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Ability for Mac Users to Resize the Attendee Pane

- Mac users can now change the height of the Attendee pane, which is a commonly requested feature by customers wanting to see the full attendee list. To do so, users can drag the new resize bar at the bottom of the list. Double-clicking on the bar will restore the pane to its default height.
- Note that this feature is already available for Windows users.
Updated Voice Audio Engine (v1.8.0, 213)

- The Voice Audio Engine used to connect session participants to the audio conference has been updated to the newest version (v1.8.0). This new version will provide overall improvements to the audio conference during sessions and includes multiple bug fixes
- Fix for loss of audio when iPhone6S users choose speaker mode
- Fix for echos on Mac

Improvements to the "Join Muted" Announcement for Mac Users

- After joining a meeting, Mac attendees who have their preferences set to "Mute me when joining a meeting" will now see the "You're muted right now" message display an interactive Mic icon (instead of the Daisy icon). Attendees can now click the Mic icon within the dialog to immediately unmute themselves (this will not change the preference setting). As always, they can also mute and unmute themselves any time by clicking the Mic icon in the Grab Tab or Control Panel.
Bug Fixes:

Fix for Overlapping Content in GoToWebinar Waiting Room

- The GoToWebinar Waiting Room (i.e., no one is sharing their screen) will no longer display overlapping text. Previously, when a webinar had a long title and/or many presenters, that content would be overlapped with the audio information and be hard to read. With layout changes that include removing the audio information from the screen, the Viewer will now have additional room to accommodate long webinar titles, and all organizers and presenters. The audio information will continue to be available in the Audio pane of the Control Panel at all times.

Fix for Desktop App being Prematurely Uninstalled

- The Mac desktop app will no longer be prematurely removed (i.e., automatically uninstalled while it is still the active build) for some users. Previously, the Mac desktop app's "created" date did not always match the date/time that it was actually installed on the user's computer, so it was possible for the app's Automatic Updater tool to erroneously detect that a build was installed more than 90 days previously and therefore remove it, even if it was actually the most recently installed build.

Security Fix for Automatic Updates Clashing With Security Policy

- Previously, users who had a security policy that blocked the execution of script files experienced downloading issues. The Automatic Updater tool will no longer use a script, eliminating issues and extra attention and actions by users.

Fix for Missing Poll Question and Responses in Attendee Report

- Previously, when Mac organizers ended a webinar without closing out of the last poll question, the result for that one particular question asked would not appear in the Attendee Report. Organizers can now leave the poll launched or closed when ending a webinar, and it will be included in the Attendee Report.

Additional Fixes:

- Fix for iOS participant's webcams sometimes being displayed upside-down to Windows users
- Fix for some Mac GoToWebinar organizers seeing missing Q&A in Attendee Report
- Fix for GoToMeeting chat messages being overlapped by response options (i.e., Reply to All, Reply)
- Fix for Mac attendees seeing the Grab Tab appear halfway down the Control Panel rather than at the top
- Fix for Mac attendees seeing a non-functioning Control Panel even after the session has ended
- Fix for Windows users seeing a truncated Audio pane in the GoToWebinar and GoToTraining Control Panel when there are audio difficulties (e.g., not connecting or configured)
- Fix for GoToMeeting, GoToWebinar, and GoToTraining freezing when Windows users try to share their screens while any third-party application running on the desktop is not responding
- Fix for the wrong portion of the screen sometimes being shared when Windows 10 presenters on a high-DPI monitor share a specific application (i.e., the shared portion is off-center from the application that was selected)
- Fix for some Windows attendees experiencing the GoToMeeting Viewer crashing when screen sharing is stopped as they are scrolling through the Viewer
- Cosmetic fix for GoToMeeting "Low disk space" message being misaligned or cut, or overlapping into the Attendee pane in the Control Panel

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- Cosmetic fix for Mac attendees seeing distorted images and stretched logos while in the GoToWebinar Hallway (i.e., Waiting for organizer screen)
- Cosmetic fix for the panes in the Welcome Mat (i.e. GoToMeeting Suite) being misaligned for Mac users
GoToMeeting Web App

Additional Options in the Personal Meeting Page Menu

- The top navigation (i.e., the menu bar) displayed on an organizer's personal meeting page (i.e., GoToMeet.Me) when they are logged in is now the same menu bar that is shown when they are on the My Meetings or Settings pages in their account. This means that organizers can now click their name in the top-right to access their My Account page or the Admin Center, as well as sign up for betas and labs features. Previously, the menu bar only displayed a "Sign Out" option and users had to return to their My Meetings or Settings page to access the full menu.
Organizer Features on the Personal Meeting Page

