

System Requirements for Attendees

You can attend a training from anywhere, anytime using a compatible computer or mobile device!

Join by downloading on Windows or Mac

To get the most out of GoToTraining, you can download and install the full-featured desktop software on your Windows and Mac computer. [Learn more.](#)

Operating system	Windows 7 – Windows 10 Mac OS X 10.9 (Mavericks) - macOS Catalina (10.15)
Internet connection	1 Mbps or better (broadband recommended)
Software	GoToTraining desktop app JavaScript enabled
Hardware	2GB or more of RAM Microphone and speakers (USB headset recommended**) Webcam (to use HDFaces)

To save you time, we've designed the desktop software to automatically install itself when you join a session. When you click Download below, you will be launched into the waiting room a test meeting.

Note that this is not a live session, so as soon as you see the confirmation screen appear you can exit.



[Windows](#)

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Join from a web browser (no download required)

Using the GoToTraining Instant Join app, you can join trainings entirely within your web browser (rather than installing and using the GoToTraining desktop app). [Learn more.](#)

Note: In order for attendees to join sessions using the Instant Join app, the session organizer must have it enabled in their account settings.

Operating system	Windows Mac Linux / Ubuntu Google Chrome OS (Chromebook)
Web Browser	Google Chrome (most recent 2 versions) Mozilla Firefox (most recent 2 versions) (Linux only)
Internet connection	1 Mbps or better (broadband recommended) 3G connection or better (WiFi recommended for VoIP audio) for Chromebooks
Software	None
Hardware	Microphone and speakers (headset recommended**)

****Note:** Most devices have built-in speakers, but you will get much better audio quality while using VoIP if you use a headset. You can also use your phone to dial in to the audio connection.

Join from iOS (iPhone or iPad)

Operating system	iOS 10 or newer
Device	iPhone 4s or later iPad 2 or later
Internet connection	3G connection or better (WiFi recommended for VoIP audio)
Hardware	Microphone and speakers (headset recommended**)

Join from Android (do not use the GoToTraining app, you must use the browser)

Operating system	Android 5 (Lollipop) or newer
Internet connection	3G connection or better (WiFi recommended for VoIP audio)
Hardware	Microphone and speakers (<u>headset recommended**</u>)

****Note:** Most devices have built-in speakers, but you will get much better audio quality while using VoIP if you use a headset. You can also use your phone to dial in to the audio connection.

NOTE: If your phone is running iOS 13/Android 10 or newer, please do the following:

1. Open the training email in a desktop browser.
2. Once the class is opened in your desktop browser, send yourself the URL (either bookmark it or email it to yourself).
3. Open the URL on your mobile browser

OR

1. Go to www.GoToTraining.com.
2. Click "Join" in the very upper right-hand corner.
3. Enter the your e-mail address (must match the one you used to register for the class) and the training ID code you will need to get from the trainer.
4. Do not download the app as it does not have all of the required features. Join from a browser only.