Project Management Office;
Networking & Technology Helpdesk

Jive Training

Jive Best Practices

Best Practices

When accessing GoToConnect, formerly Jive we recommend the following:

1. Access the Web App through your Chrome browser

2. Download and install the Desktop App

3. If using your smartphone, download and install the Android or iOS using Google Play or the Apple Store. Please note: There are multiple version of the Android and iOS App.

   a) There are over 13 versions of Android and iOS Operating System's. Some versions may not work with the GoToConnect App.

   b) Be sure to download GoToConnect App, not the Jive app for your phone.

Note: You do not have to be logged in to Rio's VPN. You cannot utilize the Desktop App while you Remote Desktop into your work computer.

Installing the Desktop App (Mac and Windows)

Call the Technology Help Desk for the URL (link)

Hi! We are here to help you.

Type your question here, or browse topics below to view answers or reach a support agent.

🔍 How do I download and install GoToConnect? ✕

How do I download and install GoToConnect?

Download and install GoToConnect to combine the power and reliability of Jive's phone system with GoToMeeting's web, audio, and video conferencing into one simple, reliable, and flexible solution.

Before you can use GoToConnect, you must register for a JiveID and a system admin must assign a device profile to you.

Watch Video ▶

Tip: You can also access a version of GoToConnect online by going to http://my.jive.com.

Supported Browsers:

- Windows 8.1 or higher.
- Last 2 versions of Google Chrome.
- Last 2 versions of Firefox.

1. Download GoToConnect for your operating system:

  - Download for Mac ⬅
  - Download for Windows ⬅

2. Open and run the downloaded install file.

3. Follow the on-screen instructions to complete the installation.

Desktop App

After you install the Desktop app. Go to my.jive.com and log in. In some cases you may have to register to log into your account.

Registering

Accept the Terms and Conditions

Once you agree a program will automatically download onto your computer. Open your downloads file and double click the file to begin the installation process. Then Agree to Terms and Conditions

Jive Communications, Inc.

Terms of Service

Please read and acknowledge the terms of service governing the use of this application:

English
Español (Spanish)
Deutsch (German)
Français (French)
Português (Portuguese)

I AGREE

Once installed, the program will automatically open. Enter your login credentials and select next

