



We are very excited to have you in our workshop! We have prepared this document to help you plan and prepare for the workshop you are attending. Should you have any questions, please contact RJ Petersen, Director of Training and Implementation at rpetersen@rfms.com or 205-246-6007.

Overview

Your virtual workshop will begin promptly at **10:30am CENTRAL**. Please connect 30 minutes early to ensure all technology is working, etc. The workshop will run until approximately 4:00pm central time. There will be planned breaks at times including a 30min lunch break. Please be prompt with breaks as we will resume after scheduled time even if not all students are present.

You will be connected to an online RingCentral meeting and the virtual lab. The virtual lab allows you to participate in a hands-on training using a virtual computer. The RingCentral meeting will be used for you to participate in the class, see the instructor and other students, and follow along on the instructor's screen. For this reason, we **strongly recommend** dual monitors so that you can see the instructor and their materials on one screen, and the virtual lab on your other screen. If a second monitor is not available, you can use a tablet.

You must connect to both the virtual lab and the RingCentral meeting link.

TEST LINKS – DO THIS BEFORE THE DAY OF THE WORKSHOP TO BE SURE YOU HAVE NO CONNECTION ISSUES:

Test Ring Central Installation and connection: [Launch the Lab Orientation & Connectivity Check](#).

Test Internet Connection: [TEST NOW](#)

Recommendations

The following items are highly recommended to ensure you get the most from your virtual workshop experience. While they are not mandatory, following these guidelines increase your learning capacity and interactive abilities during the class.

USE A HARDWIRED CONNECTION:

- Wi-Fi, cellular, and satellite internet are higher latency and can cause issues

REVIEW YOUR SECURITY PROGRAMS:

- It may be necessary to disable pop up blockers, add blockers, etc. for the session.
- Your AV may need to be adjusted on the PC to allow session connection.

REVIEW YOUR NETWORK:

- Port 443 must be open for inbound/outbound traffic.
- While you can have success with **VPN's, Hotspots, and Proxys** they are not recommended and are not supported by the Help Desk

DOWNLOAD ANY NECESSARY SOFTWARE:

- Google Chrome is recommended and generally is very stable while using the virtual lab.
- You may need to download the **Ring Central app** on your first time connecting. Be sure your network allows the downloading of an .exe file to install Ring Central.

OTHER HARDWARE:

- Web Camera – a web camera allows you to be visible to the instructor and other attendees. Doing so enhances the feeling that you are part of the group (like an in-person class). Position your web camera slightly above eye level.
- **Dual Monitors** – **HIGHLY** recommended. Having dual monitors allows you to view the instructor and other attendees. On one monitor you will be able to view any presentations or videos broadcast by the instructor and see everyone else in the class. On the other monitor, you will be logged into the RFMS software for your hands-on training exercises. You may use a second computer (laptop, tablet) instead of two monitors. If you don't have dual monitors we can not guarantee that you will have a favorable experience.
- Built-in microphone or headphones/earbuds with a microphone.

