

# Interactive Online Courses

## Questions & Answers

### What do you need in order to join the course?

- ✓ **Speakers, Microphone;** Camera is possible, if you would like to be seen during the course.
- ✓ A wired connection is strongly recommended.
- ✓ If your internet connection doesn't work, you can join the course by telephone, using a dial-in number. In this case there might be additional telephone costs.

### How to join the course?

- ✓ Choose the computer from which you would like to follow the course.
- ✓ Please check your device compatibility via [www.bigmarker.com/system\\_check](http://www.bigmarker.com/system_check)
- ✓ As soon as you get the invitation link: Please register for the course by clicking the invitation link.
- ✓ 15 minutes before the course: Bring your headset and eventually camera, click the invitation, enter and enjoy the course!

### Minimum system requirements are as follows:

- ✓ **Operating System:** Windows 7 or later; Mac OS X 10.12 or later; Linux.
- ✓ **Browser:** The most recently-published versions of Chrome, Firefox, Microsoft Edge, Safari or Opera.
- ✓ **High-speed internet:** A consistent, high-speed connection is required. Mobile tethering, hotspots, slow or inconsistent public Wi-Fi networks may create latency when using video conferencing.

#### Q: **Why do I need to register before the course starts?**

A: Thank you for registering! This not only helps us to communicate with you in regard to technical issues but it helps you to network with your fellow course participants.

#### Q: **Will the course be recorded?**

A: Please ask the responsible event manager.

#### Q: **Do I need a camera?**

A: It is recommended to have a camera for more comfortable communication with the speakers and other participants.

#### Q: **Do I need a microphone?**

A: Since this is an interactive online course, yes.

#### Q: **Do I need to install anything?**

A: No. We expect you to have a browser, of course.

#### Q: **Can I ask questions during the course?**

A: Yes, you can ask your questions live by using your microphone. You can speak to all participants at the same time as you may have experienced in Skype.

#### Q: **When can I enter the course I'm attending?**

A: 15 minutes before the start. You can only enter if you have passed the system check.

#### Q: **May I leave the course and come back later?**

A: Yes, just log in at a later time during the course.

#### Q: **May I access via Phone?**

A: A: Yes, you can. Participating via phone means you can listen only. Please keep in mind that you will be dialling a US number which would result in higher telephone costs.

#### Q: **Can't find invitation?**

A: Please check your spam-folder. You should also ask your colleague from the IT department to 'whitelist' us. For more details please ask the corresponding event manager, who will be happy to help you.

#### Q: **I failed the Firewall System Check - what can I do?**

A: Please contact your IT department and have them open the necessary Ports, which can be found here: <https://bigmarker.zendesk.com/hc/en-us/articles/360000532986-I-Failed-the-Network-System-Check->

#### Q: **What are the detailed System requirements?**

A: All requirements can be found here: [www.bigmarker.zendesk.com/hc/en-us/categories/200248279-System-requirements](http://www.bigmarker.zendesk.com/hc/en-us/categories/200248279-System-requirements)

#### Q: **I failed the Audio Output System Test - what can I do?**

A: If you are using headphones or external speakers, try unplugging them. Please unmute your device. Test your speakers here to find out if they work: [www.onlinemictest.com/sound-test/](http://www.onlinemictest.com/sound-test/)

#### Q: **I would like to participate but I'm waiting for an approval. Can I order a ticket on the day of the course?**

A: Sure. Please message [online@lexxion.eu](mailto:online@lexxion.eu). We need to have a separate testing before the start of the course.

#### Q: **My email address has changed - can I still participate?**

A: Sure. Please provide us with your updated e-mail address; you will then receive a new invitation.

#### Q: **How do I contact the host of the course?**

A: [online@lexxion.eu](mailto:online@lexxion.eu) is happy to help you.