After you have successfully accessed GotoConnect the following screen will appear.
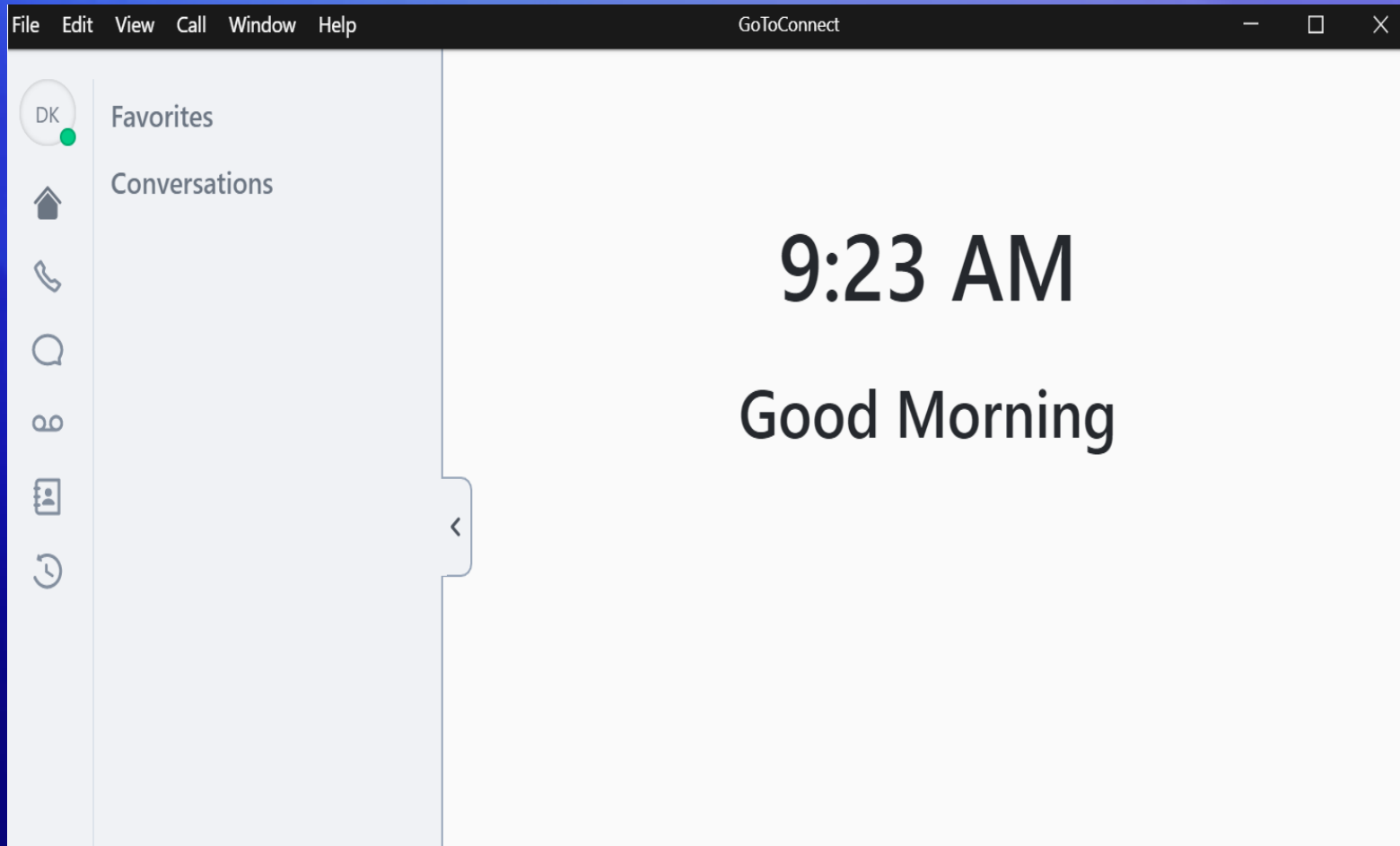
Downloading Desktop App

