

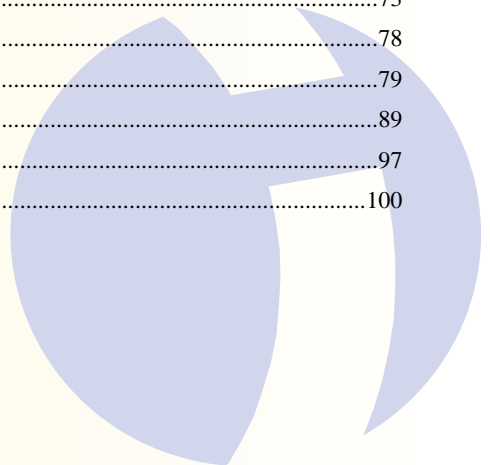


INTERCALL®

TRAININGCENTER HOST GUIDE

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ABOUT THIS GUIDE

InterCall, a subsidiary of West Corporation, in partnership with WebEx Communications, Inc provides TrainingCenter web conferencing services. Because TrainingCenter is powered by WebEx™, this guide makes several references to the company name, platform and features.

▶ HOW TO SET UP AND LOG INTO YOUR TRAININGCENTER ACCOUNT

OBTAINING A USER ACCOUNT

Once you obtain a user account, you can use MyWebEx™ features and host training sessions on the web.

You can obtain a user account in one of two ways:

- The site administrator for your TrainingCenter website can create a user account for you. In this case, you need not sign up for an account on your site, and you can begin hosting training sessions immediately.
- If your site administrator has made the self-registration feature available, you can sign up for an account on your TrainingCenter website at any time.

LOGGING INTO AND OUT OF YOUR TRAININGCENTER SITE

To manage your online training sessions maintain your user account, you must log in to your TrainingCenter website.

To log in to your TrainingCenter site:

1. Go to your TrainingCenter website.
2. In the upper-right corner of the page, click Log In.
3. The Log In page appears.
4. Enter your user name and password.
5. Passwords are case-sensitive, so you must type your password exactly as you specified it in your user profile.
6. Click Log In.

To log out from your TrainingCenter site

In the upper-right corner of the page, click **Log Out**.

▶ SCHEDULING A TRAINING SESSION

ABOUT SCHEDULING A TRAINING SESSION

When scheduling a training session you can accept the default settings that your TrainingCenter website provides, or you can specify several options for your training session. These options allow you to customize your training session for your specific needs. Once you schedule a training session, you can modify its options. You can also cancel a scheduled training session at any time.

If another user has granted scheduling permission to you in his or her user profile, you can schedule a training session on behalf of that user.

CHOOSING A LEVEL OF SECURITY FOR A TRAINING SESSION

You provide security for your training session by doing any of the following:





- **Require a password** --Most TrainingCenter websites require that you specify a password for any session that you host. Attendees must provide this password to join the session.
- **Specify an unlisted training session** --When scheduling a training session, you can specify that the session is unlisted. An unlisted training session does not appear on the training session calendar. To join an unlisted training session, attendees must provide a unique See session number.
- **Exclude the session password from email invitations** --When scheduling a training session, you can prevent the password from appearing in the email invitations that your TrainingCenter website automatically sends to attendees.
- **Require attendees to log in** --When scheduling a training session, you can require that attendees have a user account on your TrainingCenter website. Thus, attendees must log in to your site before they can attend the session.
- **Require attendees to register for the training session** --When scheduling a training session, you can require each attendee to fill out a registration request that includes his or her name, email address, and other information that require, and then send the request to you. You can then accept or reject each registration request.
- **Restrict access to the training session** --Once all attendees have joined a training session, you can prevent additional attendees from joining it by restricting access to the training session.

ALLOWING ANOTHER HOST TO SCHEDULE YOUR TRAINING SESSION

For users with an account only

You can set up the option for other hosts in your organization to schedule a training session for you. If another host schedules a training session in your name, you are the only host who can start the session.

To allow another user to schedule training sessions for you:

1. If you have not already done so, log in to your TrainingCenter website.
2. On the top navigation bar, click **MyWebEx**.
3. Click **My Profile**. The My Profile page appears.
4. Under Session Options , do either or both of the following:
 - a. In the Scheduling permission box, type the email addresses of the users to whom you want to grant scheduling permission. Ensure that you separate multiple addresses with either a comma or semicolon.
 - b. Click **Select From Host List** to select users from a list of all users who have accounts on your TrainingCenter website.
5. Click **Update**.

Note: A user to whom you grant permission to schedule training sessions must have an account on your TrainingCenter website.

SETTING UP A SCHEDULED TRAINING SESSION

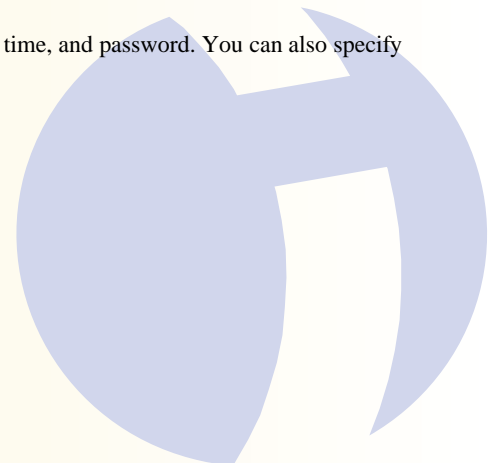
When scheduling a training session, you must specify a training session topic, date and time, and password. You can also specify several options to provide security for and customize your training session.

