

Virtual Training FAQs

1. What do you mean by virtual training?

When we refer to virtual (classroom) training we are meaning just that: delivering live training (not pre-recorded) with a trainer to wherever you are real-time - otherwise referred to as Virtual Instructor Led Training (VILT). Our trainers are based in actual training rooms complete with training and AV equipment.

2. What software are you using?

We are currently using GoToTraining® by LogMeIn.

3. What are the system requirements?

To get the most out of GoToTraining, we recommend you download and install the full-feature desktop software on your Windows and Mac computer. This allows you to access all the collaboration tools, including drawing tools, shared keyboard/mouse control and multi-monitor screen sharing. System requirements are as follows:

	Desktop app option	Web browser option
Operating System	Windows 7-10 Mac OS X 10.9 (Mavericks) - MacOS Mojave 10.14™	Operating System
Internet Connection	1 Mbps or better (broadband recommended)	
Hardware	2GB or more of RAM Microphone and speakers (headset recommended) Webcam	Microphone and speakers (headset recommended) Webcam
Software	GoToTraining® desktop app, JavaScript™ enabled	Google Chrome (most recent 2 versions)

4. Do I really need a headset?

While most devices have built-in speakers, it is recommended that you use a wired headset while using VoIP to ensure optimal audio quality and remove the possibility of audio feedback.

5. Can I dial in with my phone?

Yes, you also have the option of using your phone to dial in to the audio connection. Be sure to enter the Audio PIN to link your phone call with the session.

6. Do I need an account?

No, as an attendee attending our training, you do not need a GoToTraining account.

7. How do I register for a training session?

To register for a session:

1. Open your GoToTraining invitation email and click the Registration URL
2. Complete all the required fields and click 'Register'
3. You will then see a Registration Confirmation page

After registering, you will receive a confirmation email with links to join the session when it's time.

8. How do I join the session?

To join your session, simply click the 'Join' button on your Registration Confirmation email to automatically launch the URL. You will also be provided with an option to add the GoToTraining session to your calendar as a reminder to join at the right time which also includes the unique link to the session.

9. Can I test the connection prior to the session?

Yes, we highly recommend you test your connection prior to a session. The Registration Confirmation email also includes a link to test your connection.

10. How long before the start of the session should I log in?

To ensure the trainer can begin the session on time, we ask you to log in at least **15 minutes prior** to the scheduled start time.

11. How secure is GoToTraining®?

The session is completely private and secure and feature end-to-end Secure Sockets Layer (SSL) and 128-bit Advanced Encryption Standard (AES) encryption. No unencrypted information is ever stored on the system.

12. If I joined through the web app, can I switch to the desktop version without leaving the session?

Yes. An icon at the bottom of the control panel allows you to switch from the web app to the desktop version which will give you complete functionality. You will be required to download the software, which may interrupt the session for a couple of minutes, but you do not need to leave the current session to switch to the desktop version.

13. How many other attendees will be present?

The number of attendees for a virtual class will vary but to ensure an optimal experience we are limiting the maximum number of attendees to **12**.

14. How do I speed up my internet connection?

If you're noticing a slow connection on your computer here are some ways to help speed up your connection:

- Close out of any applications not being used
- Clear your browsing history and browser's cache
- Switch to a plugged-in connection (i.e., Ethernet cord), if connected to Wi-Fi
- Hide shared webcams and/or stop sharing your own
- Switch to Phone Call mode from Computer Audio
- Check for computer updates and restart
- Restart router or modem
- Check to make sure you're running the latest version of your browser and update

15. How can I maximise my audio signal?

During the session, it is best to turn off any other wireless devices nearby, as this can sometimes interfere with the audio signal.

16. What happens if I drop out during a session?

If you drop out of a session, you can re-join the session again at any time using the unique link. If you are still having issues, our virtual training concierge will contact you to assist you in re-joining the session.

17. How long will a session be before I can have a break?

As virtual training is a very different experience to face-to-face training, each virtual session will be a **maximum of 90 minutes** (many sessions will be shorter), followed by a break. Your trainer will confirm the timings of breaks at the start of each day.

18. What will I experience during a virtual training session?

Your virtual classroom trainer has access to a variety of options to ensure effective communication and learning, both individually and as a group, including:

- How webcams are viewed
- Screen sharing to display a document, presentation or other training content
- Changing the view to make an attendee the presenter
- Conducting polls and tests
- Uploading materials

19. How do I interact with the trainer? Other attendees?

Collaboration and actively participating in a training session are essential. You can:

- Raise and submit questions/comments to the trainer or other attendees via the chat panel
- Raise your hand to ask a question or comment
- Use drawing tools to draw on the shared screen visible to all
- Participate in 'breakout' rooms for activities/small group discussions
- Share the trainer's keyboard and mouse control
- Participate in jamboard (digital whiteboard) sessions

Note: Drawing tools, shared keyboard/mouse control and multi-monitor screen sharing are available on the installed desktop app only.

20. What about certification courses that include exams – when do I do my exam?

Exams for PeopleCert (AXELOS) products (e.g PRINCE2® Foundation) or APMG products (e.g AgilePM®) are taken as online proctored exams outside of the virtual training. Note typically you will have 6 months from your virtual training to complete the exam. Please check when booking your virtual training.