In some case, after you agree to the terms and conditions you may get the option to install the desktop app
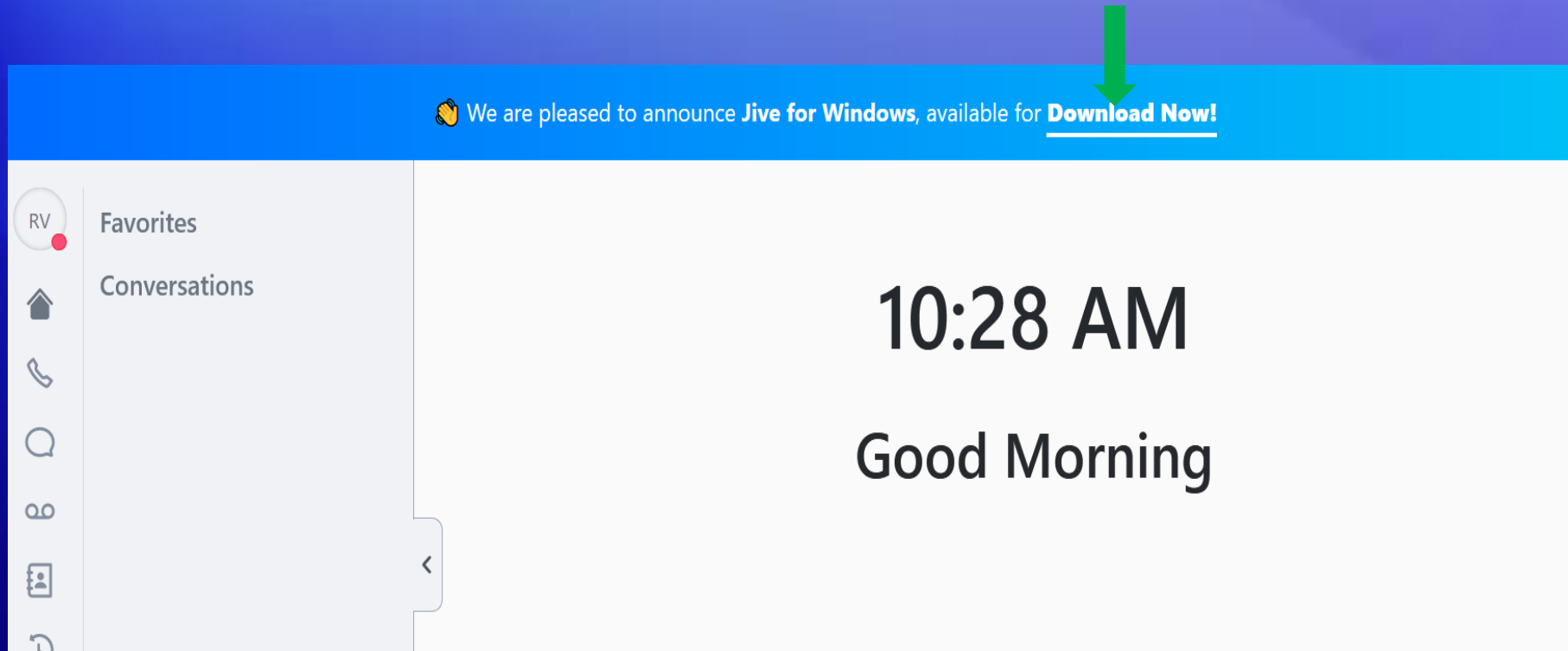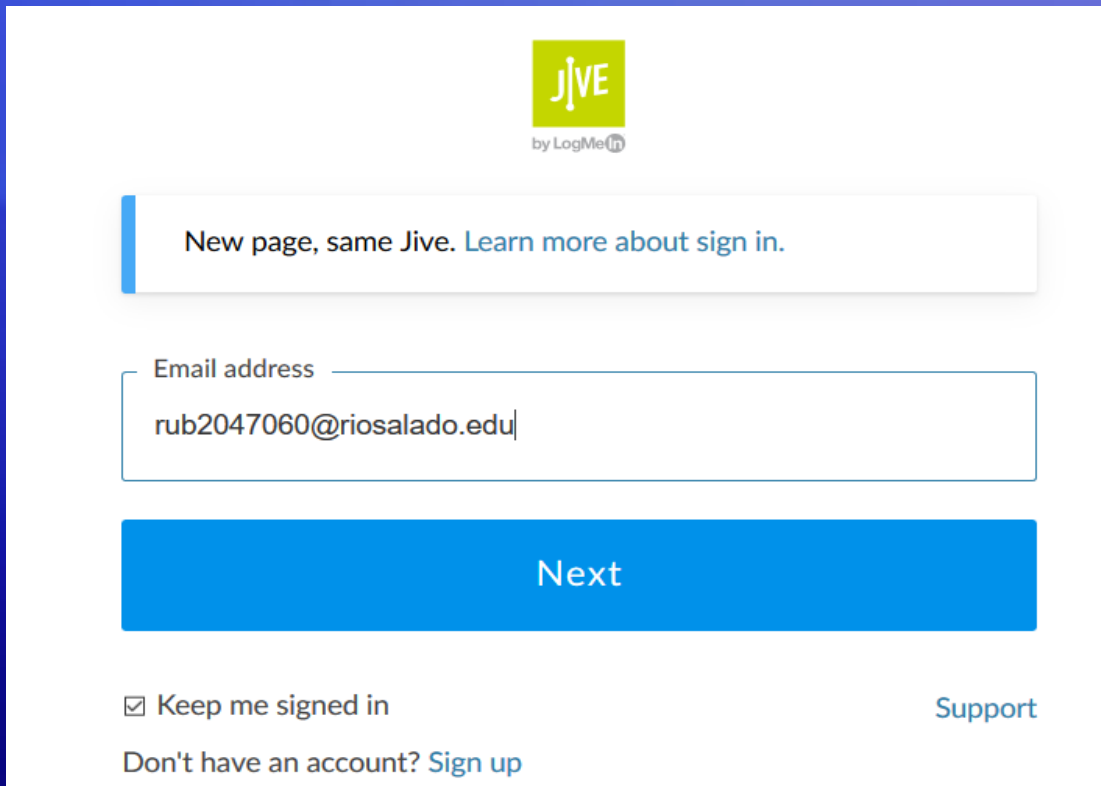
Jive Web App

Logging into Jive

- With your browser open (preferably Chrome) type my.jive.com. **Note you don't use www**

- Enter your email address. (MEID@riosalado.edu)

Sign in by selecting Sign in with Google

Continue to the LogMeInInc.com portal

Log into MCCCD

- Type in your MEID and Password.