Open the Schedule Training Session page:

1. Log in to your TrainingCenter website.
2. On the navigation bar, expand **Host a Training Session** to view a list links.
3. Click **Schedule Training**. The Schedule Training Session page appears.

Set up session and access information:

1. Specify a topic and a password for the training session.
2. Specify whether the training session is listed or unlisted.





INTERCALL®

Enter your audio conference information:

1. Under Teleconference, do the following:
 - a. Select **None** if you do not need an audio conference.
 - b. Select **Reservationless-Plus from InterCall** (if enabled on your website) to utilize Reservationless-Plus audio controls. Please reference the InterCall Centers Audio Controls User Guide and Release Notes for more information.
 - c. Select **Other Teleconference** to enter InterCall audio conference information to appear in the email invitation.

Specify tracking codes:

Required for some organizations. Specify tracking information associated with the training session.

Schedule the date, time, and occurrence:

1. Specify the date and time at which the training session starts, its occurrence, and its duration.
2. Optional: Specify a recurrence pattern for the training session by selecting an option next to **Occurrence**.

Set up Hands-on Lab:

1. This option appears on the **Schedule Training** page only if your site administrator has set up Hands-on Lab.
2. Reserve computers from a specific Hands-on Lab.
3. Check availability of computers and status of your reservation.

Specify registration options:

1. Optional: Specify whether to require attendees to register for the training session.
2. Optional: Customize your registration form by adding option buttons and specifying required information to register.

Invite and specify the number of attendees:

1. Optional: Send email invitations to attendees.
2. Specify the estimated number of attendees for the training session.





Invite and specify the number of presenters:

1. Optional: Send email invitations to presenters.
2. Specify the estimated number of presenters for the training session.

Specify training session options:

1. Optional: Specify which session options you want to be available to all participants during the training session.
2. Optional: Specify which privileges attendees have during the training session.
3. Specify a destination web page.
4. Optional: Choose an alert to play once a participant either joins or leaves the teleconference.
5. Create a message or greeting that appears when attendees join the training session.

Select email messages to be automatically sent:

1. Select invitation email messages.
2. Select email messages to be sent when any schedule updates occur.
3. Send a registration notification to the host or to attendees.
4. Send training session reminders to attendees and presenters.

Specify session information:

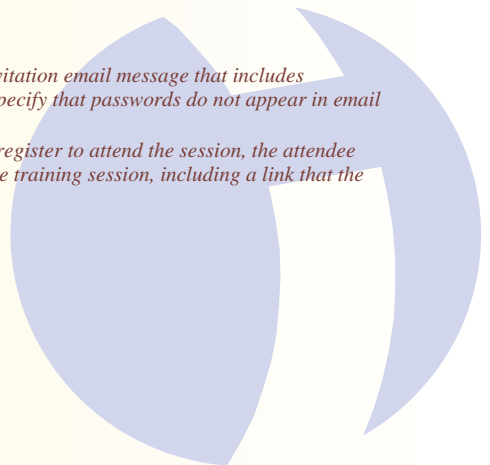
1. Specify an agenda and description for the training session, which attendees can view before the training session starts.
2. Upload course material to the Session Information page for attendees to download before the training session.
3. Optional: Add a picture to the Session Information page, which attendees can view before the training session starts.

Schedule or start the training session:

1. Do one of the following:
 - a. If the training session's starting time is the current time, click **Start** to start the training session.
 - b. If the training session's starting time is after the current time, click **Schedule**.
2. The **Session Scheduled** page appears confirming that the session is scheduled. You also receive a confirmation email message that includes information about the scheduled session.

Note:

- Training Sessions do not start automatically at scheduled times.
- If you invite an attendee to a training session when scheduling it, the attendee receives an invitation email message that includes information about the training session, including the training session password, unless you specify that passwords do not appear in email invitations.
- If you invite an attendee to a training session when scheduling it, and require that attendees register to attend the session, the attendee receives an invitation-to-register email message. This message includes information about the training session, including a link that the attendee can click to register for the session.





▶ USING TESTS IN TRAINING SESSIONS

ADDING A TEST TO A SCHEDULED TRAINING SESSION

To test attendees, you must add tests to the training session that they will be attending.

Before you can add tests, do the following to turn on the Testing feature:

1. Schedule, but do not start, a session.
2. Require attendee registration for the session.
3. To require attendee registration, select **Attendee Registration** when scheduling or updating the session.

To add a test to a scheduled training session:

1. Log in to your TrainingCenter website.
2. On the navigation bar, expand **Attend Session**, and then click **Live Sessions**.
3. Click the session topic.
4. On the Session Information page that appears, click **Add New Test**.
5. On the Add Test page that appears, select one of the following, and then click **Next** :
 - a. **Create a new test.**
 - b. **Copy an existing test from the Test Library.**
6. Select the test you want to copy from the Test Library, and then click **Next**.
7. Import test questions from saved test or poll questionnaire (*.atp file).
8. Select the file, and then click **Next**.
9. Compose or edit the test, and then click **Save**.
10. Specify delivery options, such as the test date and time limit, and then click **Save**. The **Manage Test** page appears.
11. To return to the Session Information page, click **Go Back**.
12. Follow the same instructions to add multiple tests to a session.





UNDERSTANDING THE TEST LIBRARY

The Test Library serves as a repository of tests on your organization's TrainingCenter website. In the Test Library, you can do the following:

- Create, edit, duplicate, or delete a test
- Import a poll or test questionnaire, with an .atp file extension, and convert it to a test
- Copy your tests to the **Shared Tests** section so other training hosts can access the tests
- Copy shared tests to the **Private Tests** section

The tests you create or import appear in the Private Tests section.

