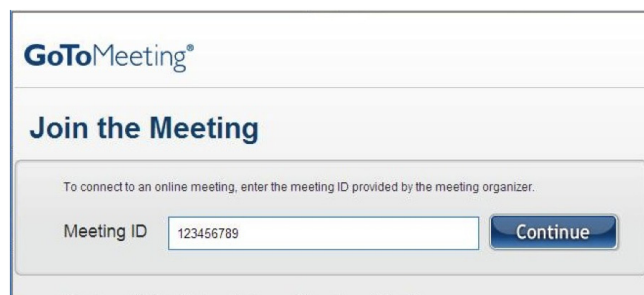## Instructions to get connected using GoToMeeting
(to allow SmartReceipt support technicians to assist you by connecting to your terminal)

**1.** Login to Windows as the Owner user

**2.** Open Internet Explorer by clicking on the [e icon] icon on the desktop or going to Start > Programs > Internet Explorer.

**3.** Type **www.joingotomeeting.com** in your Internet Explorer browser

**4.** In the space provided, enter the 9-digit Meeting ID that your SmartReceipt support technician will provide you.



**5.** Click the "Launch GoToMeeting" button.  Wait a moment for the application to load.  If a security warning asks your permission, click Run.
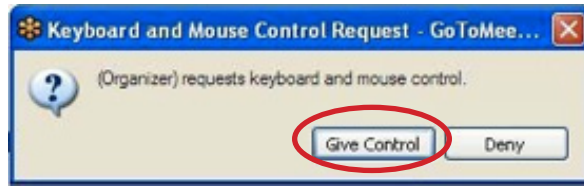


**6.** A GoToMeeting window will open.  In the space for Name, type your first name.  In the space for email, type email@email.com.  Check the box for "Remember name and email." Click OK.

**7.** Several windows will open. Click "Give Control" when the window appears.



**8.** Click OK to acknowledge your priority.



**9.** Click "Show my Screen" to begin the session.



**10.** The SmartReceipt support technician can now begin working on your computer.  You are still able to use the POS to process transactions.  If you need to minimize the GoToMeeting control panel, click on the orange arrow.