

## Citrix Online Web Conferencing Information

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### *Citrix Online Audio Conferencing*

- Ability to individually assign user account to support a conferencing session with 125 participants (ability to go up to 500) on a 24 x 7 x 365 basis
- Secure access to conference bridges via pass codes
- Capability to tailor conference options, such as name announcement, conference start/wait options
- Capability to enable charge code capture

### *Citrix Online Web Conferencing*

- GoToMeeting (GoToWebinar & GoToTraining are also included as part of the contract)– Host meetings online for at least 25 attendees (can accommodate up to 1,000 attendees if needed)
- Toll free calling can be added for an additional monthly fee
- Sharing of content from the user’s laptop or desktop as well as audio/video integration
- Attend meetings from mobile devices (such as your iPad, iPhone, or Android)
- Ability to record meetings

### How Do I Obtain This Service?

Each department and/or agency will need to establish an account with Citrix to use the Web and/or Audio Conference service. ADS does not administer these accounts, and the billing for services will be made directly to your organization.

### Set Up a Web and/or Audio Conferencing Account

To set up an account, please contact:

**Irene Winters**

Major Account Executive – Education - Government  
Citrix Systems Inc.

T: 781-203-4912 | M: 617-997-9088

Email: [Irene.Winters@citrix.com](mailto:Irene.Winters@citrix.com)

Support: 888-259-8414

Billing: 888-621-0539

## State of Vermont Contracts

- [Citrix Online Services Contract Number 27832](#)
- [Citrix Online Audio Services Contract Number 27831](#)

## Service Costing

- [Licensing and Pricing](#)
- [Audio Conferencing Rates](#)

## Web and Audio Conference License Pricing

### Citrix Online Services and Rates

For the latest contract information please visit the [Teleconferencing - Create Account](#)

Updated May 29 2013 - All services below are per Agency, a 1 year minimum service term, an activation fee equivalent to the monthly service fee is charged on all orders, and are aggregated for reaching next pricing tier.



In the past, the concept of delivering presentations in Montpelier, Burlington, Brattleboro and Bennington all in one day could understandably send pulses soaring in accounting.

But with GoToMeeting® individuals can work with colleagues and residents around the state, without ever leaving the office. It's the easiest and most cost-effective solution for multi-user agencies that need to host meetings online with up to 25 attendees. It allows agencies to be more flexible and productive while reducing costs.

- **Learning Teams:** Easily meet with colleagues and students in real time.
- **Follow-up Meetings:** Review materials, tie up loose ends and share ideas faster without traveling.
- **Collaboration:** Collaborate in real time on ideas, documents and projects with anyone, anytime.
- **Mobility:** Increase your mobility by attending GoToMeeting sessions on your Apple® iPad® tablet. Download the free app from the Apple App Store and join meetings on your iPad in seconds.

Monthly subscription fee per GoToMeeting named authorized user(s) is \$19.00

- Each account comes with an administration center where they have the ability to reassign licenses to individuals as needed. Licenses can be transferred unlimited times. It is our understanding that this model would be equivalent to your existing "concurrent" option.
- There is a minimum of 5 licenses per account set up for GoToMeeting only, (minimum of only 1 license for GoToWebinar or GoTraining). One time setup and activation fees apply (same rate as monthly cost for each new license).
- Unlimited Toll-Free can be added at a flat rate of \$19.95/month/license. Cannot be combined with any other GoToProduct and must be included with all licenses in a given implementation.



Maintaining services on a shrinking budget might sound like an impossible puzzle but with GoToWebinar® agencies of all sizes are able to conduct do-it-yourself web events hosting up to 100\* people for one flat rate. Reach and engage large audiences statewide without leaving your desk.

- **Expand Your Reach:** Generate and nurture programs by educating the public. Reach residents in wider geographic areas.
- **Streamline Company Communications:** Conduct state-wide all-hands meetings online. Quickly update employees and residents on new programs and initiatives.
- **Host Online Seminars:** Present to hundreds of participants without travel and logistical concerns. Easily coordinate with subject matter experts from across the globe.

Attendee size and monthly subscription fee per GoToWebinar named authorized user(s).

- 100 - \$49.00
- 500 - \$199.00
- 1000 - \$299.00



State agencies are looking for talented team members and partners in all areas of the state, not just their own city. The challenge comes when it's time to train a dispersed team. Travel costs and downtime needed to attend training in person can be difficult to justify.

With GoToTraining® you can deliver a classroom experience online with up to 25\* learners, anywhere in the state, quickly and effortlessly. In fact, GoToTraining helps agencies expand training programs and even use them to build or develop a revenue stream. Here's how:

- **Adoption:** Intuitive training set-up and online access from anywhere creates a comfortable learning environment.
- **Reach:** Reduce travel and reach more employees, residents and partners with real-time and recorded experiences.
- **Engagement:** Our easy-to-use interface is purpose-built for trainer delivery and an interactive user experience.
- **Growth:** The GoToTraining RevStream™ integrated payment processing feature offers an easy fee-based option to draw new revenue sources from your expanded online capability.

