

# VIRTUAL CLASSROOM FAQ



## GENERAL QUESTIONS

**Question:** What is virtual classroom training and which courses are available in this format?

**Answer:** Virtual classroom training is an online only version of learning with us! These sessions include direct learning from an instructor through an online platform. While participation is not mandatory, registrants are required to be on screen (**camera or microphone is required**) for attendance tracking purposes. No travel is required, and sessions can be taken in from your home or office. (See technical requirements to attend under the Technical FAQ portion). Questions can be asked to our instructors through the Chat function or directly on screen on our streaming platform so you will be able to connect directly with your instructor and peers.

At this time we offer the following courses in this format:

[Entry Level Training](#)  
[Level Measurement Fundamentals](#)

Please visit [awwoa.ca](http://awwoa.ca) for more information.

**Question:** How much does it cost to register?

**Answer:** Registration Fees:

- Please click on the course links above for pricing. All prices do not include GST.

**Question:** Are there any discounts available?

**Answer:** All AWWOA Members receive \$100 discount on their registration!

**Question:** Where can I register and do I need to do so in advance?

**Answer:** Please check [awwoa.ca](http://awwoa.ca) for the latest availability of virtual classroom training. All registrations typically open when our training calendar comes out every August. Accepted payment methods are Mastercard, VISA and PO (Invoice).

**Question:** When is the deadline for registration?

**Answer:** We encourage you to register as soon as possible prior to each virtual training date. Certain courses have materials that are pre-mailed so early registration is encouraged. In addition, you will not receive additional information and links to the sessions without registering.

**Question:** Can I cancel my registration?

**Answer:** Cancellations are accepted via email to [training@awwoa.ca](mailto:training@awwoa.ca). AWWOA will contact you for other registration and refund options. ***Please contact AWWOA directly for any cancellations.***

**Question:** Can I share my registration link with other members of my team?

**Answer:** Sharing of links for virtual training is **prohibited**. Each registrant who wishes to participate must have their own registration. Additionally, your attendance is tracked individually for CEUs.

**Question:** Will CEUs be available?

**Answer:** Yes, CEUs will be available for each virtual course. Once attendance is confirmed, AWWOA will issue course completion certificates via email following the class.

**Question:** How is attendance tracked for CEUs?

**Answer:** AWWOA will be monitoring attendance through our streaming platform for verification. A CEU form

will be emailed to you following the course that you can use to upload to Compliance365. **ALL** sessions for each virtual training course must be completed in order to receive your CEUs.

## TECHNICAL QUESTIONS

**Question:** What streaming platform will be used?

**Answer:** AWWOA hosts all of our virtual training on our streaming platform, GoToMeeting.

**Question:** When will links be sent out for each session to access the training?

**Answer:** Links for each day of the virtual training course will be emailed out to registrants a few days prior to the first session. **NOTE:** Each day will have a unique link.

**Question:** Which internet browser will provide me with the best experience?

**Answer:** We do recommend the use of Google Chrome for the best experience. You will not be required to download any apps for either streaming platform to take in the training on your computer. The GoTo application will launch automatically in your web browser once you click on the link to join from your email. Please see the Troubleshooting section of this FAQ for links to test your system.

**Question:** Can I turn on my webcam or mic during the event?

**Answer:** Yes. For the virtual training, webcams and microphone are **REQUIRED** to attend. Both are used for attendance tracking as well as proctoring online if the course includes a completion exam.

**Question:** Can I view virtual training on a mobile device?

**Answer:** No, it is not recommended to join in your mobile device. We strongly encourage all participants to use laptop or desktop device for the best viewing experience.

**Question:** Will there be technological assistance available throughout the training?

**Answer:** Yes, we will offer technological assistance before and during the virtual training as best as possible. An AWWOA moderator/staff member will be available to assist any questions you may have. Please see the Troubleshooting section of this FAQ.

**Question:** What is the optimal set up for this type of training?

**Answer:** A laptop or desktop computer with a microphone, webcam, an updated web browser and high-speed internet connection is recommended to best complete virtual training. We have seen the best results using Google Chrome on a laptop or desktop machine with a reliable, strong internet connection.

**Question:** I am having issues with the video and/or sound for the virtual training sessions. How can I fix this?

**Answer:** Please see the Troubleshooting section of this FAQ.

**Question:** Will I be able to ask questions during the sessions with the online format?

**Answer:** Yes, you will have direct connection with the instructor and peers by using your mic and webcam. Each session will also have a chat box that you can talk to the instructor or AWWOA moderator.

**Question:** Who can I contact if I have technical issues or questions during the virtual training?

**Answer:** An AWWOA moderator/staff member will be available on the streaming platform for any questions. There is a Chat box on GoToMeeting that you can ask the instructor and moderator questions if you are having any issues. Please check out the Troubleshooting section below.

## TROUBLESHOOTING FOR STREAMING AWWOA VIRTUAL TRAINING

*We recommend the following for the best virtual classroom experience:*

**Streaming device(s):** Laptop or desktop computer

**Web Browser:** Google Chrome

**Streaming platform:** GoToMeeting (app is not required to participate in virtual classroom). Click [here](#) to test your system with GoTo. You can also [join a test meeting](#) to ensure your system can run this software ahead of time.

**Internet connection:** For the best audio and video experience, the most important thing is a strong internet connection. Wi-Fi or a direct ethernet cable connection will both work as long as you have a strong signal. You can test your internet speed [here](#). The recommended internet speed is at least 1 mbps (download speed).

*In case something isn't working, we suggest:*

<b>Video is working, but no audio</b>	1) Check to see if your speakers are on, ensure they are not muted, the volume is up and that no other tab is occupying your audio channel. 2) Close out of GoToMeeting. Click on the link from your email to re-join.
<b>Video feed on screen is frozen</b>	1) Close out of GoToMeeting. Click on the link from your email to re-join. 2) Reset your Wi-Fi or internet connection and re-join the session stream.

**AWWOA will be available before and during the virtual training to assist with any technical issues that may arise as best as possible. If you have an issue, please use the Chat box to alert the classroom moderator.**

**For inquiries prior to the virtual training, you can contact AWWOA at [training@awwoa.ca](mailto:training@awwoa.ca) or 780-454-7745 x 224**