

Live Online Training FAQs

Here are the answers to a few frequently asked questions (FAQs) about our Live Online Training sessions.

What is Live Online Training (LOT) and how does it work?

You can get expert knowledge and advice straight into your classroom or staffroom via our Live Online Training (LOT) sessions. Once you've registered and logged in, one of the IRIS Connect experts will be ready to show you how to use your IRIS Connect system and help you get the most out of your CPD. We use Adobe Connect as our online classroom; from here, you will be able to watch the experts whilst they demonstrate how to use the system and then let you have a go.

Is it interactive? Can I ask questions?

Each session is designed to keep you engaged so interaction is encouraged in many different ways. There's no need to save your questions until the end, you're encouraged to interact throughout to make sure that you get the most from your training session. You can ask your questions either by speaking to the trainer or writing them in the chat box.

Do I need an IRIS Connect account to join?

Anyone is welcome to join one of our LOT sessions. Each session has a particular focus so it's a great way for non-account holders to get to see how the platform works and hear how other teachers are using it.

How long are the sessions?

That depends on what session you are joining. Generally they last less than 1 hour.

How do I register for a Live Online Training (LOT) session?

You have 2 options. [Log into](#) your IRIS Connect account and click on the Live Online Training link in the [User Training group](#). Click the register button for the training session of your choice. Alternatively you can go straight to our website and [register](#) your details there.

I can't make the webinar at the scheduled time. Can I view the webinar at a later time?

Yes. Take a look at our webpage for [replays](#) of previous training sessions.

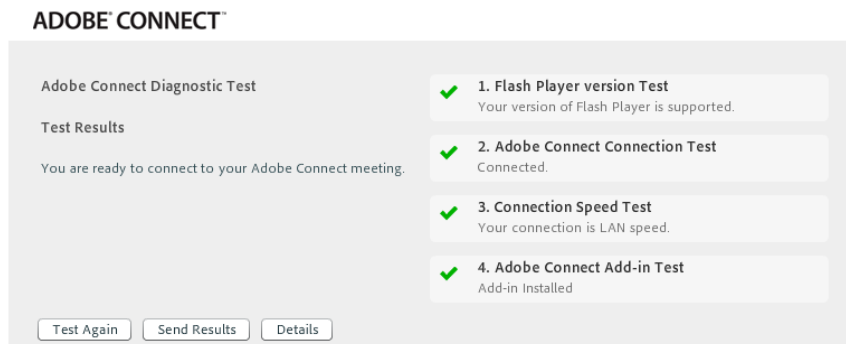
What if I need to cancel my attendance?

There are a couple of ways you can let us know if you can't make it. Call us on 0333 136 2483 or email us at info@irisconnect.co.uk. Alternatively, reply to your reminder email.

What do I need to do before the Live Online Training session?

Our online training sessions are presented using Adobe Connect. You'll want to make sure that your computer can connect and that you have access to the website. Prior to the day of the training, follow this simple two-step process to make sure you can.

- 1) Click [here](#) to check that you will be able to join the live on-line training using your computer. This will run a test and the results should look like this:



ADOBE CONNECT™

Adobe Connect Diagnostic Test

Test Results

You are ready to connect to your Adobe Connect meeting.

- ✓ **1. Flash Player version Test**
Your version of Flash Player is supported.
- ✓ **2. Adobe Connect Connection Test**
Connected.
- ✓ **3. Connection Speed Test**
Your connection is LAN speed.
- ✓ **4. Adobe Connect Add-in Test**
Add-in Installed

Test Again Send Results Details

2) If you do not get these results, ask your ICT Technician to click [here](#) to get instructions on how to view the live online training on your computer. Or you can contact our support team on **0333 136 2483**.

Do I need to get my ICT technician involved?

No, not necessarily, if your computer can connect to Adobe Connect then all should be well. If you experience any difficulties at all, or are unsure of anything, then you can [contact our support team](#) or ask your ICT technician.

How do I join the LOT?

Click on the join link that you will receive when you register. This will also be sent to you in a reminder email before the training.

Do I need anything other than a computer?

You'll need a computer with speakers. If that's all you've got then that is fine! It would be a better experience for you if you have a headset so that you can hear and talk to the trainer. If your training session is about how to set up your Discovery Kit or LiveView Camera, then you may want to have that available as well.

Can a colleague join with me?

Yes they can. They can either join via their own computer, or a great way to enhance your learning experience is to all join as one group in the same room.