



Web-Based Support Training Help Manual

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Join a web-based support training session

Requirements:

The first thing to make sure of before joining a web-based support training session is to ensure that your computer and internet connection meets the minimum requirements. To confirm this, please see attached minimum requirements and discuss with your IT department.

Invite:

You will only be able to join a web-based support training session if you have received an invitation e-mail from Edutel. If you have not received an invitation e-mail to join a web-based support training session, please contact Pragashi Naidoo for Wholesale and Retail/RPL training or Tricia van Gass for OD-ETDP and related training at Edutel on 011 760-4251 or e-mail them on pragashi@edutel.co.za or Tricia at edumax@iafrica.com if you have not been notified of a different contact person before your training session. **NOTE:** You will only receive such an invite if you are scheduled for such a session. This will be confirmed with registration.

If you did receive an invitation e-mail, then please open the e-mail. Please make note of the time and date on the invitation. You will notice there is an ACCEPT or DECLINE button on the e-mail, please click on the ACCEPT button should you want to book your place in the web-based support training session. If you cannot join the session due to whatever reason, please click DECLINE and contact Pragashi Naidoo for Wholesale and Retail/RPL training or Tricia van Gass for ODETDP and related training at Edutel on 011 760-4251 or e-mail them on pragashi@edutel.co.za or Tricia at edumax@iafrica.com

Once you have accepted the invitation your place is confirmed.

Please keep the invitation e-mail as it contains important information for joining the session.

Attending the session:

On the day that the training session is scheduled for; at least 20 minutes before the session is scheduled to start; open the e-mail invitation.

You will notice there is an internet link on the invitation e-mail with the following description: Meeting URL

Please click on the link. This will now open the web page needed for the training session.

Information:

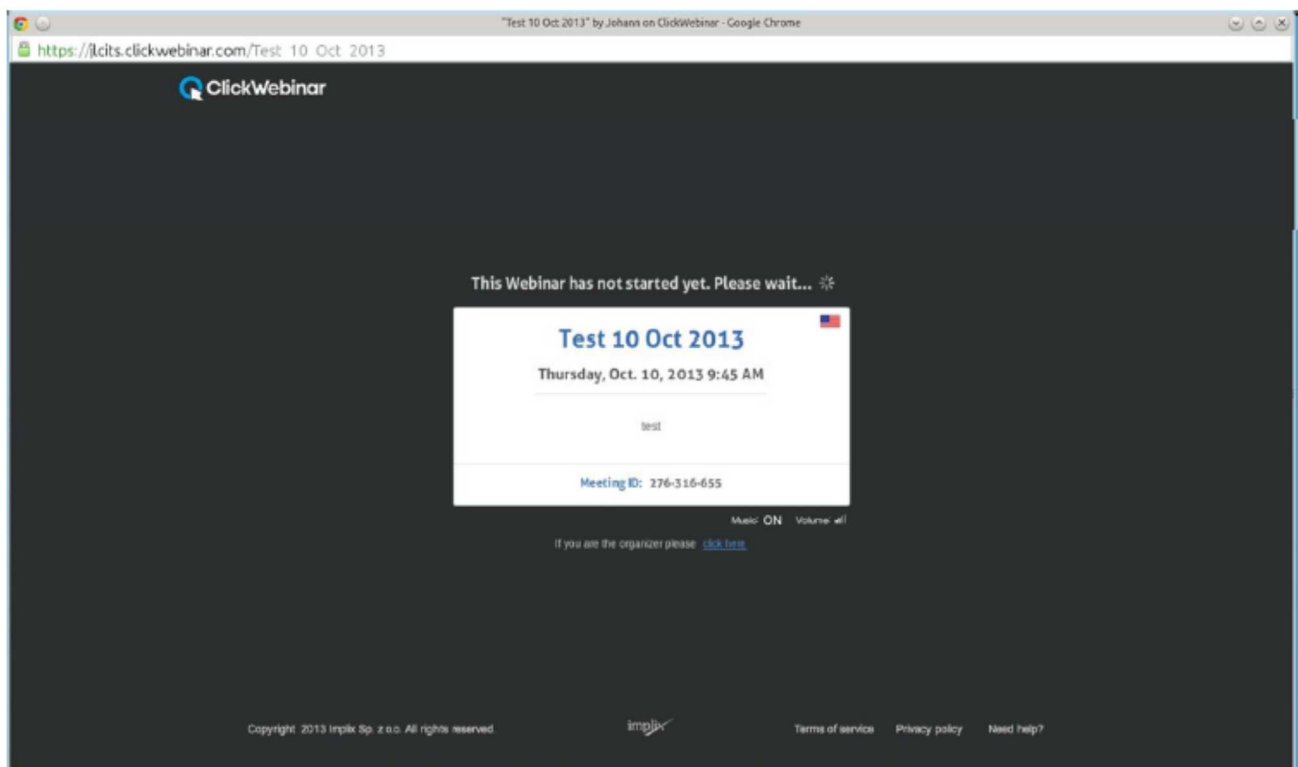
You will now be asked for some basic information like your name, e-mail address the link was sent to and a password.

The password is displayed on the invitation e-mail. Please enter it exactly as displayed on the e-mail.

