Online Training Courses (via Zoom Meetings) with Edge

Information for Participants

What is an Online Training Course?

The online format means an experienced Edge trainer delivers the training live. During the course, you can see and hear the trainer as the presentation is delivered with the support of PowerPoint slides on screen. You can also interact with them and ask them questions at any point.

Do I need to download anything?

When you join the online course, you can either download a small file for the zoom programme or otherwise watch online (this option is called view via browser). For the best experience, we recommend that you download the Zoom file.
Reliable internet access is required. Minimum bandwidth is 600kbps (upload and download) and the recommended bandwidth is 1.5 Mbps (upload and download). You can check your internet bandwidth free of charge at: http://www.speedtest.net/

Windows and Mac operating systems are both supported.

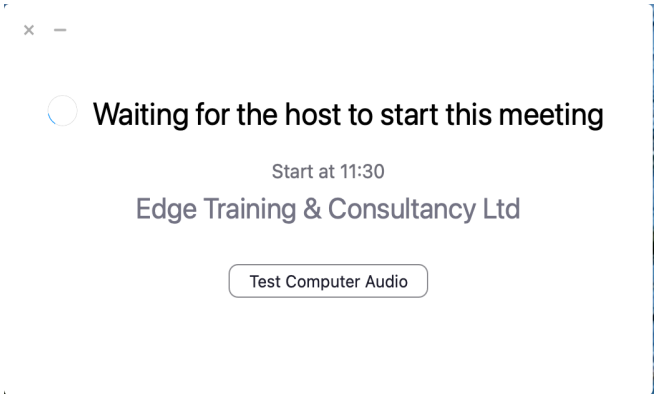
We strongly advise testing your device and settings on the Zoom website by visiting https://zoom.us/test well in advance of the course. This will ensure you are able to trouble shoot any issues before the course and the course is not interrupted. Regrettably our trainers are unable to stop courses for individual participants or assist with IT.

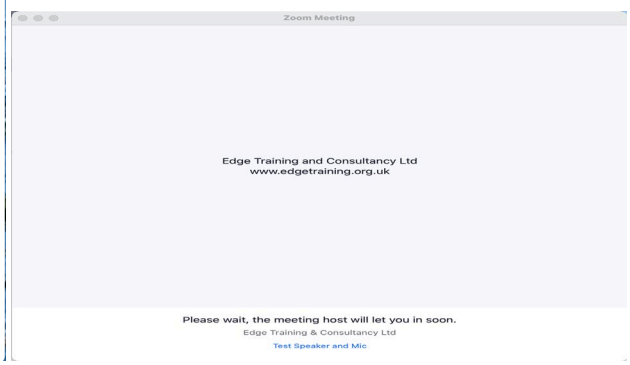
How do I join the online course?

If you are booked on to an Edge Event the link will be sent to you directly by the Edge Events team. If you are participating in an in-house course the link will be sent to you by your training department or the person that commissioned the course from Edge.
You can click on this link anytime before the course to test it.

What should I see when the course starts?

If you are early you will see a screen asking you to wait (like the image below LEFT). There is also an option to test your speaker and sound which we recommend. If you have a headset, please ensure it is operating correctly before the course starts. When the trainer starts the meeting at their end but before they let delegates in, you will join a waiting room and will see the screen change to the image below RIGHT.





When the course starts

When the trainer is ready, they will admit the delegates. When the trainer is sharing their screen, you should then see the trainer (in a small box onthe screen) and PowerPoint slides. You can increase or reduce the size of the video box of the trainer by dragging the bottom left corner ofthe box. You can also move the box (drag from top of box) to a different position on the screen. If you cannot see the trainer, try and press 'escape' on your keyboard (usually top left) to minimise Zoom. If you go to the top of the screen with your cursor a drop-down box gives viewing options. You will also be able to see the other participants' names in the 'participants list' on Zoom. You may be able to see them if their video is 'on'. The trainer will explain when and how to put video 'on' during the course.

Participating in the course

During the course, you will be able to ask questions by speaking to the trainer. To avoid speaking over the trainer or other participants, you can use the 'reactions' option to alert the trainer (e.g. raise hands etc.) If you are unsure how to do this on your device, please visit this page of the Zoom website for more information in advance of the course. Please look at the guidance for your own device and/or operating system.
https://support.zoom.us/hc/en-us/articles/115001286183-Nonverbal-feedback-and-meeting-reactions-
You can also use the 'Chat' function in Zoom to send a message to the trainer or the group.

Course materials

You will be sent the course materials to print off before the course. It is important to print off the materials before the course starts or have the PDF available to view electronically during the course. **Please don't wait until the course has started.**