

GoToTraining™

Reviewer's Guide

2010

CITRIX® | online

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Introduction

Thank you for reviewing Citrix® GoToTraining™, Citrix Online's brand new online training product for businesses of all sizes. This guide is organized to help you effectively evaluate the online training capabilities of GoToTraining by introducing you to the product and outlining the major features. The guide leads you through the process for setting up and using GoToTraining and concludes with purchasing information.

Note: This guide is based on a pre-release version of GoToTraining. Although we anticipate that the features you use in this version will remain the same when the final product is released, the final user interface and related Web pages may change.

What Is GoToTraining?

GoToTraining is the simple online training tool that allows you to deliver interactive online training sessions to anyone, anywhere, at any time. With GoToTraining, trainers will be able to deliver content to up to 200 trainees quickly and effortlessly, allowing them to expand their training program while saving time and reducing costs.

Key Benefits for Users

With GoToTraining, trainers will be able to:

- Save time and reduce travel costs
- Deliver training in hours, not weeks
- Improve customer retention by offering flexible training options
- Train remote employees at once, from one location
- Recycle training content
- Increase productivity by streamlining session registration and administration
- Train an increasing number of employees without increasing headcount
- Deliver content quickly and easily
- Easily train geographically dispersed audiences
- Access subject matter experts around the globe

How Is GoToTraining Different from GoToMeeting and GoToWebinar?

Although each product offers the same powerful online screen-sharing capability and ease of use, there are important differences:

- **GoToMeeting®** enables you to easily hold unlimited instant online presentations, demonstrations or collaboration sessions with up to 15 attendees.
- **GoToMeeting Corporate** enables you to manage GoToMeeting access for multiple users in your organization. Online meeting capacity rises to 25 attendees when you purchase GoToMeeting for 5 or more users.
- **GoToWebinar®** enables you to hold unlimited online events with up to 1,000 attendees, giving you instant global reach for your marketing and communication messages.
- **GoToTraining** enables you to hold unlimited online training sessions with up to 200 attendees, allowing you to move your entire training program online for more efficient customer and employee training.

Plus, GoToTraining has features specifically designed for trainers, such as a hosted course catalog, a content library where you can store reusable content and the ability to upload materials and create tests for attendees to access before during and after training sessions. There's even a timer to count down the minutes during tests and breaks.

Getting Started

Just sign up for a 30-day free trial at www.gototraining.com and the software will download automatically.

We recommend setting up two computers at your desk so you can see both the trainer's and the trainees' experience with GoToTraining at the same time. Or, make yourself the trainer and try using GoToTraining with a few co-workers, friends or family members. When they accept your invitation to a GoToTraining session, the software will instantly download to their computers and they will be able to join your session in seconds.

Supporting Mac Users

GoToTraining supports both PC and Mac® users who need to deliver, attend or present in training sessions. This even further expands the reach and possibilities for GoToTraining sessions. No longer is there worry around which platform users need in order to fully participate in training sessions.

Note: Some features are coming soon for the Mac® OS, such as Recording, Specific Application Sharing, Drawing Tools and Multiple Monitor Support.

System Requirements

To organize an online training session, the following is required:

For PC-based participants

- Internet Explorer® 6.0 or newer, Mozilla® Firefox® 3.0 or newer (JavaScript™ and Java™ enabled)
- Windows® 2000, XP, 2003, Server, Vista or Windows® 7
- Cable model, DSL, or better Internet connection
- Minimum of Pentium® class 1GHz CPU with 512 MB of RAM (recommended) (2 GB of RAM for Windows® Vista)


For Mac®-based participants

- Safari™ 3.0 or newer, Firefox® 3.0 or newer (JavaScript™ and Java™ enabled)
- MacOS® X 10.4 or newer - Tiger®, Leopard® and Snow Leopard®
- PowerPC G4/G5 or Intel processor (512MB of RAM or better recommended)
- Cable model, DSL, or better Internet connection

Using GoToTraining

Note: The following steps assume that you have already signed up and followed the instructions for installing the product.

How to Log In

1. Locate and right-click the GoToMeeting icon  in the system tray. In the GoToTraining section, select Schedule a Training.
2. Enter the email address and password associated with your account. Click Log In. You are now ready to start scheduling a training session.

