

### STEP 1 Before the training day

- Please click on the link sent to you by the organiser as soon as you get it, if it is a two part course, this will register you for both parts of the course via one link.
- Registration form will ask you for your name, email address, role and organisation name. Please check that the details are correct before submitting.
- Once you submit the registration, it will take you to a you've registered page, and you will receive an e-mail, confirming the date and time of the training. You can also save to the calendar for reminders. (if you cannot find the email confirmation, please check junk and spam)
- On the e-mail there is a click link titled 'click here to review course materials' - please download any training materials sent to you as part of your training.

### STEP 2 Accessing the training.

- The training must be accessed via an individual PC, laptop or tablet; to check system requirements click here <https://tinyurl.com/y654z8ta>.
- Please download the desktop software for windows here: <https://tinyurl.com/y3ct54n4> or for MAC here: <https://tinyurl.com/y6sf3fsh>
- You need a webcam / microphone to communicate directly within the training.
- Please ensure that any firewalls have unblocked the GoTo platform. If you join from a household connection this shouldn't be an issue, but you still need to check. Information for IT departments regarding firewall configuration can be found here: <https://support.goto.com/webinar/help/optimal-firewall-configuration-g2w060025>

### STEP 3 On Training Day

- Using the confirmation email or reminder email; click on 'Join using the browser' on the day of the training.
- Please log in 10-15 minutes prior to the session. *Please do not share log-in's or screens with others as you will not be certificated.*
- Make sure your webcam and microphone are working and you are using an individual device.
- For anyone who experiences issues on the day of the training ECP can be contacted via the live chat function on the website: [www.ecplimited.com](http://www.ecplimited.com). If contacting via the live chat function is not possible, contact on 01727 808340 or via e-mail on [info@ecplimited.com](mailto:info@ecplimited.com) – and contact must be made at least 10 minutes before the training commences. If you are joining at the last minute or after the session has started there is limited support, we can offer.
- Click here for a step-by-step guide on how to join the training. [Guide to join the training.docx](#)

If still require further support please visit: <https://support.goto.com/training> where you can access answers to FAQs and troubleshooting support information.

You can also call GoTo support on: **0800 031 4760**