



INSTRUCTOR LED ONLINE CLASSROOM

You must have **one** of the following devices in order to participate in the online course:

1. Phone
2. Tablet
3. Laptop
4. Desktop Computer

You must have a good internet connection and a quiet area you can use to participate in the online instructor led course.

Program Requirements

The online video screen sharing platform being used is [Microsoft Teams](#). ←Using the blue “hyperlink” will direct you to the Microsoft Teams website to download the app to your mobile device.

1. **For laptops or desktops**, you can choose to use the web option and do not need to download the program.
2. Instructors will follow up via phone call 3-4 days prior to course start date to verify attendance.
 - a. Instructors will send Microsoft Teams invite during phone call
 - b. Instructors will perform a functionality check to ensure you can connect.
 - c. Join the meeting as a guest and enter your full name.

The interactive knowledge check program is Microsoft Forms. There is no need to register for this and you **do not** need to download any app for this either. Instructors will send a link to the email address you provided during registration.

1. Ensure you have a device available to access the links that will be sent
2. Instructors will send:
 - a. Pre-Course Survey
 - b. Chapter Knowledge Checks (4)
 - c. Post Course Survey

Participation Requirements

- Classroom Discussion in Microsoft Teams
 - Unmute & Ask
 - Microsoft Teams Chat
- Knowledge Check
 - Students must answer and participate in **ALL** assigned Chapter knowledge checks
 - Instructors may ask students to reschedule the course if more there is no participation in the Knowledge Checks and/or Group Discussion.



Troubleshooting Guide

Connectivity issues may arise during the conference call. If you begin to experience connectivity issues do the following:

1. Make an attempt to let the instructor know you are experiencing issues
 - a. "Unmute and ask"
 - b. Send a chat message and/or,
 - c. Send a text message to the instructor
 - i. Instructors will provide their phone number in the Microsoft Teams chat at the beginning of the course.
2. Microsoft Teams Connectivity Test ([Click Here](#))
3. Internet Connectivity Check ([Click Here](#))
4. If you are on a mobile device:
 - a. Close out all open apps (Including Microsoft Teams)
 - b. Turn airplane mode on for 10 seconds, then turn it back off
 - c. If the above does not work, restart your device and attempt to reconnect to the course.
 - d. Only have course pertinent apps/programs open.
5. If you are on a laptop or desktop:
 - a. Close out all programs and apps (Including Microsoft Teams)
 - b. Attempt to reconnect to the classroom,
 - c. If the above does not work, check your modem to ensure it is receiving internet.
 - d. Restart your device
 - e. If the above does not work, unplug your modem and plug it back in

*If none of the above work, let your instructor know and the instructor will work to rescheduling your classroom at a later date. Contact your Internet Service Provider to ensure there are no connectivity issues that need to be addressed on their end.

Full link for Microsoft Teams Test: <https://connectivity.office.com/>

Full link for Internet Connectivity Test: <https://www.speedtest.net/th>