

Using GoToMeeting – May, 2006

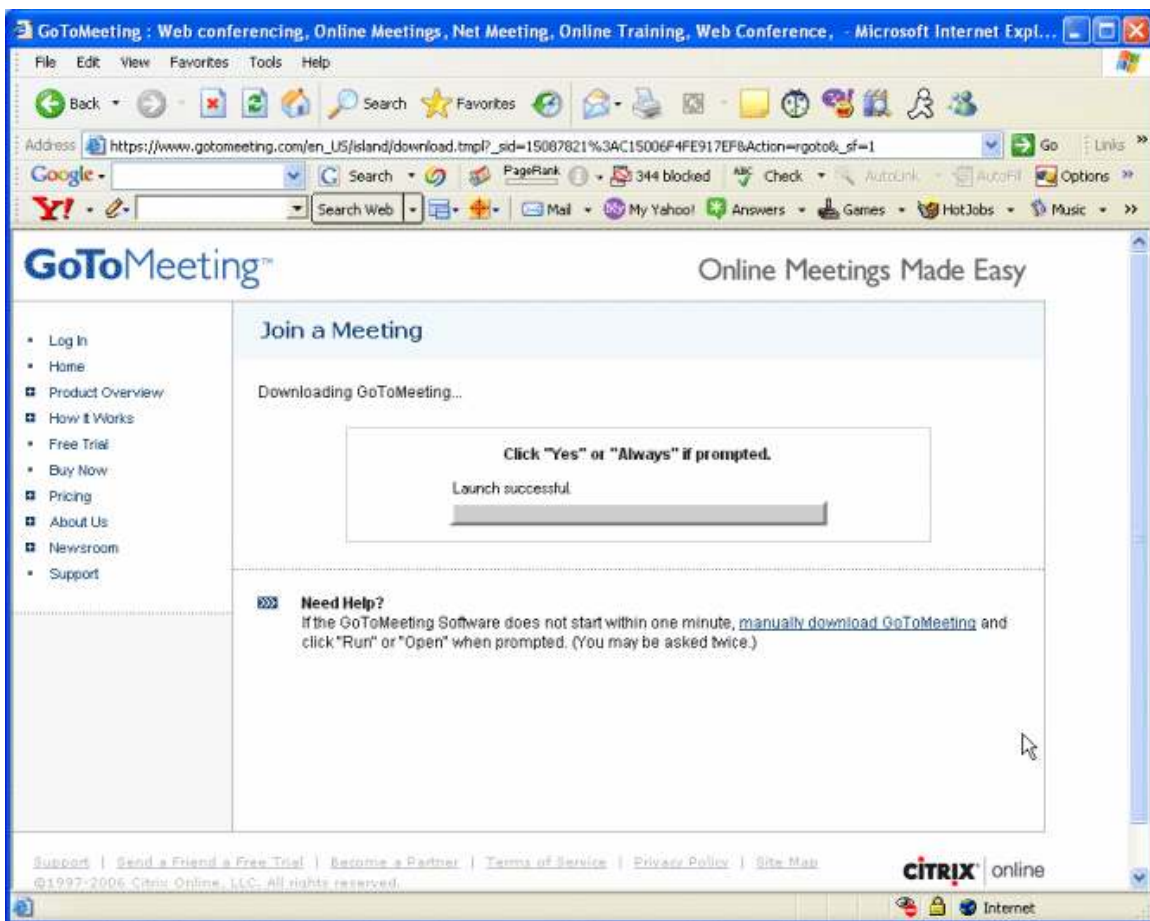
TennisConnect Customer Service uses GoToMeeting for online training, account management and general troubleshooting.

GoToMeeting allows you to “look over our shoulder” by presenting our screen inside a web page on your screen.

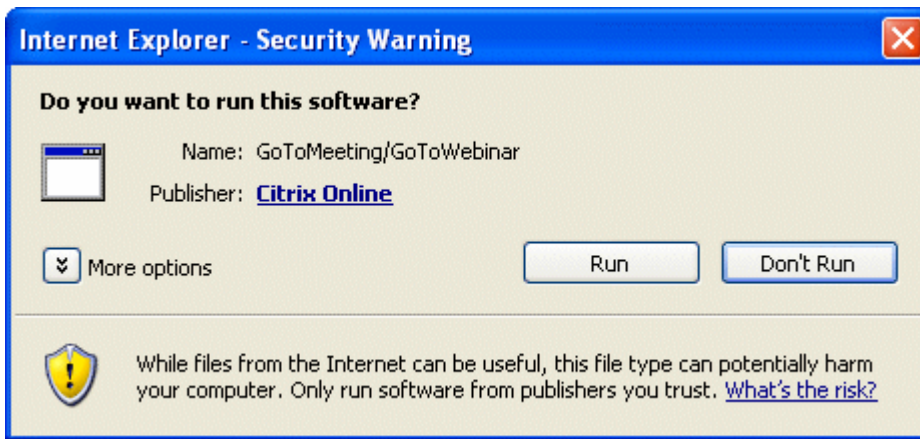
Approximately 15 minutes before your scheduled training class you will receive an email with the GoToMeeting connection instructions.

