How to Use GoTo

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GoTo Features and Best Practices

GoTo is a cloud-based phone service that will eventually replace Rio's phone hardware. For the best user experience, the following best practices are recommended when using GoTo:
- Use a computer with a wired internet connection
- Use the application on a local computer rather than a virtual machine or remote desktop
- Use **Google Chrome** as your web browser, as the application is synced with our Gmail accounts
- You must be logged into GoTo and your computer must be unlocked to be able to take calls
- **It's recommended the handset be used when setting up voicemail, forwarding /transferring calls, etc.**
- **GoTo automatically sends written transcripts of voicemail messages to Rio Salado employee email inboxes. Rio Salado College prohibits employees from sending these voicemail transcripts to students or other external parties.**

Logging in to GoTo

Follow the steps below to log into GoTo.

1. Using Chrome, go to https://app.GoTo.com/

   - If your default browser is anything other than **Chrome**, you will need to copy and paste the web address into Chrome. GoTo works best with Chrome and your user experience will differ from these instructions if you use any other web browser.

2. Click on the **Sign in**
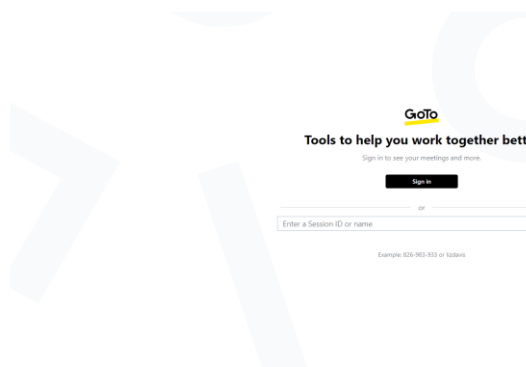
3. Use your meid@riosalado.edu and select **next**
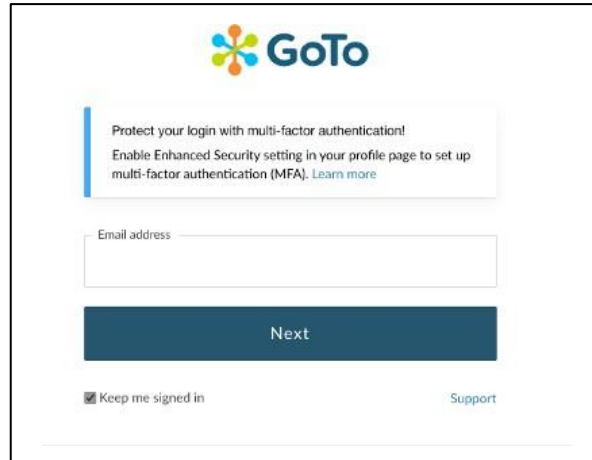
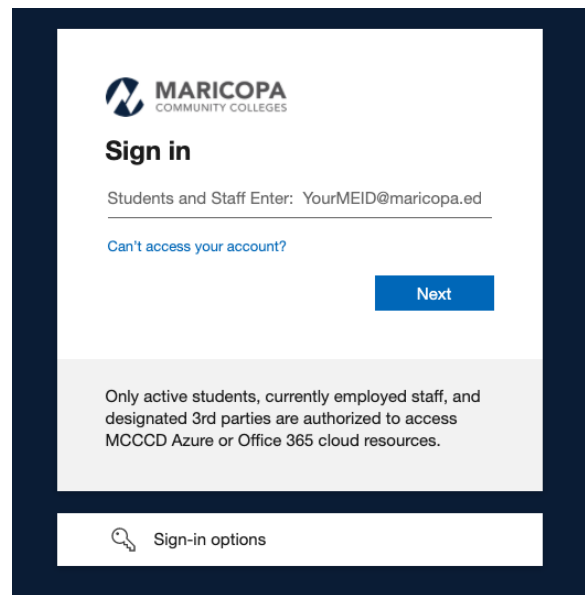4. You may get sign-in with Google
5. Select sign-in with Google. If you have multiple Gmail accounts, select meid@riosalado.edu
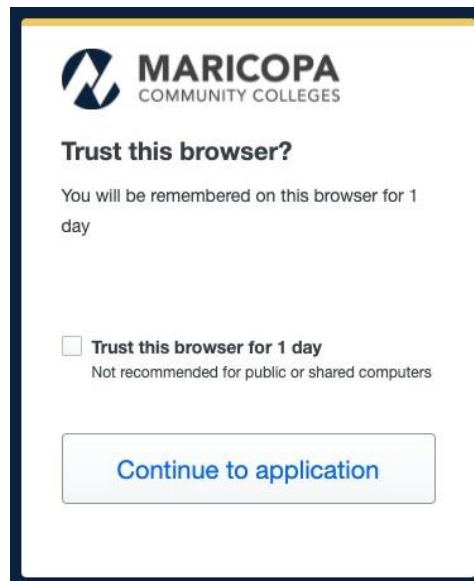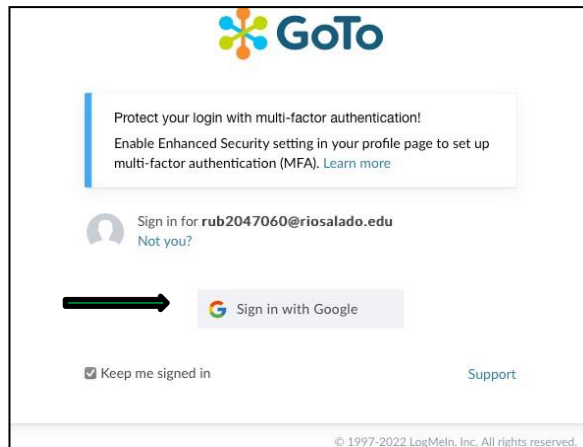

