Virtual Learning – Learner Guide
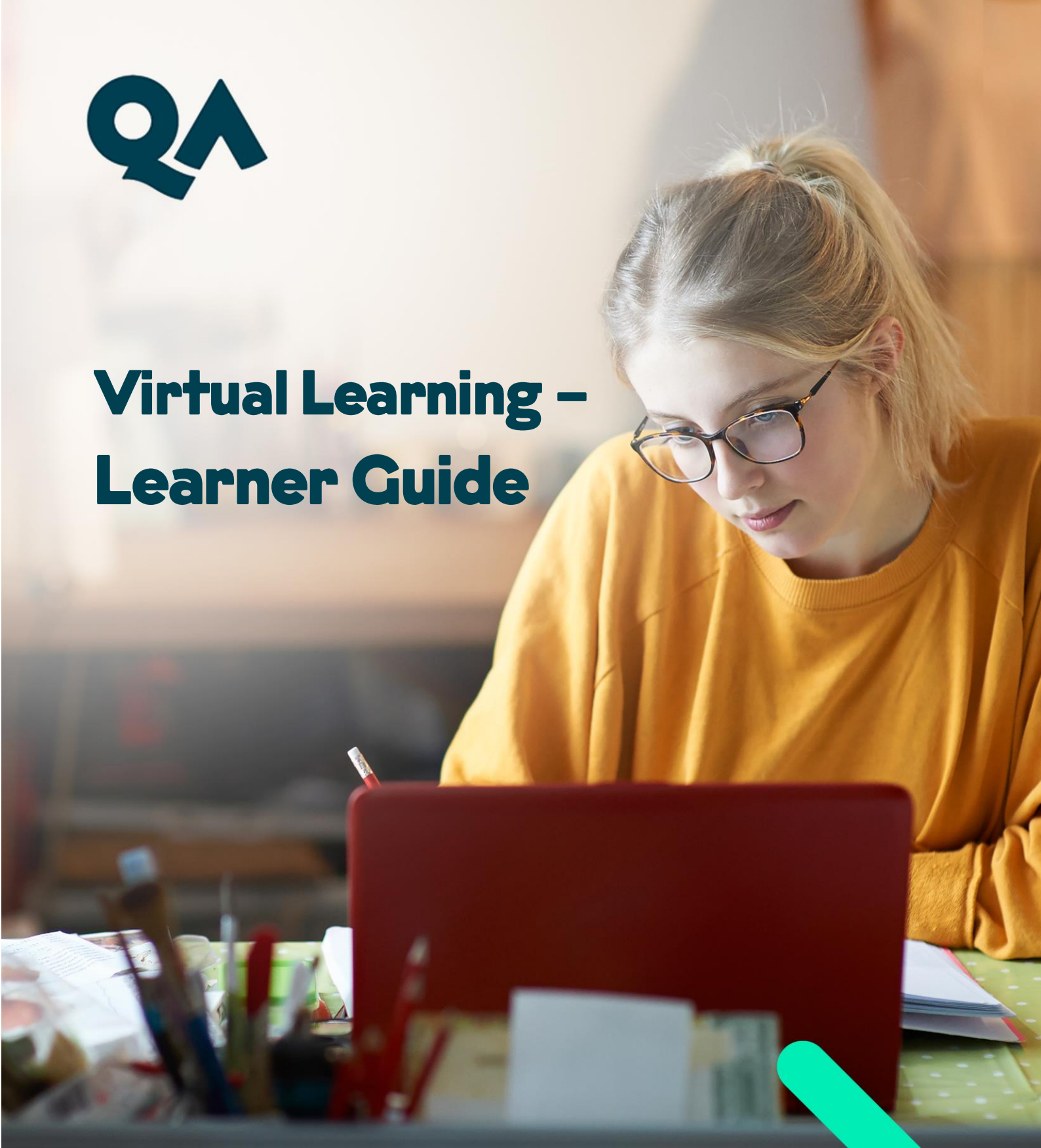
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What is Virtual Online training?

A virtual learning environment which allows both learners and trainers to connect to real-time training courses via Cisco Webex application (Webex).

Accessing the application allows delegates to;

- Interact with the trainer and other delegates through audio and online chat

- View content such as presentations, videos and so forth, shared by the trainer

- Complete hands-on lab exercises (if applicable to the course structure)

This guide demonstrates how to connect to your Webex session and what to do in the event any problem arises.

