

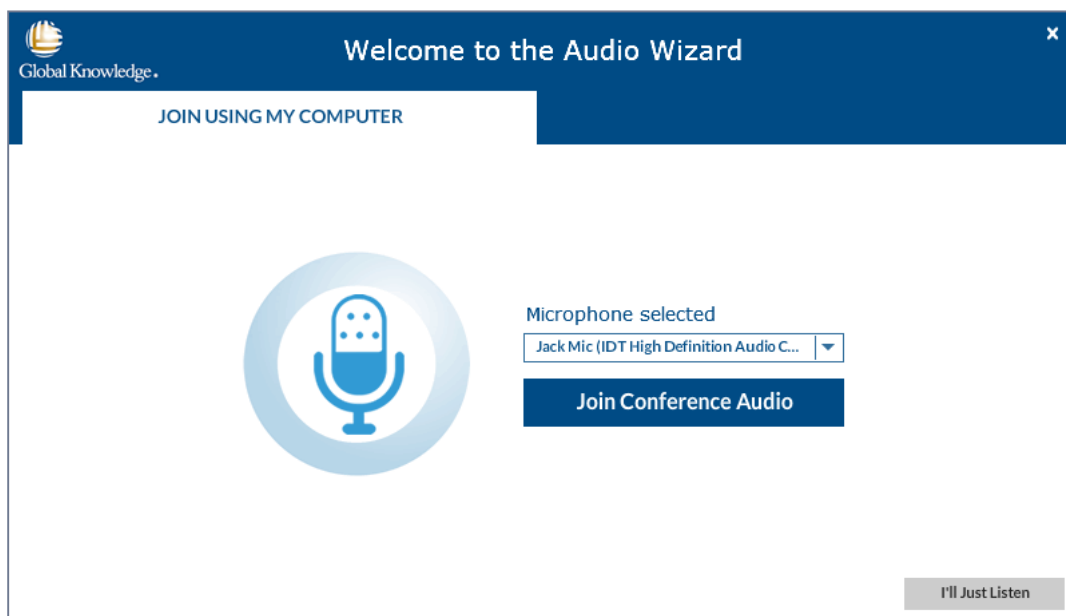
Best Practices for Participating in Your Virtual Class

Welcome to your Global Knowledge Virtual Classroom Live class! Use this guide to prepare for your virtual training experience.

Virtual Classroom Live Audio Options

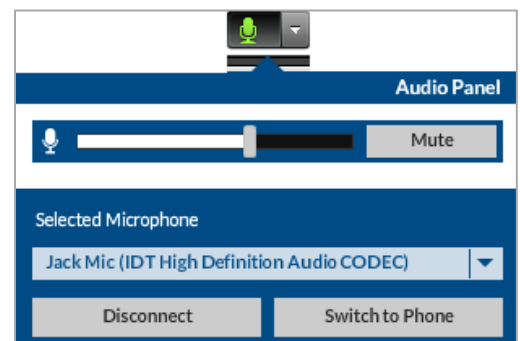
The virtual classroom allows you to connect via computer audio or telephone. If you choose to connect via computer audio you are responsible for providing your own headset.

Upon entering the classroom, the Audio Wizard will present options to join the audio:



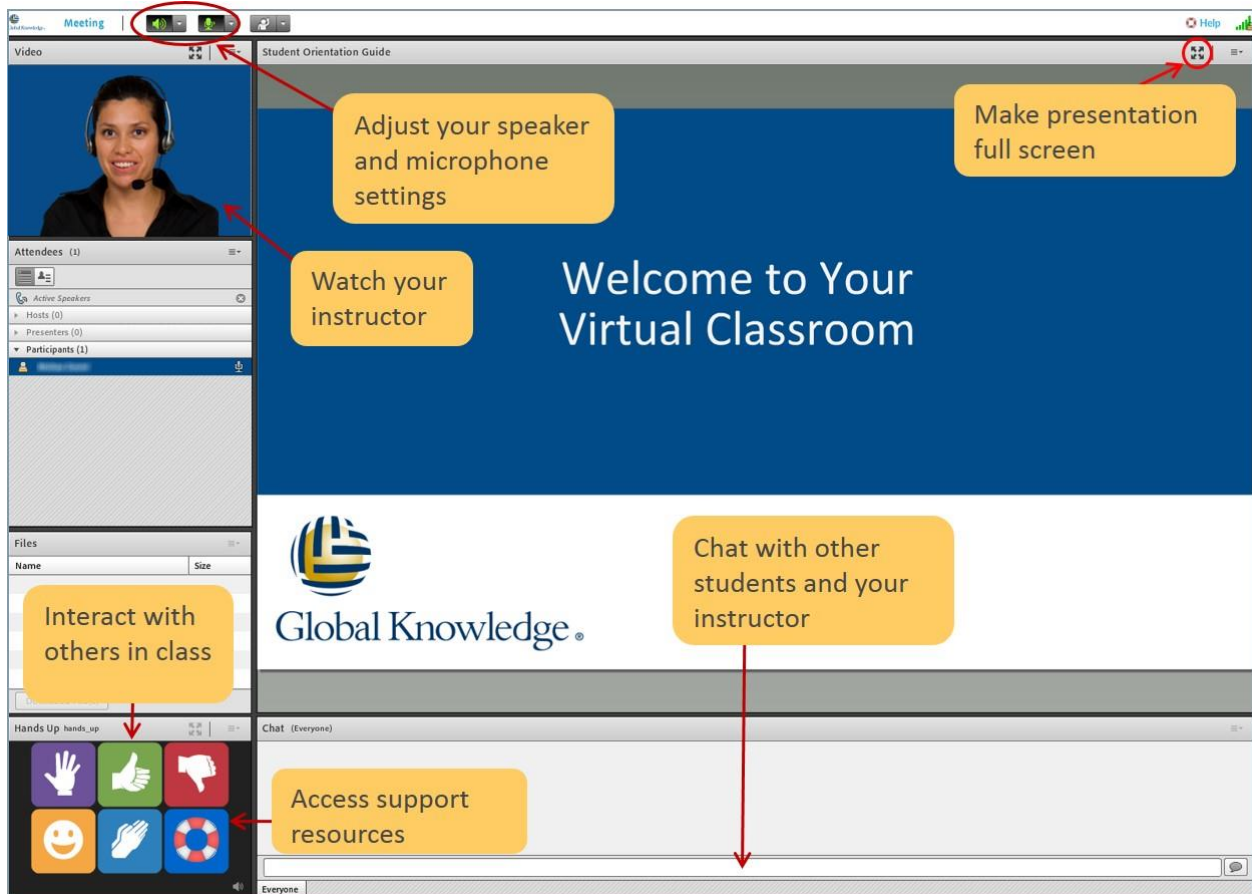
You can make adjustments to your audio using the button at the top of the classroom.