6. If you get an error message "we do not support, your current browser" use Chrome.
7. You may get a new window to continue with **LogMein Accounts.**
8. Use your meid@riosalado.edu
9. Sign in again with your meid@maricopa.edu. **This will engage the multi-factor authentication requirement.** Note you will be accessing the District Portal.
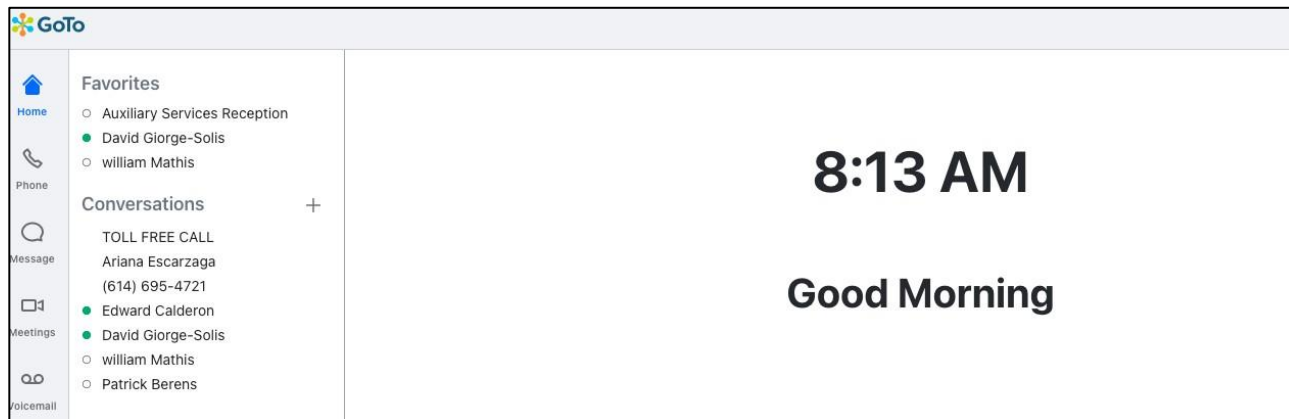
Multi-Factor Authentication

10. Verify your identity and press continue and click continue to application.

11. If you successfully connected to GoTo, the following screen would appear.

12. **If you cannot connect to GoTo please contact the helpdesk at 480-517-8600**

Using the Mobile App

There are mobile Apps for both iOS and Android Smart Phones

- You can download and install the app via Google Play and the Apple Store
- Search for the GoTo app and install
- Both Apps are very similar

Setting Up the GoTo App

Please note the Icon and setup app may look different depending on your operating system. There are approximately thirteen versions of Android and iOS operating systems. There are multiple models of smart phones, **some version may not work with the GoTo Connect app.**
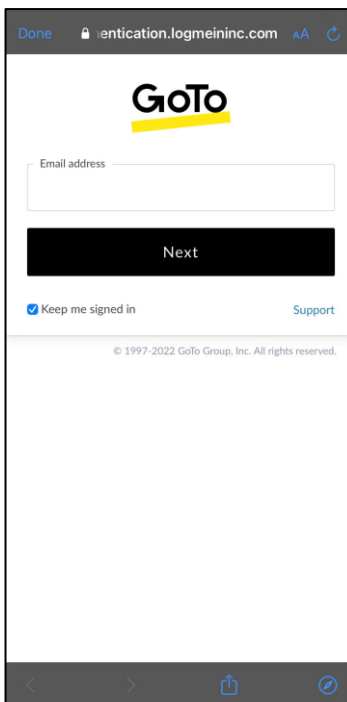
As you set up your mobile app you may be required to use the multi-factor authentication process. This process has been mentioned above.
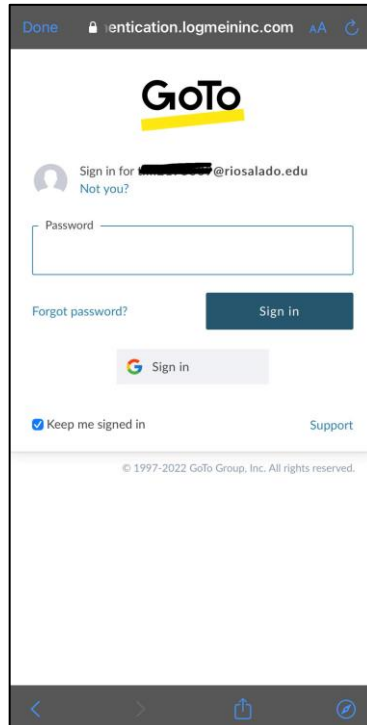
Signing In

