



ARC – All you need to know to participate in the Virtual Training

We are delighted that you will be joining us for a Virtual Training. We want to be sure that your experience is a positive one and below you will find all the information you need for successful participation in your seminar.

If you have any questions or need any more information, please contact us and we will do our best to help you.

Before the seminar

We will arrange a short WebEx session with you to make sure that everything is OK with your connection and audio. The test itself will only take a few minutes and if there are any technical issues, it will give you time to work with your IT department to put them right before the seminar.

The WebEx System Requirements vary according to the operating system on the computer you are using. To find out what the requirements are before the test you can visit <https://www.webex.co.uk/support/support-system-requirements.html>

Getting the most from the seminar

You will get the maximum benefit from the seminar if you:

- find a quiet, comfortable place to work. Our experience is that it is much easier to focus, speak and listen in a private meeting room rather than in an open office.
- use a good quality USB headset. Bluetooth connections are often subject to interference and if you are not able to follow everything that is being said, you will not get the most from the seminar.
- plug your laptop (if you're using one) into the mains. There is nothing more frustrating than losing valuable time in the seminar because your battery has run out of charge.
- have a direct wired connection between your router and your computer during the session. We have found that Wi-Fi connections can often become unreliable particularly during longer sessions.
- have a broadband internet connection with a download speed of 2-3Mbps and an upload speed of at least 0.5Mbps. At this speed you should not experience any lag or delays during the session. You can run a speed check using <http://www.broadbandspeedchecker.co.uk> or www.speedtest.net.
- join the session at least 10 minutes before the scheduled start time. This should give you time to fix any issues that arise when you join the session. If you are having problems please contact your trainer or the session producer, if there is one. They will be more than happy to help you. You will find their telephone and email details on the Joining Instructions communication.

- clear any distractions from your work area, turn off your phones (desk and mobile) and disable all background programs on your computer. We all know how easily we can be distracted by incoming emails, SMS messages and calls.
- actively participate in the session. The most successful sessions are those where participants interact with the trainer and each other.
- are prepared to give your input or ask questions at any time during the session. If you have a question, it is likely that other participants want to know the answer too. Please be patient while waiting for a response to your question or chat message.
- need to leave your desk during the session, please click on the 'coffee cup' emoticon so the trainer knows you are not available. Don't forget to switch it off when you come back.
- you have any concerns or technical issues/questions at any time during the seminar, please tell your trainer or the session producer if there is one. You will find their telephone and email details on the Joining Instructions communication.

How to log-in to the seminar

Before the session is due to start you will receive an email containing the log-in instructions and the link to the session – it will look something like this:

Hello ,

Target Training invites you to participate as an attendee in the following online training session:

Topic: Target Training Online Course
Host: John Smith
Date: Thursday, 4. January 2018
Time: 11:45, Europe Time (Berlin, GMT+01:00)

Session number: 954 568 485
Session password: 160118

To join the training session

1. Go to <https://targettraining.webex.com/targettraining/k2/j.php?MTID=t91ac3961d70873248f6062fce54c1c5d>
2. Enter your name and email address.
3. Enter the session password: 160118.
4. Click "Join Now".
5. Follow the instructions that appear on your screen.

For assistance

You can contact Jane Davies at:
jane.davies@targettraining.eu

Can't join the training session?
<https://help.webex.com/docs/DOC-5521>

To add this session to your calendar program (for example Microsoft Outlook), click this link:
<https://targettraining.webex.com/targettraining/k2/j.php?MTID=t12126fbb6a6dc1592cba92a4f2df63b9>

All you need to do is follow the instructions in the email and you will be directed to your session.

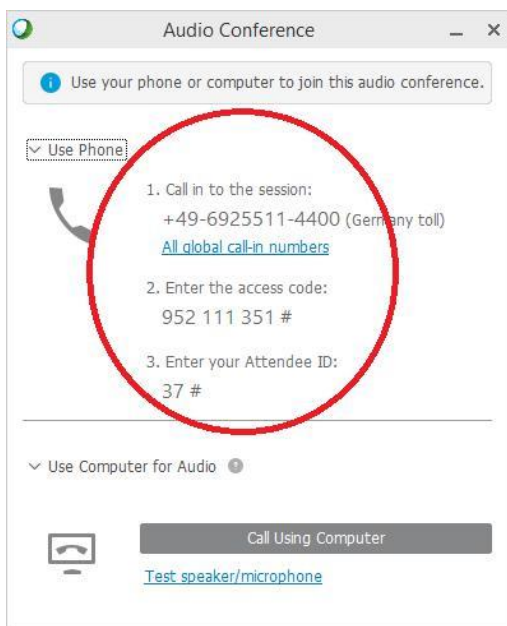
If you have not used WebEx on your computer before, you may be asked to add a plug-in before continuing.

When the session opens, you will see a dialog box:

1) If you are using your computer or laptop to join the session, click on the “Call using computer” button:



2) If you are joining the session on your phone, click on the “Use Phone” option and follow the instructions:

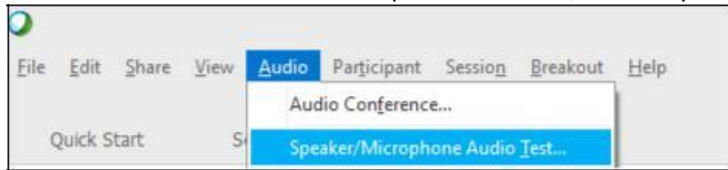


3) You may be asked if you want to do an audio test before you continue. If you have not used WebEx on your device before, this is a good idea. Please note, the other participants cannot hear you until you have finished or dismissed the audio test.

