

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.

The screenshot shows a web browser window with the following elements:

- Browser tab: Secure Sign In
- Address bar: authentication.logmeininc.com/login?service=https%3A%2F%2Fauthentication.logmeininc.com%2Foauth%2Fapprove%3Fclient_id%3Da7717fe1-75c...
- Navigation bar: Excelsior College, RSC Links, Vendors, IC Resources, PMO
- Logo: JIVE by LogMeIn
- Form field: Email address (MEID@CollegeName.edu)
- Button: Next
- Checkbox: Keep me signed in
- Text: Don't have an account? [Sign up](#)
- Text: Support

Registering

Register - Jive

onjive.com/register

Excelsior College RSC Links Vendors IC Resources PMO

JIVE

Register

If your admin has already added you to your organization's Jive account, registering gives you access to Jive's rich product offering.

First Name

Last Name

Business Email Address

This must match the email set by your administrator

Choose a password

Enter Windows Password

Password are case-sensitive and must be between 8-32 characters, including letters and numbers.

Confirm password

[Privacy Policy](#)

Register

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

File Edit View Call Window Help Secure Sign In

JIVE
by LogMeIn

Email address

#1 MEID@CollegeName.edu

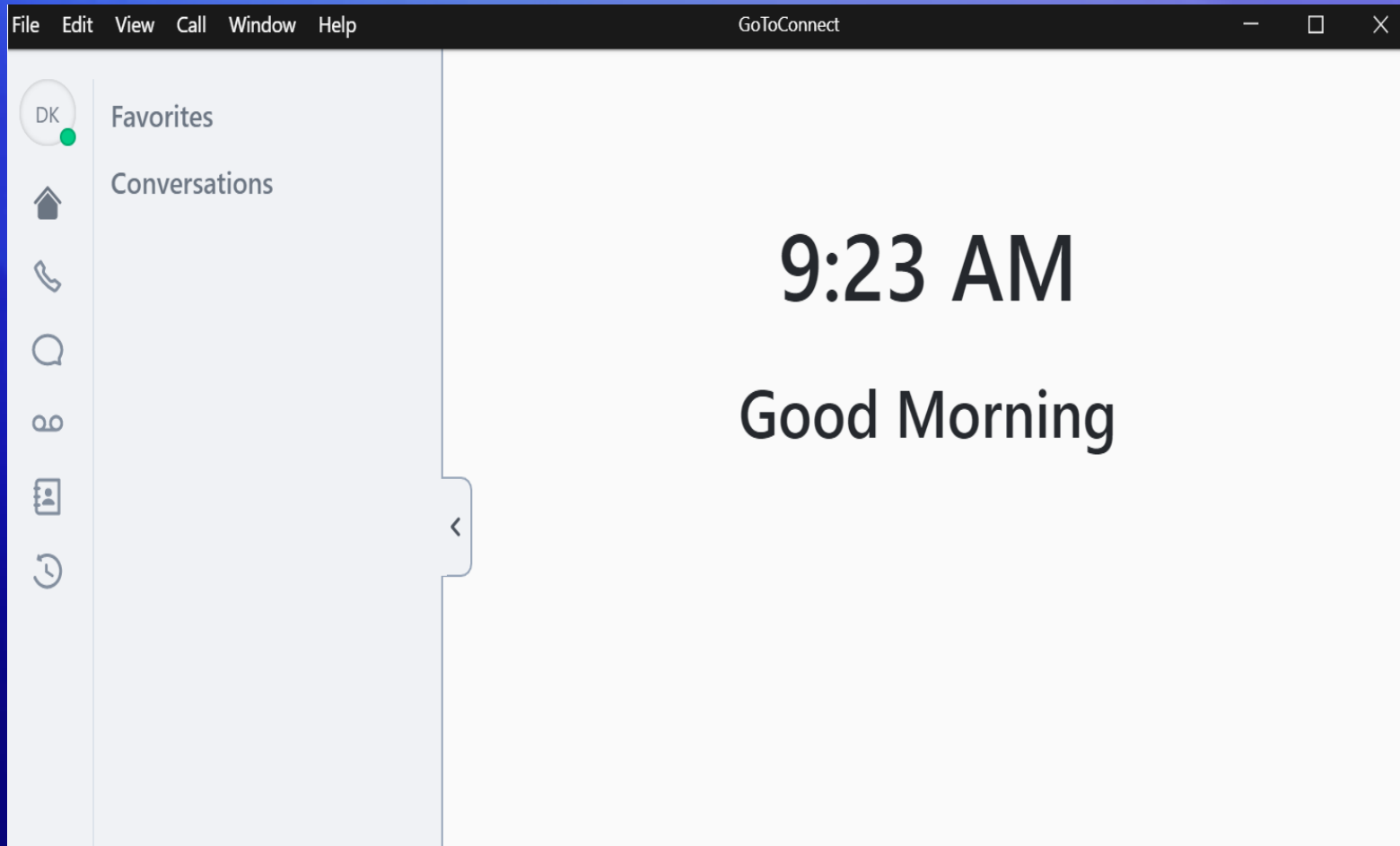
#2 Next

Keep me signed in Support

Don't have an account? [Sign up](#)

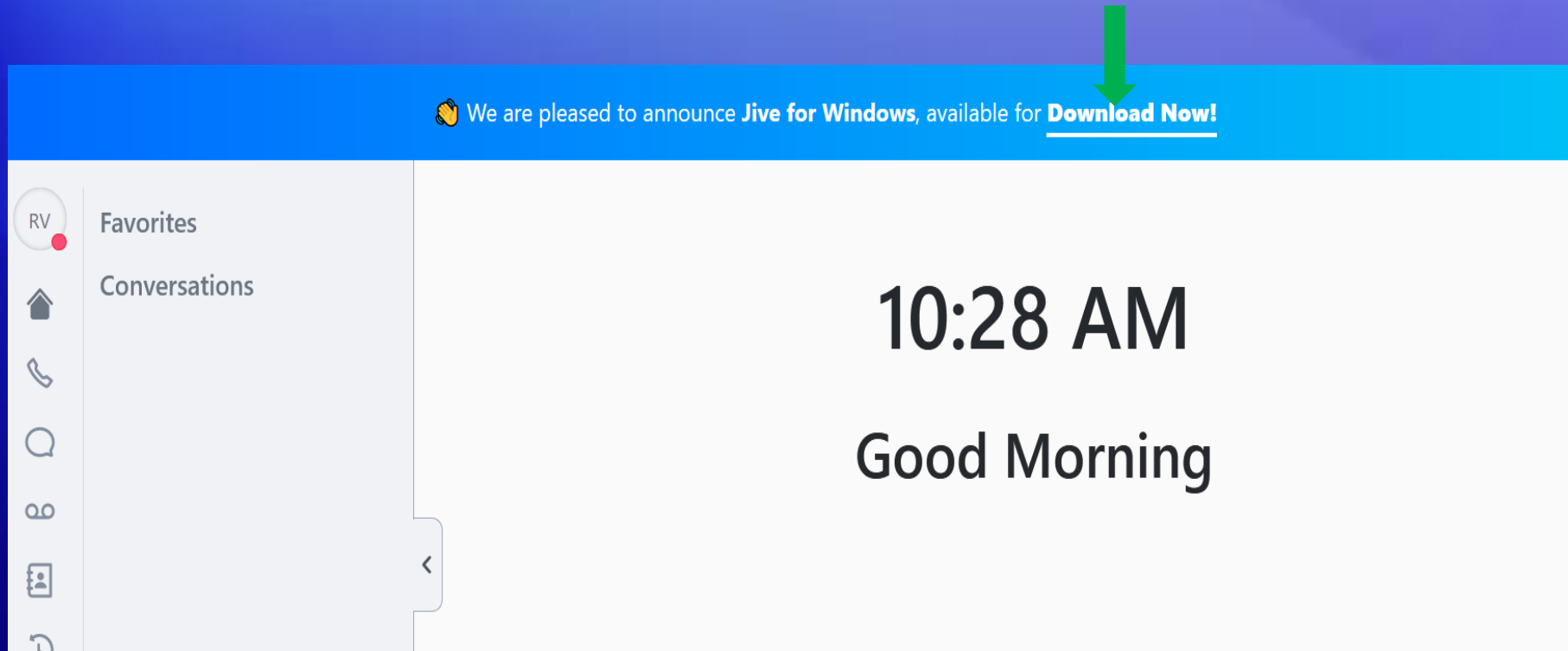
© 1997-2020 LogMeIn, Inc. All rights reserved.