- When organizers view their own personal meeting page (i.e., GoToMeet.Me), they will now see additional features that allow them to manage the page and access meeting options! Previously, these changes were only visible to a very small number users.
- The following options will now be visible when the organizer is logged in:
  - (a) Go directly to the My Meetings page.
  - (b) Go directly to the Settings page.
  - (c) Edit your personal meeting page's look and content.
  - (d) Start your meeting immediately (when not logged in, organizers have to click Start my meeting on the Hallway to actually start the session. Now, it will launch immediately).
  - (e) Go directly to the Schedule Meetings window (on the My Meetings page).
  - (f) Sign out of the account.

New Logged-In View
- Organizers can log in to their own personal meeting page in either of the following way
- If they are already logged in to their account at https://global.gotomeeting.com in the web browser, they will automatically be recognized as the organizer and see the new features on their personal meeting page.
- If they are not already logged in to their account, they can click the new **Sign In** option in the top navigation and enter their email address and password.
New Feedback Button on Meeting Spaces Beta Pages

- The public meeting spaces (beta) pages for each meeting will now include a floating Feedback button on the right side of the page, which organizers and attendees can click to provide feedback to the GoToMeeting team. Previously, there was a GoToMeeting feedback link included in the page footer, but the new button will be more prominent and ideally will generate more feedback from users.
Web App Out of Beta

- When it was initially debuted, the organizer version of the Web App was still considered in beta. As of this release, it is no longer in beta! All mentions of "beta" will be removed from within the app itself and the customer documentation.

"Meeting is Full" Notification for Organizers

- When a meeting has reached the maximum number of attendees allowed, Web App organizers will now see a message at the top of their screen notifying them that their meeting is full.

"Meeting is Full" Notification for Attendees

- When attendees attempt to join a meeting using the Web App but the meeting has already reached its maximum attendee capacity, they will now see a message indicating that. Previously, they would receive an error message but there would be no indication as to why they were not launched into session.
Reminder for Attendees to Enter Audio PIN

- When users have selected Phone call for their audio mode but have not yet entered their Audio PIN, they will now see a reminder to do so in their Audio information. In addition, once they have successfully connected they will see a green "connected to audio" confirmation message replace the Audio PIN reminder. Previously, the Audio PIN was always displayed but there wasn't any indication of whether they had already completed that step or not.

Default Language Now Based on Organizer's Settings

- The default language that the Web App is displayed in (for both organizers and attendees) is now based on the meeting organizer's own account settings (under My Account > Personal Info > Primary Language). If the user wishes to switch the language in the Web App, they can do so by clicking Settings > General tab in the toolbar. Previously, the default language was always English and the user would need to use the General tab to change the language if desired.

Improvements to Desktop Chat Notifications

- When users have desktop notifications for chat messages enabled, the pop-up notifications will now automatically disappear after 8 seconds. Previously they would not disappear until manually dismissed by the user, which would result in new chats not being shown in notifications due to lack of space after the max of 3 was reached.
Advertisements for "GoToMeeting Scheduler" for Mac

- When organizers use a Mac to schedule and manage their meetings, they will now see mentions of the new GoToMeeting Scheduler in the Schedule window and under "Calendar integration" on the Settings page. Previously, only the Google Calendar extension was mentioned as a calendar integration option.
Modified Options for Uploading Pictures to Personal Meeting Page

- When organizers are adding an image to their personal meeting page (i.e., GoToMeet.Me), the available "file picker" options have changed as follows:
- "Flickr" has been added as a new option.
- "Picasa" and "Link (URL)" are no longer options.