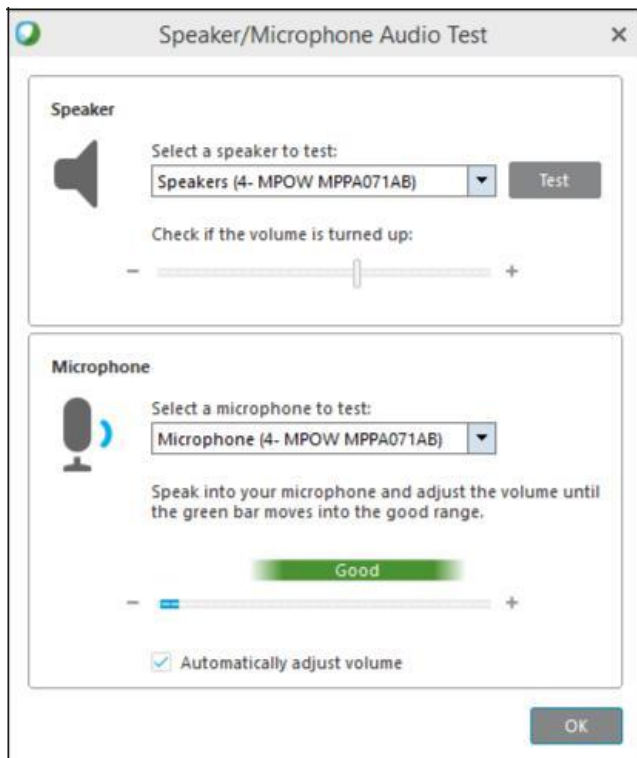
Handling Audio Issues

If you are having difficulty hearing or being heard in the session, first, check that you have both your microphone and headphones connected (if they are not one unit).

From the 'Audio' menu at the top of the screen, select 'Speaker/Microphone Audio Test'



Next, select the correct speaker and click on 'Test', then select the correct microphone and speak into it to test it.



If you cannot see your microphone and/or speakers in the dialog box, they are not correctly connected to your computer.

Be aware, the others in the session will not be able to hear you from the time you select the test, until after you have chosen 'OK' in the test dialog box.

Please note: If your seminar is running on software other than WebEx Training Centre, you will be given instructions during the pre-seminar audio test.

Using the software tools to communicate

The seminar is interactive, and we will be using the software tools to communicate during the session.

If you haven't been in an Virtual Training environment before, it may seem a little strange, but your trainer will help you become accustomed to the tools and, if you have any questions, just ask!

Microphones:

To avoid any unwanted background noise disturbing the session, microphones are usually muted by the trainer when you are not talking.

Note: If you are using a Mac or Linux Operating System, the Chat panel, emoticons and annotation tools will look slightly different, but the function remains the same.

What to Do if Things Go Wrong

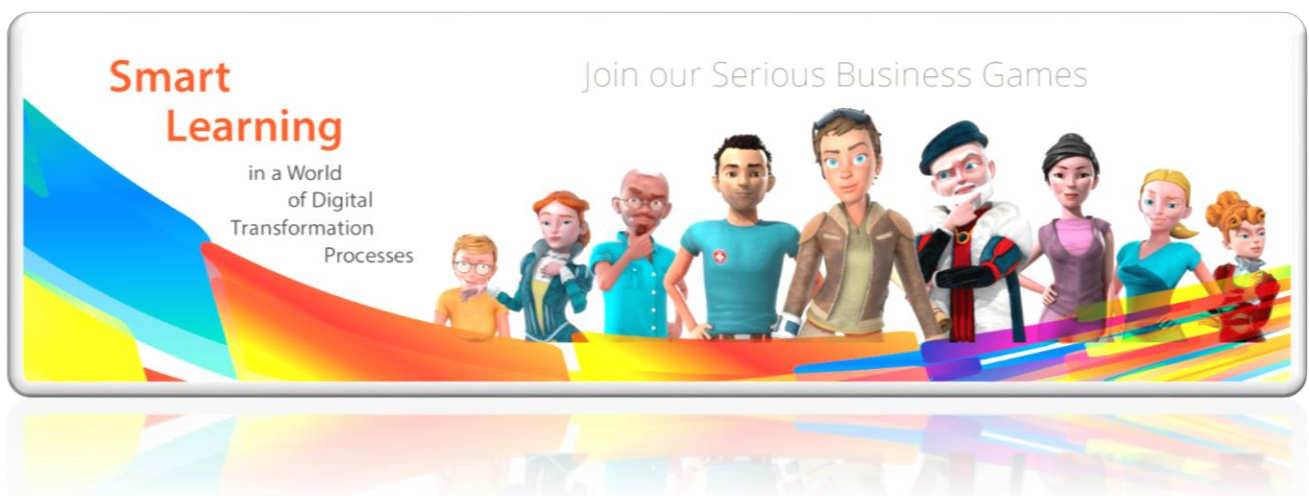
We advise you to log onto each workshop session at least 10 - 15 minutes earlier to ensure there is time to resolve any audio or connection issue should it arise.

As with life in general, sometimes things go wrong. In the case of the Virtual Training session, these things will most probably be technological. If you have trouble logging in or your sound is not working correctly, and you have tried the Audio Test, we suggest you close all programs, reboot your computer, stop any background programs that are running and log-in again.

If you are having trouble with your audio and you are using a USB connection, try plugging it into a different port (if possible).

If you still have a problem call or text your virtual trainer or seminar producer (contact details included in the invitation email) but please be aware that if the session is about to start, or has started, the trainer and producer will be busy and there will be very little they can immediately do to assist you.

In the unlikely event of a session crashing please attempt to log back on using the link for that session. If this is not successful, please turn on your mobile and email and wait as your trainer or producer will contact you to either give you a new link or reschedule the session.



More Information
www.SeriousBusinessGames.eu