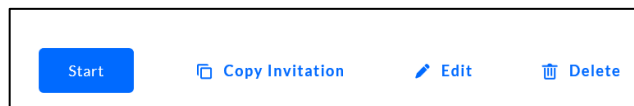
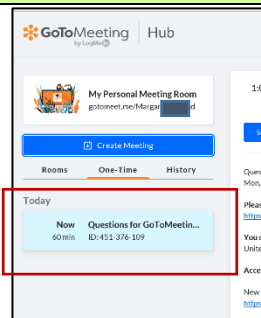
### Recommend adding to the participant's email:

- In order to use the camera on a cell phone or tablet, download the GoToMeeting app.
- This appointment will not be recorded. GoToMeeting asks to use your camera so we can see each other via video cam.
- Please call or text the clinic if you're unable to make this appointment.
- We'll hold the appointment open for [add time] minutes, after that time your GoToMeeting appointment will be closed. Please call the WIC office at [add phone number] to reschedule.

## 3. Start the Appointment

### Upcoming appointments

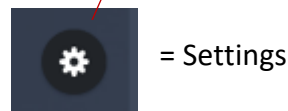
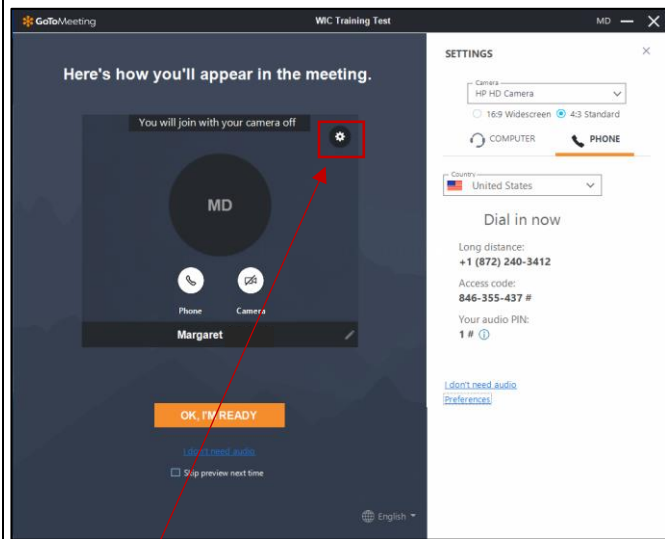
- You'll see a list of all your upcoming appointments on the left side of the screen.
- Select the appointment you wish to start.
- Select "Start".



### 4. Determine Audio and Visual

Before you select “OK, I’m Ready” decide:

- If you want your camera on.
- If you plan to use the computer microphone (mic) or call separately using the phone.
  - Clicking on the Settings icon opens the settings bar. You’re able to select phone or mic. The phone number and access code are also available.
- **Tip:** You’ll have better audio quality if you use the phone for the meeting vs. the mic in the computer.



**Tip:** A quick way to link participant to GoToMeeting call is to give them the 9 digit Access Code.

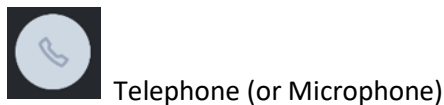
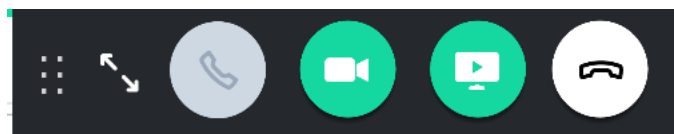
**Tip:** Create an appointment from agency cell phone, send access code to participant and start the appointment immediately.



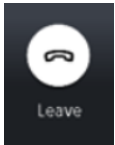
Have participant:

- Go onto [www.gotomeeting.com](http://www.gotomeeting.com) or onto the GoToMeeting app
- Add in the 9 – digit Meeting ID (Access Code).

#### Options once you enter the meeting:

- Telephone/Computer Microphone
- Camera (participant will see you)
- Computer Screen
  - You may choose to share your screen, such as Cascades growth grid, a nutrition education material, or web site.
  - If you don’t share your screen the participant will see you (if



