

# Learn Anywhere, Learn Anytime

## Enroll today for Informa Live Online Training

- Get **high quality** practical training from our expert instructors
- Learn **live online** in an interactive environment
- **Invest** in yourself. **Invest** in your team.

As organisations and communities in Australia are impacted by COVID-19, we are leveraging the use of technology to enable you to continue to meet your learning and development needs and objectives. As the world undertakes the biggest remote working experiment ever conducted, why not take this opportunity to upgrade the skills and capabilities for you and your workforce.

## HOW WILL YOU BENEFIT?



Learn **Remotely** and **Safely** wherever you are without hassle of travel



**LIVE ONLINE** learning in a **high engaging** and **interactive** environment



**Practical, actionable** and **impactful** content with proven online training methodologies to ensure a **quality learning** experience



**Grow as a team** – you and your team can access the course and learn together, no matter where they are in the world



Become part of a **professional learning community** - discuss and share any **problems** or **ideas** with the audience and/or the trainer



**Cost Effective** – Exclusive Pricing for enhanced accessibility for all participants

Register today for our **Live Online Training** courses and find out how they can help you transform the way you work. Contact **Kyle Sinhal** on **+61 (2) 9080 4022** or email [training@informa.com.au](mailto:training@informa.com.au) to find out more.

In these extraordinary times, many organisations are announcing **work from home** for their **employees**. Several companies are exploring ways in which they can keep productivity and collaboration high.

One of the most effective actions is to focus on skill-building to keep business continuity intact. Reach out to us if you'd like our support with this. Our **Live Online training** courses can also be customised to meet your organisation's specific challenges with agility and simplicity of execution.

Contact **Holly** or **Anton** on **+61 (2) 9080 4455** or email [training@informa.com.au](mailto:training@informa.com.au) to learn more.

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## FAQS: LIVE ONLINE TRAINING

### 1 What is Live Online Training?

Live Online Training is a classroom-based experience where you can attend our class from anywhere in the world through your computer or laptop. It allows you to join, collaborate and interact as if you are “actually” in the classroom.

Through our Live Online Training, you can share ideas and communicate directly with the instructor and other attendees in the classroom. You will be able to communicate with other Live Online Training participants and enhance your skills by exchanging your ideas, thoughts and perceptions.

### 2 Why should I consider Live Online Training?

In these unprecedented times as we all increasingly undertake remote working and work from home (WFH) practices, taking advantage of technology enabled learning offers a great opportunity to enhance and improve your skills and productivity so you can increase the value and output you provide to your organisation.

### 3 How will you ensure I receive a quality learning experience when undertaking Live Online Training?

We are working with all our Expert Instructors to refine and customise the courses we deliver to enable the content to be optimised for enhanced online learning experiences.

### 4 Are you offering any incentives for me to undertake and experience Live Online Training?

We acknowledge that the next few months may be challenging and so we want to both thank all our delegates and clients for sticking with us as well as incentive delegates to use this time to invest in their skills. With this in mind we are offering special rates exclusively for Live Online Training. Contact us to find out more.

### 5 How much does Informa Live Online Training cost?

Live Online Training course price varies from topic to topic and depends on the course duration. Please contact one of our training consultants on [training@informa.com.au](mailto:training@informa.com.au) to find out more.

### 6 Will, there be any course materials sent out in advance or will everything be accessible through the online platform when the course starts?

It depends on the course and the Expert Instructor. In most cases, the course material will be shared on the day of training.

### 7 Once I have booked my place on Live Online Training course, how do I join?

You'll receive a confirmation email with information on how to join the Informa Live Online Training:

- I. Open your Informa invitation email.
- II. Click the Registration URL to open the registration form.
- III. Fill out all required fields including your first name, last name, and email address. Then click **Register**.

### 8 What is the technical requirement to access the Live Online Training as my company's policy does not allow me to install any third party applications?

Our training platform **Zoom** has a browser-based version that can be run entirely online! Unlike when joining sessions with the desktop app, the browser based login does not require any downloads because it stays contained within your browser.

### 9 What are the ways in which I can join the session?

You can join sessions from anywhere, no matter what kind of device you're using. You can join using the desktop app, the browser-based Web App, or your phone or tablet. To learn more [click here](#)

### 10 Can my computer get a virus from downloading the software or attending a session?

No, you cannot be exposed to viruses from downloading the software. The warning message customers might see when they install the software is a default message displayed by their browser whenever they download executable files.

