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 test your microphone and camera in advance. For this please install zoom and follow these instructions: https://support.zoom.us/hc/en-us/articles/115002262083-Joining-a-Test-Meeting
- ✅ In order to join the live online course, please open the URL link, which you receive from us. Please install the zoom, if not done yet: https://zoom.us/client/latest/ZoomInstaller.exe
- ✅ Click on "Join a Meeeting", enter your full name, so that we could recognize you, and wait in the waiting room, until our host will let you in.
- ✅ Use your headset and camera.

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 enter my name 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: Yes, you should install Zoom app. Please click on the URL link, which you receive from us. It will automatically prompt to download the app.

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: Please enter Zoom 10 minutes before start. Our host will let you in in due time.

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.

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: **What are the detailed System requirements?**
A: All requirements can be found here: https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-and-Mac

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/

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. 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 is happy to help you.