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

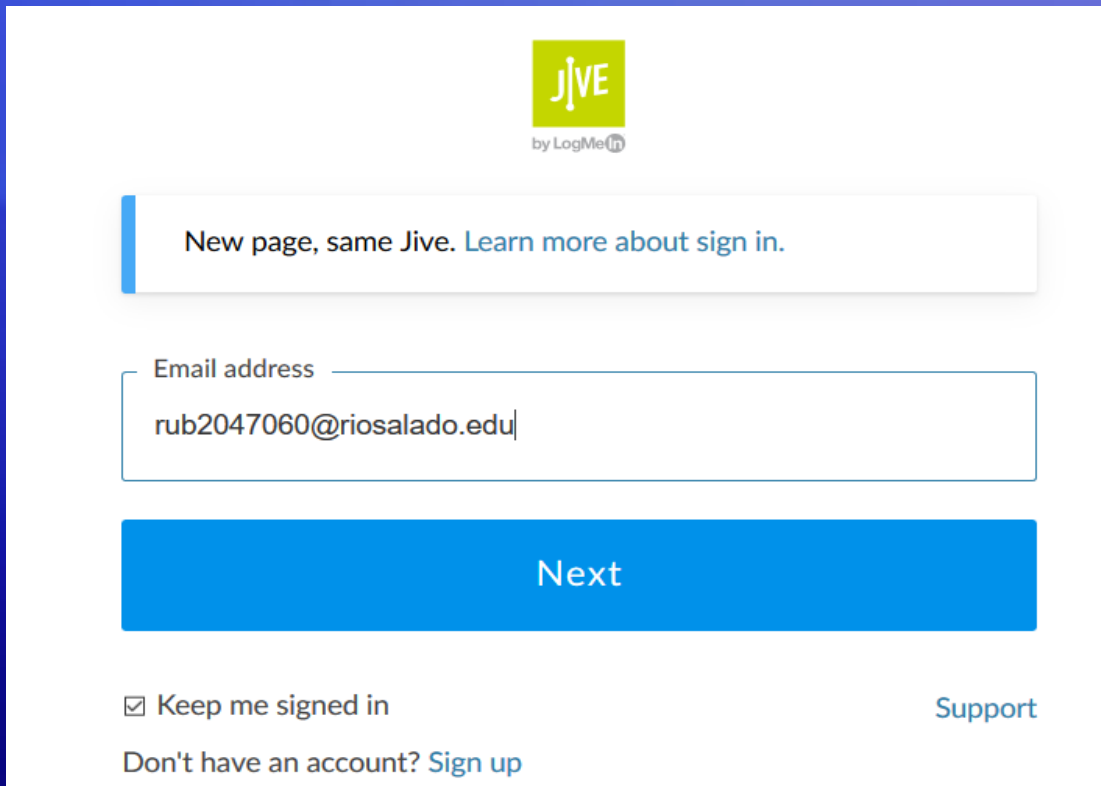


Jive Web App




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)



The screenshot shows the Jive login interface. At the top center is the Jive logo, a green square with the word 'JIVE' in white, and below it, the text 'by LogMeIn'. Below the logo is a white box with a blue vertical bar on the left side containing the text 'New page, same Jive. Learn more about sign in.' Below this is an email address input field with the label 'Email address' and the text 'rub2047060@riosalado.edu|'. Below the input field is a large blue button with the text 'Next'. At the bottom left, there is a checkbox labeled 'Keep me signed in' which is checked. At the bottom right, there is a link labeled 'Support'. At the bottom center, there is a link labeled 'Don't have an account? Sign up'.


by LogMeIn

New page, same Jive. [Learn more about sign in.](#)

Email address

[Next](#)

Keep me signed in [Support](#)

Don't have an account? [Sign up](#)

Sign in by selecting Sign in with Google



New page, same Jive. [Learn more about sign in.](#)



Sign in for **rub2047060@riosalado.edu**
Not you?




Sign in with Google

Keep me signed in

[Support](#)

Don't have an account? [Sign up](#)

Continue to the LogMeInInc.com portal

 Sign in with Google

Sign in

to continue to logmeininc.com

[Forgot email?](#)

To continue, Google will share your name, email address, language preference, and profile picture with logmeininc.com.