Note: If you are having issues using computer audio, run the **Audio Setup Wizard** located under the **Meeting** menu.



Virtual Classroom Interface Options

The Global Knowledge virtual classroom has several options for working with your instructor and fellow students. Actively participating will positively affect the instructor and your fellow students and make for a better class.



Interact in Class

During class, you will use the **Hands Up** pod to provide feedback to the instructor and other students.

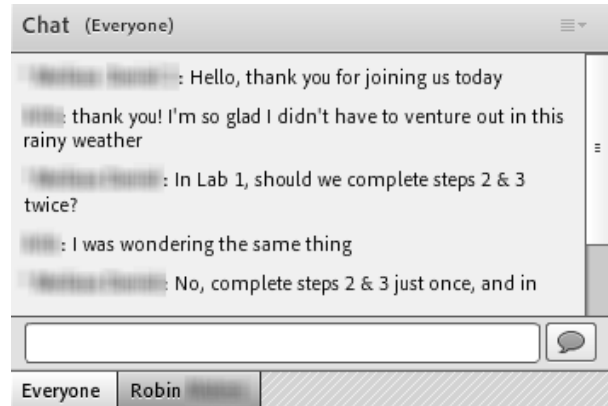
- Simply click a Hands Up button to raise your hand, give a thumbs up or down, laugh or applaud.
- If you're having a technical issue, click the life ring button for access to support resources or to submit a ticket.



Chat

To send a message to all class attendees, type your message in the chat pod and press **Enter** or click the **Send icon**.

To send a private chat message to a student or instructor, hover over the name of the person you want to chat with in the **Attendee** pod and select **Start Private Chat**. A private chat message will display in an additional tab to easily distinguish from public chat.



Troubleshooting

Issue	Solution
I need to make sure my computer will work for this class.	Confirm your machine meets the minimum system requirements by running the System Check .
I cannot hear any audio.	<ol style="list-style-type: none"> 1. Verify your computer speakers are on and at an audible volume level. 2. Run the Audio Setup Wizard from the Meeting menu. 3. Switch to telephone audio by clicking the Microphone icon and select Switch to Phone.
I am connected to the computer audio, but no one can hear me.	<ol style="list-style-type: none"> 1. Make sure your computer microphone is not muted. 2. Run the Audio Setup Wizard from the Meeting menu. 3. Verify if you've denied the Flash Player access to your computer's microphone. Right click in the meeting window and choose Settings to view your Flash Player settings. In the dialog box, choose Allow. 4. Close the room and reconnect your microphone. Reopen the virtual classroom from the class tile in MyGK.
The instructor is sharing their screen, but it looks fuzzy or is hard to read.	<ol style="list-style-type: none"> 1. Click the Full Screen button at the top of the Share pod. 2. Use the options menu in the top right hand corner of the pod to select Change View → Zoom In.

Issue	Solution
My class will use breakout rooms and I need the Adobe Connect Add-in.	Download the latest Adobe Connect Flash Add-in for Mac or Windows here .

Tips and Tricks

- Click the connection icon in the top right corner of the screen to verify you have an excellent internet connection speed.

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Connection Status: Excellent
Latency: < 1 msec / 23 msec
Up: 0.088 kbit/s
Down: 1.17 kbit/s

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- Close any non-essential computer applications.
 - Free up all available system resources.
 - Do not connect to a VPN during your class.
- Use a wired Internet connection.
- Open the meeting in a different browser.
 - Do not use Google Chrome to open the room.
- Clear your browser cache or reset your browser.
- Reboot your computer.

Questions?

Technical Support:

Email: techsupport@globalknowledge.com

Phone: 866-825-8555

Customer Service:

Email: contact@globalknowledge.com

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