Change to Onboarding Flow in Case of Unavailable Services

- If the GoToMeet.Me service happens to be unavailable when a new GoToMeeting organizer is being taken through the "onboarding" flow for their new account, GoToMeeting will now skip the "Reserve your personal meeting page" screen completely and take users to the next step instead. They will then be able to discover the personal meeting room feature on their own once their account has been set up. Previously, when the GoToMeet.Me service was down new organizers were still taken to the "Reserve" page, but they would see an error message when they tried to enter their custom URL, which could be discouraging for some users and sometimes cause them to give up and not try again later.
Bug Fixes:

- Fix for some organizers with expired accounts still being able to start their previously scheduled meetings.
- Temporary removal of the "Try meeting spaces beta" notification at the top of the My Meetings page (to make room for other messaging)

Fix for Missing Date/Time Info in Meeting Spaces Invitations

- When an organizer clicks Copy Invitation from one of their meeting spaces beta pages (for a one-time meeting), the copied session information will now include the meeting's date and time. Previously, session information copied directly from the meeting spaces beta page was missing the date and time (even though session information copied from the My Meetings page did include it).
- Previously, using non-standard characters ("你好", "φ", "-" etc) in the title of a personal meeting room or the title of a meeting (when using Public Meeting Rooms beta) caused the URL to be invalid, but no error message was shown. Now, those characters can be used successfully without causing any issues.
- Web App organizers who have dialed in to the audio conference using a phone (e.g., PSTN) can now use keypad commands to turn the entry/exit chimes and the on-hold beeps on and off. Previously, the keypad commands would have no effect on the Web App.
- When a Web App organizer launches a meeting, their settings for entry/exit chimes and on-hold beeps will now be remembered from the last meeting (i.e., if they disabled one of the settings, it will still be disabled when they launch their next meeting). Previously, the settings for both would return to default (i.e., enabled) at the start of each new meeting.
- If Web App organizers switch between Phone and Computer audio during a session, the settings for entry/exit chimes and on-hold beeps will now remain as they are. Previously, switching audio modes would cause those settings to revert themselves (i.e., if the organizer had turned them off, they would turn themselves back on when the mode was switched).
- Web App organizers who have chosen to use custom audio (third-party audio) instead of built-in audio (VoIP or PSTN) for their meeting will no longer see the options for entry/exit chimes, on-hold beeps and "report audio issues" in their Audio settings, since these options are only available when using GoToMeeting's built-in audio. Previously the options were still displayed under Audio settings for these organizers, which was misleading since modifying them wouldn't have any effect on the audio conference.
- Fix for "Become a presenter to start sharing your screen" tool-tip not automatically disappearing after the user has been made presenter
- Improvements to the "audio device selection" drop-down menu in the Report Audio Issues window to make it easier to use (entries have been rearranged and given more intuitive names)
- Cosmetic fix for webcams not being vertically centered when the user moves the webcam pane to the right or left of the screen

Fix for Blank "Country" Drop-Down Menu

- If an organizer has not set any default countries in their audio settings (i.e., the country that appears first), GoToMeeting will now automatically display a pre-selected country (such as their billing country) as the default option until the organizer manually sets one. Previously, if they did not select a default country in their settings, then no country would be pre-selected in the drop-down menu (causing it to appear blank until the user selected it).
Additional Fixes:

- Fix for customers who have Citrix accounts but not a subscription to GoToMeeting (e.g., a GoToWebinar or GoToTraining user) seeing an endless loop when attempting to join another user's personal meeting (i.e., GoToMeet.Me)
- Backend improvements to make personal meeting page (i.e., GoToMeet.Me) creation faster
- Cosmetic fixes for content on personal meeting page (i.e., GoToMeet.Me) sometimes extending beyond the window, and for a scroll bar sometimes appearing when unneeded
- Fix for ampersands (&) in the name of an organizer's personal meeting page being displayed as "&amp;" instead of "&"
- Cosmetic fix for color and formatting of the "Reserve Personal Meeting Page" page sometimes changing while organizers are on it
- Fix for "Make presenter" and "make organizer" options still being displayed in the Attendees pane when the attendee is offline
- Fix for double-clicking the “Take the tour” option causing it to immediately close and become unusable
- Fix for changes made to the existing URL of a personal meeting page (i.e., GoToMeet.Me) not immediately being reflected on the Settings page (until the organizer refreshes the page)
- Fix for My Meetings and other web pages not being consistently displayed in the correct language after the user changes their language settings under My Account
- All mentions of "personal meeting rooms" have been updated to read "personal meeting pages" (per the official title of the "GoToMeet.Me" feature)
- Fix for extra blank tab sometimes becoming visible next to the My Meetings and Meeting History tabs on the My Meetings page
- Fix for Resources Center integration (powered by WalkMe) not always being displayed to free-trial organizers
- Change to ensure that notification banners and other account-related messages (e.g., "terms of service") are not displayed on the "onboarding" pages while a new organizer is setting up their new account
- Change to ensure that the "search" feature when selecting countries (i.e., for toll and toll-free phone numbers) is consistent across all places it appears on the web account
GoToMeeting Android

