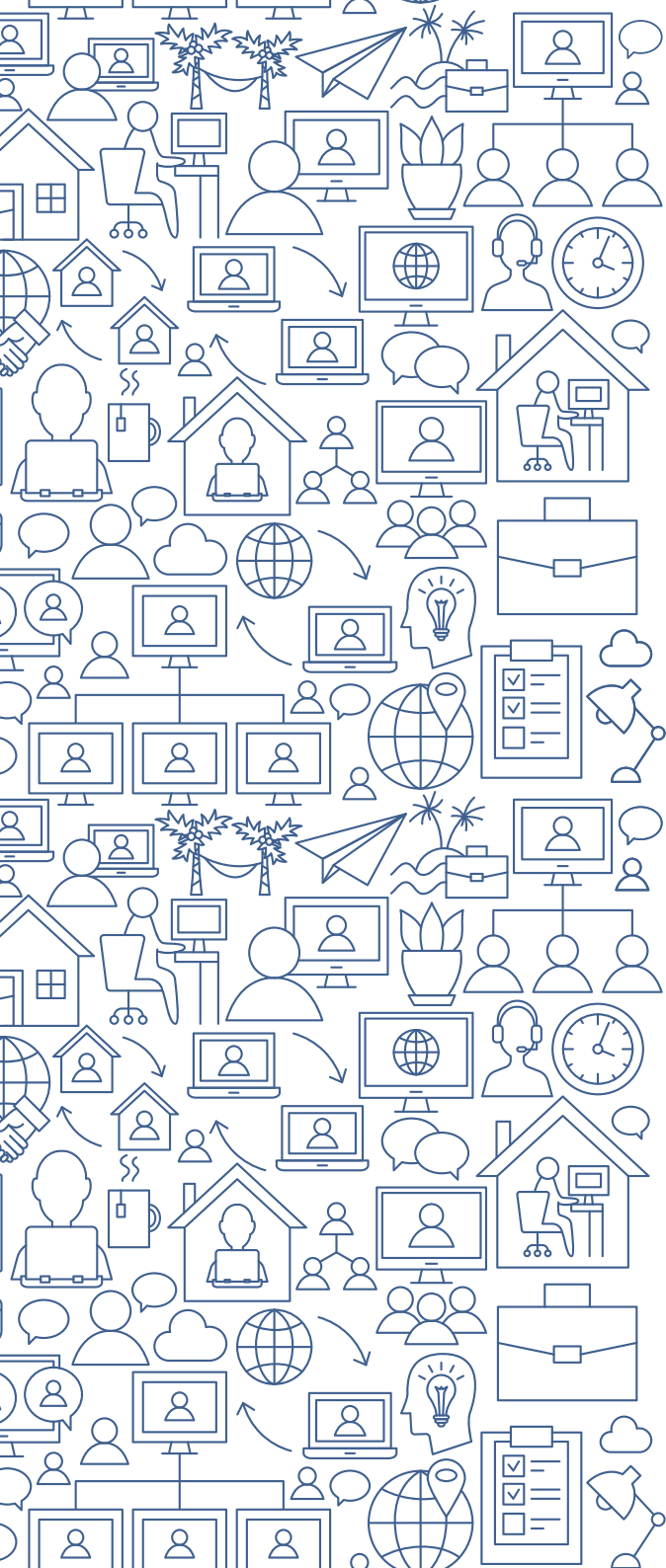


Online Training Guide





Our online sessions will take place using **Zoom** – a popular and user-friendly web conferencing software tool used by businesses and academic institutions around the world.

If you've used other conferencing software, the experience is similar: you, your Trainer and your co-Trainees will be able to hear and see each other as well as use the chat function. Your Trainer will also be able to share her screen, write on a whiteboard and put you into groups for collaborative work.

You can learn more about **Zoom** System Requirements for Windows, macOS and Linux [here](#).

We aren't simply taking our in-class courses online; we're using technology to enhance the learning experience.

I've registered for an online course. What will I need?

To join our online courses, you'll need:

A laptop or a desktop computer

Handheld devices (e.g. tablet, phone) lack certain functionalities so are unsuitable.



A broadband speed wired Internet connection (ideally not wireless)

In our experience, a wired broadband internet connection works best because it's more stable. Having a stable broadband connection makes the online experience so much better for everyone. A poor connection may make it difficult for you to see and hear other participants, or for them to see and hear you, which may be disruptive for everyone.



Earphones or a headset (built-in or USB plug-in)

These will allow you to hear your Trainer and co-Participants. Speakers will also work.



A microphone (standalone or built into the earphones or headset)

You'll work together with other people online, so it's important that they can hear you. For a video on how to test your audio and video, click [here](#).



A webcam (build-in or USB plug-in)

Talking to people whom you can see online is crucial to facilitating online bonding and enhancing the online learning experience.



How do I join an online session?

To join online, the Deree - School of Graduate and Professional Education will send you a **Zoom** link.



1

First, you need to click on the **Zoom** link.

2

Next, **Zoom** should download automatically onto your desktop or laptop. If it doesn't, you can initiate the process by clicking on "**download and run Zoom**".

3

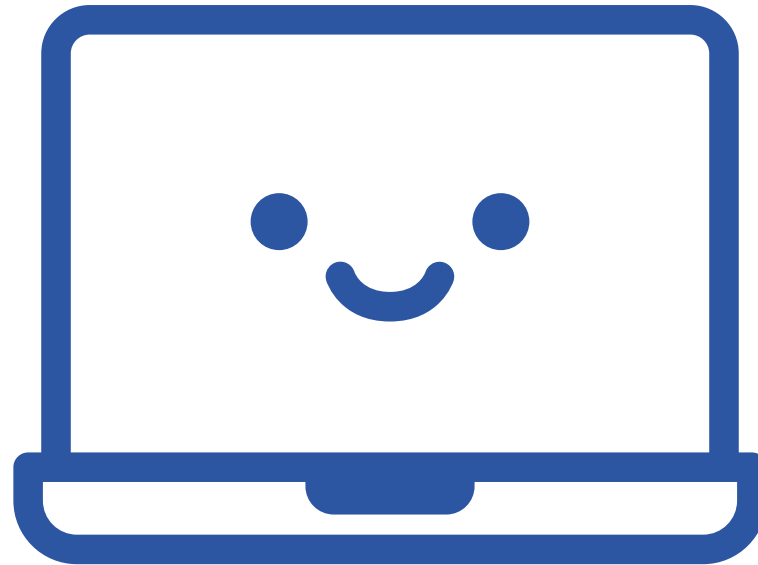
Once you're in the virtual training room, select "**Join with Computer Audio**".

Anything else I need to know?

At this stage, not really! We recommend that you choose a quiet space for your online sessions as this will ensure that you're relaxed, and distractions are kept to a minimum. During your first session, your Trainer will spend some time going over the main features of Zoom to make sure you're comfortable with the technology.

If you have any questions, please email **professional@acg.edu** or call **210 600 9800, ext. 1532, 1332**.

We're very much looking forward to meeting you online!



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