<p>your camera is on) and the GoToMeeting screen.</p>	
<p><b>Tip:</b> Sharing a video with the participant</p>	<p>At this time, participants may see a video on your screen, however, they're unable to hear the video.</p> <p>Best practice is to send them the link to the video and allow them to view it before the appointment or whatever time works best for them.</p>
<p><b>If someone accidentally joins the meeting who wasn't invited:</b></p> <ul style="list-style-type: none"> <li>Go to the "people" icon in top right corner. By clicking on this icon you'll see the list of attendees.</li> <li>Right click on the person's name and dismiss them.</li> <li>The person receives a message: "The organizer has dismissed you from this meeting."</li> </ul>	 
<h3>5. Close the meeting</h3>	
<p>Thank the participant for joining you and let them know once you leave the call, they'll be disconnected.</p> <ul style="list-style-type: none"> <li>Use the phone icon to hang up and leave the appointment.</li> </ul>	 <p>Hang up/Leave</p>
<p><b>Support for GoToMeeting</b></p>	<p>Cascades Support:  <a href="mailto:Cascades.support@doh.wa.gov">Cascades.support@doh.wa.gov</a>  <b>1-800-841-1410</b>          Choose option 3, then option 2</p> <p>GoToMeeting Support:  <a href="https://support.goto.com/meeting">https://support.goto.com/meeting</a></p>

Resources/Web Links	
<ul style="list-style-type: none"> <li>• WIC remote forms</li> </ul>	<a href="#">WIC Remote Services Forms</a>
<ul style="list-style-type: none"> <li>• WIC Foods</li> </ul>	<a href="#">WIC Foods</a>
<ul style="list-style-type: none"> <li>• Shopping with WIC</li> </ul>	<a href="#">Shopping with WIC</a>
<ul style="list-style-type: none"> <li>• WICShopper App</li> </ul>	<a href="#">WIC Shopper App</a>
Using Text Message via Email	
Click on the link to find the MSS and SMS for the participant's carrier.	<a href="https://20somethingfinance.com/how-to-send-text-messages-sms-via-email-for-free/">https://20somethingfinance.com/how-to-send-text-messages-sms-via-email-for-free/</a>
<ul style="list-style-type: none"> <li>• SMS (Short Message Service):</li> </ul>	Send up to 160 characters in the message
<ul style="list-style-type: none"> <li>• MMS (Multimedia Messaging Service):</li> </ul>	Able to send longer messages including pictures, video and audio content. <b>Tip:</b> If available for the carrier, use MMS for sending GoToMeeting information.
Using Language Link	
Call into the toll-free line	Conference Call: (conf) 1-877-650-8027 (conf) Give Operator Account Number:
Select language prompt #9 to speak to a customer service representative	
Advise the operator that you will need the interpreter to call into a conference bridge	Using the term "conference bridge" alerts the operator of your need.
Provide the GoToMeeting phone number and access code	The interpreter will be audio only. They will not have access to any visuals you show the participant.
If questions, call Client Relations assistance available 8 am to 5 pm Monday through Friday	855-579-2704
Viewing Participant and Cascades on same screen	
Bring up Cascades screen and minimize screen	With smaller screen, you'll see the participant on GoToMeeting.
Put the mouse (cursor) on the side of the Cascades screen	Pull it out until it's the size you'd like to have; still being able to see the participant
Options to consider: <ul style="list-style-type: none"> <li>• Using two monitors, if available</li> <li>• Using an agency cell phone or tablet for GoToMeeting and computer screen for Cascades</li> </ul>	

### GoToMeeting Considerations

Considerations	Impacts/Insights
Benefits of a GoToMeeting appointment	<ul style="list-style-type: none"> <li>• Allows staff a more personalized appointment whenever remote services are required.</li> <li>• Enhances the appointment by allowing for a visual conversation with participants and caregivers.</li> </ul>
What GoToMeeting makes possible	<ul style="list-style-type: none"> <li>• Staff can connect with a participant remotely using audio and visual options.</li> <li>• Participants may choose to use the camera feature to share their documents (income, residency, ID, etc.).</li> <li>• Staff can complete Cascades screens while talking with or viewing the participant; either through audio only or both audio-visual (if participant has and chooses to use camera).</li> <li>• Allows participant to see you and the Cascades screen when you want to share information from Cascades (if you chose to use camera).</li> </ul>
Increases likeability and connection: <ul style="list-style-type: none"> <li>• Adding to your User Profile.</li> <li>• Using your camera during appointments.</li> </ul>	<ul style="list-style-type: none"> <li>• People prefer to say “yes” to people they like; create a likeable environment.</li> <li>• Add your name, (first and last initial), your picture, your job title and your clinic information in the User Profile; this gives the participant an initial connection before you join them on the call.</li> <li>• Connect using video; facial expressions and other body language, like nodding offer so much unspoken information. Gives the participant opportunity to hear you <b>and</b> see you for better understanding. Using the video also allows for a conversation where each of you can see when the other person is speaking or starting to speak.</li> <li>• Feeling connected to you; allows the participant to feel “I’m in a safe, comfortable place where people accept me without judgement.”</li> </ul>
How to ask participants to join you by GoToMeeting	<ul style="list-style-type: none"> <li>• For your appointment we’re doing remote services, I’d like to use GoToMeeting, how will that work for you?</li> <li>• I’m excited to connect with you today, would it be okay if we use GoToMeeting with webcams?</li> <li>• I’m excited to see you and your kids using GoToMeeting for your appointment. I would also be able to see documents and share</li> </ul>