Attendee size and monthly subscription fee per GoToTraining named authorized user(s).

- 25 - \$99.00
- 100 - \$149.00
- 200 - \$199.00

### *Universal Licensing*

In the event one particular license type does not fit with your goals we offer a universal license that will allow the holder access to all three GoTo collaboration products at any time. Universal User Subscriptions allows a Universal Named Authorized User to access all three collaboration products (GoToMeeting-25 attendees, GoToWebinar-100 attendees and GoToTraining-25 attendees):

Number of licenses and monthly cost per license.

- 1-4 - \$125.00
- 5-9 - \$119.00
- 10-19 - \$114
- 20-29 - \$109
- 30-49 - \$104
- 50+ - \$99.00

## Audio Conferencing Rates

### [Citrix Online Audio Comparison Fact Sheet](#)

Both standalone HiDef audio as well as integrated toll free will be charged at the following rates.

- Toll (caller pays any long distance charge that may be applicable, plus a fee at the rate below for use of the bridging system).
  - \$0.00 / minute per connection. No cost to Citrix Systems ODS
- Toll Free
- \$0.029/ minute per connection
- \$0.00 / minute per connection
- VoIP (available with all web conferencing options)

As stated above, we offer unlimited integrated toll free for a flat rate of \$19.95/month/license for GoToMeeting only. This cannot be combined with any other GoTo Product.

## Security

It is critical in today's world that information of a confidential nature be protected. Citrix Online Services provides the security that departments and agencies demand.

GoToMeeting provides true end-to-end data security measures that address both passive and active attacks against confidentiality, integrity and availability.

GoToMeeting® is the most secure online meeting product available. Standards-based cryptography with true end-to-end encryption, a high availability hosted service infrastructure, and an intuitive user interface combine to maximize confidentiality, integrity, and availability.

The document (link provided below) provides a technical description of the security features built into GoToMeeting. It has been written for technical evaluators and security specialists who are responsible for ensuring the safety of their company's network and the privacy and integrity of business communications.

GoToMeeting is a Web-based online meeting service that allows multiple PC and Mac users to interact using desktop screen sharing, remote keyboard/mouse control, text chat and other features. GoToMeeting is ideal for Web conferencing, customer demos, sales presentations, staff meetings and project management.

GoToMeeting is a hosted service, delivered via Web browsers, downloadable client executables and a network of multicast communication servers operated by Citrix Online. Meetings are scheduled, convened and moderated using the Citrix Online Web site and client software.

GoToMeeting automatically integrates with such existing business communication tools as instant messaging, Microsoft® Outlook® email and voice conferencing for ease of use and solution completeness.

[GoToMeeting Security Whitepaper](#)

## Training Information

### [Global Citrix Online Support](#)

#### Web Conferencing Resources

- [Training Videos \(Tutorials\)](#)
- [GoToMeeting](#)
- [GoToWebinar](#)
- [GoToTraining](#)

#### Audio Conferencing Resources

- [Citrix OpenVoice](#)
- [Getting Started](#)
- [Citrix OpenVoice Training Video Tutorials](#)
- [Outlook Plugin](#)

## Technical Support

### How Do I Receive Support for This Service?

To request support for this service, contact the Service Desk to open a support ticket.

The Citrix Technical Support team provides support for their product offerings. Here are the best ways to reach them if you have a problem.

- Go to the [Citrix Support Website](#) and click on the product you are having issues with. There are many documents, training videos, etc. that could assist you with your issue.
- If you need to contact support, please call 1-888-259-8414
- OR submit a request with [Customer Support](#)

To request support installations on Desktops or Laptops open a support ticket.

- [AHS, VSMS and TAX go to LANDesk Self-Service](#)
- [If your domain is different from above \(for example AOT or DFR\) go to explicit logon](#)
- Or Call 802-828-6620 or toll free 1-855-828-6620 - Option 1

## Citrix Online Technical Support

The Technical Support team takes pride in their approach to service and their expertise with all product offerings. Here are the best ways to reach out to them if you have a problem:

Go to [Citrix Customer Support](#) and click on the product you are having issues with. There are many documents, training videos, etc. that could assist you with your issue.

If you need to contact support, please call 1-888-259-8414 or [Submit a Support Request Online](#).

## Service Exclusions

ADS does not directly provide this service, nor does it facilitate billing for the service. All State of Vermont Agencies and Departments should contact the contracted vendor directly to set up an account.

Webcams and headsets can be ordered under any of the existing State contracts for peripherals. [Go to the BGS Purchasing Website, and look under the Peripherals Section](#) for State of Vermont contracts.