Everyone is busy these days. We are all expected to do more in less time with fewer resources. For this reason, Rand 3D offers many of its training classes over the web. A web class is a great way to get the same expert-led training that you would at any of our training centers, but conveniently taken from any location where you have access to a computer, the Internet and a phone.

Why should I consider a LIVE Online class as an option?

1. **Interact and Communicate with Fellow Classmates:**
   We cap the number of students in each LIVE Online training session in order to facilitate communication and an open exchange of ideas. With our technology platform, you will still be able to interact with other classmates through the online interface.

2. **Instructor-Led Classes:**
   Our technical experts teach our LIVE Online classes, so students receive the same instructors and the same curriculum used in our in-person classes.

3. **Access to a Wider Range of Technical Experts:**
   One of the many great things about Rand 3D are the technical resources we have available. However, not everyone can know everything, so if our local resource does not have the specific knowledge that you and your company need, you can take training from one of the other Rand 3D experts. They can share their knowledge in a virtual environment, as if they were face-to-face sharing their knowledge in person.

4. **Connect From Anywhere:**
   Learn from the comfort of your home, your office, or anywhere that you have an Internet connection. Many students enjoy taking LIVE Online classes because they do not have to leave the office. Some, however, want to get away from their office to reduce distractions that might impede learning. With this format of online learning, you control the learning environment.

5. **No Travel Required:**
   Save money on travel costs! With no mileage, flights or hotels to worry about, you and your company save money.

6. **It's Earth Friendly:**
   LIVE Online training helps reduce our carbon footprint.

What are the system requirements?

Our LIVE Online training classes have minimal hardware/software requirements. **A reliable high-speed internet connection is the most critical requirement.** This is especially important if your Internet connection is shared with other users or if you are running additional applications over the connection (VOIP phone, VPN, etc.).

We recommend you view the system requirements before class by visiting: [https://help.webex.com/docs/DOC-4748](https://help.webex.com/docs/DOC-4748)
You may also choose to join a test meeting to ensure system configuration by visiting: [https://www.webex.com/test-meeting.html#](https://www.webex.com/test-meeting.html#)
Do LIVE Online classes cost the same as a face to face class?
Yes. Whether you attend a face-to-face training session or a LIVE Online training session, you get the same value. You can expect the following when you take a LIVE Online training class at Rand 3D: a printed training guide, a live instructor, and a proven learning style that uses all three learning methods (audio, visual, and tactile) to ingrain in you the knowledge taught. Many clients are amazed at how much a LIVE Online class can feel like a face-to-face class. With the technology that we use to deliver LIVE Online training, the instructor can assign a dedicated lab computer for the participant to remotely use, share their screen to demonstrate processes and functions, and view the participants’ screen to provide individual assistance. In other words, all the same things that can be done during an in-person class.

Is there a list of the LIVE Online classes that are currently scheduled? How do I enroll in a LIVE Online class?
View a full list of all scheduled public classes at: http://rww.force.com/trainingrand. Here, you can select to view the entire offering of LIVE Online classes or use the filtering options to find specific courses of interest. Request enrollment in a specific class by completing the ‘Enrollment Request’ form in the class schedule or by contacting your Rand 3D representative: 1-877-726-3243.

Are LIVE Online classes scheduled the same as a regular class?
There are a variety of ways to schedule LIVE Online classes. We can take a regular public class and turn it into a LIVE Online class. That means the class will run from 8:30 am to 4:30 pm in the client’s time zone (or other agreed upon time zone) for the number of days required to complete the class.

Deciding what time zone to schedule a class in depends on where the participants are located and how flexible they can be. If all of the participants in a class are in one time zone, then we will accommodate them even if the instructor is in another time zone. In the event where class attendees are spread between multiple time zones, our training coordinators will work with the instructor to pick a mutually agreeable time. We do this to ensure participants do not have to start the class extremely early or stay extremely late.

How many students can be in a LIVE Online class?
The maximum number of students does not change just because the class is taught over the Internet. We still want to keep the student/instructor ratio at a healthy number so participants walk away with the best possible experience, therefore we limit the number of participants to no more than 8 per class.
What do students need before the first class?

1. Make sure that the phone you plan to use is accessible and available for use during the entire training session. For your comfort and to reduce the amount of background noise in the training session, it is highly recommended that you use a headset or at least have a speakerphone (with mute function) so you can keep your hands free to complete exercises.

2. You can use a VoIP service (such as Google Voice, Skype, etc.) instead of a standard phone as long as your VoIP service allows you to dial into our conference service via a long distance number or an 800 number (where available). Again, it is HIGHLY recommended that you use a headset rather than your PC’s speaker and microphone as most PC speakers and microphones do not have noise cancelling capabilities and can cause considerable background noise.

3. You will receive an invitation email message that includes information about the training sessions, instructions for joining the voice conference, and a link that you can use to join the class sessions. Please log into the first class session 15 minutes prior to the official session start time, that way if your computer needs to install any required software updates it will have time to complete, prior to the session starting. If you do not receive this email prior to the first day of class, check your spam filter or contact your account representative for assistance.

4. Treat this training as if you are at one of our training centers and make yourself unavailable to others in your office. Inform your clients, coworkers, and managers that you are not available during class time. If possible, go into an office or conference room where you can close the door, as an open work environment will be very distracting.

5. Turn off IM, email and other attention grabbing software applications to lessen interruptions during class hours.

6. Let the instructor know right away of any connection delays or problems that arise. We want to make sure that Internet lag does not distract from the learning experience.

7. Sit back, relax and get ready to learn!