### 11 How much data is consumed by the Live Online Training?

The amount of bandwidth that Live Online Training uses during a session will vary depending on the features that are being used.

In general, it's recommended that you have at least 1 Mbps of bandwidth for superior experience. Less bandwidth will still work, but the session performance may not be of high quality.

### 12 What do I do if I am facing WiFi Connection issues ?

If you are experiencing any issue(s) with latency, frozen screen, poor quality audio, or meeting getting disconnected while using a home or non-enterprise WiFi connection.

[Click here to trouble shooting tips](#)

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## 13 How do I ensure that my Live Online Training goes smoothly?

You can test your system compatibility, internet connection and audio settings ahead of time to ensure your session goes smoothly, or test your connection while in the session if you're experiencing technical difficulties.

By joining a test session from your computer or mobile device, you can help make sure that your real session will connect correctly. To know more about testing your system beforehand [Click Here](#)

## 14 What if I have trouble joining my session after registering?

If you're having trouble joining the Training session, detailed trouble shooting tips are available. [Learn More](#)

If you still can't sign in, you can contact our Customer Care on [training@informa.com.au](mailto:training@informa.com.au).

In case you are getting stuck, please try to restart and start download again. In case you are facing issues, [Click Here](#)

## 15 What if my download isn't working?

On occasion, a stuck process, application install issue, or driver conflict can prevent the software from launching properly.

[Click here for troubleshooting tips](#)

## 16 What do I do if my Video/Camera is not working?

If your camera is not showing up in the Zoom Settings or it is selected and not showing any video, these tips can help you troubleshoot why it is not working.

[Click here for troubleshooting tips.](#)

## 17 Why is there an echo in my meeting/my audio is not working?

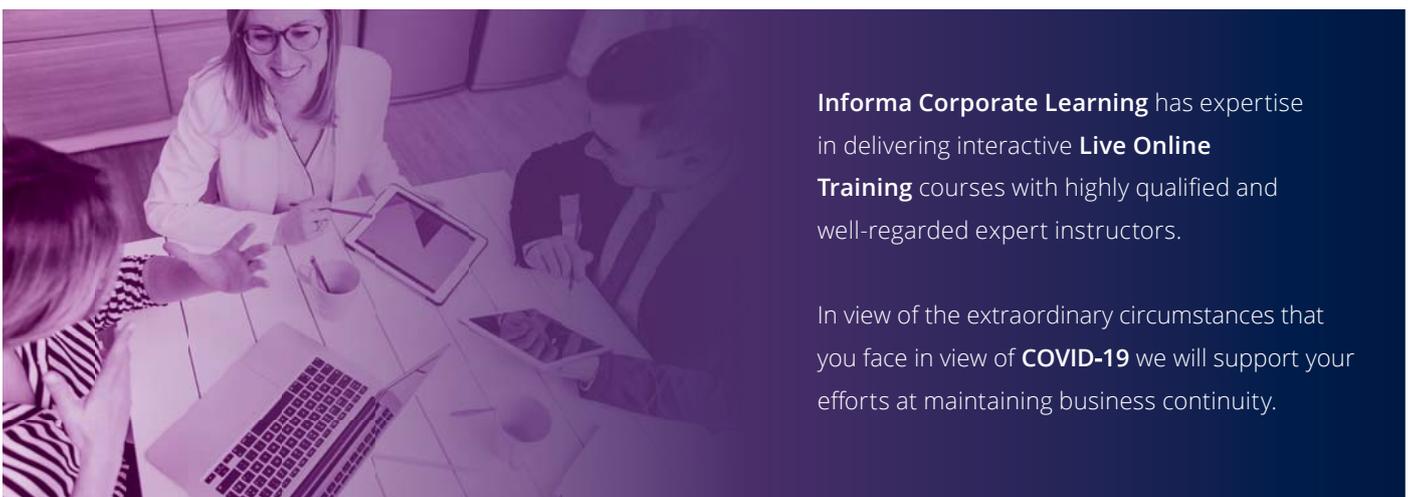
Echo can be caused by many things, such as a participant connected to the meeting audio on multiple devices or two participants joined in from the same local. [Click here for troubleshooting tips](#)

## 18 Are there any tutorials where I can get trained on the platform before logging in?

Our training platform is "Zoom Meetings". Our Zoom experts host free and interactive live training webinars daily. Get up to speed in less than an hour. Please select the time zone that fits best for you when registering for one of our live training webinars. [Click here to register and details on training.](#)

[Click here to register for live training with Zoom Experts.](#)

At any point during training if you need assistance you can reach out to us at [training@informa.com.au](mailto:training@informa.com.au)



Informa Corporate Learning has expertise in delivering interactive **Live Online Training** courses with highly qualified and well-regarded expert instructors.

