SIDRA SOLUTIONS

SIDRA MODEL FUNDAMENTALS
Setup Requirements

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Trainees must read and understand these important instructions to be able to attend our online training programs. Please use our Contact Form if you have any questions.

Last Revised: 10 Nov 2022

Important Requirements

It is critical that you understand how this training program will run and what preparation is required before each session - *you must read this guide prior to training*.

Technical Requirements

Before attending our online training programs, please ensure that you fulfil the following requirements:

HARDWARE

- **Headset:** To hear clearly and reduce background noise when your mic is on.
- **Calculator (mobile phone will do), pen and paper:** To do the exercises in the training program.
- **Monitors:** We recommend using two monitors for this program.
- **Internet:** A stable and high-speed internet connection.

SOFTWARE

- **Webex App:** We strongly recommend using the **latest version** of the Webex app, and not your browser, for a better experience.
- **Operating System:** Windows 10 or later.

Webex Meetings

We will conduct these training sessions using Webex via a high-speed Fibre connection from our office located in Melbourne, Australia. We strongly recommend you use the latest version of the Webex app, and not your browser, for a better experience.

Download and install Webex Meetings

1. Go to Webex Downloads
2. Download the **Webex app** by clicking on '**For Windows (64 bit)**' button under '**Download Webex**'.
3. Run the downloaded file and follow the prompted instructions to install it on your local computer.
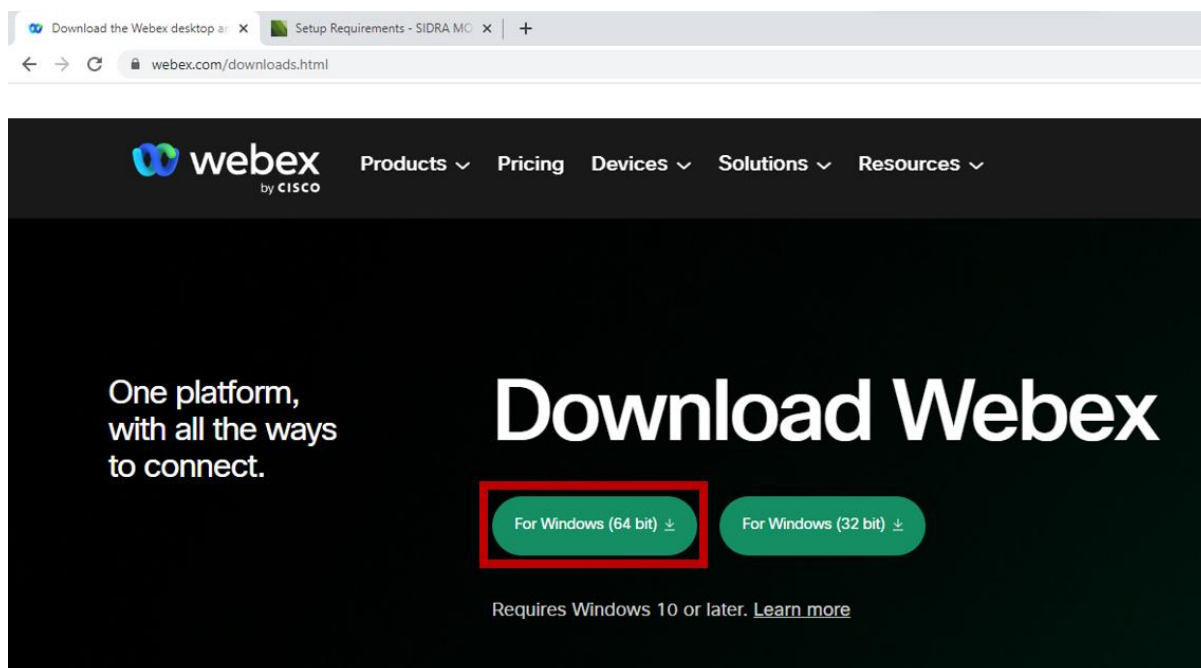
How to join the training session

- We will send you a separate email invitation for each of your registered Modules via Webex. You will receive the invite and reminders from **messenger@webex.com**.
- You can join the training session (up to 30mins before start of training) by clicking on the '**Join Meeting**' button in body of the email invitation.
- If you are asked to type in your full name and email address, please use the details used to register for SIDRA training.

