



## **VidyoConferencing Technical Training Virtual Environment Overview**

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# VidyoConferencing Technical Training Virtual Environment

## (Part # SVC-EDU-TCT-VE)

Vidyo offers the ability to lease our technical certification lab environment for the purpose of VC-DSE training deliver. This document describes the following:

- General description of the virtual lab environment
- Training lab reservation process
- VC-DSE course access, delivery and exam process

## I. General Description

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Up to 4 business days of remote VPN access to 8 completely virtualized VidyoConferencing platforms for the purpose of delivering Vidyo Technical Certification Training. A single VidyoConferencing platform includes 1 VidyoPortal, 2 VidyoRouters, 1 VidyoGateway, 1 VidyoReplay, a virtual network which allows the servers to communicate with each other, and VidyoPortal licenses for each VidyoPortal. Also includes a 2-hour training on how to utilize the VMware server environment for training purposes for VC-DSET (Vidyo Certified Deployment & Support Engineer Trainer) using this environment for the first time.

NOTE: Available only to organizations with one or more employees who have completed VC-DSET certification with Vidyo. Vidyo does not provide a physical location for hosting the associated training sessions.

The VC-DSET must contact [training@vidyo.com](mailto:training@vidyo.com) should they have any questions with regards anything that is described within this document.



## II. Training Lab Reservation Process

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1. Customer emails [training@vidyo.com](mailto:training@vidyo.com) to confirm availability of the technical training virtual lab environment.
2. Once Vidyo confirms eligibility and availability, customer submits a PO SVC-EDU-TCT-VE at least 30 days before the training start date. To be eligible, the customer must be VC-DSET (e.g. train-the-trainer) certified.
3. Once the PO has been processed and paid, a Vidyo Technical Trainer will send the customer trainer and trainee remote access (e.g. VPN) instructions and schedule a one-hour meeting to address any questions pertaining to training delivery and student VPN access. The training environment will be made available as late as the Friday before the week of training delivery, possibly earlier depending on availability.

## III. VC-DSE Course Access and Information

- The VC-DSET will have all students register at <https://training.vidyo.com> and alert [training@vidyo.com](mailto:training@vidyo.com) if they encounter any registration issues. Once registered, the VC-DSET will instruct students to access the 3-day VC-DSE course and download the training materials. The enrollment key for the VC-DSE course is as follows: vcDSE
- VC-DSE course materials, for both the student and trainer, are located within the VC-DSE course. Minor courseware updates are included. It is Vidyo's discretion to deliver remote webinar that cover the features that are being included with a major software release.
- The virtual lab environment is running the latest GA version of our software.
- The VC-DSET will proctor the exam at the end of day three. The VC-DSE exam can be found as a link within the VC-DSE course page. The passing score for the exam is 70. The exam consists of 50 true/false and multiple choice questions. The exam enforces a 65 minute time limit and all unanswered questions are automatically submitted if the student runs out of time. One attempt is allowed on the final day of training and the results, either pass or fail, along with the score is provided to the student after the attempt. The VC-DSET should document the score of each student and send the list of names along with scores to [training@vidyo.com](mailto:training@vidyo.com). If the student fails the exam, the VC-DSET must alert [training@vidyo.com](mailto:training@vidyo.com) and schedule a remote 2<sup>nd</sup> attempt for the student. Vidyo recommends at least 3 business days between the 1<sup>st</sup> and 2<sup>nd</sup> attempt. Students may use their lab environment, notes and training courseware while taking the exam.

