

Join Virtual Courses from Secure Networks

We understand the need for network security but sadly at times it has the knock-on effect of not allowing you to join our virtual training. We have had people in the same departments having differing experiences of being able to join or not.

As such please check ASAP if you are going to attempt to join one of our courses from a Government, Ministry of Defence, VPN dependant or otherwise secure device.



**** The best thing to do if possible is to use a different device that is maybe a personal device or ask your IT department if they have a decommissioned one you could use for the course. ****

Public Events

When booking on a public virtual courses with Quanta, we have a dedicated support service which you can call upon to ensure you can access the classroom. Your course will be ran using either:

- NewRow
- GoToMeeting or GoToTraining
- Teams

You may also need to access additional resources such as:

- Mural.co
- Microsoft Forms
- YouTube
- Survey Monkey



Technical Course?

If so then you may also need access to our Virtual Labs, the course will determine how these need to run. We try and make it as easy as possible for you but the labs will be ran on:

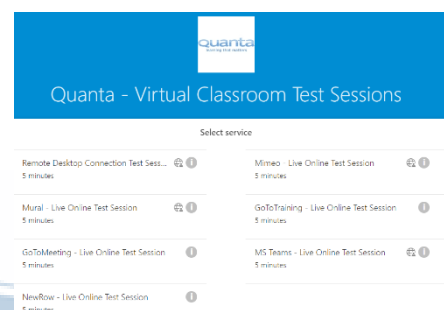
- Remote Desktop Connection
- In your Browser
- Software on your device

Exam Based Course?

If your course is exam based then you will also need access to the Exam Institutes online exam system and may need to install such things as Exam Shield, Surpass, Proctor U or similar.

Do a Live Test

Book a time slot with one of our Virtual Support Engineers at www.quanta.co.uk/Live-Online-Virtual-Classroom-Test where you can do a live online test to ensure everything works



Private Events

If you have booked a private event then any Technical or Exam requirements remain the same, there is nothing we can do about them unfortunately. But for the virtual classroom we can see if the course can run on a piece of software of your choice if you advise us at the point of booking. We may also be able to run it on your software with you inviting us to your session. Please speak to your Training Event Manager at point of booking.