For general instructions about how to join a meeting, read this Webex support article

Two Monitors for Viewing

Display Setup

We recommend using **two monitors** to view the presentation and training book at the same time:

- **Monitor 1:** Webex set to a full screen size or a large enough size to clearly see all of the **Presenter's screen.**
- **Monitor 2:** PDF viewer to view the **Training Book for exercises**. Alternatively, you may print out the Training Book for your convenience.
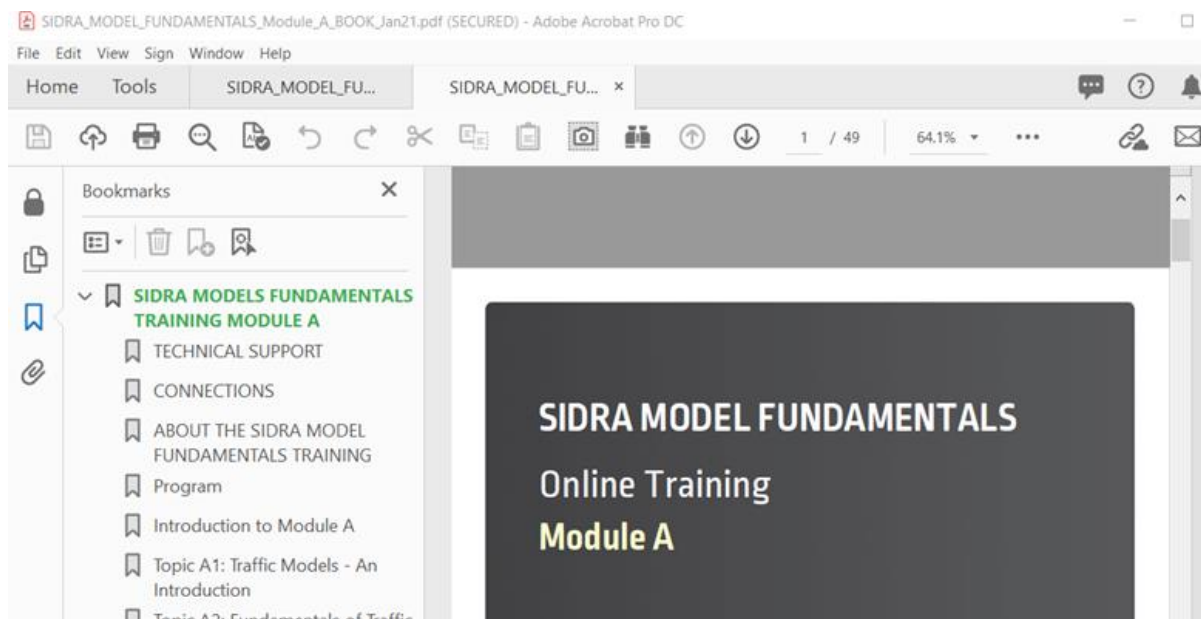
Monitor 1: Webex full screen

You can double-click the presenter's shared screen in the Webex window to make it full screen, or go to the **View** menu on the top -> **Full Screen**.

