**Quantum Winter School: Frequently Asked Questions**

*This document reflects the most common questions asked by the QxQ Student Community. Before emailing us, please read this document and the* [*Student Handbook*](https://docs.google.com/document/d/1EVQezSjaKW73-9iNQC1lHU8rW6EEoCjHe3KS-iGcbII/edit#) *carefully. If your question is still not answered, please email us at* [*student@qubitbyqubit.org*](mailto:student@qubitbyqubit.org) or submit the [help form here.](https://docs.google.com/document/d/1aKmPquhZgZQrycJbLMvRSw2ztACBi6U3/edit)

**Technology**

**Zoom:**

1. **What is the Zoom link for lecture?** 
   1. The lecture Zoom link is [HERE](https://us06web.zoom.us/webinar/register/WN_gogdXI9FThqa8NuYci3xUg). You will use the same Lecture Zoom link each day of the program.
2. **Where is my lab Zoom link?** 
   1. Your lab Zoom link will be emailed to you after you finish onboarding to Azure Edu, or after you register for one of the Azure Edu Help Desk sessions. You will use the same lab Zoom link each day of the program.

**Azure Edu:**

1. **I don’t know how to set up my Azure Edu account**
   1. Read this [step-by-step guide](https://docs.google.com/document/d/1aKmPquhZgZQrycJbLMvRSw2ztACBi6U3/edit) very carefully. If you are still having trouble, attend one of these Azure Edu Help Desk sessions:
      1. Wednesday, February 1st at 5 pm EST / 10 pm UTC: [Zoom Link](https://us06web.zoom.us/meeting/register/tZwtcuGgrTktHtR_Lsg5ydUXOF3gLXDcWNwp)
      2. Thursday, February 2nd at 7 am EST / 12 pm UTC: [Zoom Link](https://us06web.zoom.us/meeting/register/tZ0rcOGrrD0pGdHJ-N7In9hJbTIkJRWS0Ea7)
      3. Saturday, February 4th at 11 am EST / 4 pm UC: [Zoom Link](https://us06web.zoom.us/meeting/register/tZ0ucO-srz8qHtLmQ5R7Kzzy-TT2J1IDxcb8)
      4. Saturday, February 4th at 4 pm EST / 9 pm UTC: [Zoom Link](https://us06web.zoom.us/meeting/register/tZ0rcuyhpjMqEtb26cAJnG_U6P02nUEqLNmB)
      5. Sunday, February 5th at 10:30 am EST / 3:30 pm UTC: [Zoom Link](https://us06web.zoom.us/meeting/register/tZArdOChrT8oE9cCMqr7xi_HldZMemvTU0k1)
2. **I do not have a Microsoft account associated with the email address that I received the invitation to accept the subscription.** 
   1. Please create an account using that email address with Microsoft. You can delete the account after the program, but it should take about 2 minutes to register a new account.
      1. If you are unable to create an account at the email address provided, please fill out [the help form](https://airtable.com/shrqyql22cJFi74wk) and provide a secondary email address.
3. **I did not receive an invitation to accept a subscription from Microsoft Azure.**
   1. Please double check your spam, promotions, and other folders for an email from [azure-noreply@microsoft.com](mailto:azure-noreply@microsoft.com). You can see a copy of this email on page 2 of [the guide.](https://docs.google.com/document/d/1aKmPquhZgZQrycJbLMvRSw2ztACBi6U3/edit) 
      1. I double checked all my spam folders, and I still do not have this email.
         1. This is the largest lab class Microsoft has hosted on Azure yet! They are working around the clock to refresh accounts, but please let us know that your account is facing this issue by filling out the help form [here.](https://airtable.com/shrqyql22cJFi74wk)

**Lecture & Lab**

1. **Do I have to attend Lecture and Lab live? What if I can’t make it?**
   1. In order to receive a certificate at the end of the course, you must attend both Lecture and Lab live all four days.
   2. If you are unable to make part or all of a program day, you must let us know via the [**Help Form**](https://airtable.com/shrqyql22cJFi74wk)at least 2 days in advance of the class time you plan to miss.
   3. If your absence request is granted, you will be required to watch a recording of the class(es) missed and complete a comprehension survey to demonstrate that you are caught up. Without submitting this survey and having it approved by the QxQ Team, you will not be eligible for a certificate.
   4. Requests to miss more than one full day of class (four hours of coursework) will not be granted except in extenuating circumstances. Students who miss more than four hours of coursework will not be eligible to receive a certificate, though they may still attend the remainder of the program.

**Miscellaneous**

1. **Do I need a laptop for this course?**
   1. A working computer with internet access is recommended for this course, though this does not necessarily need to be a personal device or computer.
2. **I would like to withdraw from the course.**
   1. Thank you for letting us know. To confirm your withdrawal, please complete the linked [form](https://airtable.com/shrqyql22cJFi74wk).
3. **I have questions about the content we are learning.**
   1. Please attend an office hour session to ask a TA your questions! Dates/times/Zoom links below:
      1. Sunday, February 5th at 10:30 am EST / 3:30 pm UTC: [Zoom Link](https://us06web.zoom.us/meeting/register/tZArdOChrT8oE9cCMqr7xi_HldZMemvTU0k1)
      2. Sunday, February 12th at 10:30 am EST / 3:30 pm UTC: [Zoom Link](https://us06web.zoom.us/meeting/register/tZArdOChrT8oE9cCMqr7xi_HldZMemvTU0k1)

**Certificates & Credentialing**

1. **How will I receive my certificate?** 
   1. You will receive your certificate via email.
2. **When will I receive my certificate?**
   1. You will receive your certificate 7-14 days after the program ends provided they have completed the program requirements (regular attendance and completion of the end of program survey).