To access the Test Library:

1. Log in to your TrainingCenter website.
2. On the left navigation bar, expand Host a Session, and then click Test Library. The Test Library page appears.

Test Library
Welcome, Wesley Talbot

Private Tests

Title	Description	Author	Last modified
<input type="checkbox"/> Chemistry 101	Introductory test to chemistry	Wesley Talbot	12/05/2003 01:16:30
<input type="checkbox"/> Chemistry 105	Take-home quiz	Wesley Talbot	12/01/2003 21:57:51
<input type="checkbox"/> Copy of Chemistry 101 Mid-term		Wesley Talbot	12/11/2003 02:41:08
<input type="checkbox"/> Western Literature	Chapter 5 of Greek Mythology	Wesley Talbot	11/13/2003 00:31:58

Shared Tests

Title	Description	Author	Last modified
<input type="checkbox"/> Western Literature	Chapter 5 of Greek Mythology	Wesley Talbot	12/05/2003 00:34:22





ABOUT STARTING AND MANAGING TESTS

You can use the **Manage Test** page to manage every aspect of a test.

To access the Manage Test page for a test:

1. Select a test topic from the **Test** section of the Session Information page. Click the **Manage** button to open the Manage Test page.

Manage Test: Administration Procedures

Test Delivery

Status: Not started

Delivery method: Delivered outside of the live session. Attendees can take the test from the website anytime between start date and due date.

Start date and time: January 7, 2005 at 2:35 pm
GMT -08:00, Pacific Standard Time (San Francisco)

Due date and time: January 14, 2005 at 2:35 pm
GMT -08:00, Pacific Standard Time (San Francisco)

Time limit: (none)

[Change Delivery Options](#)

Test Questions

Test Title: Administration Procedures

Test Description: Product Quiz

Author: Jason Anthony

Number of questions: 4

Display questions: All questions in one page

[Copy to Test Library](#) [Edit Questions](#)

[Done](#)

2. The options on the **Manage Test** page vary, depending on the delivery options and the status of the test. Tests can fall into the following categories:
 - a. **Pre-session tests and post-session tests** -- Tests that the attendee takes before or after a training session.
 - b. **In-session tests** -- Tests that the attendee takes during a training session.





MANAGING PRE-AND POST-SESSION TESTS

Pre- and post-session tests automatically start at the time you specified on the **Test Delivery Options** page.

The following table shows the management options for a pre- or post-session test.

Status	Management Options
Before test starts	Change delivery options
	Copy the test to Test Library
	Edit test questions
Test in progress	End test immediately
	Extend due date of the test
	View and score attendees' answers
	Copy the test to Test Library
	View test questions
After test ends	Re-start the test
	View and score attendees' answers
	Copy the test to Test Library
	View test questions

MANAGING IN-SESSION TESTS

You administer an in-session test during a training session. Attendees take the test during the session rather than before or after.

To manage in-session tests:

1. Specify **Start this test** within a live session option on the Test Delivery Options page when adding the test to the session.
2. After the session starts, choose **Testing** in the drop-down list on the **Participants & Communications** panel.
3. Select the title of the test, and then click **Launch for All**.
4. On the page that appears, click **Start Test**.





The following table shows the management options for an in-session test.

Status	Management Options
Before test starts	Change delivery options Copy the test to Test Library Edit test questions
After you click Launch for All	Start the test Copy the test to Test Library Edit test questions
Test in progress	End the test immediately Increase time limit if you have specified it View and score attendees' answers Copy the test to Test Library View test questions
After test ends	Re-start the test View and score attendees' answers Copy the test to Test Library View test questions
Test suspended in the event of a session crash	Resume the test Re-start the test View and score attendees' answers Copy the test to Test Library View test questions

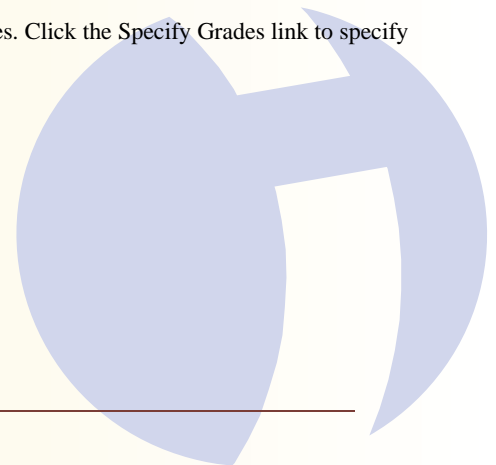
CREATING A TEST

You can create a test in the **Test Library**, or you create a test and then add it to a scheduled training session.

To create a test:

1. Do one of the following:
 - a. On the Test Library page, click **Create New Test**.
 - b. On the Session Information page, click **Add New Test**. Select **Create a new test**, and then click **Next**.
The Create Test page appears.
2. Specify the following:
 - a. **Test title and description**
 - b. **Maximum score** -- Select the check box and type the score in the text box to specify the maximum score an attendee can receive.
 - c. **Grade** -- Select the check box to assign a grade based on the attendee's scores. Click the Specify Grades link to specify a grading scale.
 - d. **Display question** -- Select one of the following:
 - All questions in one page
 - One question per page
3. Click the Insert Question link to add a question or instructions to the test.
The Add Question window appears.
4. Click the Question Type drop-down list.
The following table defines each question type.