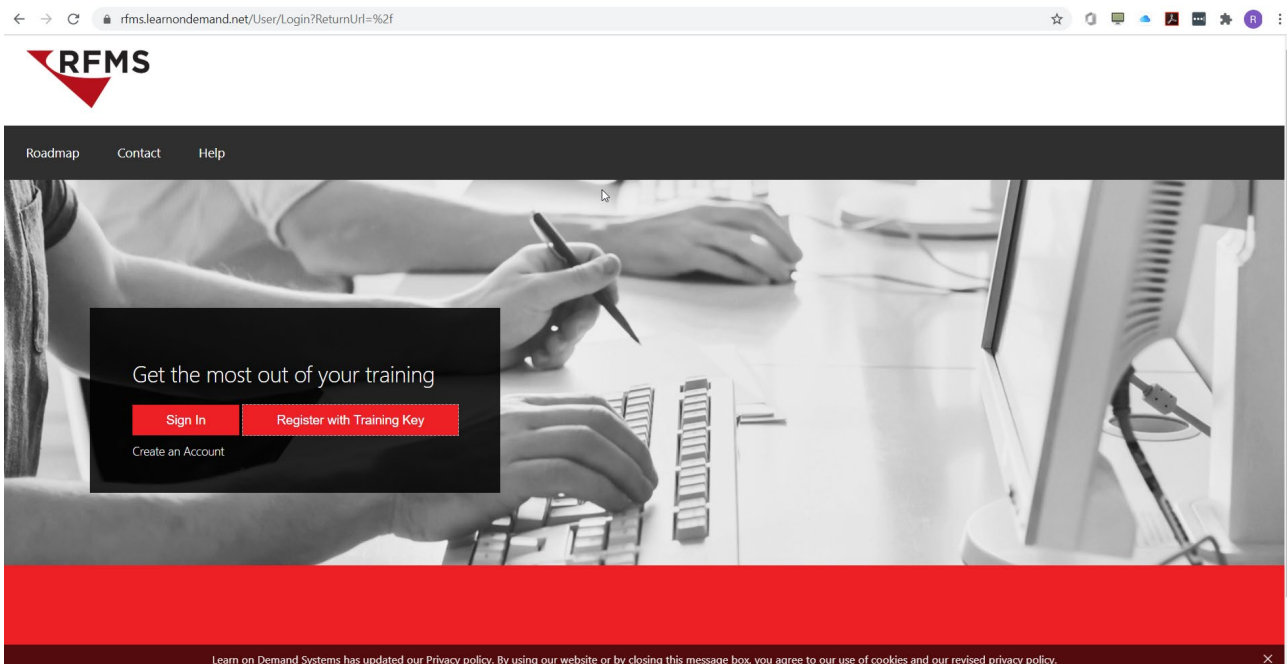
1 Day before your workshop

You should have received your key to access the virtual lab and the RingCentral meeting information from the instructor. Please make sure you have these handy for your workshop.

On the day of your workshop

Its your big day! Below are the steps you want to follow to have the best experience for your virtual workshop.

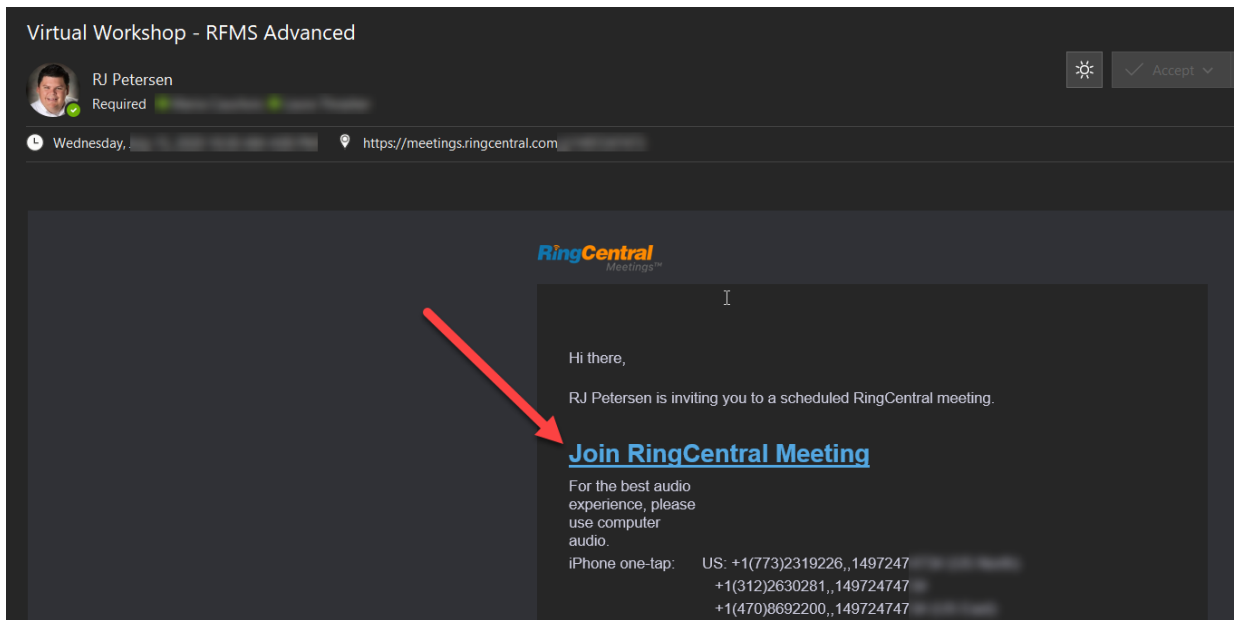
1. On your main screen – go to <https://rfms.learndemand.net/User/Login?ReturnUrl=%2f>
 - o Next click “SIGN IN”



- o Enter your email you used at registration.
 - o Enter the password: **RfmsLab\$1**.
2. You will be logged into your personal lab.
 3. Click on the MY TRAINING button at the top.
 4. Click on the workshop name.
 5. SCROLL DOWN and click the LAUNCH button. Do not click Enter Classroom.

