

How to Use Jive (AKA GoToConnect)

*Rio Salado
Information
Services*

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Overview of Jive / GoToConnect

Jive is the phone system that Rio Salado College uses.

Jive has been acquired by GoToConnect and therefore renamed “GoToConnect (Powered by Jive)”.

Jive can be accessed via any of the following methods:

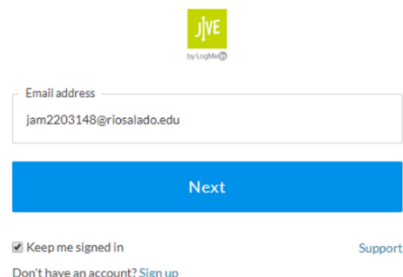
1. Web Browser
2. Jive Windows Application on a PC
3. Smartphone App

This guide focuses on accessing Jive via a web browser.

*Note that as of March 24, 2020 Jive has temporarily upgraded all accounts to include access to its video conferencing service (GoToMeeting). Feel free to continue using the video conferencing tool you are most comfortable with.

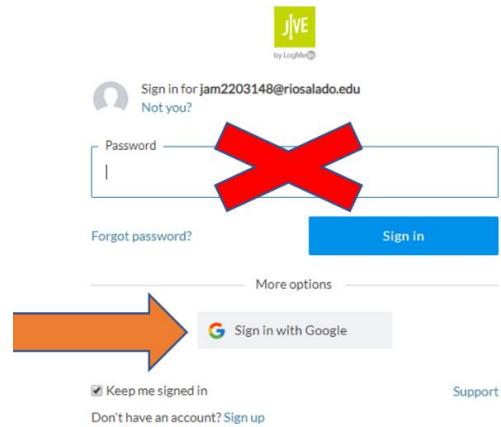
Launching GoToConnect (Powered by Jive) in a Web Browser

1. Using a web browser, navigate to my.jive.com. The following pop-up window will appear.

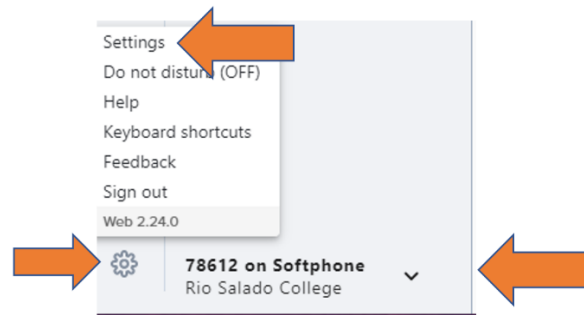


The screenshot shows a login form for Jive. At the top is the Jive logo. Below it is an input field labeled "Email address" containing the text "jam2203148@riosalado.edu". Underneath the input field is a prominent blue button labeled "Next". At the bottom left, there is a checkbox labeled "Keep me signed in" which is checked. To the right of the checkbox is a link labeled "Support". At the very bottom, there is a link that says "Don't have an account? Sign up".

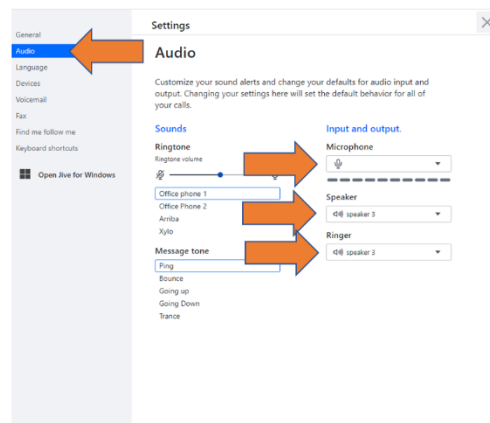
2. When prompted, as depicted in the image above, enter your **MEID@riosalado.edu**, click the checkbox next to the **Keep me signed in** option, and then click the **Next button**.
3. When prompted by the following pop-up window, be certain to click the **“Sign in with Google” button** instead of entering a password.



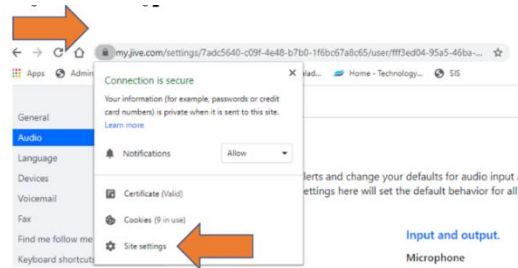
4. After successfully signing in, from the bottom left corner of the screen, click on the **gear icon** to the left of the “Softphone” option. From the menu of options that appears, select **Settings**.