Question Type	Description
Essay	A question that requires attendees to type text answers





Fill in the blanks	A question that requires attendees to type text answers in the blanks
Instructions	Instructions that you can provide attendees in the beginning of a test
Multiple Choice	A question that requires attendees to select one correct answer
Multiple Response	A question that requires attendees to select more than one correct answer
True/False	A question that requires attendees to indicate whether the statement in the question is true or false

5. In the drop-down list, do one of the following:
 - a. Choose **Instructions** to add instructions in the beginning of the test, and then click **Save**.
 - b. Choose one question type, compose the question, specify the correct answers, and then click **Save**.
6. Follow the same instructions to add additional questions to the test.

Note: To save you time when scoring, TrainingCenter automatically checks attendees' answers against the correct answers you specify. You must specify answers for all question types except Essay. Once you start a test, you cannot change the questions or answers. Ensure that the answers are correct before you start the test or the scoring will be incorrect.

7. In the Scoring Panel area for each question, specify a score for the correct answer and optionally type scoring guidelines or comments for the person who will score the test.
8. To rearrange questions, click the Move Up or Move Down links. To edit a question, click Edit.
9. Click Save.

SPECIFYING TEST DELIVERY OPTIONS

The Test Delivery Options page appears during the process of adding a test to a scheduled training session. On this page, you determine when and how to deliver the test. Once you start a test, you cannot change the delivery options.

The following figure shows an example of the Test Delivery Options page.

Specifying a delivery method:

Next to Delivery method, select one of the following:

- **Start this test within a live session** -- You can start the test at any time during the training session.



- **Deliver this test on the website** -- Specify the starting and due dates and times for the test. Attendees can take the test anytime between the starting and due dates and times.

Specifying a time limit:

1. Next to Time limit, select one of the following:
 - a. **No time limit**
 - b. **Attendees must finish the test within X minutes** -- Type the length of time in the text box.
2. If the test is set to be delivered outside the session, attendees can take the test anytime between the starting and due dates, but must finish the test within the specified length of time.

Sending an email message to attendees:

Next to **Email attendees**, select any of the following:

- **Invitation email to take the test** -- Specifies when to send the email message before the test starts.
- Type the number of days before the test starts to send the email in the text box.
- **Scoring and grading report** -- Sends grade reports to attendees after the host finishes scoring their tests or after the host updates the scores or comments.

CONVERTING TEST OR POLL QUESTIONNAIRES TO TESTS

You can import test or poll questionnaires that were created and saved in previous versions of TrainingCenter and convert them to web-based tests.

Test or poll questionnaire files have an .atp extension.

To convert a test or poll questionnaire to a test:

1. Do one of the following:
 - a. On the Test Library page, click **Import**.
 - b. On the Session Information page, click **Add New Test**, select **Import test questions from saved test or poll questionnaire (*.atp file)**, and then click **Next**.
2. Select the file you want to import, and then click **Next**.
3. The questionnaire is copied to the Edit Test page.
4. Edit the questions if necessary.
5. Click **Save**.





SCHEDULING A TRAINING SESSION FOR ANOTHER HOST

If another host set up your name to schedule training sessions on behalf of him or her, you can schedule a training session for the host using the **Schedule Training Session** page.

If you schedule a training session for another host, only the other host will be able to start the training session. Both you and the other host can modify the training session on the Edit Session page.

To schedule a training session for another host:

1. Log in to your TrainingCenter website.
2. On the navigation bar, expand **Host a Session** to view a list links.
3. Click **Schedule Training**. The Schedule Training Session page appears.
4. Under **Session and Access Information**, in the drop-down list next to **Schedule for**, select the host's name for whom you are scheduling the session.
5. Finish completing the Schedule Training Session page.
6. If you have completed specifying options on the Schedule Training Session page or Edit Scheduled Training Session page, click **Schedule** or **Update**, respectively.

▶ SETTING UP SESSION AND ACCESS INFORMATION

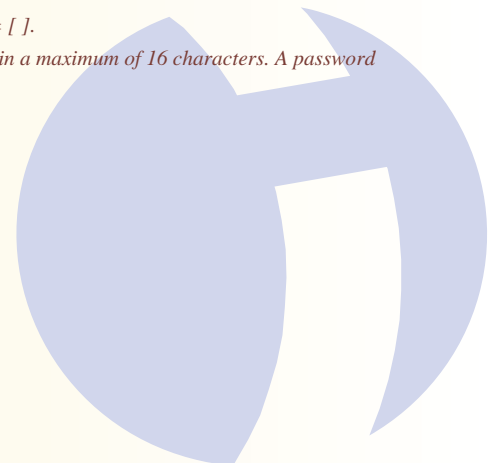
SETTING UP A TOPIC NAME AND PASSWORD

When scheduling a training session, you set up the topic name and password. You can edit the topic name and password on the Edit Scheduled Training Session page.

1. On the **Schedule Training Session** or **Edit Scheduled Training Session** page, scroll to **Session and Access Information**.
2. Specify a topic for the training session in the **Topic** box.
3. Type a password in the **Set Session password** box.
4. Type the password again in the **Confirm password** box.
5. If you have completed specifying options, click **Schedule** or **Update**.

Notes:

- A training session topic cannot contain any of the following characters: \ ` " / & < > = [] .
- A training session password should contain a minimum of 6 characters, and can contain a maximum of 16 characters. A password cannot contain any of the following characters: \ ` " / & < > = [] .





ABOUT LISTED AND UNLISTED TRAINING SESSIONS

When scheduling a training session or starting an instant session, you can specify whether the session is one of the following:

- **Listed for all** --The training session appears on both the list of sessions and the training session calendar to anyone who visits your TrainingCenter website.
- **Listed for authorized users only** --The training session appears on both the list of sessions and the training session calendar to only users who have user accounts and have logged in to your TrainingCenter website.
- **Unlisted** --The training session does not appear on either the list of sessions or the training session calendar. An unlisted training session prevents anyone from viewing information about the session, such as its host, topic, and starting time; and helps to prevent unauthorized access to the session. To join an unlisted training session, an attendee must provide a unique session number.