- Agree to Terms (if prompted)
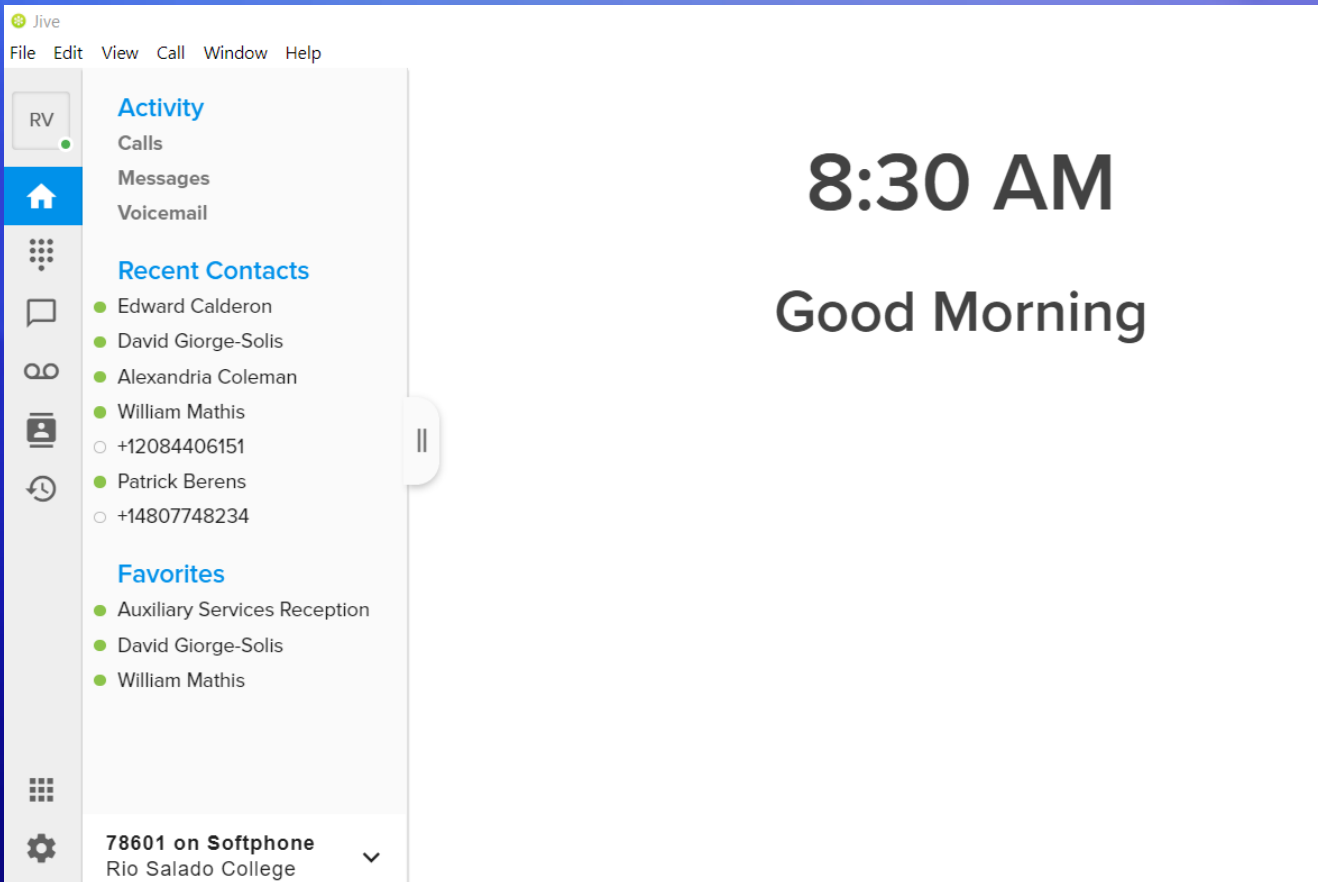
Jive Home Page & Navigation Bar

- After you successfully log in the following page appears.