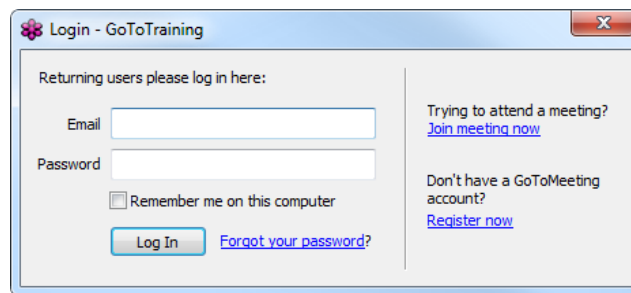


Figure 1: Login Window

Scheduling Your Training

1. Start by entering a title, description, date and time for your session.

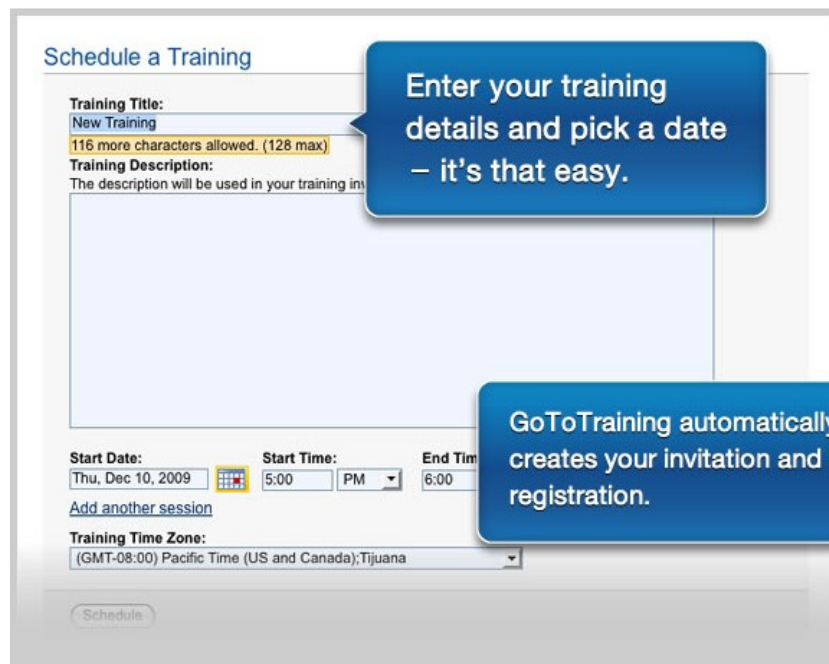


Figure 2: Schedule a Training

Managing Your Training

1. Immediately following the scheduling of your session, you will be able to manage your session such as updating your audio options, uploading materials for your attendees, creating a test, setting up poll questions, posting the training to the Course Catalog and customizing the automated emails.

2. Select Edit to modify any of the session attributes.

Audio

Audio: GoToTraining integrated audio
Provide VoIP and conference call numbers [Edit](#)

United States: +1 (914) 339-0020, access code 120-993-340

Registration

Registrants: 0 [Edit](#)
Approved: 0 | Attendee Limit: 200
Registration URL: <https://student.qototraining.com/847s4/register/4364035641555703040>
Training ID: 120-993-340

Materials for Attendees

Materials Added: 0 [Edit](#)

Tests

Tests: 0 [Edit](#)

Polls

Polls: 0 [Edit](#)

Evaluation for Attendees

Evaluation: None [Edit](#)

Course Catalog

This training is not posted to the [Course Catalog](#) [Post](#)

Email

Reminder Emails: None
Follow-up Email: No [Edit](#)

[« Return to My Trainings](#)

Figure 3: Manage a Training

Below are some key benefits for each of these items.

- **Audio:** Trainers have the choice of allowing their trainees to use built-in VoIP and toll-based phone options, which are included in the cost of the service and provide additional cost savings