If you invite an attendee to an unlisted training session, the attendee receives an invitation email message that includes complete instructions for joining the training session--including the training session number--and a URL that links directly to a web page on which the attendee can join the training session.

SPECIFYING WHETHER A TRAINING SESSION IS LISTED OR UNLISTED

To specify whether a training session is listed or unlisted:

1. On the **Schedule Training Session** or **Edit Scheduled Training Session** page, scroll to **Session and Access Information**.
2. Next to This training session is, select *one* of the following options:
 - a. **Listed for all**
 - b. **Listed for authorized users only** -- If you select this option, the training session appears on either the list of sessions or the training sessions page for only authorized users who have an account on your TrainingCenter website.
 - c. **Unlisted**
3. Click **Schedule** or **Update**.

SPECIFYING TRACKING CODES FOR A SCHEDULED SESSION

Your site administrator can specify that tracking code options that appear on the Schedule Training page. Tracking codes may identify your department, project, or other information that your organization wants to associate with your training sessions. Tracking codes can be optional or required, depending on how your site administrator set them up.

To specify tracking codes for a scheduled training session:

1. On the Schedule Training Session or Edit Scheduled Training Session page, scroll to **Tracking Codes**, and then select a code label in the box on the left.
2. If your site administrator requires you to select a code from a predefined list, a list of codes appears.
3. Do *one* of the following:
 - a. If a list of codes appears in the box on the right, select a code from the list.
 - b. Type a code in the box on the right.
4. Repeat step 2 for each tracking code label.
5. Click **Schedule** or **Update**.

*Note: If your site administrator has also specified that the same tracking code options appear in your user profile, you can edit your user profile to specify the tracking codes. The codes then appear automatically on the **Schedule Training Session** page.*





▶ SPECIFYING DATE AND TIME OPTIONS

ABOUT SCHEDULING A TRAINING SESSION TIME, OCCURRENCE, AND DURATION

You can specify the time at which a scheduled training session starts, its occurrence, and its estimated duration. The estimated duration provides participants with the information they need to reserve the appropriate length of time in their schedules. The training session does not end automatically after the duration that you specify.

When specifying a session's occurrence, you can choose one of the following options:

- **Single-session class** --A class that comprises a single training session and occurs only once--that is, it does not have a recurrence pattern.
- **Recurring single-session class** --A class that comprises a single training session and recurs on a regular basis, such as daily, weekly, monthly, and so on. Attendees register for only one session.
- **Multiple session course** --A course that comprises multiple training sessions--that is, a series of sessions that span over days, weeks, months, and so on. Attendees register once to attend all the sessions in the series.

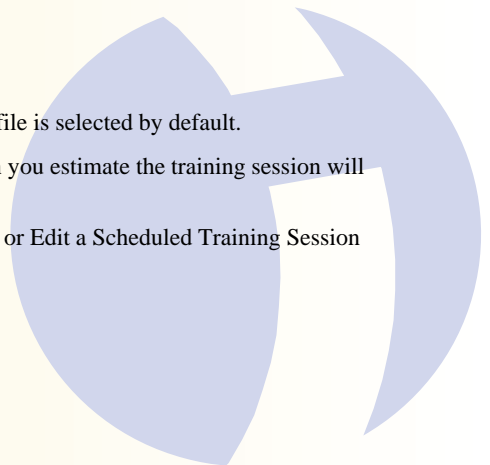
Notes:

- *The estimated duration is for your and attendees' planning purposes only. A training session does not end automatically after the estimated duration that you specify.*
- *If you invite an attendee to a training session, the attendee receives an invitation email message that includes the training session's starting time and estimated duration.*
- *If you invite attendees to a training session, their invitation email messages specify the training session's starting time in the time zone that you specified. However, if attendees reside in a different time zone, they can view the starting time in their time zones, in the list of sessions on the Live Sessions page.*
- *You can specify the time at which a scheduled training session starts and the training session's estimated duration. The estimated duration provides participants with the information they need to reserve the appropriate length of time in their schedules. The training session does not end automatically after the duration that you specify.*

SCHEDULING A TRAINING SESSION TIME, OCCURRENCE, AND DURATION

1. On the **Schedule Training Session** or **Edit Scheduled Training Session** page, scroll to **Date and Time**.
2. In the **Starting time** drop-down lists, select the month, day, year, hour, and minute at which you want the training session to start.
3. Under **Occurrence**, select one of the following options:
 - a. **Single-session class**
 - b. **Recurring single-session class**
 - c. **Multiple session course**
4. Optional: In the **Time zone** drop-down list, select a different time zone.
5. In the **Time zone** drop-down list, the time zone that you specified in your user profile is selected by default.
6. In the **Estimated duration** drop down lists, select the hours and minutes for which you estimate the training session will continue.
7. If you have completed specifying options on the **Schedule a Training Session** page or **Edit a Scheduled Training Session** page, click **Schedule** or **Update**, respectively.

▶ SETTING UP HANDS-ON LAB





ABOUT HANDS-ON LAB

Hands-on Lab sessions allow instructors to prepare lessons or exercises that students can complete on remote computers on which training software is installed. Students can use these remote computers during a training session for hands-on learning and practice. Because instructors can control Hands-on Lab sessions, they can maintain an optimized lab environment that is effective, familiar, and consistent.

You can schedule the following two types of Hands-on Lab sessions:

- In-session Hands-on Lab.
- On-Demand Hands-on Lab.

