

What is a virtual class?

A virtual class is a live, instructor-led training class delivered over the internet. Adobe Connect is the tool that is used to conduct virtual classes. There are two parts to a virtual class:

- (1) The internet
- (2) The telephone

What advance preparation is needed?

IMPORTANT! EACH STUDENT MUST HAVE A COMPUTER!

Prior to the day of the virtual class, make arrangements to:

- Either attend at your desk using headsets and your computer or,
- Identify a location with a speaker phone and a computer that allows privacy to attend without disturbing others (for example, a conference room, a vacant office, etc.).
- Have SAP GUI loaded on PC and secure access to Training Sandbox.
- If you have dual monitors, you must know which is the primary one

To access a virtual class

If you are accessing Adobe Connect Pro for the first time, you will need to test your computer prior to the training to ensure all system requirements are met.

1. It is recommended that you test your computer prior to attending a meeting. You can do this by going to: https://osc.ncgovconnect.com/common/help/en/support/meeting_test.htm.
2. The **Connection Test** checks your computer to make sure all system requirements are met. If you pass the first three steps of the test, then you are ready to participate in a meeting.
3. If you do not pass the **Connection Test**, perform the suggested actions and run the test again.

The Web:

1. Click the Adobe Connect link provided to you in your class confirmation email.
2. Log in with your NCID and Password.
3. Click **Open** beside the class name that you are attending.
4. You will automatically enter the virtual training room.

The Telephone:

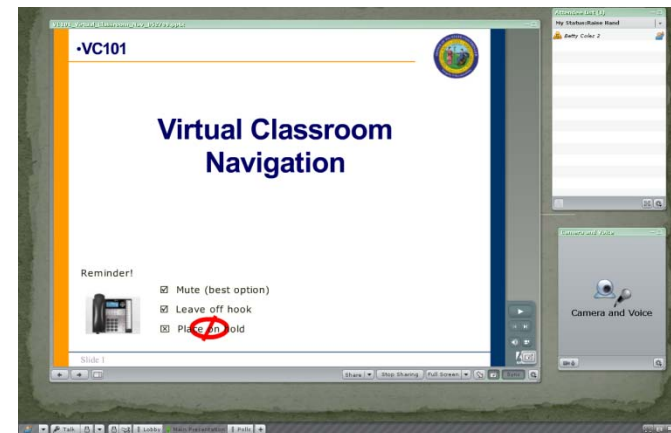
After you have logged into the Adobe Connect, dial into the conference call for the audio portion of the class:

- Dial the telephone number.
- If you are the first person to call in, the telephone will ring until another person dials in. In this case, hang up and try back in a few minutes.
- If someone else is on the line, when you dial in, ask if the instructor is on the line:
 - a. If the instructor is on the line the class will begin soon.
 - b. If the instructor is not on the line, all parties should hang up and dial back later. **CRITICAL:** It is important that the instructor be the first on the conference call because only the first person calling in can close or lock the call. **The instructor generally calls in about 10 minutes before class begins.**

Do not put your phone on hold during the class. It is a best practice to mute your telephone until you wish to speak. When your phone is not muted, everyone participating in the class can hear any conversations or noises taking place around your work area. Also, do not answer an incoming call, otherwise your Virtual Class line will close and you will have to call in again to get reconnected.

Adobe Connect Meeting Window

This is one example of an Adobe Connect Meeting Window:



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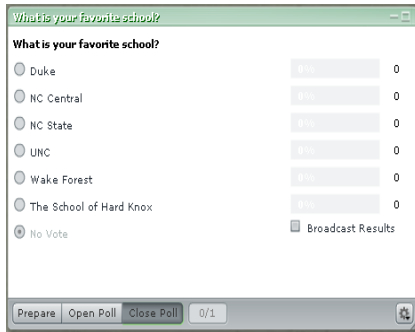
Meeting Rooms:

The meeting room is an online application that is used to display a meeting or training session. A meeting room consists of various display panels (pods) and components. The meeting room enables multiple users, or meeting attendees to share computer screens or files, chat, broadcast live audio and video, and take part in other interactive online activities. Within an individual training there may be multiple meeting rooms (i.e. Main Presentation, Polls, Lobby).

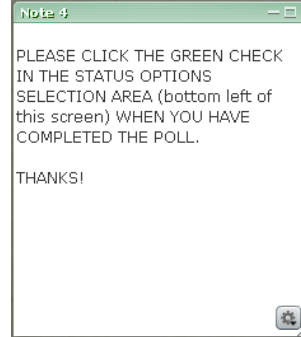
Pods:

Content in a meeting room is displayed in *pods*, which are panels that contain various types of media. Examples of individual pods are: meeting attendees, notes, chat, shared files, camera and polls.

