



Connecting to the Online Tape Group with Windows 10

We are aware that Microsoft has been encouraging everyone who has a Windows 7 or Windows 8 system to upgrade to Windows 10. In some cases, users have inadvertently agreed to the upgrade and find themselves on the new operating system.

Part of Windows 10 is a new Microsoft browser, known as Microsoft Edge. It has a different symbol than the symbol for Internet Explorer (IE), as shown below.

Symbol for the familiar Windows Explorer	
Symbol for the new Microsoft Edge	

The WebEx service that we use for the online tape group does not yet support Microsoft Edge. However, WebEx says that support for Microsoft Edge will be available with the next major release of Microsoft Edge, but they do not give a specific date. Meanwhile, here are two options for joining an online tape group session with your Windows 10 operating system.

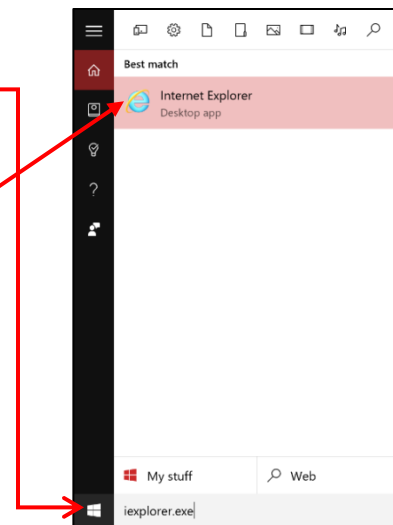
1. Use Internet Explorer

Your Windows 10 computer still has Internet Explorer, although it may not be visible on the task bar that is usually shown at the bottom of your screen or on the application list that is shown on the side of your screen when you click the Windows symbol or press the Windows key. If the Internet Explorer icon is visible to you anywhere on the screen, simply click on it. When the browser opens, go to www.goldsmithglobal.org and proceed as usual.

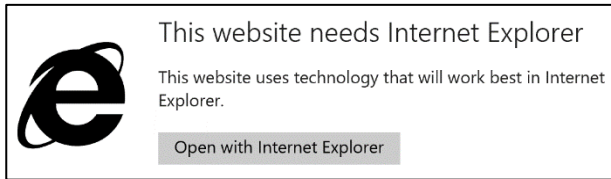
If you do not see the Internet Explorer icon,

- Click on the Windows symbol at the bottom left of your screen
- Type **ieplorer.exe** into the search box next to the Windows symbol.
- “Internet Explorer Desktop app” will appear at the top of the page.
- Click on the Internet Explorer icon to start Internet Explorer and proceed as usual.

If you right-click on the “Internet Explorer Desktop app” icon, you will have the choice to “Pin to Start menu” and “Pin to Taskbar.” You may want to do both of those (one at a time) so that you can easily find Internet Explorer on your Start menu or on your Taskbar.



If you try to join a meeting using Microsoft Edge, you should see an alert saying “This website needs Internet Explorer,” as shown below. If you see this message, simply click where it says “Open with Internet Explorer” and proceed as usual to the Goldsmith Global website.



2. Use Google Chrome or Mozilla Firefox.

If you have Google Chrome or Mozilla Firefox on your computer, you can use one of them. Open the browser, go to www.goldsmithglobal.org, and proceed as usual.

We trust these solutions will work for you. If you still have problems connecting to the tape group session, we are happy to assist you before or after the session. Simply send us a message using the Contact Us page on the website or call Marty at **1-408-420-5539**.

Also, you can call WebEx Help at **1-866-569-3239**. Press 1 for “Technical Help,” and then press 1 again for “Attendee trying to join a WebEx meeting.” The WebEx staff is always very helpful.