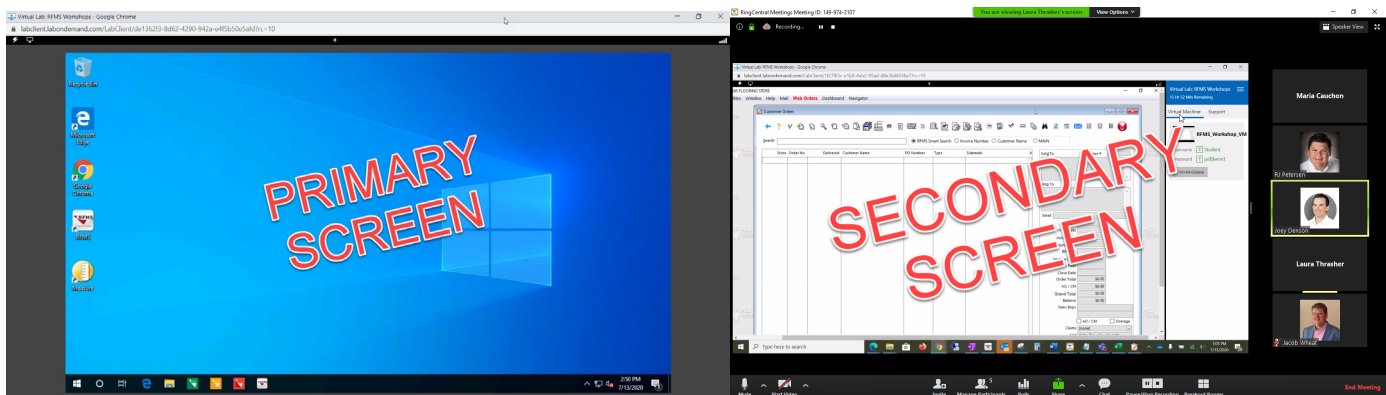


3. Next, Open a browser window on your other monitor or computer and connect to the RingCentral meeting link provided in your email.



- Connect to the meeting with either your microphone and headset or dial in using your telephone using the numbers provided if you prefer to call in.

Your screens should look like this:



Virtual Lab

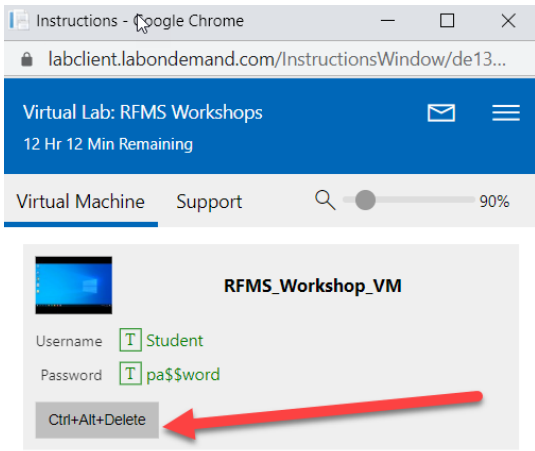
RingCentral Meeting

Helpful Tips

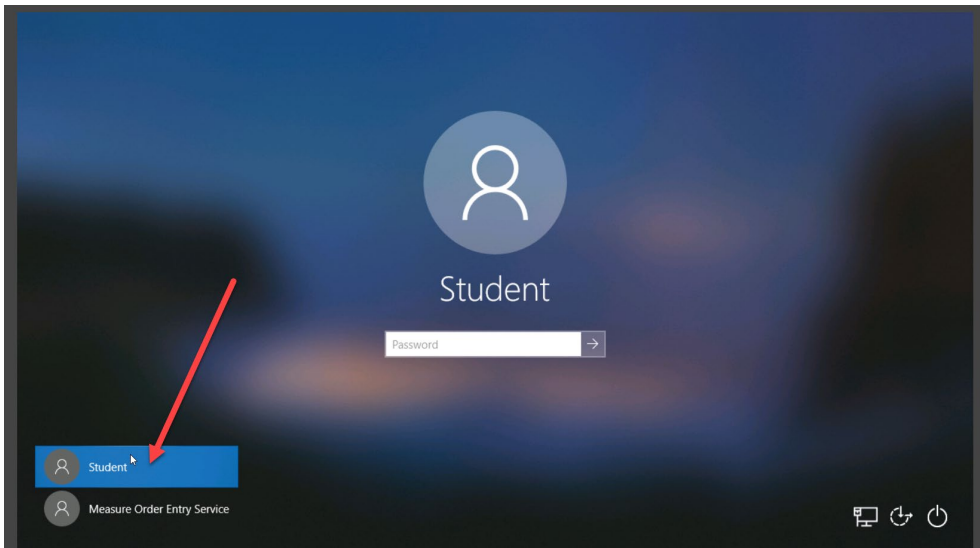
- Join the meeting 15+ minutes early so that you can test your camera, microphone and interact with the instructor.
- Select a location in an area with little or no distractions.
- Turn off the ringer on your mobile phone.
- Add an out of office notification to your email to further cut down on distractions.