This is an example of a poll pod:

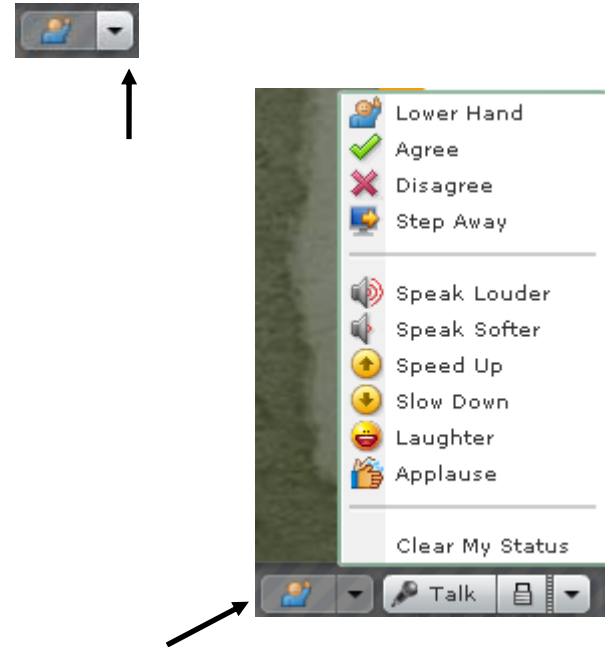


This is an example of a note pod:



Using the communication tools:

The Status Options icon is located on the lower left hand side of your screen. Click the down-arrow to see the options.



The instructor may ask you to communicate using the Status Options. Click on the applicable icon, for example:

- Raise or Lower Hand – to ask or answer a question or clear hand
- Green check – to indicate “yes” or exercise completed
- Red X – to indicate “no”
- Step Away – should you need to leave your computer for a moment
- Speak Louder or Softer – to inform the instructor to adjust the volume of speaking
- Speed Up or Slow Down -- to inform instructor to adjust pacing
- Emoticons – Laughter and Applause (just for fun)

The icon remains beside your name until cleared which is usually done by the instructor. However, you can also clear the icon by merely clicking “Clear My Status.”

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The Annotation Toolbar

Participants can only use the Annotation toolbar when it is activated by the instructor. It will be available on the **Whiteboard Pod**.

Click on the white board tools here.



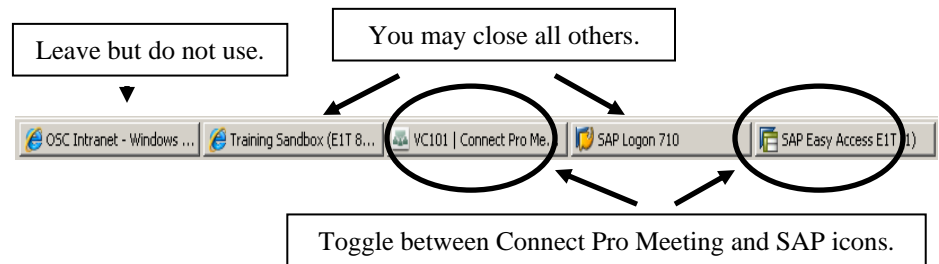
The annotation toolbar will display:



Click on the white board tools here.

Access SAP and perform exercises

A virtual class allows you the opportunity to perform hands-on exercises (the same as in a traditional classroom). In a virtual class, you will navigate between two icons from your taskbar: (1) Connect Pro Meeting and (2) the SAP Easy Access screen.



Logon to SAP Training

At the appropriate time in class, the instructor will direct you to log into the SAP training client and close some of the screens. Use the following steps:

1. Access the SAP portal as you normally would in your work environment (you may have to open a new internet browser).
2. Enter your own user ID and password.
3. Click the **Training GUI** tab.
4. Click **Training Sandbox E1T 899**. The **SAP Easy Access** screen displays.
5. On the taskbar, **leave open** the **Connect Pro, SAP Easy Access and State of NC** icons; **close** all other icons.
6. Click the **Connect Pro** icon on the taskbar to return to the Adobe Connect session.
7. Use the **Green Check** (from the Status Options) icon to let the instructor know you have successfully logged on. The instructor will clear the check after confirming that all participants have successfully logged on.



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Receive help with SAP exercises (Breakout session)

The instructor can view your screen to help you with an exercise. To view your screen, the instructor will create a Breakout session that includes you and the instructor. Using a breakout session (instead of merely accessing your screen from the main room) prevents all other participants from receiving a pop-up over-riding their SAP screen each time the instructor assists a participant. Only you and the instructor can see your screen; however, **all participants** in the main room **can hear the telephone conversation** between you and the instructor. Follow the steps below to participate in a Breakout session.

Participate in a Breakout session

1. The instructor will inform you that s/he will be entering you into a Breakout Session.
2. You will receive a message that states, "You are now in a Breakout Room."
3. You may send a message to the host through the next bar beneath the lower right side of the presentation.
4. You will receive a message that states, "Begin Sharing Desktop?" Click "Start."
5. Choose screen sharing option "Application" then select SAP.
6. When completed, click "Stop Screen Sharing" red tab in the upper right hand side of your screen.

Class Evaluation

Enter course evaluations in the LMS just like a traditional classroom.

1. Open a new internet browser and type the url:
<https://mybeacon.nc.gov>
2. At the Log On screen, enter your NCID and Password.
3. Click **Logon**.

Your instructor will give you direction.

4. Click the Connect Pro icon on the taskbar;
5. Click the Status Options, then
6. Use the green check to indicate that you have finished the evaluation.