For example, Monitor 1 might look like:
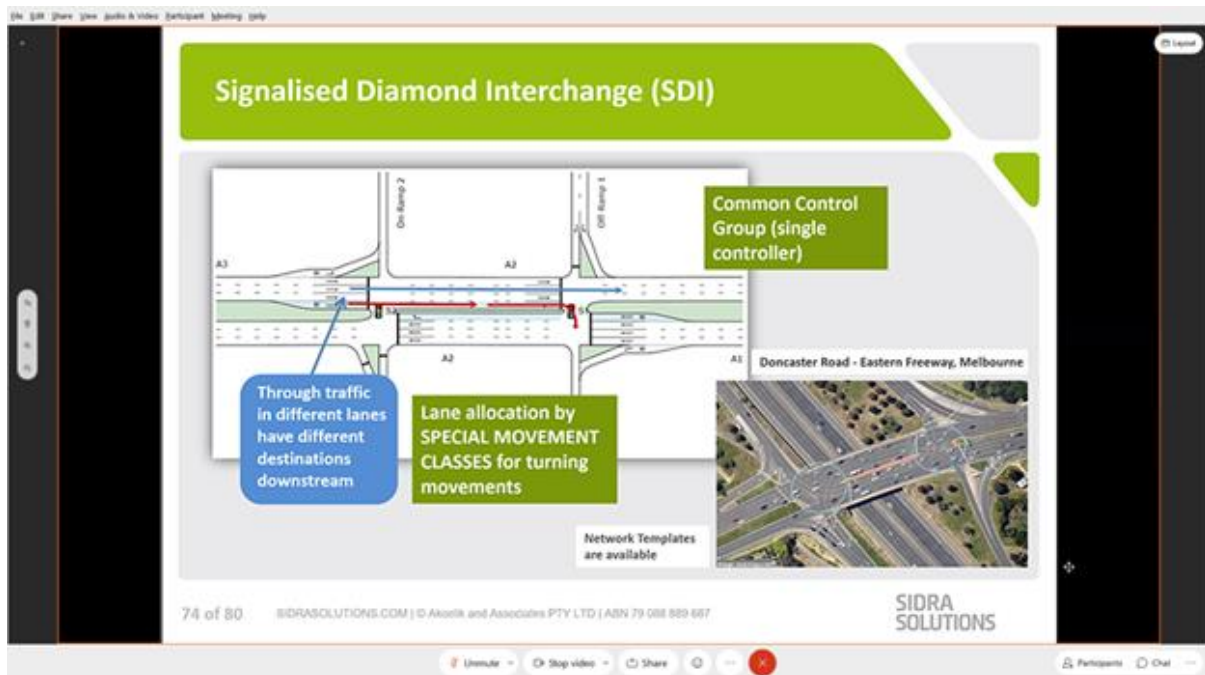
Monitor 2: PDF viewer to view the ***Training Book***

Display Resolution

Please ensure your **Display settings** under **System - Scale and Layout** and **Resolution** are set to the Recommended settings, i.e. those shown with "(Recommended)" in the dropdown list.

Training Books and Answers to Exercises

Links to download your **Training Books** will be sent to you via email before the training sessions.

Follow the **Presenter's screen** during the session. The **exercise questions** will be on the Presenter's screen. Use the Training Book for information that will help you to work through the exercises.

Links to download your **Answers to Exercises Books** will be sent to you after you complete the training program.
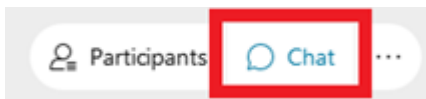
Other Instructions

Live support using Webex Chat

How to ask for support during training

We will have support staff **live on Webex chat** during the sessions to help attendees with any questions or issues. Follow the steps below to get help.

To send a chat message to the Webex participant "**SIDRA**":

Click the **Chat** button at the bottom right of the Webex window.

In the **To** drop down list, choose the participant "**SIDRA**", and then **write a message** to SIDRA.

On the day

We have compiled a list of housekeeping rules to ensure our training session runs smoothly for all attendees:

15-30 Minutes prior to session start

- Close anything you don't need on your computer.
- Check your headset audio and microphone are working.
- We will open access to the meeting **30 minutes prior to start time** so attendees can join early.
- Have your training material ready.

Please do not message the Presenter

- The presenter will be focused on teaching.
- We have allowed for a short Q&A session at the end of each module. You may post your questions by messaging "SIDRA" privately. These will then be answered by one of the presenters, time permitting.
- If you have technical issues, **please message SIDRA privately via Webex chat**. Our support staff can help you via private chat.

Audio during the session

- For a smooth presentation, we ask participants to remain muted. Moderators may mute microphones if they are left on during the presentation.

Roll call

- As this is a paid event, we will be checking in with attendees on the day as part of a roll call and need to be able to match your full name against the ticket purchased for the session.

Follow-up Questions

We also encourage any follow-up questions. Please use our Contact Form.

Enquiries

Email: Use our Contact Form
Phone: +61 3 9830 7123 - Monday to Friday, 9.00 am to 5.00 pm AET