Preparing for & Joining a Class

General Requirements

Attending a class in the virtual classroom requires the following:

- Web browser
- Internet connection (high-speed)
- Telephone (if dialing into the teleconference) *or* computer headset or speakers and microphone (if using computer audio)
- The application being taught (e.g., Excel, for an Excel class)

Preparing for the Class

Before each class, complete these steps to prepare:

Read the confirmation message

After registering for a class, you will receive a confirmation e-mail message containing the class name, date, time, password, and other details.

You'll also receive a reminder message (with this same information) seven days and again one hour before the class. Please be sure to save at least one of these messages, as you'll need the instructions in it to prepare for and join the class.

Add the class to your calendar

The confirmation message also includes a link to add the class to your electronic calendar (e.g., Outlook). Adding the class to your calendar copies all details from the confirmation message into the calendar entry. (If you do this, you can delete the original confirmation message if you prefer.)

Print the courseware

Follow the instructions in the confirmation message to open and print the courseware for the class. The courseware is a PDF file; you must have Adobe Acrobat Reader installed in order to open it. Print the document back-to-back, if possible, to conserve paper.

Save the practice files

If the class uses specific practice files, they will be listed along with the courseware. Save the file(s) to your desktop or another location you can access during class.

Post a sign to prevent interruptions

Post a sign in your workspace indicating that you are in a class or use some other method to reduce interruptions and distractions during the session.

Joining the Class

1. <u>Ten minutes</u> before the start time, open the calendar entry, the confirmation message, or a reminder message, and click the link in the *To Join the Training Session* section.

2. Your registration ID and the session password should be entered automatically on the screen that displays. If not, locate them in the message or calendar entry and type them in the appropriate fields.

3. Click **Join Now**.

4. Wait while the Training Center application is set up on your computer. If you are prompted to install WebEx software, follow the instructions on your screen to do so.

5. When a dialog box displays prompting you to join the audio conference, do one of the following:

   - To call in to the teleconference, dial the number at the top of the dialog box. When prompted, enter the access code and attendee ID number listed as well.

     Important! If your phone has music on hold, do not put the class on hold; instead, use your Mute button to avoid contributing background noise during the class.

   - To use computer audio, click **Use Computer for Audio**; then click **Call Using Computer**. Click the buttons in the audio test dialog box that displays to test your microphone and speaker settings.

   Note: If you choose to call in to the teleconference (instead of using computer audio), normal long distance rates apply.

6. If you joined the teleconference, click the [X] in the upper-right corner of the *Audio Conference* dialog box to close it.

Understanding the Training Center Screen

Your instructor will share content on the left side of the screen. On the right side of the screen are two or more panels. (The example below shows the Participants and Chat panels.)

Participants Panel

Chat Panel
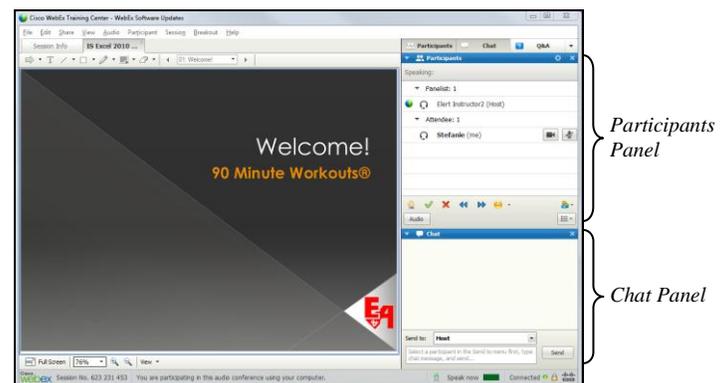
The Participants Panel

A list of class participants displays in the **Participants** panel. A phone handset displays next to names of participants who are connected to the teleconference. A headset displays next to names of participants who are using computer audio.

Two buttons display to the right of your name. The ▣ button lets you mute or unmute your microphone. If you have a webcam, the ▣ button lets you share your video feed. (We do not typically use this feature in classes.)

Raising/Lowering Your Hand

To attract your instructor's attention, click the Raise Hand 🖐 button at the bottom of the **Participants** panel. A hand icon 🖐 displays to the right of your name. To lower your hand, click the Raise Hand 🖐 button again.

The Chat Panel

To communicate with your instructor privately, use the **Chat** panel in the lower-right portion of the screen.

1. Click in the text box below the **Send to:** field and type your message.
2. Verify that the **Send to:** field displays **Host**. (Click the ▾ and select **Host**, if necessary.)
3. Click Send to send the message to your instructor.

Opening and Closing Panels

Click the ▾ to the left of a panel name to collapse the panel so its contents are hidden. Click the ▶ to display it again.

You can also open and close panels by clicking the buttons that display above the top panel. These buttons are toggles; click them once to display a panel and click again to hide it.

To restore the panels that displayed by default at the beginning of the session (i.e., the Participant and Chat panels), click the ▾ to the right of the panel buttons and select **Restore Layout**.

The Taskbar Buttons

When you join a class, two buttons display on the taskbar at the bottom of your screen. If you close the window that either of these buttons represents, you will lose connection to the class.

🔵 Elert & Associates ... – The **Elert & Associates Enterprise Site** button represents a browser window open in the background. If you use a different web browser, that icon displays on the button instead of the Internet Explorer icon shown here.

🟢 Cisco WebEx Train... – The **Cisco WebEx Training Center** button represents the virtual classroom application. When your instructor shares his or her application screen, the label on this button changes to say "You are viewing [Instructor Name]'s Application."
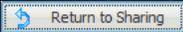
Note: Depending on your version of Windows and your taskbar settings, you may see just the icon on these buttons, not the text.

The Session Controls Tray

While your instructor is sharing his/her application, you can still access the Participants panel, the Chat panel, and other Training Center components from the session controls tray.

By default, the tray is collapsed at the top of the screen. Only a green handle that says "Viewing [Instructor Name]'s applications" displays. Rest your mouse pointer over this handle to display the session controls tray.

Click:	To:
🔵	Return to the Training Center screen (the screen containing the Chat and Participants panels). From this screen, click the 🔄 Return to Sharing button to return to the instructor's screen.
🎧	Redisplay the *Audio Conference* dialog box, to rejoin the audio portion of the class.
🎤	Mute or unmute your microphone or telephone.
👥	Display the Participants panel.
💬	Display the Chat panel, where you can communicate with the instructor.
✏️	Request access to annotation tools, so you can point out an area of the screen you have questions about.
❓	Display the Q&A panel, which you can use to pose questions to your instructor. (You can also pose questions in the Chat panel, however, and most instructors prefer students use that panel instead.)
▾	Display a menu of other options, including the View option, which lets you change the size of the instructor's application window on your screen.

Troubleshooting

If you get dropped from the audio conference…

If you get disconnected from the audio conference, click the Audio button 🎧 in the session controls tray (or, if you are viewing the Training Center screen, select **Audio**, **Audio Conference**). Then rejoin the conference the same way you did at the beginning of the class (either through the teleconference or using computer audio).

If you get dropped from the Internet portion…

If you lose connection to the visual part of the class, close your browser; then repeat the steps under *Joining the Class* to rejoin.

**For further assistance,
call Elert & Associates at 651-705-1289
or send a message to training@elert.com.**