[Create account](#) [Next](#)

English (United States) ▾ [Help](#) [Privacy](#) [Terms](#)

Log into MCCCCD

- Type in your MEID and Password.
- Agree to Terms (if prompted)

Google Apps for Employees



Sign In

MEID

rub2047060

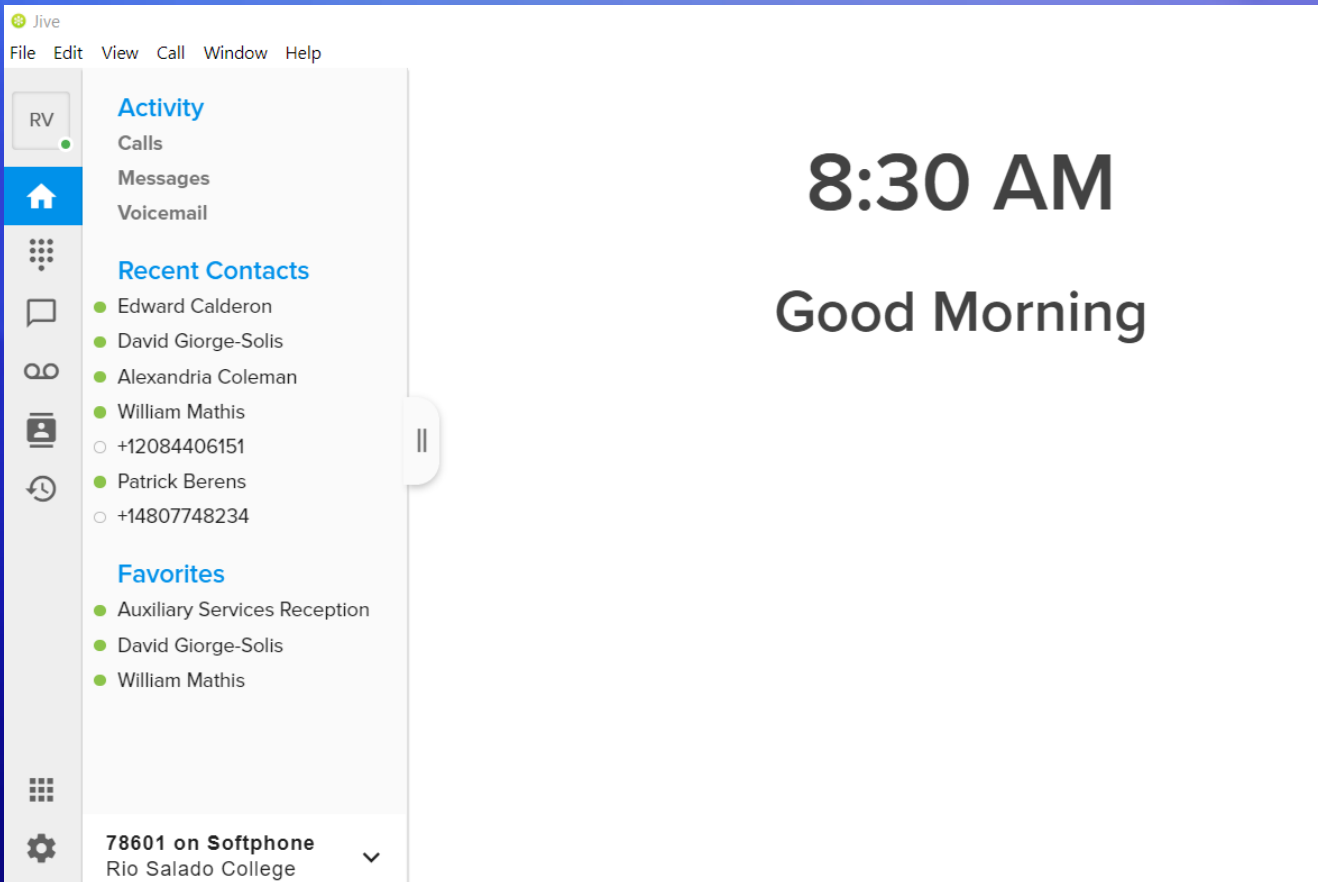
Password

.....

Sign In

Jive Home Page & Navigation Bar

- After you successfully log in the following page appears.