Left Navigation Bar

The left navigation bar is your control center. Here you are able to control your settings, the volume control, you can add your picture, send text messages, look up phone numbers, set up favorites, etc.


- Accesses your profile to upload your picture; update profile and log out.
- Home button returns you to main page.
- Number pad. Dial number and look up contacts
- Text message (if you have access). If you need access send helpdesk ticket.
- Voicemail
- List of contacts
- Activity – list of calls, messages called and received. All activity will be kept here and cannot be deleted.

Left Navigation Bar note the settings option below.
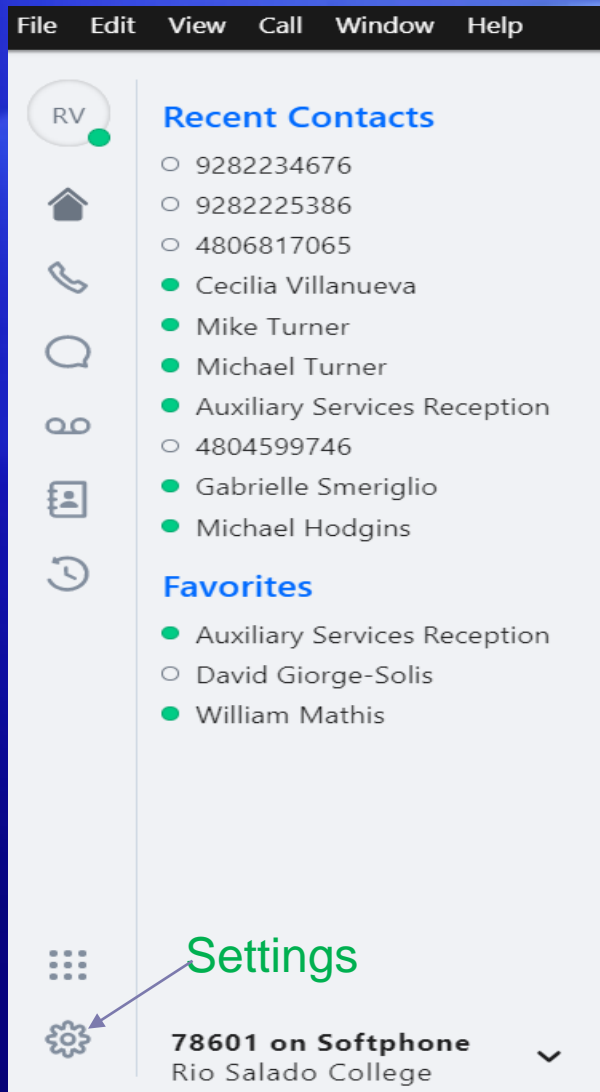
o   Select the gear to access settings

o   Select settings again

o   Select Audio

o   Under Sounds adjust volume or ringtone

o   Under Input and output; select microphone and speakers

o   Call the helpdesk at 78600 if you need assistance with your settings.

