Online Participation

Questions & Answers

If you participate in one of our online courses, or if you participate online in one of our hybrid courses, please find some useful information here:

What do I need in order to join the course online?

- ✅ **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 do I join the course online?

- ✅ Choose the computer from which you would like to follow the course.
- ✅ Please install the zoom, if not done yet: https://zoom.us/client/latest/ZoomInstaller.exe
- ✅ Please test your microphone and camera in advance. For this, follow these instructions: https://support.zoom.us/hc/en-us/articles/115002262083-Joining-a-Test-Meeting
- ✅ Open the Zoom App, click on "Join a Meeting", enter your full name, so that we could recognise you, enter the ID and the Passcode, which we sent you, and wait in the waiting room, until our host will let you in.
- ✅ Alternatively, it is possible to use Zoom through browser or through skype for business. BUT! Some functions are not available in these versions, therefore we highly recommend using the downloaded App.
- ✅ 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 course, yes.

Q: **Do I need to install anything?**
A: Yes, you should install Zoom app here: https://zoom.us/client/latest/ZoomInstaller.exe

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 events@lexxion.eu.

Q: **My email address has changed - can I still participate?**
A: Sure. Please provide us with your updated e-mail adress. You will then receive a new invitation.

Q: **How do I contact the host of the course?**
A: events@lexxion.eu is happy to help you.