- **Registration:** GoToTraining allows full-service registration. Get to know your audience in advance by customizing your registration questions. Following registration, GoToTraining handles all communication to your attendees, including session confirmation, reminders and post-session follow-up emails.
- **Materials:** Upload documents, images, media files and Web links for attendees to use before, during or after a session. Materials can be uploaded directly from your PC or Mac or added from the Content Library that can be used to organize and store reusable content, such as materials, tests, surveys and recordings.
- **Tests:** Tests can be used to see what attendees know before the session and to evaluate their retention during the session and afterwards. Tests may contain up to 25 questions and answers may be in the form of multiple choice, true/false or short answer.
- **Polls:** Polls can be used to increase interactivity of your training session and keep your audience engaged. You may create up to 20 poll questions.
- **Evaluation:** Create an evaluation to assess the effectiveness of your training. You may create up to 25 post-session evaluation questions.
- **Course Catalog:** GoToTraining hosts an online course catalog of your training sessions, allowing people to self-register.
- **Reminder and Follow-Up Emails:** Maintain contact with attendees by having GoToTraining send reminder and follow-up emails. These emails can be customized by adding personalized text, as well as specifying when the emails should be sent.

Inviting People to Register

There are 2 ways to invite people to register for your session:

1. Invite via email: GoToTraining integrates with your default email client and allows you to invite people using a custom email invitation. GoToTraining will automatically pre-populate the training details to the body of your email.

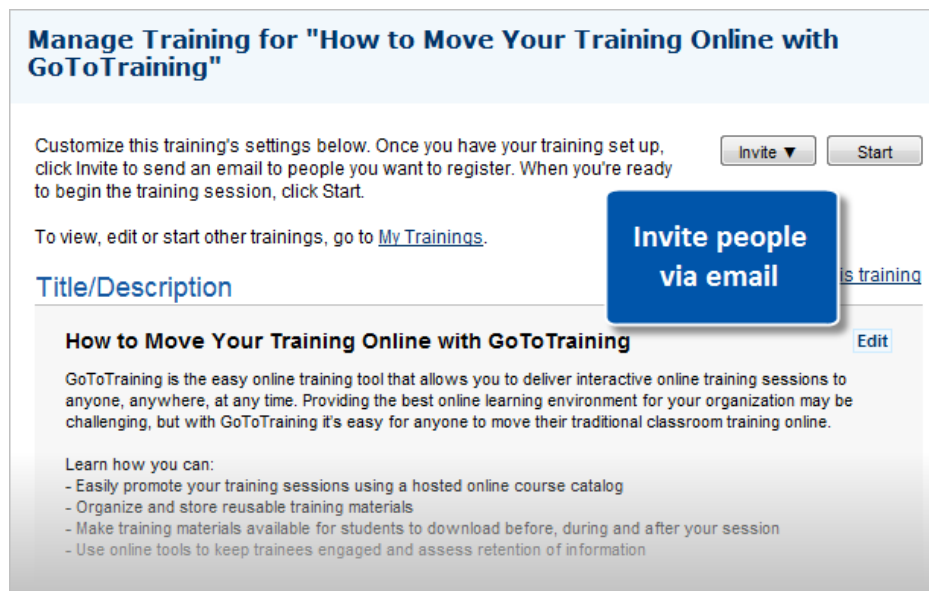


Figure 4: Invite Attendees

2. Self-register using Course Catalog: Trainers can post training sessions to the hosted online course catalog associated with their account. The URL for the course catalog can be included in emails or added to your company's Web site to increase visibility of upcoming training sessions.

