



From: Jennifer Russell <jarussell@sos.nv.gov> on behalf of SOS - PIO <sospio@sos.nv.gov>
Date: Thursday, October 8, 2020 at 3:47 PM
To: AO Records <records@americanoversight.org>
Subject: RE: Public Records Act Request (NV-SOS-20-2497)

EXTERNAL SENDER

Olivia,

The Secretary of State has reviewed your request and is notifying you that, while he had intended to join, Chief Deputy Scott Anderson did not attend the Heritage meeting in August. We do not have any materials responsive to American Oversight's latest inquiry other than an email sent to Mr. Anderson related to instructions for participating in the meeting.

Regards,

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Guidance for Virtual Meetings

The Heritage Foundation using GoToMeeting

OVERVIEW

The Heritage Foundation uses GoToMeeting software to enable remote engagement and participation in video and audio calls. With this tool, you can join meetings through your computer, tablet, or smartphone, send chat messages, and share your screen with meeting participants.

GETTING STARTED

In order to use GoToMeeting, you'll need the following:

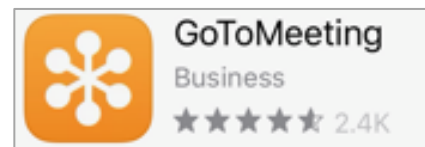
- Computer, tablet, or smartphone (computers are preferred)
- Camera, microphone, and speakers (built-in to most devices)
- Internet access
- Meeting details (e.g. meeting number and access code)

There are four ways to connect to GoToMeeting: through a desktop app (computers only), through a mobile app (smartphones only), online (through your web browser), or by phone. See below for instructions on each:

Desktop: To use the desktop app, start by downloading it [here](#). Follow the instructions to run the GoToMeeting Installer on your computer. You will know it's installed when your screen says "Success!"

When you're ready to join a meeting, open GoToMeeting on your computer, enter the access code (meeting ID), and click "Join."

Mobile: To use your smartphone, download the GoToMeeting app (pictured here) from the App Store on your phone or visit <https://www.gotomeeting.com/meeting/ipad-iphone-android-apps>. To join a meeting, open the app on your smartphone and enter the access code (meeting ID).



Online: To join online, click on the link sent in your meeting invitation or go to <https://www.gotomeeting.com/meeting/join-meeting> and enter the access code (meeting ID). If you've already downloaded the desktop app, it will open automatically. If not, you will be prompted to download it in order to join the meeting.

Phone: If you are only able to connect through audio, call the phone number listed in the invitation and type the access code followed by the pound key. This is the least desirable way to connect, as you will be unable to see videos, chat messages, or screen shares.

JOINING A MEETING

Each meeting has a unique link, phone number, and access code in the invitation (sample invitation below):

To join a meeting, follow the instructions above based on the device you choose to use. Before joining, type the name you'd like visible to other participants.

Next you'll see a preview screen with the option to activate your microphone and camera. If your settings are as you wish, click "Ok, I'm Ready" to continue to the meeting. For additional guidance, watch [this video](#).

Please join my meeting from your computer, tablet or smartphone.
<https://global.gotomeeting.com/join/658423821>

You can also dial in using your phone.
United States: [+1 \(646\) 749-3122](tel:+16467493122)

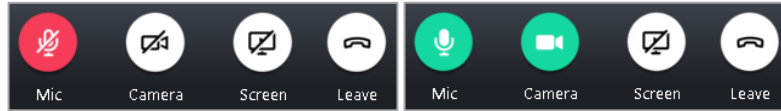
Access Code: 658-423-821

SAMPLE ONLY

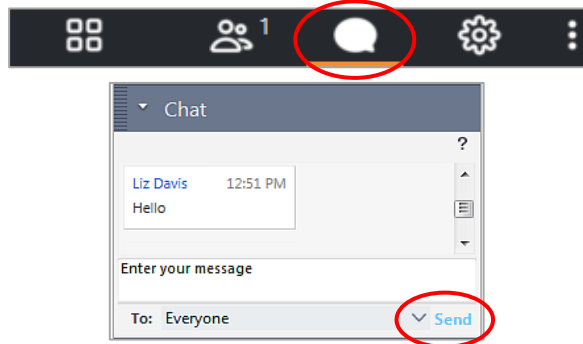
HELPFUL TIPS

Mute & Unmute: On your device, you will see a microphone icon. When it is **red**, you are on mute. When it is **green**, you are unmuted and all other meeting participants can hear you. To mute or unmute yourself, simply click on the icon.

Share Your Webcam: To the right of the microphone, you will see a camera icon. When it is white, your webcam is not turned on. When it is **green**, all others can view your webcam. To turn your webcam on or off, click on the camera icon.



Send Chat Messages: The chat feature allows you to send messages to all meeting participants, to the organizer, or to one individual. To access the chat, click on the chat icon (pictured below) in the tool bar. Specify your recipient by clicking on the arrows next to “Send To:” and selecting the group or individuals you’d like to message.



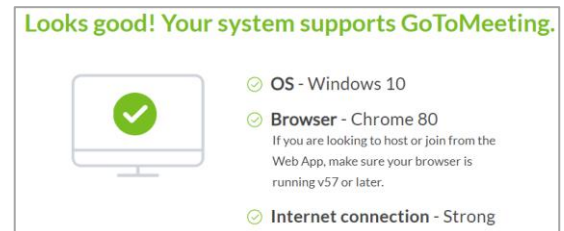
Share Your Screen: To share your screen with all meeting participants, request permission from the meeting organizer by sending him or her a chat message. Once you have permission, click on the screen icon to make it **green**.

TROUBLESHOOTING AUDIO ISSUES DURING A MEETING

If you experience audio issues during a meeting, try the troubleshooting steps below to improve the audio quality.

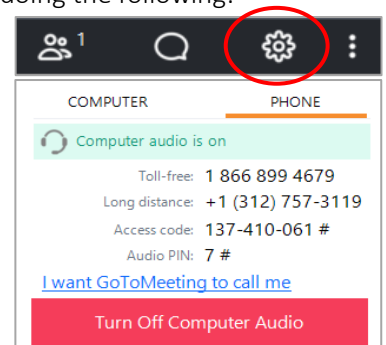
Perform a System Check: GoToMeeting allows you to perform a system check on your computer to ensure it supports the meeting platform. To do so, navigate to <https://support.goto.com/meeting/system-check>.

If your system does not adequately support GoToMeeting, or if your internet connection is not strong, you may find it helpful to dial-in by phone instead.



Dial-in to the Meeting: If you are in a meeting and experiencing poor audio, you can dial-in by doing the following:

1. Select the settings icon (pictured here) from the tool bar near the top of the window.
2. Then, click “Phone.” You’ll see the dial-in number, access code, and audio pin. Call the toll-free number and follow the prompts to enter the access code and audio pin. Alternatively, click “I want GoToMeeting to call me” to receive a call directly from the system. You will then be able to speak and hear through your phone.
3. Once you dial-in by phone, click “Turn Off Computer Audio” to prevent audio feedback from your computer.



Additional Support: If you continue having audio issues, click on the “More” arrow at the bottom of the settings tab, then select “Troubleshooting.” This will open the GoToMeeting Audio Assistant that walks you through a many solutions. Or, send a private chat to the meeting organizer (“Heritage Support”) who will troubleshoot with you.



Please note: icons may differ slightly between devices.
For more detailed instructions, check out GoToMeeting’s [Attendee Guide](#).