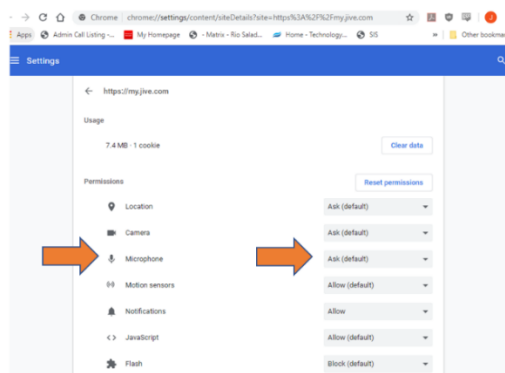
5. After selecting Settings, the following window appears. From the gray panel on the left side of the window, select the **Audio** option. Audio settings will appear in the right pane of the window. In the **Audio Settings** pane, verify that the microphone, speaker, and ringer are set to the correct device. Selecting the correct microphone and speakers is essential to the application working properly.



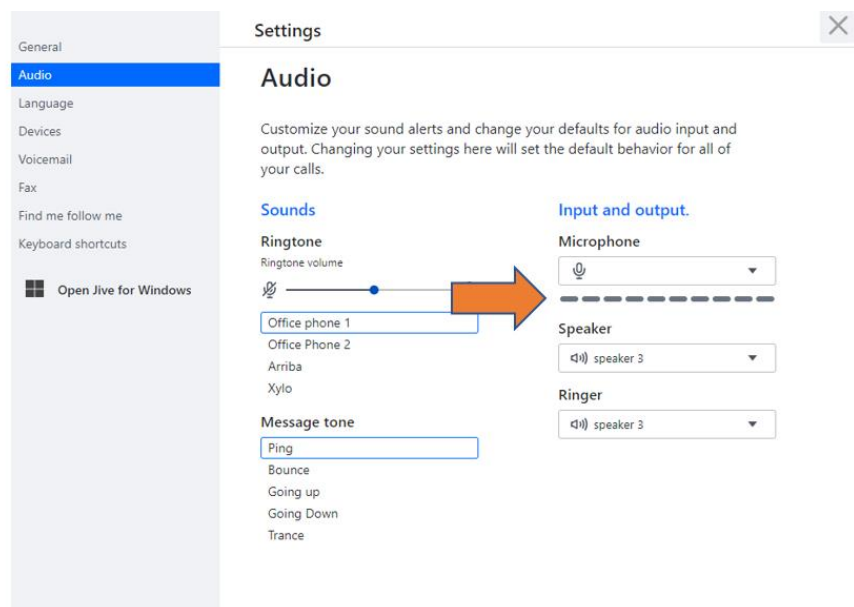
- Verify that the “microphone settings” are allowed on your browser. To do this, click on the tiny lock to the left of the URL as depicted below. A menu of options will appear in a pop-up window. Select the **gear icon** labeled **Site Settings**.



- After selecting the gear icon/site settings, the following window will appear. Under **Permissions**, for the **Microphone** permission, select the “**Allow**” option from the down-down menu.



- Click the **Jive browser tab** to go back to the GoToConnect app to test the microphone and headset volume. The meter will light up when the microphone is working.



Logging in and out of a Queue

1. To log into a queue, enter *13XXXXX (the five X's represent the five-digit queue code) and press the call button.
2. To log out a queue, enter *13XXXXX (the five X's represent the five-digit queue code) and press the call button.

Troubleshooting GoToConnect

1. Enter **MEID@riosalado.edu** and enter next.
2. Select “**Sign in With Google**”

If the “**Sign in With Google**” button does not appear, click on “**Don't have an account? Sign up**”. When prompted, enter your **MEID@riosalado.edu** for in the email address field and use the corresponding District password. Login again.

3. Select **MEID@riosalado.edu** from the list of possible options.
4. The program should redirect to the Maricopa Gmail Sign in page to login. When prompted, enter your **MEID@riosalado.edu** and the corresponding District password.
5. If you continue to experience issues, please contact the Technology Helpdesk at 480-517-8600.

Downloads

1. Desktop computers and laptops
 - [Mac](#)
 - [Windows](#)
2. Phones and mobile devices
 - [iOS](#)
 - [Android](#)

Additional Links

[How to Download and Install GoToConnect \(Powered by Jive\)](#)

[How to use GoToConnect](#)

[How to use GoToMeeting Video Conferencing](#)