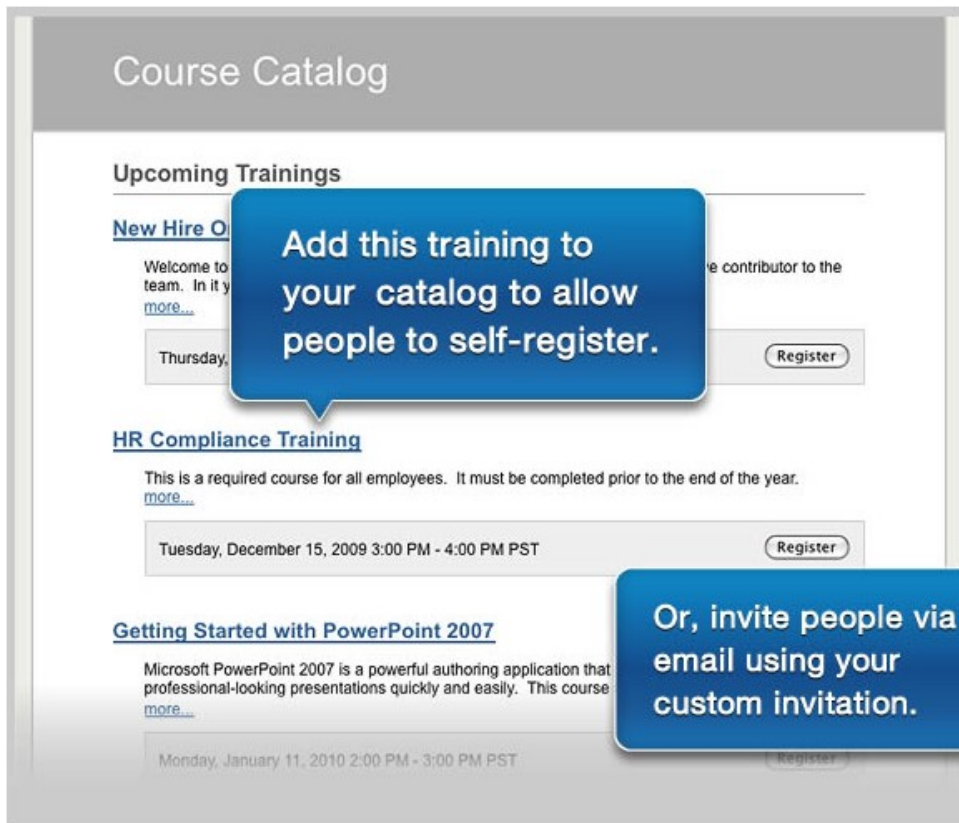


Figure 5: Course Catalog

Providing Training Materials in Advance

Materials can be provided to attendees before, during or after a training session. This allows trainers to ensure that trainees have access to pre-coursework without needing to worry about file size limitations when sending via email. After a successful registration, attendees receive registration confirmation that includes links to pre-session materials and pre-tests.

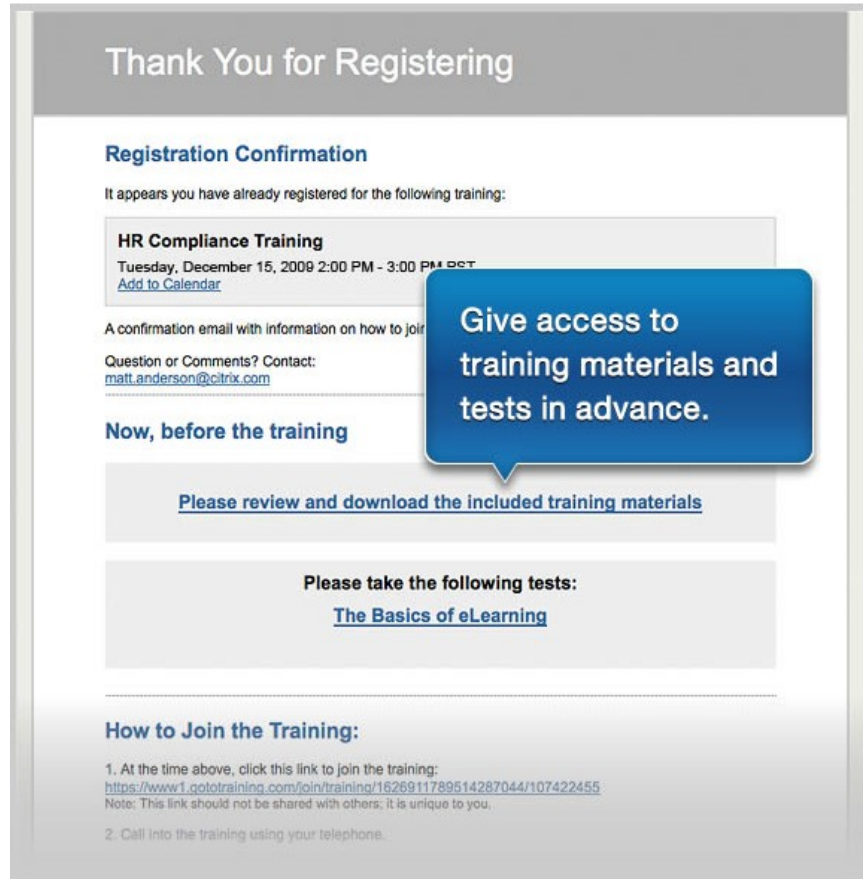


Figure 6: Registration Confirmation

Starting a Session

To start a session, click the Start button associated with your session from the My Trainings page.