# GoToMeeting

## WIC Staff Guidance

Considerations	Impacts/Insights
	handouts with you. Would you be willing to use GoToMeeting? Does this work for you?
The clinic decides the process to use for scheduling the GoToMeeting appointments for the participants.	<p>Option 1: Day of the Cascades scheduled appointments:</p> <ul style="list-style-type: none"> <li>○ Clinic has a morning remote huddle.</li> <li>○ Decide which staff person will see which participant.</li> <li>○ Staff person sends out the GoToMeeting invite for the participants they will see for the day's GoToMeeting appointments.</li> </ul> <p>Option 2: Immediately after scheduling the appointment in Cascades:</p> <ul style="list-style-type: none"> <li>○ Attach a sticky note to the appointment showing what staff person will see the participant.</li> <li>○ The staff person makes the GoToMeeting to the participant.</li> </ul>
What you and the participant will need for appointment:	<ul style="list-style-type: none"> <li>● Internet connection</li> <li>● Email address</li> <li>● <b>One</b> of the following options: <ul style="list-style-type: none"> <li>○ Smartphone (download GoToMeeting app for camera)</li> <li>○ Laptop (with microphone/speaker and camera) Note: for better sound quality, you may want to use a phone versus the microphone in the laptop</li> <li>○ Tablet (download GoToMeeting app for camera)</li> <li>○ Computer (with a webcam) and a telephone</li> </ul> </li> </ul> <p><b>Consider</b> using a phone or tablet for connecting by GoToMeeting and use the computer or laptop for working on Cascades.</p>
How to keep your child distracted during the GoToMeeting appointment	<ul style="list-style-type: none"> <li>● Have special toy put away and only bring out during WIC calls</li> <li>● Have snack prepared</li> <li>● Have others help with children</li> <li>● Be real, interruptions are going to happen. It shows the WIC mom or dad, that you can relate to them. Be apologetic for interruption and move on,</li> </ul>
Helpful things to consider when planning a GoToMeeting appointment.	<ol style="list-style-type: none"> <li>1) Find the lighting that makes you look your best (usually diffused lighting) and the participant can see you clearly. <ul style="list-style-type: none"> <li>○ Walk around your environment with a cell phone with the camera facing you to look for the best lighting.</li> <li>○ Position yourself so the light is in front of you (not to the side, back or overhead; shadows are cast).</li> </ul> </li> <li>2) Find the best camera angle - slightly looking up.</li> </ol>



# GoToMeeting

## WIC Staff Guidance

Considerations	Impacts/Insights
	<ul style="list-style-type: none"> <li>○ From below, shows chin.</li> <li>○ If possible, set the laptop up slightly higher, you'll still need access to keyboard.</li> <li>○ Not too close; distorts the lens.</li> <li>○ Close enough so there's a small amount of space on the screen above your head.</li> </ul> <p>3) Consider what is shown in the background.</p> <ul style="list-style-type: none"> <li>○ Keep an organized background, only need to tidy up the area that is seen.</li> <li>○ Consider dedicating a space for video meetings and keeping that space organized.</li> </ul> <p>4) Look into the camera when talking, think of the camera as your participant's eyes.</p> <ul style="list-style-type: none"> <li>○ Avoid touching your face, nose, ears, etc.</li> </ul> <p>5) Avoid noise distractions.</p> <p>6) Be presentable – dress for work.</p> <p>7) Test/practice using GoToMeeting ahead of the appointment.</p> <ul style="list-style-type: none"> <li>○ Practice with a co-worker to get comfortable.</li> <li>○ Check your audio and visual set up.</li> <li>○ Practice talking while looking into the camera and transitioning to typing into Cascades.</li> </ul> <p>8) When on the video call with the participant, confirm that they can see and hear you.</p>

This institution is an equal opportunity provider.  
**Washington State WIC Nutrition Program does not discriminate.**

To request this document in another format, call 1-800-841-1410.  
 Deaf or hard of hearing customers, please call 711 (Washington Relay) or email  
[civil.rights@doh.wa.gov](mailto:civil.rights@doh.wa.gov).



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