ABOUT THE HANDS-ON LAB PAGE

To access the **Hands-on Lab** page, log in to your TrainingCenter website. On the navigation bar, expand **Host a Session**, and then click **Hands-on Lab**.

You can do the following from this page:

Hands-on Labs tab

- View a list of the Hands-on Lab computers set up by your Hands-on Lab administrator.
- View the schedule for each of the labs.
- Reserve computers for on-demand sessions.

My Reservations tab

- View the sessions you have scheduled for in-session or on-demand Hands-on Lab.
- Change your reservations, such as inviting attendees and canceling reservations.

RESERVING COMPUTERS FOR HANDS-ON LAB

When scheduling a training session, you can set up a Hands-on Lab session and reserve computers for that session.

To reserve computers for a Hands-on Lab session:

1. On the **Schedule Training Session** or **Edit Scheduled Training Session** page, scroll to **Hands-on Lab**.
2. Select **Reserve computers from lab**.
3. Choose a lab from the drop-down list. Hands-on Labs are set up by your site administrator.
4. To view the lab description or number of computers set up in a selected lab, click **Lab Info**.
5. In the **Number of computers** box, type the number of computers that you want to reserve.
6. To check availability of the computers and lab, click **Check Availability**. The **Computers Available** dialog box appears indicating how many computers are available for the time and lab that you specified.
7. Your reservation status appears in the **Reservation status** box. The reservation status refreshes each time you click **Check Availability**.
8. To pre-assign computers to registered attendees, select **require attendee registration** in the **Registration** section of the **Schedule Training Session** page. Requiring attendee registration allows you to assign computers to attendees as they register.
9. When you are finished scheduling your training session and Hands-On Lab, click **Schedule** at the bottom of the **Schedule Training Session** page.



10. If the computers are available for your scheduled Hands-on Lab, the **Session Scheduled** page appears with your reservation confirmation.
11. If the computers are not available, the **Computers Not Available** page appears. Click **Close**, and select a new reservation time or number of computers on the **Schedule Training Session** page.
12. Click **OK**.

VIEWING THE HANDS-ON LAB SCHEDULE

You can view the Hands-on Lab schedule from your TrainingCenter website.

To view the Hands-on Lab schedule:

13. Log in to your TrainingCenter website.
14. On the navigation bar, expand **Host a Session** to view a list of links.
15. Click **Hands-On Lab**. The Hands-on Lab page appears.
16. For the lab in which you are interested, under **Lab Schedule**, click **View Schedule**. The Lab Schedule page appears.
17. Point to a time slot to view details of the lab schedule.
18. When finished, click **Close**.

▶ SPECIFYING REGISTRATION OPTIONS

ABOUT REQUIRING REGISTRATION FOR A SCHEDULED TRAINING SESSION

You can require training session attendees to register for a training session before they can join it. Requiring registration allows you to view a list of attendees to determine whether they have registered for the training session, obtain attendees' names, email addresses, and optionally additional personal information before they can join the training session, and accept or reject individual registration requests. If you invite an attendee to a training session that requires registration, the attendee receives an invitation email message that includes information about the training session, including the registration password if you specify one, and a link that the attendee can click to register for the training session.





Notes:

- *If you accept registration requests automatically for a training session that requires a password and an attendee registers after the training session has already started, the attendee can join the training session immediately, without providing the password. Therefore, to secure a training session from unauthorized access, you must clear the Automatically accept all registration requests box, and manually accept or reject all registration requests.*
- *If you do not accept registration requests automatically for a training session that requires a password and an attendee registers after the training session has already started, the attendee cannot join the training session until he or she receives a registration confirmation email message and can provide the training session password.*
- *If you do not check for registration requests in your email program during the training session, and accept the attendee's request, the attendee cannot join the training session.*

REQUIRING REGISTRATION FOR A SCHEDULED TRAINING SESSION

To require registration for a scheduled training session:

1. On the **Schedule Training Session** or **Edit Scheduled Training Session** page, scroll to **Registration**.
2. Next to **Attendee Registration**, select the **Require attendee registration** box.
3. Optional: To customize the registration form to obtain additional information about each attendee, click **Customize form**.
4. Do *one* of the following:
 - a. To accept or reject each registration request, clear the **Automatically accept all registration requests** check box.
 - b. To accept registration requests automatically without accepting or rejecting them individually select the **Automatically accept all registration requests** check box.
5. Optional: Specify a password that registrants must provide to register for the session, by typing it in the **Set registration password** and **Confirm registration password** boxes.
6. Specify a registration password only if you want to limit registrants to those whom you invite to register. If you invite attendees to register, each invitee receives an invitation email message, which contains the registration password. Specify a maximum number of registration requests, by typing a number in the **Maximum registrations allowed** box. Leave the box blank for unlimited registrations.
7. Optional: Specify a date on which you will no longer accept registration requests, as follows:
 - a. Select the **Set registration close date** check box.
 - b. Select a month, date, and year from the drop-down lists.
8. Click **Schedule** or **Update**.

ABOUT CUSTOMIZING A REGISTRATION FORM

If you require attendees to register for a live or recorded training session, you can customize the registration form on which attendees must provide information.





When customizing the form, you can choose which standard options you want to appear on the form and create any of the following options:

- **Text Box** --Opens the Add Text Box window, on which you can specify text boxes that appear on the registration form.
- **Check Boxes** --Opens the Add Check Boxes window, on which you can specify check boxes that appear on the registration form.
- **Radio Buttons** --Opens the Add Radio Buttons window, on which you can specify radio buttons that appear on the registration form.
- **Drop-Down List** --Opens the Add Drop-Down List window, on which you can specify a drop-down list that appears on the registration form.