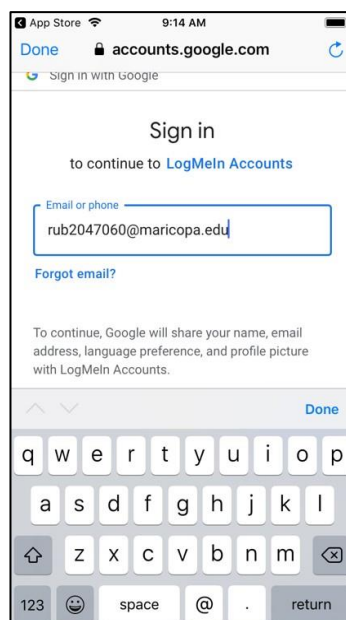Sign into GoTo by clicking on the Sign in bar.
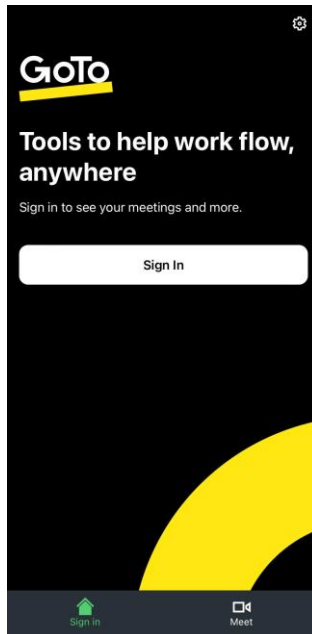
Type your meid@riosalado.edu and select Next. Note you are logging into the **LogMeIn** portal.
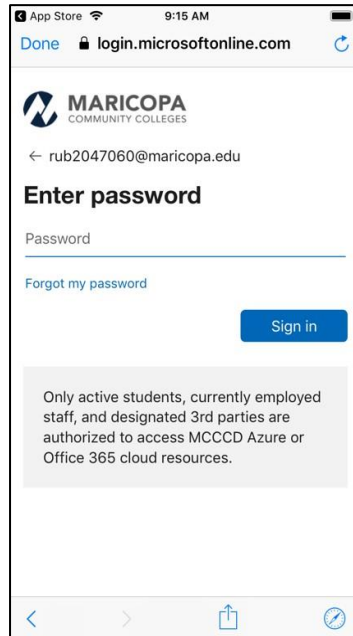
Select Sign in with Google

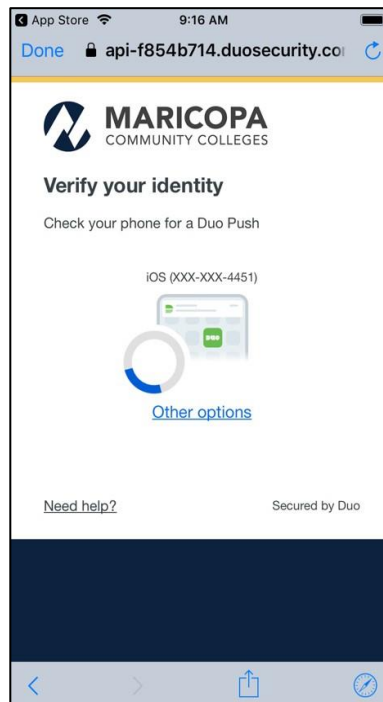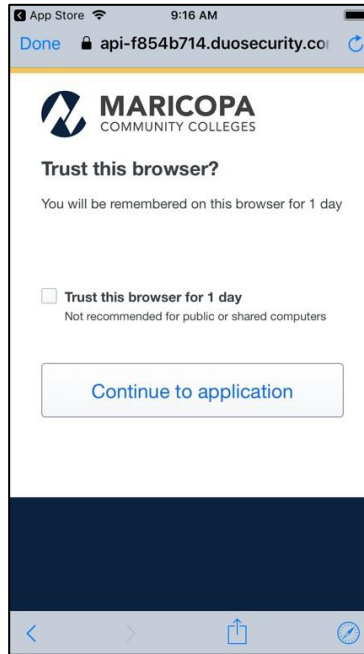Sign in with your meid@maricopa.edu

Add your password

Verify your identify using multi-factor authentication.

Continue to Application

If you have problems logging in, please call the helpdesk at 480-517-8600 for assistance.