Working in the Virtual Lab

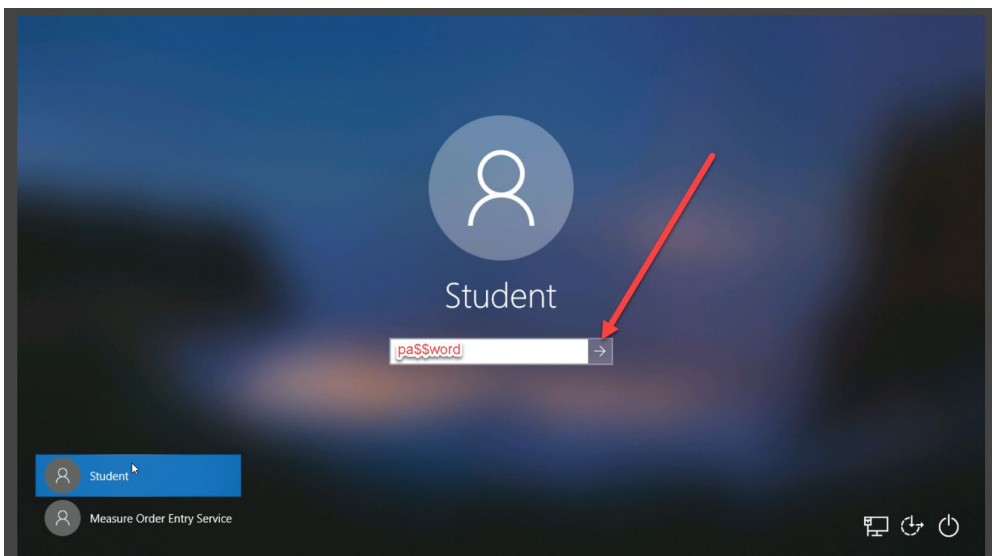
You may need to log onto your Virtual Lab computer. If this happens, press the Ctrl+Alt+Del button