For each option that you add to the form, you can specify whether the information is required that is, whether attendees must provide the information to register for the live or recorded training session.

About the Add Text Box window

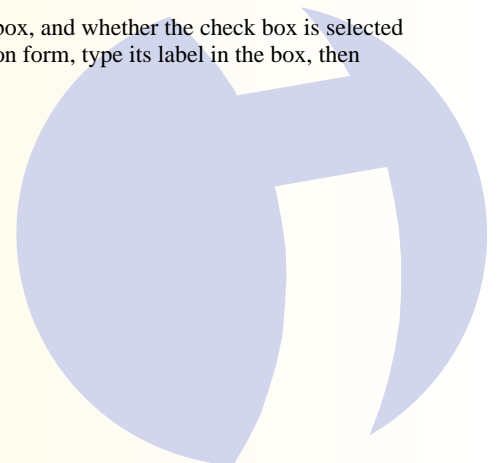
The **Add Text Box** window allows you to specify a text box that appears on the registration form. A text box allows an enrollee to type information on the registration form. The detailed reports that you can obtain for live or recorded training sessions indicate which text boxes each registrant selected when registering for a live or recorded training session.

- **Textbox name** --Specifies the text that appears to the left of the text box. A text box label can contain a maximum of 256 characters.
- **Type** --Specifies whether the text box contains a single line or multiple lines on which an enrollee can type. If you select Multi-line, specify a number of lines in the Height box.
- **Width** --Specifies the width of the text box, in characters. The number that you specify determines how the text box appears on the registration form, but does not affect the number of characters that an enrollee can type in the text box. Any text box that you add can contain a maximum of 256 characters.
- **Height** --Specifies the number of lines that the text box contains. To specify a number of lines, you must first select Multi-line under Type. If you do not specify a number of lines, TrainingCenter uses the default height, which is one line.

About the Add Check Boxes window

The **Add Check Boxes** window allows you to specify one or more check boxes that appear on the registration form. The detailed reports that you can obtain for live or recorded training sessions indicate which check boxes each registrant selected when registering for a live or recorded training session.

- **Checkbox group name** --Specifies the text that appears to the left of a group of check boxes that you add to a registration form. To specify a group label, type it in the box. If you are adding only one check box and do not want a group label, leave this box blank.
- **Check box 1 to 9** --Specifies the text label that appears to the right of the check box, and whether the check box is selected or cleared by default on the registration form. To add a check box to the registration form, type its label in the box, then choose Checked or Unchecked in the drop-down list.





About the Add Radio Button window

The **Add Radio Button** window allows you to specify radio buttons that appear on the registration form. Radio buttons allow an enrollee to select only one choice from a group of choices. The detailed reports that you can obtain for live or recorded training sessions indicate which radio buttons each registrant selected when registering for a live or recorded training session.

- **Radio button group name** --Specifies the text that appears to the left of a group of radio buttons that you add to a registration form. To specify a group label, type it in the box.
- **Default choice** --Specifies which radio button is selected by default on the registration form. To specify a default choice, first ensure that you have specified the labels for the radio buttons, then select the number for the button in the drop-down list.
- **Choice 1 to 9** --Specifies the text label that appears to the right of the radio button. To add a radio button to the registration form, type its label in the box.

About the Add Drop-Down List window

The **Add Drop-Down List** window allows you to specify a drop-down list box that appears on the registration form. A drop-down list box allows a registrant to select a single option from a list. The detailed reports that you can obtain for live or recorded training sessions indicate which choices each registrant selected when registering for a live or recorded training session.

- **Drop-down name** --Specifies the text that appears to the left of the drop-down list that you add to a registration form. To specify a label, type it in the box.
- **Default choice** --Specifies which choice is selected by default in the drop-down list on the registration form. To specify a default choice, first ensure that you have specified the choices in the list, and then select the number for the choice in the drop-down list. If you do not want a choice to be selected by default, select **NONE** in the drop-down list.
- **Choice 1 to 9** --Specifies the text that appears for the choice in the drop-down list. To add a choice to the list, type its text in the box.



CUSTOMIZING A REGISTRATION FORM

To customize a registration form:

1. On the **Schedule Training Session** or **Edit Scheduled Training Session** page, scroll to **Registration**.
2. Select **Customize form**.
3. The **Customize Registration Form** page appears. Under **Standard Options**, the following options appear:
 - a. first and last name (always appears on the Registration page)
 - b. email address (always appears on the Registration page)
 - c. phone number
 - d. fax number
 - e. company
 - f. title
 - g. address information





4. Optional: Under **Standard Options**, do the following:
 - a. For each option that you want to appear on the registration form, select the check box under .
 - b. For each option for which you want to require attendees to provide information, select the check box under .
5. Optional: Add custom options to the form by clicking *one* of the following:
 - a. **Text Box**
 - b. **Check Boxes**
 - c. **Radio Buttons**
 - d. **Drop-Down List**
6. To save the customized registration form so you can use it for future scheduled sessions, click **Save As**.
7. The **Save Registration Form** page appears. You can save up to five customized forms on this page. Type a name for your form in the Form Description box. Click **Save**.
8. Click **OK** to save your changes and close the **Customize Registration Form** page.

