

## FAQ – The training platform - GoToWebinar

### Accessibility

- The training must be accessed via a PC, laptop or iPad – mobiles CANNOT be used.
- The internet connection required is 1Mbps or more – preferably via broadband. Hot spotting from a mobile device will not be sufficient.
- Delegates will require access via the correct web browser if joining via the web – either Google Chrome (most recent 2 versions) or Mozilla Firefox (most recent 2 versions) (Linux only).
- Delegates can choose the option to dial in using a phone if this gives them clearer audio. PLEASE NOTE: Audio does not play for videos that are played during the training session, so they will need to switch to PC audio to be able to hear the videos.
- Please ensure that any firewalls will not block the platform. If delegates join from a household device this shouldn't be an issue. If unsure, please contact your IT department.

### Registration

- You will be sent a link for each part of the training for delegates to register at least 2 weeks prior to the session taking place. You as the organiser are responsible for distributing the link to those you wish to attend.
- The registration form will ask for their name, email and role. Upon submitting this form, they will be taken to the ECP website. This means they have submitted the form successfully.
- Upon registering, the email they receive will contain a link to join the training. Delegates should check the date and time of the training to ensure they are registered on the correct training course. Once registered delegates will also receive a reminder 1 day and 1 hour before. Delegates CANNOT join the webinar via our website – only via the e-mail sent.
- Delegates should register for the training as soon as they receive the link from yourselves. ECP will then be able to share with you who has registered prior to the session upon request to ensure you can send reminders to relevant people.
- If attending as a group, only the organiser needs to register for the training, but must maintain their own record of attendance.

### On the day

- Delegates should access the training 15 minutes prior to the start time to ensure they are logged on ready and can resolve any technical issues if they arise. The training will begin promptly.
- ECP can see how many delegates are logged into the session before the training commences, but we can only wait momentarily before making a start.

- For anyone who experiences issues on the day of the training ECP can be contacted via phone on 01727 808340 or via e-mail on [booking@ecplimited.com](mailto:booking@ecplimited.com) – and contact must be made at least 10 minutes before the training commences.
- If more than 10 minutes of the training is missed, the delegate will not be able to complete the training and therefore will not be certificated.
- There will be a short comfort break during each training session, to allow everyone to take a break from their screens.
- Delegates will not be seen, but participation via text box, polls, Q&A is expected.
- There is a chat box available on the session to communicate directly with the trainer, but any technical issues you should contact ECP on the office telephone number or e-mail address prior to the session.

### **Post course**

- Delegates will be asked to complete a survey at the end of the training – which will be collated and shared with you.
- ECP will e-mail relevant post course materials directly to the delegates.
- ECP will provide an attendance list (including those who registered and did not attend) and an evaluation summary for your reference.
- ECP will send certificate templates to you to create PDF certificates for delegates – utilising the attendance summary referenced above.

### **Further Technical Support**

For further instructions regarding accessibility from our training platform GoToWebinar please [Click Here](#) this gives further information and also provides contact details for technical support if needed.