You should be able to just click the hyperlink and follow the instructions:

1) After you click the hyperlink that you will receive via email, you should see this screen:



GoToMeeting will ask you if it is OK to download and install a small piece of software to enable the meeting. Click "Run" or "Yes".

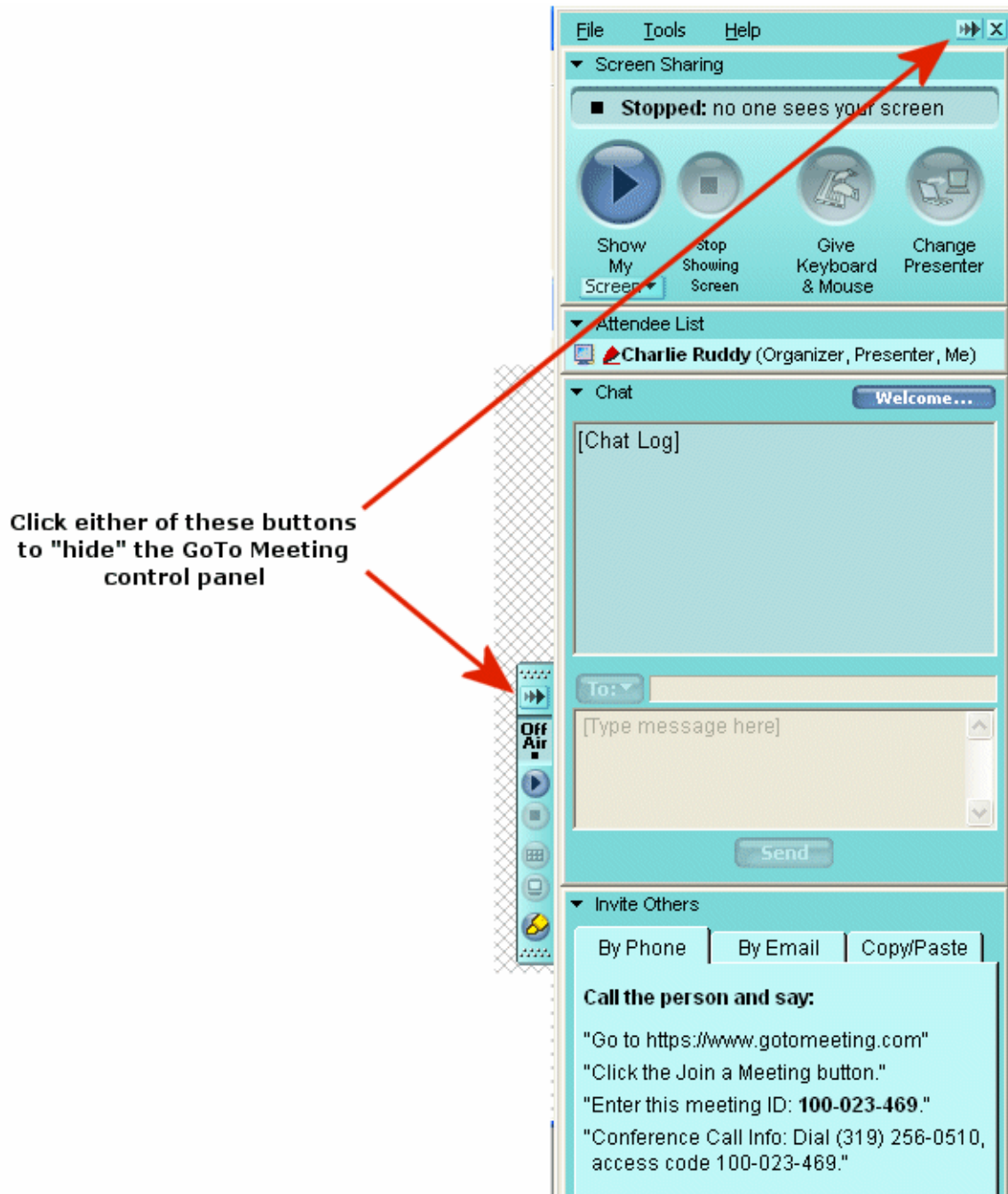


NOTE: GoToMeeting is a service provided by Citrix Software; a publicly traded and well respected software company that we trust. Using GoToMeeting will never compromise the security of your computer or network.

If you have a local area network with Firewall software installed, and If that firewall interferes with the installation of GoToMeeting, please contact your internal system administrator. Your administrator should be familiar with the need to use the application and the secure allowance of this software to operate. Please ask them to call TennisConnect Support at 888.620.6696 if they have any questions.

You will then be asked for your Name and email address, please fill in this form. This will identify you to the meeting organizer.

Once you are in the meeting, the GoToMeeting Control Panel will open. To "hide" the control panel, simply slide it in by clicking on either of the links as shown below:



You will now be able to watch the TennisConnect trainer conduct the online training course.

Note: On occasion, especially during 1:1 training or technical troubleshooting, you may be asked to become the presenter, or to allow another TennisConnect support person to control your computer. Please be assured that this is a secure connection and you always have control over what takes place on your computer.