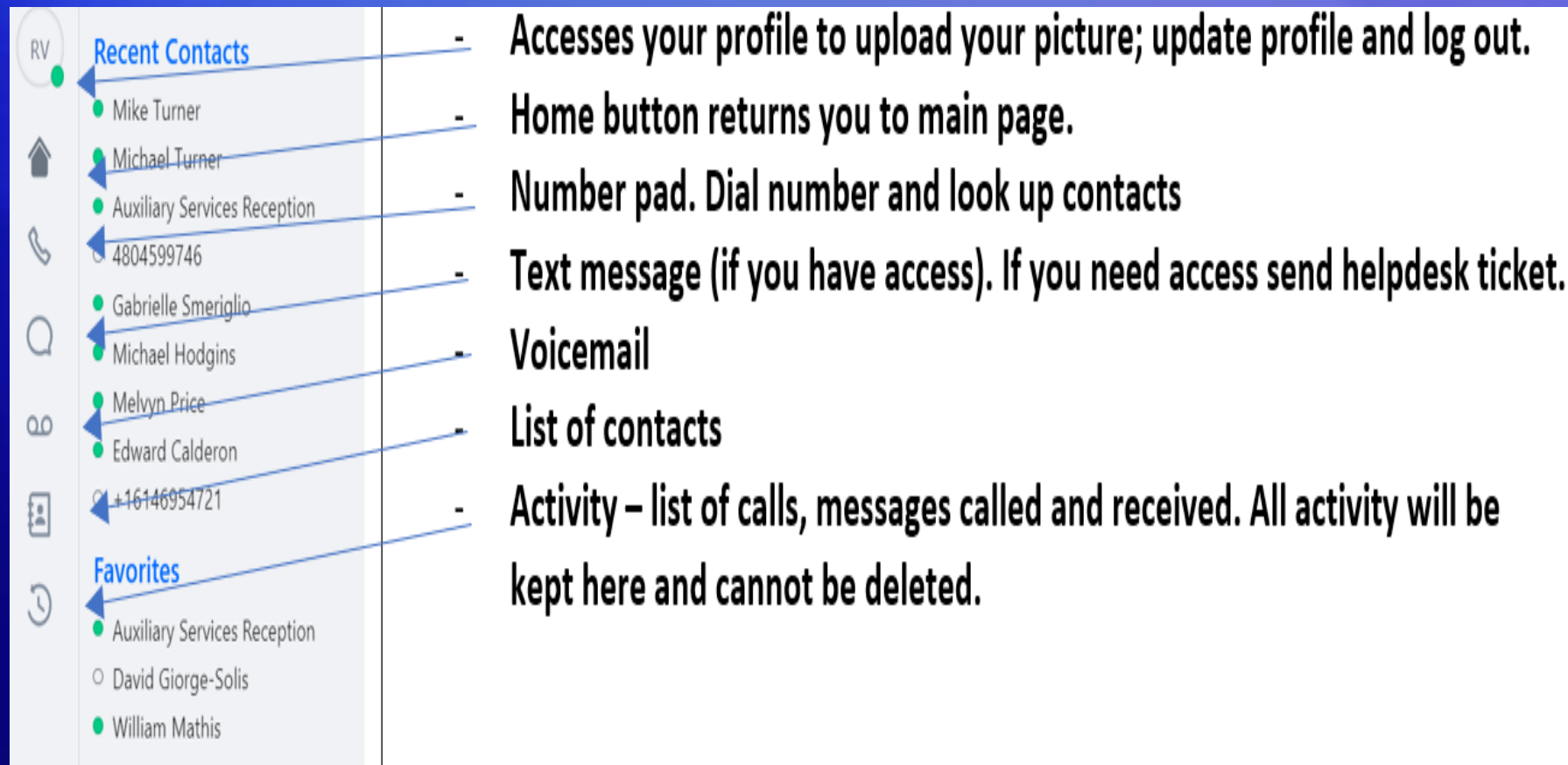
The screenshot shows the Jive Home Page & Navigation Bar. The navigation bar on the left includes a menu with the following items:

- RV (with a green dot)
- Home (with a house icon)
- Recent Contacts (with a grid icon)
- Favorites (with a grid icon)
- 78601 on Softphone (with a gear icon) - Rio Salado College

The main content area displays the time **8:30 AM** and the greeting **Good Morning**.

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.