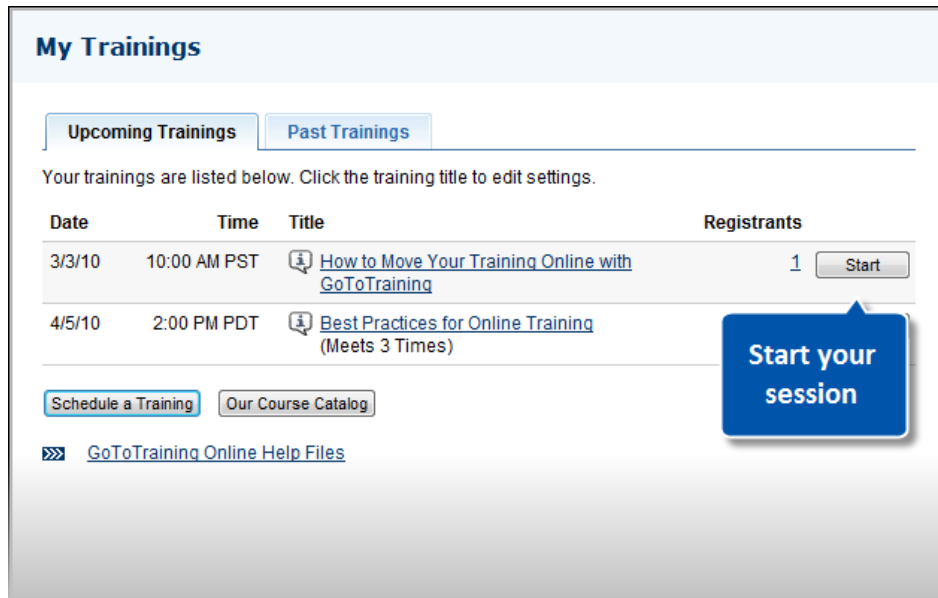


Figure 7: Starting a Session

Once you're in a session, you can share your screen, manage and monitor attendees, and use the in-session tools to keep the training interactive.



Figure 8: GoToTraining Organizer View

The Organizer Control Panel

Once your attendees have joined your training session, utilize the tools in the Control Panel found on the right side of your screen. Each of the panes provides access to tools that can be used during the session to monitor, interact with and keep attendees engaged.

The screenshot shows the Organizer Control Panel interface with the following panes and their descriptions:

- Screen Sharing Pane:** Provides organizers with a visual reminder of On Air status, the ability to show their screens, pause their screens, pass keyboard control and change presenters.
- Recording Pane:** Provides organizers with one-click recording capabilities to easily record both the audio and visual portion of the session. At the completion of the session, recordings can be stored and sent to attendees for on-demand viewing.
- Dashboard Pane:** Provides organizers with a quick view of the overall session timer, attendance, audience attentiveness, number of questions in the queue, number of polls and tests given and the number of attendees with their hands raised.
- Attendee List Pane:** Provides organizers with a list of, and the ability to manage, session attendees. Organizers can get a detailed view of which attendees are attentive, have their hands raised, grant keyboard controls and enable drawing tools. In addition, organizers can easily control attendees speaking privileges.
- Audio Pane:** Provides organizers with the ability to choose their audio mode and adjust their setup for audio quality.
- Materials Pane:** Provides organizers with the ability to distribute materials in session to attendees.
- Polls and Tests Pane:** Provides organizers with the ability to launch polls and tests allowing for maximum interactive and the ability to assess attendee's retention of content presented before or during the session.
- Chat Pane:** Provides organizers with the ability to chat with attendees.

Figure 9: Organizer Control Panel

Analyzing Training Sessions

Reporting

GoToTraining organizers can easily access session reporting, allowing them to have real-time access to session data. Reports can be viewed in Excel or exported as a comma-separated file (.csv), allowing the ability to import reporting data into third party systems.

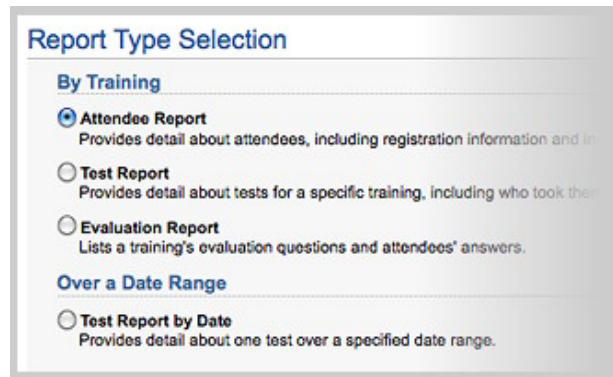


Figure 10: GoToTraining Reports

Below are some key reports GoToTraining organizers can use to analyze their sessions.