Support for Upcoming GoToMeeting Free Plan

- Backend changes were made to support the upcoming introduction of a free subscription plan for GoToMeeting (expected to be debuted in Q1 2016). GoToMeeting organizers using the free plan (and their attendees) will not be able to use the Android app unless they upgrade to a paid subscription plan.
- Organizers with the free subscription plan will see a message directing them to sign in and start meetings from a computer at https://gotomeeting.com.
- **Attendees** joining meetings hosted by an organizer with the free subscription plan will see a message directing them to join from a computer by going to [www.joingotomeeting.com](http://www.joingotomeeting.com).

![Join from a computer](image_url)
**New Organizer Login Capabilities and Features**

- GoToMeeting organizers can now use the beta Android app to schedule and manage meetings while on the go! They can access the out-of-session features described below for their upcoming meetings on any Android device. Previously, the only organizer feature available was the ability to be promoted to organizer during an active session.

**Log in and log out as an organizer**

- Users can log in on an Android device by selecting the **Profile** icon > **Sign In**, then entering their organizer credentials (i.e., email address and password).
- Users can log out from their accounts by selecting the **Options** icon on the **Meetings** screen. After logging out, the app will display the Join screen, which is what all users see upon launching the app.
View upcoming meetings

- After logging in, organizers will see all scheduled meeting details (including name, date and time, ID), sorted by date and time. If they have a personal meeting page (i.e., GoToMeet.Me) set up, then they will see it listed at the top of the screen. Recurring meetings will always be at the bottom of the list, sorted by meeting name. If there are no scheduled meetings, users will see a "No meetings scheduled" message.
Schedule meetings

- Organizers can now schedule meetings from the beta Android app by selecting the floating **Plus** icon > **Schedule Meeting** icon, then entering the meeting details. After doing so, they can add the meeting details to a calendar app or invite others. If needed, organizers can log in to their account at [https://global.gotomeeting.com](https://global.gotomeeting.com) to edit or delete schedule meetings.

Save to calendar

- To save the details to a calendar app, organizers will select the desired app, and a pre-populated event will appear.
- **Note:** The apps that are displayed will depend on which apps are installed on the user's Android device.
Invite others

- Organizers can invite others by de-selecting the Add to Calendar option, then choosing which app to share with. For example, if you choose Email, a pre-populated email will appear (emails will be sent from the default email set on the Android device).
- **Note:** The apps that are displayed will depend on which apps are installed on the user's Android device.
Ability for Attendees to Update Profile (Name & Email)

- Attendees can now edit their name and email by selecting the Person icon > Options icon > Edit my account, then entering the desired name and email (optional).
Bug Fixes:

Fix for Audio Disconnections When Connecting Via Phone Call

- Previously, users who connected via phone call were not prompted with the correct screen to dial in, and then were disconnected from audio. After the meeting begins, users will now be prompted with the correct screen, displaying the Access code, PIN, and phone numbers. Users will also see their selected audio option in the Hallway (i.e. Waiting for organizer screen).

GoToMeeting for iOS (No updates for January 2016)
GoToTraining Web App

Promoted Organizers Included in Activities

- If an attendee is promoted to organizer during a training, they will now be included as an "attendee" when an organizer or co-organizer launches an activity and will be able to participate in the activities alongside their fellow participants. Previously, it was a known issue that promoted organizers were not included in activities (but also had no access to the Activity Center page) so they were unable to participate in activities at all. Now they will be able to join in!

Breakout Name Displayed to Attendees

- The name of the breakout session (e.g., "Breakout A", "Breakout B") will now be displayed to attendees in various places in the Instant Join app while they are in a breakout (such as in the chat window, "Waiting Room" screen, activity title).
Set Up Audio Preferences from the Hallway

- Instant Join attendees can now set their audio preferences (i.e., select the right audio device or switch to Phone mode) while they are in the Hallway before a session (i.e., waiting for the organizer to start the training). Previously, they had to wait until the training was in session and then go to Settings > Audio tab to make their selections.

New Hallway screen
"Activity/Breakout Has Ended" Notification

- When an activity has been ended by the organizer, attendees will now see a message saying "The activity/breakout has ended" message. Previously, there would not be any visual indication that it was safe to close the tab and return to the main session.

![The activity ended]

You can close this window and return to the main training session.

![The breakout ended]

You can close this window and return to the main training session.