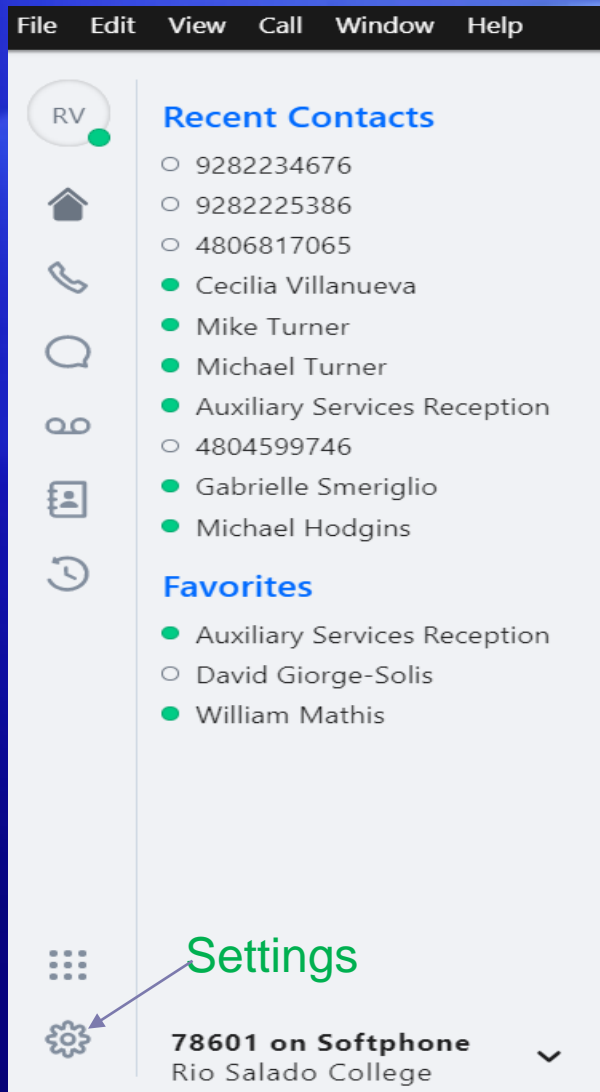


The image shows a vertical navigation bar on the left side of a mobile application interface. The bar contains several icons and text labels. Blue arrows point from each icon to a corresponding text description on the right. The descriptions are as follows:

- RV** (Profile icon): - **Accesses your profile to upload your picture; update profile and log out.**
- Home** (House icon): - **Home button returns you to main page.**
- Number Pad** (Phone icon): - **Number pad. Dial number and look up contacts**
- Text Message** (Speech bubble icon): - **Text message (if you have access). If you need access send helpdesk ticket.**
- Voicemail** (Envelope icon): - **Voicemail**
- List of contacts** (List icon): - **List of contacts**
- Activity** (Calendar icon): - **Activity – list of calls, messages called and received. All activity will be kept here and cannot be deleted.**
- Favorites** (Clock icon): - **Favorites**

The navigation bar also displays a list of contacts under the 'Recent Contacts' and 'Favorites' sections. The 'Recent Contacts' list includes: Mike Turner, Michael Turner, Auxiliary Services Reception, 4804599746, Gabrielle Smeriglio, Michael Hodgins, Melvyn Price, and Edward Calderon. The 'Favorites' list includes: Auxiliary Services Reception, David George-Solis, and William Mathis.

Left Navigation Bar note the settings option below.



- Select the gear to access settings
- Select settings again
- Select Audio
- Under Sounds adjust volume or ringtone
- Under Input and output; select microphone and speakers
- 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