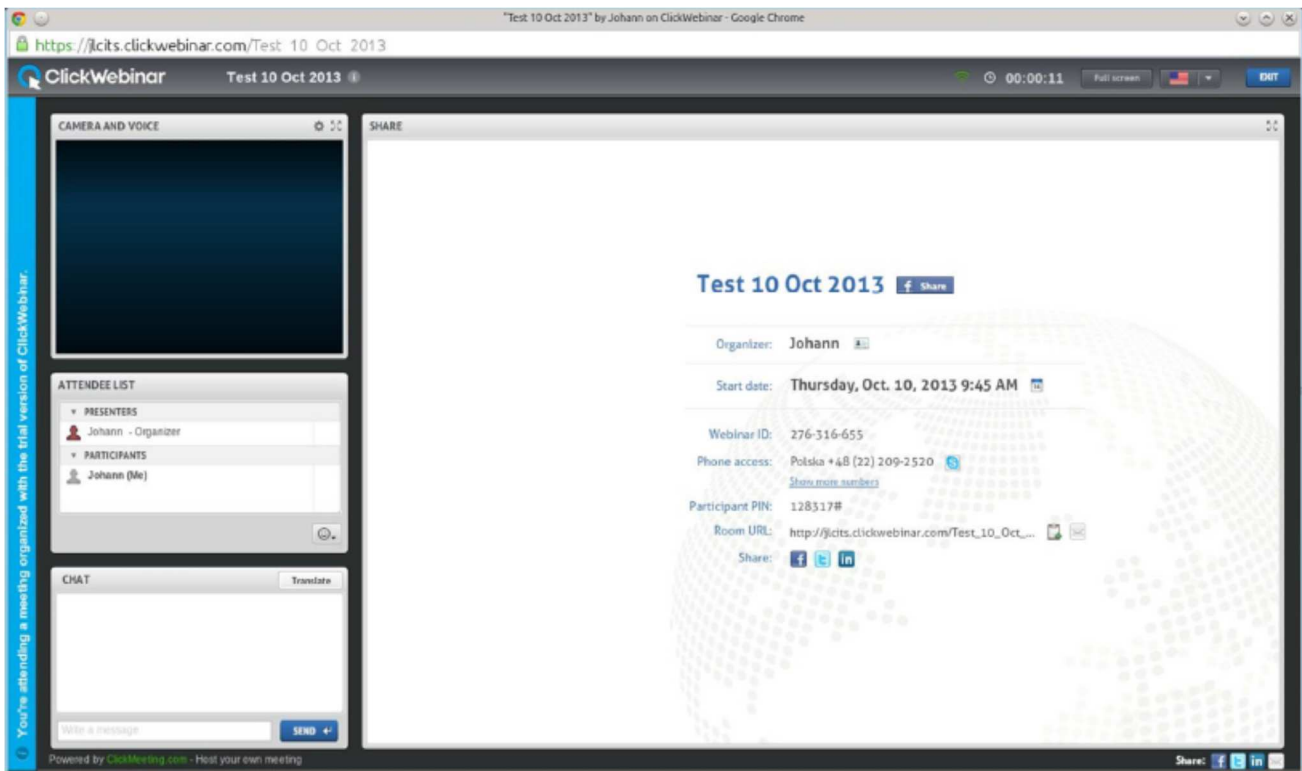
You may now continue by clicking on the “Enter Room” button.

Session Layout:

You will be presented with a screen similar to the one below indicating that the session has not yet started, please keep this screen open as it will change as soon as the session starts:



After the session opened, you will be presented with the following screen layout:



Top Left Box: Here you will see the lecturer.

Left Middle Box: Here you will see the lecturer's name and a list of attendees.

Left Bottom Box: This is the chat window – here you can type questions to the lecturer or communicate with the lecturer.

Right side of the screen: This is where the training will be presented, watch this closely.

Participating in a web-based support training session

The online session will be lead by the facilitator; please listen carefully to what he/she has to say and to the course being presented to you.

You are welcome to participate by typing a message or question to the facilitator in the chat window in the bottom left of the screen. The facilitator might not be able to answer all messages immediately, so please be patient and the facilitator will assist you.

Possible problems and how to attend to them

The majority of problems can be avoided by ensuring your computer and internet connection meets the minimum requirements, please discuss this with your IT department.

Common Questions and Answers:

Question: I did not get an invitation e-mail.

Answer: Please contact Pragashi Naidoo for Wholesale and Retail/RPL training or Tricia van Gass for OD-ETDP and related training at Edutel on 011 760-4251 or e-mail them on pragashi@edutel.co.za or Tricia at edumax@iafrica.com and they will send you an invitation.

Question: I still did not get an invitation after contacting Pragashi Naidoo or Tricia van Gass at Edutel on 011 760-4251 or after e-mailing them on pragashi@edutel.co.za or Tricia at edumax@iafrica.com

Answer: Please check with your IT department if the message is not blocked by them. Also check your junk mail folder if the message did not by mistake end up there.

Question: I got a message saying that my Flash Player is outdated?

Answer: Please ask your IT department to update your Flash Player, this is part of the minimum requirements needed to attend a session.

Question: I cannot hear the lecturer speaking or he/she is very soft.

Answer: Please check the volume settings on your speakers and PC, please ask your IT department to assist.

Question: The session does not want to open or log on, what is wrong?

Answer: Please ask your IT department to test your connection.

Question: The audio and video is very slow and does not show/play properly.

Answer: Please ask your IT department to test the speed of your connection, it might not meet the minimum requirements.

Question: I missed the training session, what can I do?

Answer: Please contact Pragashi Naidoo for Wholesale and Retail/RPL training or Tricia van Gass for OD-ETDP and related training at Edutel on 011 760-4251 or e-mail them on pragashi@edutel.co.za or Tricia at edumax@iafrica.com and they will make arrangements with you.