In view of the extraordinary circumstances that you face in view of **COVID-19** we will support your efforts at maintaining business continuity.

To find out more about our **Live Online Training** courses and how they can help you transform the way you work.

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## SYSTEM REQUIREMENTS TO ACCESS INFORMA LIVE ONLINE TRAINING

Here are our recommendations for you to access our **LIVE ONLINE TRAINING** using the **Zoom Meetings** platform.

### OPTION 1:

#### Join by downloading on Windows or Mac Desktop Computer or Laptop

##### System Requirements

An internet connection – broadband wired or wireless (3G or 4G/LTE)

Speakers and a microphone – built-in or USB plug-in or wireless Bluetooth

A webcam or HD webcam - built-in or USB plug-in

Or, a HD cam or HD camcorder with video capture card

##### Supported Operating Systems

macOS X with macOS 10.7 or later

Windows 10, Windows 8 or 8.1, Windows 7, Windows Vista with SP1 or later, Windows XP with SP3 or later

Red Hat Enterprise Linux 6.4 or higher, Oracle Linux 6.4 or higher, ArchLinux (64-bit only)

##### Supported Browsers

Windows: IE 11+, Edge 12+, Firefox 27+, Chrome 30+

Mac: Safari 7+, Firefox 27+, Chrome 30+

Linux: Firefox 27+, Chrome 30+

##### Processor and RAM Requirements

	Minimum	Recommended
Processor	Single Core 1Ghz or Higher	Dual Core 2Ghz or Higher (i3/i5/i7 or AMD equivalent)
RAM	N/A	4Gb

##### Notes:

- Dual and single core laptops have a reduced frame rate when screen sharing (around 5 frames per second). For optimum screen sharing performance on laptops we recommend a quad core processor or higher.
- Linux requires a processor or graphics card that can support OpenGL 2.0 or higher.

##### Bandwidth Requirements

The bandwidth used by Zoom will be optimized for the best experience based on the participants' network. It will automatically adjust for 3G, WiFi or Wired environments.

[Click here for details.](#)

##### USB Speakers and Microphones:

The ones compatible with your system would work well.

[Click here for details.](#)

### OPTION 2:

#### Join from iOS or Android Device – Mobile or Tablet

##### Supported Tablet and Mobile Devices

Surface PRO 2 running Win 8.1

Surface PRO 3 running Win 10

iOS and Android devices

Blackberry devices

##### Equipment

An Internet connection – WiFi (a/g/n/ac) or wireless (3G or 4G/LTE)

(Optional) Bluetooth wireless speakers and microphone

##### Supported Operating Systems

iOS 7.0 or later:

Send and receive video using front or rear camera

iPhone 4 or later, iPad Pro, iPad Mini, iPad 2 or later, iPod touch 4th Generation, iPhone 3GS (no front facing camera)

iPadOS 13 or later

Android 4.0x or later

Kindle Fire HD

##### Supported Browsers for Web Start

iOS/iPadOS: Safari5+, Chrome

Android: Webkit (default), Chrome

##### Processor Requirement

Any 1 Ghz single core processor or better (non-Intel)

##### Bandwidth Recommendations

The bandwidth used will be optimized for the best experience based on the participants' network. It will automatically adjust for 3G or WiFi.

##### Recommended bandwidth over WiFi:

- For 1:1 video calling: 600kbps (up/down) for high quality video and 1.2 Mbps (up/down) for HD video
- For group video calling: 600kbps/1.2Mbps (up/down) for high quality video. For gallery view: 1.5Mbps/1.5Mbps (up/down).

##### Bluetooth Speakerphones and Microphones

Most that work well with your Mobile or Ipad would be compatible.