Jive Smart Phone App Instructions

Using your Smart Phone Apps

There are mobile Apps for both iOS and Android Smart Phones

- You can download and install via Google Play and the Apple Store

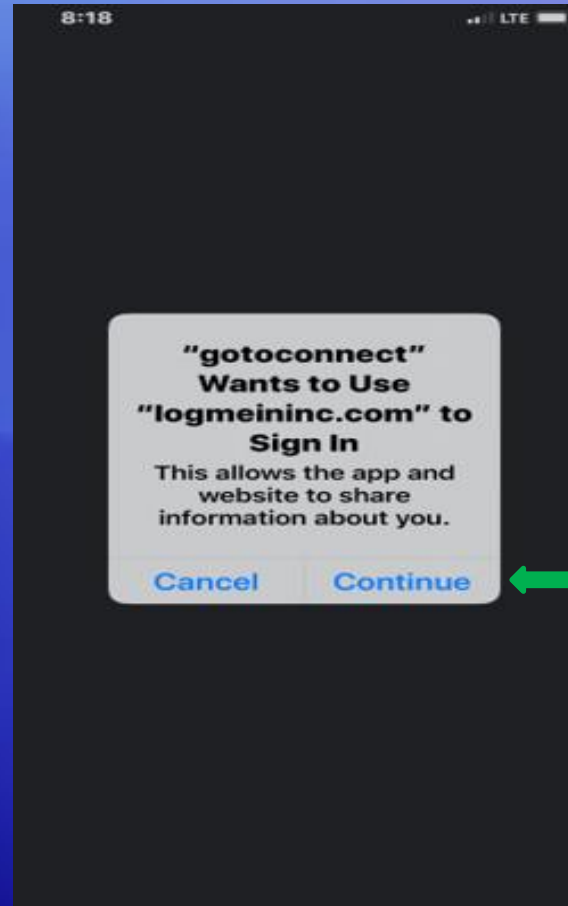- Both Apps are very similar

- Tap on the sign in button

Log into GoToConnect
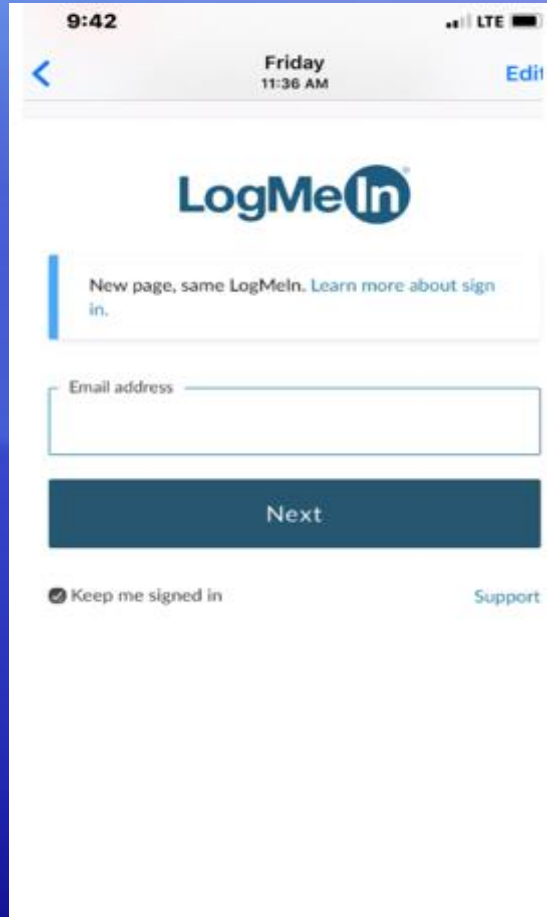
Click on the sign in bar below.