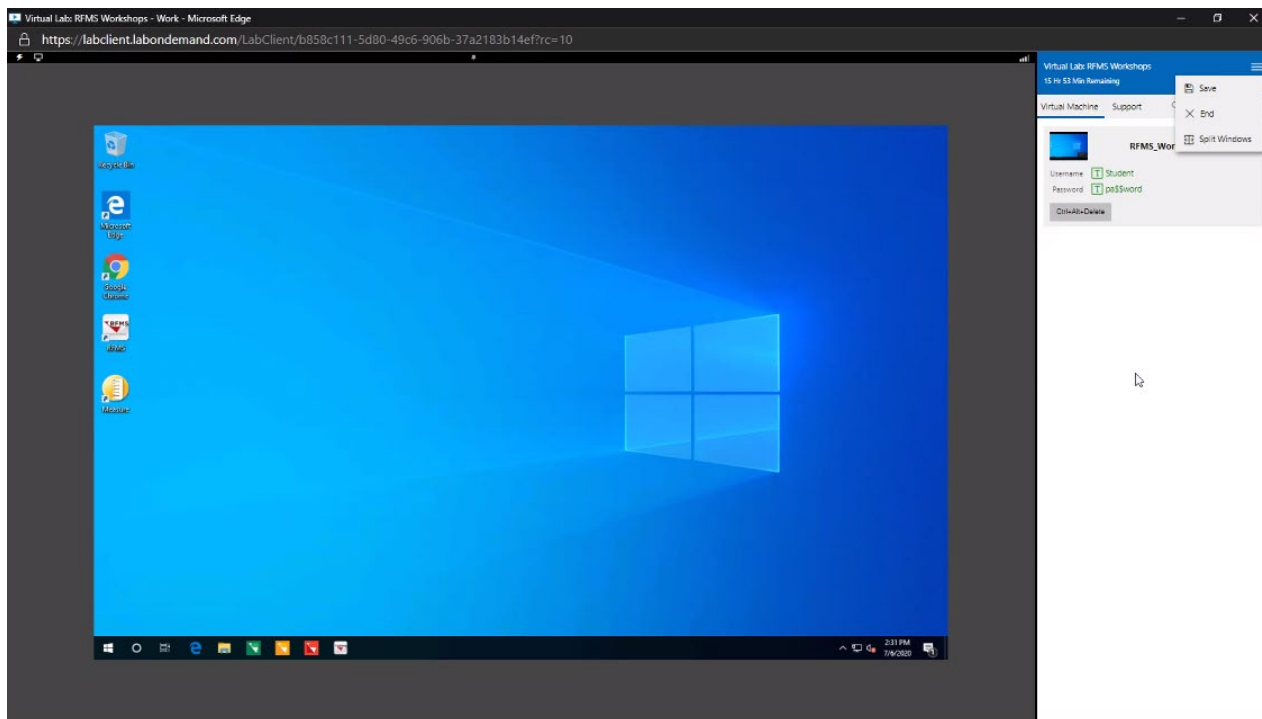
Next select the Student username



Type pa\$\$word in the password box and press arrow



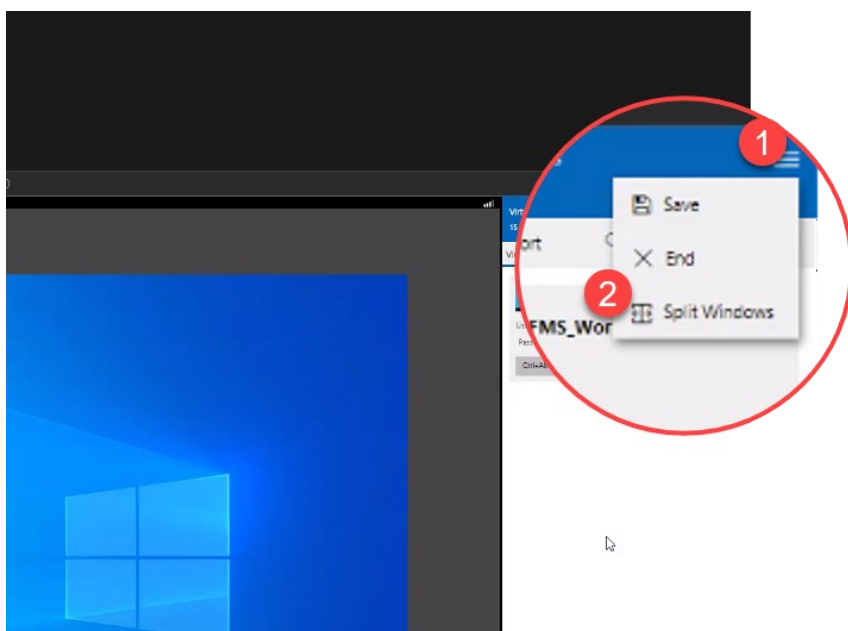
After you log in, your virtual lab will look like this:



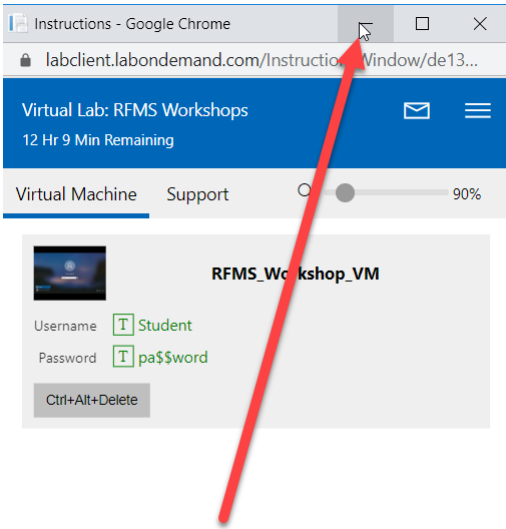
The lab is a fully functional remote computer. You will have access to RFMS, Measure, and the RFMS app suite. You will not be able to print from the virtual lab and you may not here beeps/notifications from the virtual lab. You can save your progress by clicking Save from the menu button. **Do not** “E”nd the session until the end of the workshop as this will delete any work you have done.

It is recommended to split the windows to get a full screen experience from the lab. To do this

1. Click on the menu button in top right hand corner
2. Click then “split windows”



3. Next minimize the instructions window



4. Now you can maximize the Virtual Lab screen

