

Virtual Class Tips & Tricks

Our experienced instructors want *you* to get the most out of class! Please consider the following tips & tricks as you prepare to attend your Kronos virtual course:

Before the Day of your Class

- **TEST YOUR SYSTEM:** Make sure prior that you meet the minimum technology and connectivity requirements. In the Kronos Student Portal select the **Mandatory System Check** link to review our virtual class requirements.



The screenshot shows the Kronos Student Portal. On the left is a navigation menu with items like Home, My Profile, Upcoming Training, Previous Training, KVC Requirements, KnowledgePass eLearning, Educational Services Policies, and Contact Us. An orange arrow points to 'My Profile'. The main content area shows 'Upcoming training' for '7/19/2013 - Internal-WFC 7.0 Feature Summary & Impl. Overview'. Below this, there is a list of instructions for the 'Mandatory System Check' link, which is also highlighted by an orange arrow.

Mandatory System Check - Kronos Virtual Classroom requires Adobe Flash Player version 10.3 or later to be installed in order to attend the training. If Adobe Flash Player is not installed on your computer, please [click here](#) to install. Attending a system check session will help assure this software is working properly on your computer, and will reduce the chance that you will not be able to attend class because of technology issues.

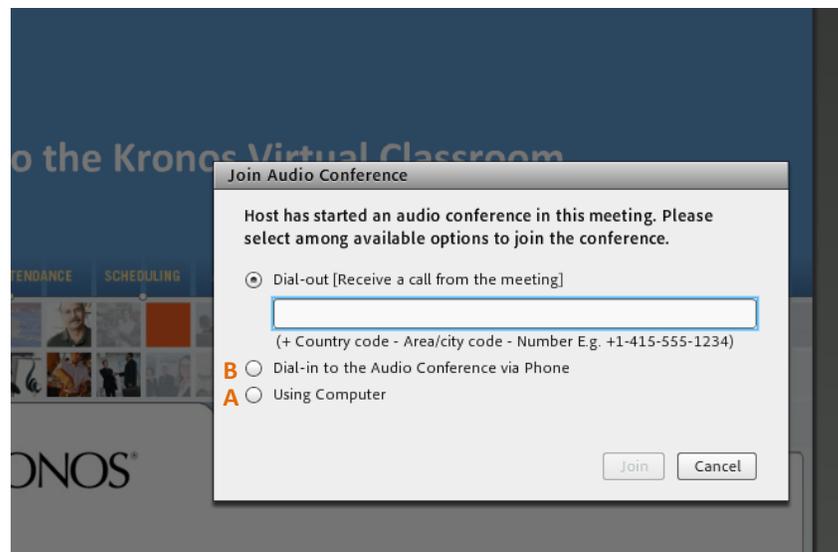
We also offer a live system check session with a Kronos Technical representative every day of the week! Follow the **Mandatory System Check** link to learn more.

- **PRINT AVAILABLE COURSE MATERIALS:** Each Kronos class includes valuable documentation for your use during and post class. Take the time to access and print or download the materials by selecting the link provided in the Student Portal. Course materials are no longer accessible after the completion of the class.



The Day of your Class

- **ARRIVE EARLY:** Arriving at least 15 minutes prior to the scheduled start time will help to ensure you have sufficient time to address last minute issues.
- **DUAL MONITORS or MULTIPLE CONNECTIONS:** Consider using dual monitors in order to display the virtual class on one and the virtual machine (Kronos database) on the other. Since we will be using two different technologies in class, multiple screens can significantly improve your learning experience. Another option is to connect to the class on one device (computer) and connect to your virtual machine (Kronos database for practice during class) on a second computer or device. If you choose this route we suggest you connect to the virtual machine with your computer or desktop rather than an iPad. For more information on using iPads to participate in our training classes, see the document “Adobe Connect Mobile for Students.pdf” located on the Customer Portal here: https://customer.kronos.com/EdServices_OnlineCourseReqs.aspx
- **CHECK YOUR AUDIO:** The audio wizard will automatically open when you enter the classroom. If you plan to join the class using voice over internet protocol (“VOIP”) you can test your microphone and speakers, or headset, to ensure they are properly working. To join the class using VOIP, simply select the *Using Computer* option (see option A below):



If you plan to call in to the conference call (see option B above), the phone and access numbers will present if you select *Dial in to the Audio Conference via Phone* within the audio wizard.

- **MINIMIZE DISRUPTIONS:** Concepts will build upon each other as you travel through the course so your active and full participation is essential. Participate from a quiet location. Set up an out-of-office reply to let others know you are unavailable. If you are in your office location, post a sign or go to a room where you can minimize disruptions. Consider closing Outlook and other applications while participating in class, to minimize distractions.
- **GROUP/MULTIPLE ATTENDEES:** If there are several/many colleagues from your company attending (for example, a *Private* Virtual Class) we suggest you reserve a training or conference room at your facility. Display the virtual classroom using a projector for all participants to view the virtual classroom, and use your computer to follow along in the virtual machine. This will be particularly helpful during practice exercises as you can watch the instructor while following along on your computer.
- **ASK QUESTIONS:** Be proactive in your contributions to the course, especially to course discussions and practice exercises. You can ask either via the phone conference, via text chat or via headset and microphone.
- Adjust your **display resolution** to **1024x768** to optimize your view of the instructor's demonstrations within the Kronos application.
- **STAYING CONNECTED TO CLASS:** To maximize your classroom experience, please disconnect from your organization's VPN (Virtual Private Network) as it may use firewalls to constantly block your connection to our Kronos Virtual Classroom and/or Virtual Machine. Also consider using Internet Explorer or Mozilla Firefox as your main browser to log into the Kronos Virtual Classroom, instead of Google Chrome. Keeping email and other applications closed during class could also improve system performance, as too having too many applications running could slow your connection speed .