Automatic Dialing In for Organizers when Leaving Breakouts

- If organizers who are connected to audio via Phone mode join a breakout, when they leave the breakout (either while it is still in session or if they end the activity) they will now be automatically dialed back in to the main session's audio conference. Previously this only worked for attendees, but when organizers left the breakout they would be disconnected from the audio conference and then have to manually dial back in to the main session.
Improvements to Activity Center Display on Small Screens

- Backend changes were made to improve the way the Activity Center page is displayed on smaller computer screens (1024 px wide or less). On these screens, the Attendees and Breakout panes will appear vertically to help shorten the width of the page.
Local Recording No Longer Used as Backup for Online Recording

- When an organizer chooses to use online recording instead of local recording, their sessions will now only be saved to the cloud (unless online recording fails, in which case local recording will be used instead). Previously, since online recording was a new feature organizers would still have a copy of the session recording saved locally to their computer as a backup (even when they were using online recording). That has now been turned off.
Enhancements to Attendee Pages

- Per customer feedback, several minor cosmetic issues with the newly reskinned attendee-facing pages (e.g., Registration page, Confirmation page) were addressed, such as missing logos, hidden text and calendar display issues for non-English languages.
- Backend changes to improve the resiliency of the GoToTraining web pages when the Audio Service is unavailable
- Fix to remove any mention of "Firefox" from the web account, as it is not supported by the Instant Join app (e.g., under Settings > Instant Join tab)

Bug Fixes:

Fix for Phone Audio with Breakouts

- When an activity with breakouts ends, any attendees who dialed in using Phone Mode will now be automatically reconnected to the main session's audio conference. Previously, some attendees using the desktop app would not be automatically dialed back in to the main session, and would instead have to hang up from the breakout session's audio and manually dial back in to the main session's audio conference.
- Fix for Instant Join attendees running Google Chrome not being able to share their screen during a breakout if they had not already installed the browser extension before joining the breakout (this was previously listed as a known issue in v1.2.10)
- Fix for "new presenter" notifications being displayed in the chat bubble during the main session (should only appear during breakouts)

Additional Fixes:

- Change to the "Share your screen" window (displayed when Google Chrome attendees are made Presenter) to read "A browser extension is required to enable screen sharing. Please close all confidential windows before sharing your screen".
- Change to activities "onboarding" window shown when organizers open the Activity Center page (the "Don't show this again" checkbox was replaced withe a "No thanks" link, as most users weren't enabling the checkbox and were therefore seeing the window multiple times)
- Fix for webcam light sometimes staying on even when not being used (causing users to be unsure whether it was broadcasting or not)
GoToTraining Android

New Organizer Features

- GoToTraining organizers can now use their Android devices to help manage their scheduled trainings while on the go! They can access the out-of-session features described below for their past and future trainings on an Android device using the new Trainer Sessions screen.

Log in as an organizer

- Log in as an organizer on an Android device by tapping the Options icon > TRAINER SIGN IN, then entering organizer credentials (i.e., email address and password). After signing in, organizers will see the new Trainer Sessions screen.
View past and upcoming training details

- View a list of scheduled trainings and their session details, including title, date, time of session and the number of people attended/registered. Tap the **Past** tab to see all past sessions, and tap **Upcoming** to see all future sessions. Organizers can also search for sessions by using the search bar.
View registrants for upcoming sessions and invite others

- When clicking on a specific upcoming session, organizers will see a list of people who have registered (including first and last names and email).
- Invite more attendees by clicking the **Invite** icon, which will launch an email with the training invitation pre-populated. Emails will be sent from the default email set on the Android device.
View attendee information for past sessions

- When clicking on a specific past session, organizers will see a list of registered, attended, and absent attendees. Organizers will also see the average attendance time and can search for attendees by using the search bar.
Send an email to all attendees and registrants

- Instantly send an email to all attendees and/or registrants by tapping and holding an attendee's name, tapping **Select All**, then tapping the **Email** icon.
Email a registered attendee or resend the Join URL

- Instantly resend an attendee their Join URL or send an email to a registered attendee by tapping the Link icon.

- Send an email to a registered attendee by tapping and holding the attendee’s name.
Search for attendees and registrants

- Search for a specific attendee by tapping the **Search** icon, then typing their name in the search bar.
New Welcome Message and Help Screens

- Users will now see a new welcome message and help screens once they start the updated GoToTraining app. These help screens describe the new organizer features of the GoToTraining update.