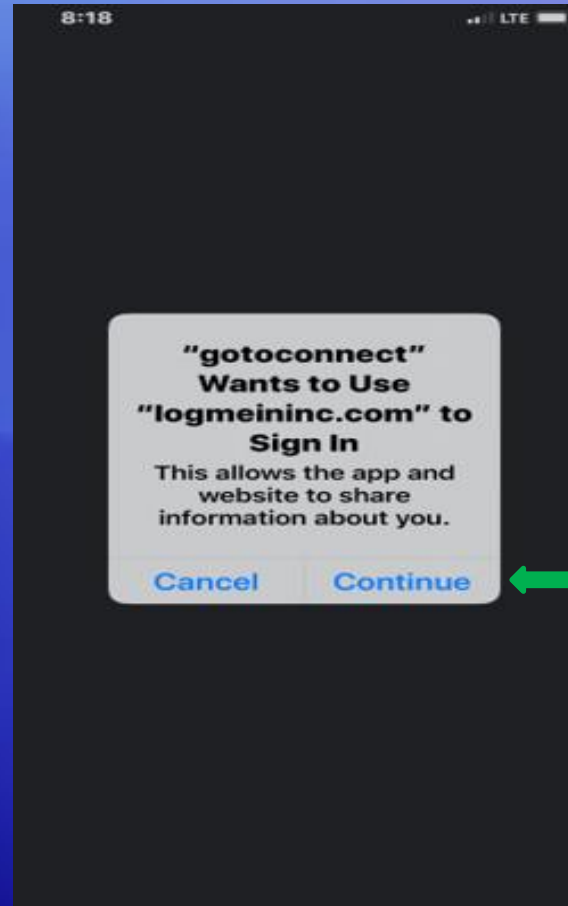
Log into GoToConnect

Click on the sign in bar below.



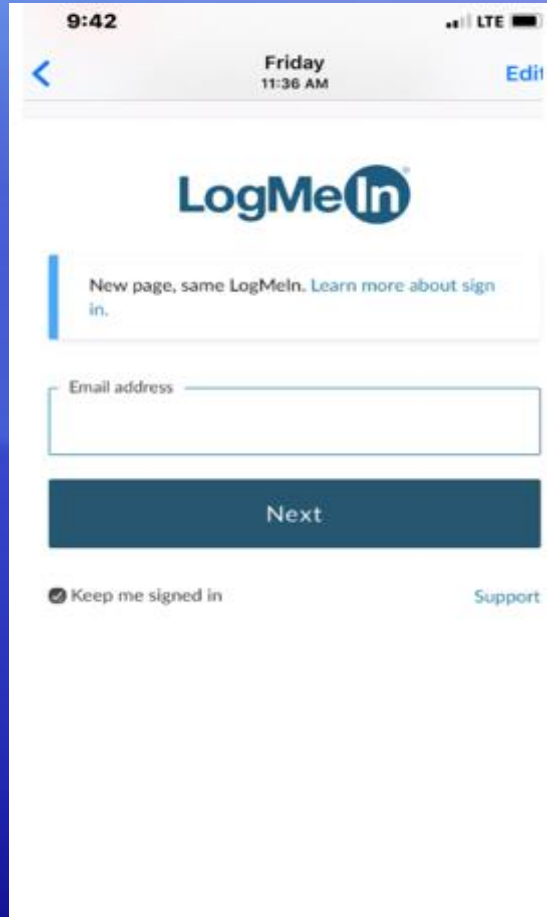
Using your Smart Phone Apps

Select Continue



New LogMeIn Portal

Sign in with your MEID@riosalado.edu



The screenshot shows a mobile application interface for the LogMeIn portal. At the top, the status bar displays the time 9:42, LTE signal strength, and battery level. Below the status bar, a navigation bar shows a back arrow, the date and time 'Friday 11:36 AM', and an 'Edit' link. The main content area features the LogMeIn logo, a message box stating 'New page, same LogMeIn. Learn more about sign in.', an 'Email address' input field, a dark teal 'Next' button, a checked 'Keep me signed in' checkbox, and a 'Support' link.

9:42 Friday 11:36 AM LTE

LogMeIn

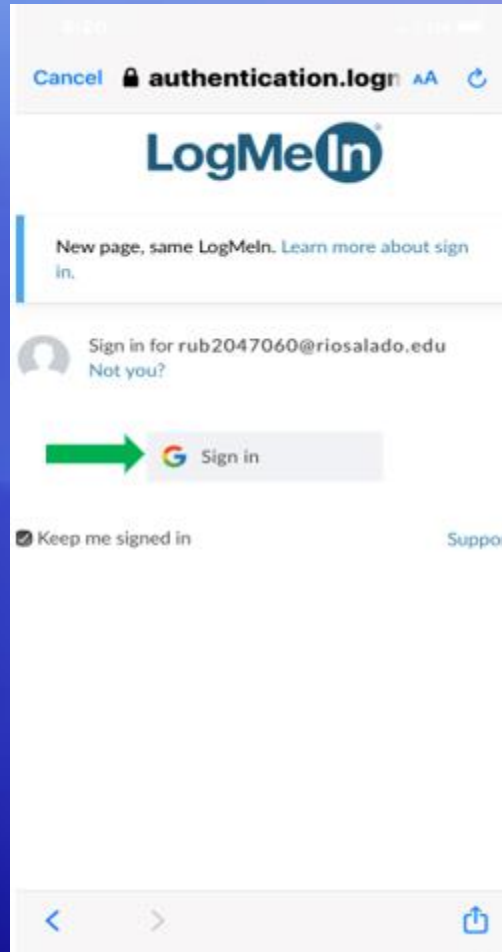
New page, same LogMeIn. [Learn more about sign in.](#)