Prior to attending your virtual training course - Create your myQA

If you have not previously done so, you will need to create a myQA account to access your pre-course milestones which must be completed before your course.
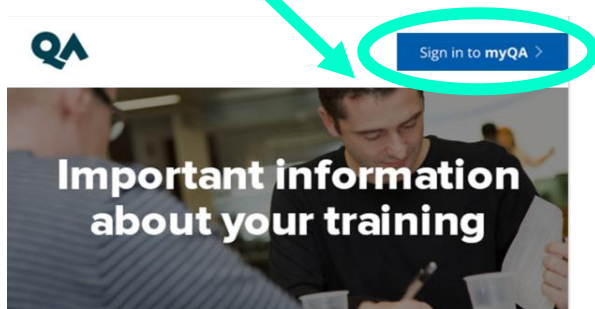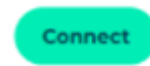

If you are unable to see the 'myQA' image in the joining instructions email, either right-click on the blocked image and select 'download images' or simply select 'Open Hyperlink' to take you straight to the page.
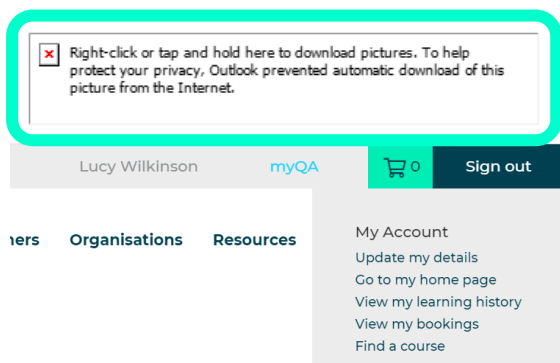
Within your myQA, select 'Go to my homepage'

You will see all your upcoming courses, beside the appropriate course select **'Virtual Instructions'**

and select

A new page will open where you will find the following

1. Courseware Delivery – if applicable you can enter your address
2. Headsets – we recommend you use one.
3. Self-Testing – you can complete self-test prior to your course to ensure successful connection to any platforms we use. If unsuccessful you can book a pre-test with a member of the team (steps for completing your pre-test further in this guide)

Self-testing

Prior to your course, you are required to test your connection to the WebEx platform and remote desktop if your course includes hands-on lab work.

You will be able to test your audio connection and webcam with the WebEx self-test link.

If you are unsuccessful with your self-test, you can book in a pretest with the Virtual Learning Team. This connectivity test is a live WebEx session where we will guide you through:

·   Connecting your audio

·   Screen view & interaction tools

·   Connecting on the first day of your course

·   Additional labs connectivity testing (if applicable)

·   How to escalate issues

How to book a Pre-test

1. Within your new page if you have indicated that your self-test is unsuccessful by selecting the **red box** select 'Book a time slot' to see the available times listed.
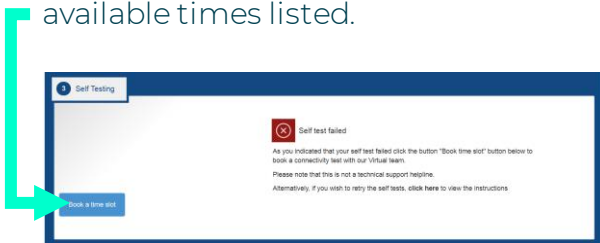
Select your preferred day and time. Note we operate using the UK time zone
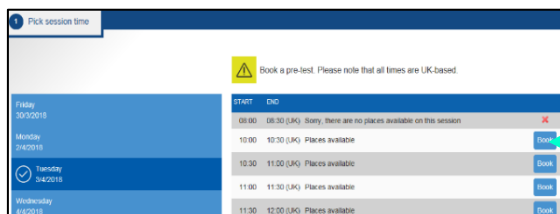
If there are no sessions available, please contact the Virtual Learning Team via live chat as we may be able to schedule you into a session manually.

2. Once your pre-test is booked, the time and date will be displayed
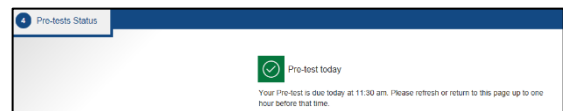
Please note; you will need to set your own calendar reminder.

Up to one hour before your pre-test time, select '**Connect**' within the 'Virtual instructions' milestone in your myQA.

