

ONLINE TRAINING **FAQ**

How does online learning work?

- Our sessions are live and delivered by one of our expert facilitators at scheduled times
- The training manuals you receive are the same for our online learning and face to face training. Our online sessions are delivered differently to suit actively engaging with you and maximising content in an online learning environment.
- There are a **several 5 minutes stretch breaks and longer breaks** for morning tea and lunch.
- If you are unsure of if online learning is suitable for you, we are happy to do a **5-minute demo** to show you how it all works.
- You will receive a **certificate** of attendance after the course.

How do I access my online learning session?

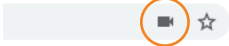
- Links are emailed the **afternoon prior to the course**
- Learn how to **join an event** by watching this [tutorial video](#)
- If you have trouble finding it, please check your junk mail.
- Please ensure you're using the latest version of Google Chrome, Firefox or EDGE. **This system isn't compatible with Internet Explorer**
- When you receive your link there is an option there to **test your connection** to ensure it is working. **This is recommended.**
- These links are specifically designed for you and cannot be shared with others as they will not work.
- Your link will last the entire duration of the course, so if for any reason you leave the session you can still jump straight back in using the link.
- **Please call 07 32269504 for support**

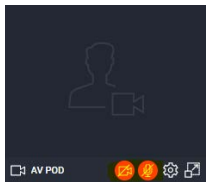
How do I access my workbook?

- Once you click your link it will take you to a waiting room and from there you will see the **download button** to download your workbook.
- You don't need to print the workbook as long as you're able to work through it during the session on your computer.
- Our facilitators can also provide access to a workbook during the session

ONLINE TRAINING **FAQ**

How do I set up my audio?

- To ensure audio works, press the **“Press to unmute button”** when you log in.
- Double **check your sound settings** are correct, and you have enabled the sound in click meeting. To do this – select the top right-hand button that will enable the video and sound. 
- Check if your IT is **blocking the sound** from Click meeting and if so contact your IT to have this unblocked.
- Ensure you have a working microphone prior to the course, and it is plugged in.
- Underneath the video of the trainer you will see a microphone and camera button. **To enable your microphone, press the button to switch it on.**



- It's not necessary to have a microphone and camera to attend online learning. There is a **chat box and a white board** to type questions and interact with the trainer and participants.

How does computer training work?

- As the sessions are live and practical, we recommend you have the latest version of the application installed on your computer.

To check you have an upto date version or to download a trial version of the programs click the below links:

 [Microsoft Power BI Desktop](#)

 [Microsoft Word](#)

 [Microsoft Excel](#)

 [Microsoft PowerPoint](#)

 **Microsoft Project** does not offer trial versions. To attend the course you must have the latest version installed (MS Project 2016) on your computer.

- It is recommended that you have at least **2 monitors** available so you can work through the webinar on one screen as well as complete the work on the computer application on the other screen.
- Our micro computer sessions are designed to be **compatible for users from beginners to intermediate levels**. For our Power BI sessions, we recommend some prior basic knowledge.
- You can do the micro-course and then go into a higher-level full day course. (i.e Power BI micro then Intermediate or Advanced Power BI) to **achieve the full level**.

ONLINE TRAINING **FAQ**

What if?

- If for some reason, you can't connect on the day, **our team will contact you to troubleshoot**. If we can't get you into the session, we will **reschedule** you to an alternative date.
- If you need to leave early or have any questions, we offer **full post course support** so if you need further assistance please contact our support team at: support@odysseytraining.com.au
- If you forgot your course was today, you can reschedule, however there is a **15% fee for any reschedules if contacted on the day**.
- If you can't find a date that is suitable for you, please call our team to see if we are able to make other arrangements for you. **07 32269504** or sales@odysseytraining.com.au
- If there is a course you're interested in but we don't have any dates scheduled for it please contact our team and we can see what arrangements can be made. sales@odysseytraining.com.au

Payment

- **Payment is required prior to the course date**. If your invoice terms are longer than 30 days we recommend paying with a credit card. If this isn't suitable, please contact our team **07 32269504** or sales@odysseytraining.com.au