Email address

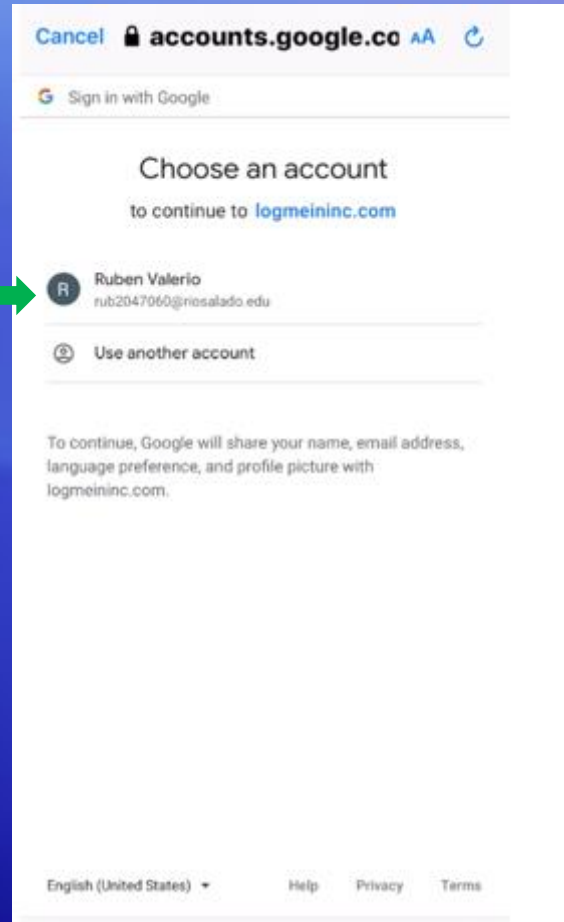
Next

Keep me signed in [Support](#)

Select the Google sign in option



If prompted select your email address to sign in



Log into your MCCC CD Account

Google Apps for Employees



Sign In

MEID

rub2047060

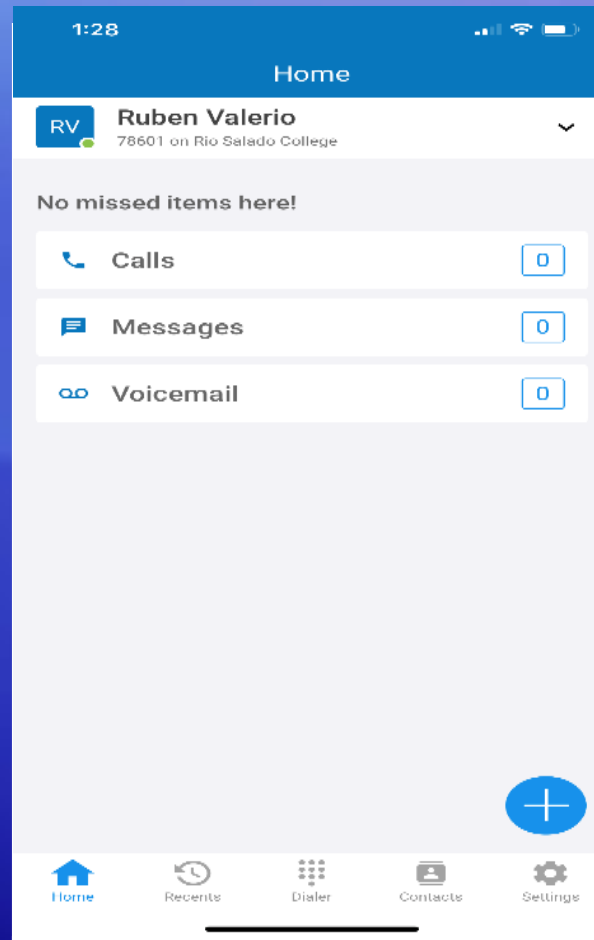
Password

.....

Sign In

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=PL1cRWWIpiGaN0STq6Bk72x22UL5Fy1ix4>

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>