Select 'Launch Pre-Test' around 15 minutes before the booked time, and follow the steps to join the WebEx session; **please take note of the session password.**

For instructions on how to connect to Webex, please see the section 'Joining your course'

Using Webex on Mac – Important information

Important information: if you are having issues starting Webex on Mac, please first ensure that your Mac OS is 10.13 or later. If it persists, you may also need to update Java. You can do this by downloading the latest Free Java Download, running through the installation process and restarting your machine.
If Java is already installed then you will need to access the apple menu, select Systems Preferences, select View and then Java and then select Update tab. You will need to restart your computer again

If you are still having issues please refer to this link: https://help.webex.com/en-us/WBX75396/Unable-to-Start-or-Join-Cisco-Webex-Meetings-on-a-Mac-Stuck-on-Connecting

Joining your course

There are two ways you can connect to the Cisco WebEx Meeting for your training

1. your 'MyQA', or
2. via your Begin your online training email sent the day before your course

Join your course via 'MyQA'

1. Log into your 'MyQA, select 'Go to my homepage'.

2. You will see all your upcoming courses, beside the appropriate course select **'Connecting to your virtual Training' and select 'Connect'**
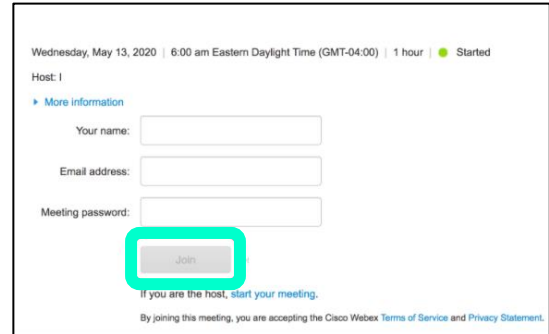

3. You will be taken to your portal and find the Launch Event button
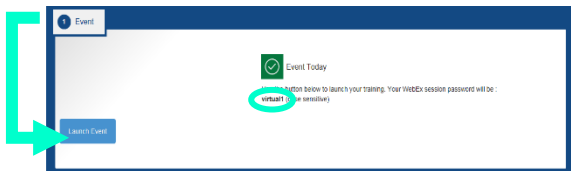
Take note of the session password in case this is required.

1. The Launch icon will take you to the Cisco WebEx Meetings joining page and *you may* be prompted to input your name, email and meeting password.


Select 'Join' to launch the meeting. You may need to install the application if you have not used WebEx before.

Please note: *We recommend installing the application as 'Join via browser' may limit the functions available to you during the session. If you are unable to install the WebEx application to your desktop or add WebEx plug in, please try a different browser or using a personal device.*

2. You will then be prompted to connect your audio.

Select 'Use Computer Audio'. At this stage you can also test your speaker and microphone, you can also turn on your video/webcam.
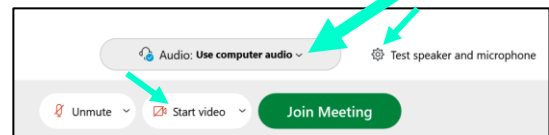
Once completed, select 'Join Meeting' and you will be taken into the main session

Escalation process

If you experience any technical issues during the course, your first point of contact is the Virtual Learning Team. There are 3 ways in which you can contact the team:

1.   Live Chat

2.   Phone +44 (0) 203 908 2376 (option 1)

3.   Email virtual.learningteam@qa.com

Working hours: Weekdays 8:00am – 5:30pm

Please also let your trainer know over the audio or through the WebEx chat window if you are experiencing technical issues and that you are going to contact the Virtual Learning Team.

FAQs

When should I join my training session?

Please join your training 15 minutes before it is due to begin unless specified otherwise. This allows you to ensure you have connected successfully and been able to communicate with your trainer.

How will I view the trainers' content?

The WebEx platform allows the host/presenter to share multiple applications or their desktop with all attendees.

What should I do if I need to take a break?

If you happen to need to move away from your PC, please let your trainer know, either by microphone or the WebEx chat window.

When will I receive my course materials?

This depends on the type of courseware – paper-based or digital. We recommend you log into your My QA account to view up to date courseware information.

If you have any questions regarding access to course materials please contact our Courseware Team on +44 (0) 175 389 8585 or email courseware@qa.com.

I have an exam as part of my course, how do I book this?

One week ahead of your course, you will receive an email from the exam board facilitating your exam. You will need to register following the instructions in the email to book your exam. If you do not receive an email regarding your exam or experience any issues while trying to book, please contact the QA Exam Admin Team on +44 (0) 179 369 6162 or email examadmin@qa.com.

Will I be able to interact and take part in group work?

Yes, your trainer will keep you engaged via one or several of the following:

Virtual whiteboard – All delegates will be able to annotate and collaborate ideas in one place

Breakout sessions – Your trainer has the ability to put you in separate virtual rooms which will allow you to do group work in private and then share it with the others at a later stage

Annotation on the trainer's presentation

Chat – Remember to select the 'host' and 'presenter' in the drop down menu to be able to send a chat directly to your trainer.

Will there be a recording made of my training session?

This depends on client specifications and the trainer – if the training is recorded you will be advised of this in advance.