Using your Smart Phone Apps

Select Continue

New LogMeIn Portal

Sign in with your MEID@riosalado.edu

Select the Google sign in option
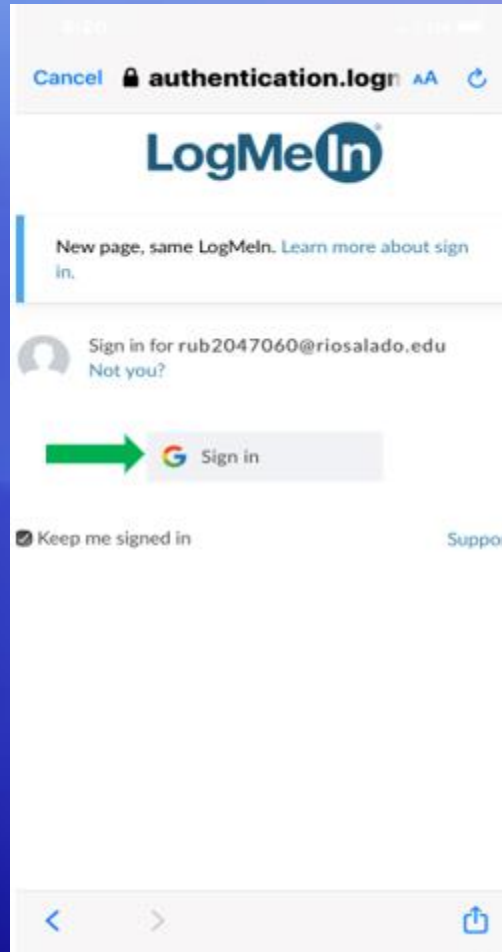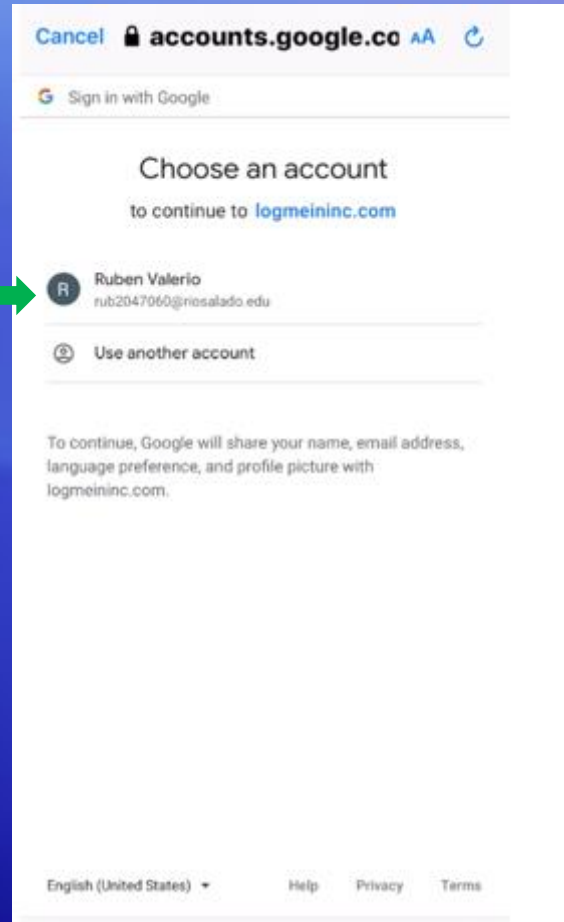
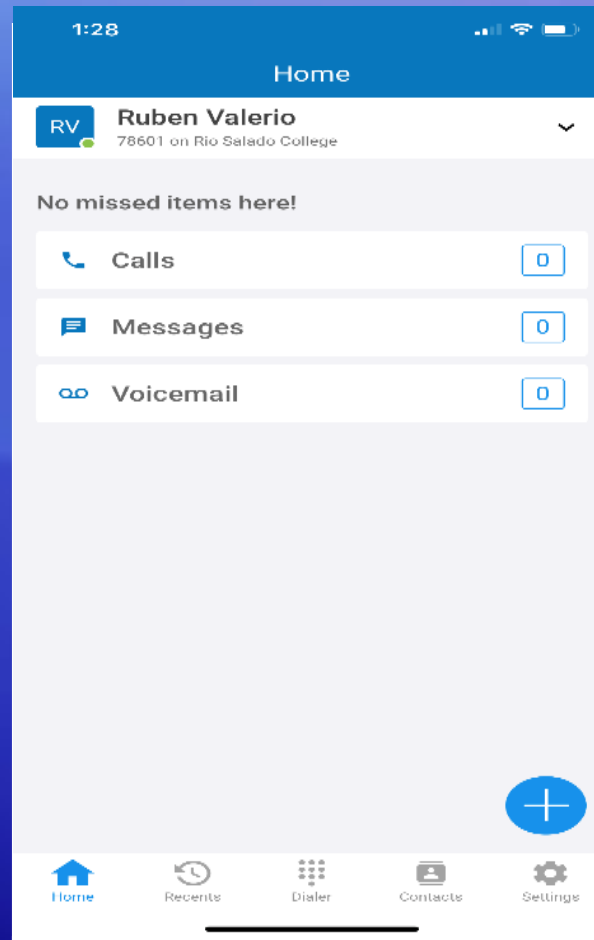# If prompted select your email address to sign in

Log into your MCCCD Account

Using your Smart Phone Apps

Your smart phone App for both iOS and Android.

Log Me In (Jive Tutorial)

There are number of GoToConnect (Jive) Tutorials on YouTube.

https://www.youtube.com/watch?v=kkd-bqEEo8Y&list=PL1cRWWlpjGaN0STq6Bk72x22UL5Fy1ix4

Rio Salado College Remote Access Portal

You can find more a recording on this thraining, these slides,
additional training on Jive and resources on working remotely here:

http://remote.riosalado.edu