- **Attendee Report:** Provides organizers with details about session attendees, including registration information.
- **Test Report:** Provides organizers with details about tests for a specific training, including who took them, the average test score, individual answers and test scores.
- **Evaluation Report:** Provides organizers with detailed view of attendees' response to evaluation questions.
- **Test Report by Date:** Provides organizers with details about one test over a specific date range. This will allow organizers to analyze the effectiveness of an individual test or test question.
- **Registration List:** Provides organizers with a list of registrants for each session.
- **Recorded Session Viewers List:** Provides organizers with a list of people who have viewed the session recordings.

Technical Information

System Requirements

Attendees can have an Internet connection as slow as 28.8Kbps and still actively participate in a GoToTraining session. The screen will refresh at a rate that optimizes how the data is rendered in the attendee's viewer window. That's our bandwidth adaptive technology at work.

For PC-based Participants

- Internet Explorer® 6.0 or newer, Mozilla® Firefox® 3.0 or newer (JavaScript™ and Java™ enabled)
- Windows® 2000, XP, 2003 Server, Vista or Windows® 7
- Cable model, DSL, or better Internet connection
- Minimum of Pentium® class 1GHz CPU with 512 MB of RAM (recommended) (2 GB of RAM for Windows® Vista)
- Participants wishing to connect to audio using VoIP will need a fast Internet connection, a microphone and speakers. (A USB headset is recommended.)

For Mac®-based Participants

- Safari™ 3.0 or newer, Firefox® 3.0 or newer (JavaScript™ and Java™ enabled)
- MacOS® X 10.4 or newer - Tiger®, Leopard® and Snow Leopard®
- PowerPC G4/G5 or Intel processor (512MB of RAM or better recommended)
- Cable model, DSL, or better internet connection
- Participants wishing to connect to audio using VoIP will need a fast Internet connection, a microphone and speakers. (A USB headset is recommended.)

Recording Requirements for PC-based Participants

- Windows Media® Player Version 9.0 or newer
- Minimum of 800 x 600 Super VGA (1024 x 768 or higher screen resolution recommended)
- Fast Internet connection
- 1GB of hard disk space (recommended)
- Microphone and speakers (if using for audio)
- Sound card (if using your computer's microphone and speaker for audio)
- Telephone attachment device (if using a telephone for audio)

Security & Reliability

With multiple data centers distributed across the globe, GoToTraining users can rest assured that the service will be ready when they are and transmission quality will be consistently high.

Built-In Security Measures

- SSL-encrypted Web site
- End-to-end SSL and 128-bit AES encryption
- Automatic inactivity time-out
- Strong passwords
- Safety-oriented user interface

Purchasing Information

Following its release, GoToTraining will be available for trial and purchase online for single organizers. Companies that have a need for a multi-user account can work with one of our Account Executives to purchase a plan best fit for their company. GoToTraining subscribers will receive unlimited use of the product for a flat monthly or annual fee. All GoToTraining plans allow users to conduct as many training sessions as they need to, from any Internet-connected PC or Mac, anytime and anywhere. GoToTraining subscribers may choose a plan that supports up to 25 or 200 attendees, allowing organizations to have better alignment with their online class size needs. Plus, GoToMeeting is included with GoToTraining for smaller, ad-hoc meetings.

For additional product information, including pricing, customer stories and product FAQs, visit our Web site at www.gototraining.com.

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About Citrix Online

Citrix Online provides secure, easy-to-use online solutions that enable people to work from anywhere with anyone. Whether using GoToMyPC® to access and work on a remote PC, GoToAssist® to support customers or GoToMeeting® to hold online meetings, GoToWebinar® for larger Web events and GoToTraining™ for interactive online training, our customers – more than 35,000 businesses and hundreds of thousands of individuals – are increasing productivity, decreasing travel costs and improving sales, training and service on a global basis. A division of Citrix Systems, Inc. (Nasdaq: CTXS), the company is based in Santa Barbara, California. For more information, visit www.citrixonline.com or call +1-805-690-6400.

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