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LIVE ON THE WEB COURSES – FAQs

What is live-on-the-web training?
Live-on-the-web training is just that — we present all of the material from our standard training class but we present it over the Internet and you participate through your computer. The class is presented using standard web meeting software such as Cisco WebEx®. You have no travel costs and you do not have to miss any days at work.

What is the schedule for a typical live-on-the-web class?
Our live-on-the-web classes usually meet twice per week, one-and-a-half to two hours per session. This will continue for between four and six weeks depending on which class you are taking. Our trainers are based in California, so sessions start first thing in the morning, Pacific time.

Can I ask questions during class?
There are two ways to ask questions during a live-on-the-web session: one, you may type your question into the chat dialog box or, two, you can ask your question verbally over the audio connection.

What sort of printed material, if any, do I receive?
You receive all the printed material that we normally hand out in a classroom course. This includes an extensive course manual plus additional books and reference materials in most cases.

What hardware do I need in order to participate in a live-on-the-web class?
You may use any computer of fairly recent vintage. You will require a high-speed internet connection, and a set of headphones or speakers to hear the audio. Optionally, you may have a microphone so you can ask questions verbally during Q&A sessions. Most attendees use a headset/microphone combination.

Do I need a telephone connection in addition to the computer?
You do not need a telephone connection. We use voice-over-internet protocol (VoIP) which carries the audio track over the web connection.

Is there any cost to my company for the web connection?
There is no connection cost to your company incurred by your participation in a live-on-the-web class.

I am outside the U.S. Can I still participate in a live-on-the-web class?
You may participate in a live-on-the-web class from anywhere in the world. We routinely present these classes to attendees in Europe and Asia and those attendees report no problems with audio or video connection.

Are the sessions recorded?
All sessions of a live-on-the-web class are recorded and posted to the web the same day as the live session. As an attendee in the class you have exclusive, private access to these recordings. We leave the recorded sessions up and available on the web for several weeks after the last session of the class concludes.

Can I download and/or copy the recordings?
Recordings can be viewed as many times as you like but they cannot be downloaded or copied.

What if I can't attend one of more of the sessions of the course?
It often happens that attendees must miss one or more sessions of a course. In that case, simply listen to the recording before the next live session of class. If you have questions, you may e-mail them to the presenter and we will answer them at the start of the next live session or by return e-mail.

I want to attend the class but I'm not available on the days the course is scheduled. What can we do?
If you are not available during the time that we have scheduled a course presentation, simply contact us and we will discuss doing a session for you and your colleagues that fits with your schedule.

Can you customize a live-on-the-web course exclusively for my company?
If your company has a particular training need, especially if you have a large number of people to train, then a customized live-on-the-web course is an ideal and cost-effective solution. Contact us to discuss your needs.