Getting Prepared for Your Online Course!

This document will let you know what to expect and walk you through a 'Test Login'

One of our top priorities is to meet your demand for high quality, easy to use, online learning with our ICF Accredited Art and Science of Coaching program, and our complimentary Experience Coaching and Explore Entrepreneurship programs.

Our online training is not like other distance learning programs, we have designed our program to be live, interactive and most importantly, fun!

Since the ‘online classroom’ is new for some, we have compiled a list of the most common questions to give you a better sense of what to expect.

We strongly recommend testing your computer with these instructions so you are prepared for your class and not worrying about technical issues.

Maybe you’re asking yourself:

How will I connect?

What equipment do I need?

What will it look like once I am connected?

What if I have problems?
We have all the instructions for you in the pages below.

Follow these six easy steps:

1. We send you an email with this file to read!

2. You follow these instructions and prepare your browser to connect to our classroom site.

3. You decide whether you want to connect using:
   a. your traditional telephone and the website.
   b. your computer’s microphone or headset and the webpage.

4. On the day of class follow the link we sent you in your confirmation email.

5. Log in to the class with your name, email and password from the email.

6. Enjoy the class!

Our classes are live and online, everyone connects together through our special classroom website. We will email you the classroom link a couple of days before the day of the class.
First – What to ‘connect’ to a class:

Option 1

- Computer with Internet
- Telephone

Option 2

- Computer with Internet
- Computer Microphone
- Regular Headphone

Option 3

- Computer with Internet
- Computer Headset

A headset for your phone or computer is highly recommended, because arm will start to ache after a while!
What If I Have Technical Difficulties?

We look forward to everything working smoothly but if something does happen, please be assured that we will make sure you get the technical support you need.

Our WebEx support line is 1-866-229-3239 option #1, then #2 for fast professional help.

Before trying a ‘test login’, we are going to run through what actually happens on the day of the class...

Part 1
On the day of the class you will open the email we sent to you and click on the link to our site.

Our site looks like this.

Enter your real name, email address and your password from the email.
Part 2

After you ‘Login’ a new window will pop up, it may take a few seconds.

After you have logged in, the screen will look similar to this.
Part 3

On the day of the class, please log in **10 minutes** early to test your microphone and headphones (headset recommended).

It is **VERY important** to log in **as least 10 minutes early**. You will **NOT** be permitted to join the session after the start time. There will be **NO exceptions**. This is out of respect for other students and the learning environment.

Alternatively, if you would like to call in, prepare your various numbers; you will need the phone number, an access code (or extension number) and your attendee ID number.

After logging in you will be given a choice of talking to your classmates and trainer via your computer microphone and headphones. We recommend using these over a VoIP connection so you avoid any long distance charges. Alternatively, call in using your telephone, again using a headset is recommended since your arm will ache after a while. Our servers will connect everyone into a conference, no matter how they connect, telephone or microphone. You will then see the box below.
To use your telephone, select the arrow next to the ‘Use Phone’ and then select "I will call in," as seen below.

Task complete, time to enjoy the class!
**Part 4 – Test Login**

You need to run this test because some web browsers might need a small update to connect.

To make sure your web browser can login to our online classes, click the link below, or copy it into your browser: [http://webex.com/lp/jointest/](http://webex.com/lp/jointest/)

This site is a ‘Webex’ test login and it will look just like the picture below. Webex is the specialized service we pay for and is the platform for our online training. Webex is a Cisco company.

For this test just enter your name and an email address and it will open a test session for you.

![Webex Test Login](image)

Your computer may begin to install an update to your web browser so that you can login to the site, please allow this to continue; it will only take a couple of minutes.
When your system is ready a new sample ‘Class window’ will open up and you will see the screen below!

If you are still stuck, there are also more helpful videos to watch here: http://www.webex.com/howto/index.html

If the “Test Login” fails, continue to the page below. Remember, if you have any problems you may call our tech support line directly, they are very good. The number is 1-866-229-3239 option #1, then #2.

Or call our office and ask for Steve on, 1-800-665-6949 and he will walk you through it.

If your “Test Login” fails you will see the something like the image below:

If this does not work then you may need to install software for Meeting Centre by clicking on the download link in this page above.
As above, you will be able to download the software for your web browser (Internet Explorer, Firefox and Safari). An example of how the download looks is below:
After the file has downloaded you can click on it and run it to install as below:
After that has installed, try the test login again. This time it should work and you will see the image below:

And then the following window will appear:
Remember if you have troubles you may call our tech support line directly, they are very good. The number again is 1-866-229-3239 option #1, then #2.

This link below has the checklists that might help figure out a problem: [https://erickson.webex.com/mw0306lb/mywebex/default.do?siteurl=erickson](https://erickson.webex.com/mw0306lb/mywebex/default.do?siteurl=erickson)

### System Requirements

#### Vista, Windows 7
- Internet Explorer
- Firefox 3.x, 4 (32-bit)
- Chrome 7,8
- JavaScript and cookies enabled
- Requires Sun java 5 or higher
- Recommended Active X be enabled for Internet Explorer
- Intel or AMD processor (1GHz or faster)
- At least 512 MB RAM for Vista
- Netbooks running Windows XP also supported

#### Windows XP (SP3) 2003
- Mozilla 1.7
- Firefox 3.x
- JavaScript and cookies enabled
- Requires Sun Java 5 or higher
- No support for Remote Access
- SPARC or Intel or AMD processor
- Intel or AMD processor
- At least 1GB RAM

#### MAC OS X 10.5, 10.6
- Safari 4/5
- Firefox 3.x, 4 (32-bit)
- Chrome 7,8
- JavaScript and cookies enabled
- Requires Apple Java 5 or higher
- No support for Remote Access
- Intel processor
- At least 512 MB RAM