INVITING ATTENDEES AND PRESENTERS

ABOUT INVITING ATTENDEES AND PRESENTERS TO A SCHEDULED TRAINING SESSION

To invite attendees and presenters to a scheduled training session, you can

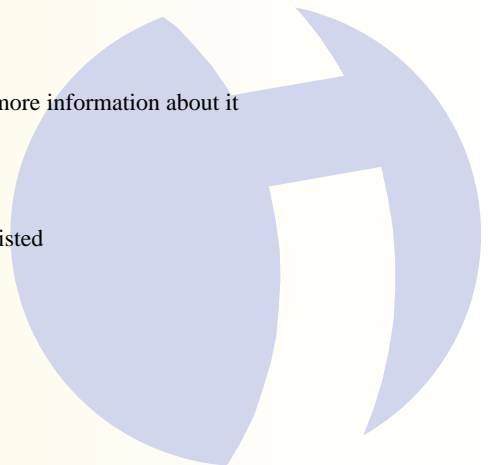
- specify their email addresses
- select contacts in your personal address book
- specify information about new contacts in your personal address book, and then select them for inclusion in your list of attendees

When inviting attendees and presenters to a scheduled training session, you can select contacts in the following lists:

- **Personal contacts** --Includes any individual contacts that you have added to your personal address book. If you use Microsoft Outlook, you can import the personal contacts that you keep in an Outlook address book or folder to this list of contacts.
- **My groups** --Includes any contact groups that you have created for your personal address book.
- **Company address book** --Your organization's address book, which includes any contacts that your site administrator has added to it. If your organization uses a Microsoft Exchange Global Address List, your site administrator can import its contacts to this address book.

Each invitee receives an invitation email message that includes the following:

- a link that the attendee or presenter can click to join the training session or obtain more information about it
- the training session password, if you specified one
- audio conference information (if audio conference information was specified)
- the session number, which the attendee must provide if your training session is unlisted





INVITING ATTENDEES TO A SCHEDULED TRAINING SESSION

To invite attendees to a scheduled training session:

1. On the **Schedule Training Session** or **Edit Scheduled Training Session** page, scroll to **Attendees**, and then click **List Attendees**.
2. The **Invite Attendees** page appears.
3. Add any of the following to the list of invited attendees:
 - a. Individual contacts and contact groups already in your personal address list, and individual contacts in your company address book.
 - b. New individual attendees who are not already contacts in one of your address lists.
4. Click **Schedule** or **Update**.

INVITING A NEW ATTENDEE TO A SCHEDULED TRAINING SESSION

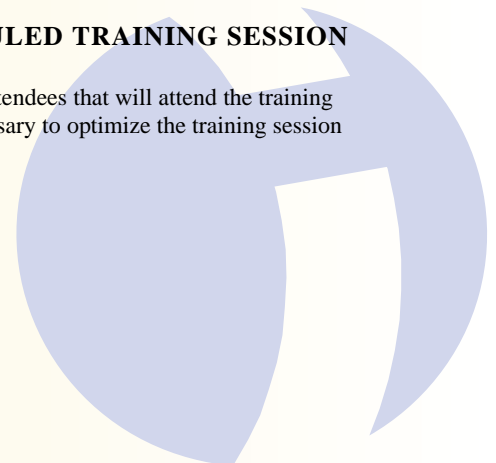
When inviting attendees to a scheduled training session, you can add a new attendee to your list of attendees--that is, an attendee that is not already a contact in one of your address books. Once you specify information about a new attendee, you can add the attendee's information to your personal address book.

To invite a new attendee to a scheduled training session:

1. If you have not already done so, open the **Invite Attendees** page.
2. On the **Invite Attendees** page, under **New Attendee**, provide information about the attendee, as follows:
 - a. Type the attendee's full name in the **Full name** box.
 - b. Type the attendee's email address in the **Email address** box.
3. Optional: To add the new attendee's information to your personal address book, select the **Add new attendee in my address book** check box.
4. Click **Add Attendee**.
5. The contact appears under **Attendees to Invite** on the **Invite Attendees** page.
6. Optional: To remove the new attendee from your list of attendees, select the check box for the attendee, and then click **Delete**.
7. To add the attendee to your list of invited attendees, click **Invite**.
8. The contact appears in the **Invited attendees** box on the **Schedule Training Session** page.

ESTIMATING THE NUMBER OF ATTENDEES FOR A SCHEDULED TRAINING SESSION

When scheduling a training session, you must provide an estimate for the number of attendees that will attend the training session. Your TrainingCenter website uses this estimate to allocate the resources necessary to optimize the training session experience for all attendees.





To estimate the number of attendees:

1. On the **Schedule Training Session** or **Edit Scheduled Training Session** page, scroll to **Attendees**.
2. Type an estimated number of attendees in the **Approximate number of attendees** box.
3. Click **Schedule** or **Update**.

INVITING PRESENTERS TO A SCHEDULED TRAINING SESSION

To invite presenters to a scheduled training session:

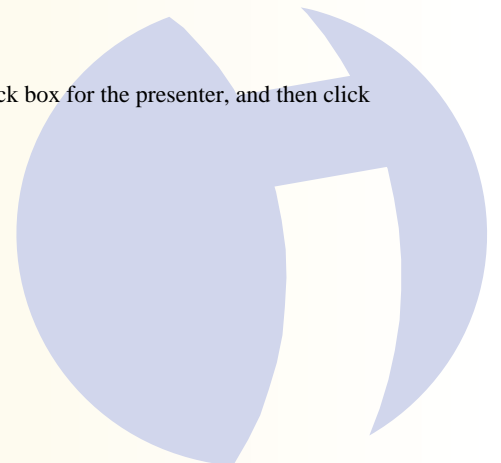
1. On the **Schedule Training Session** or **Edit Scheduled Training Session** page, scroll to **Presenters**, and then click **List Presenters**.
2. The **Invite Presenters** page appears.
3. Add any of the following to the list of invited presenters:
 - a. Individual contacts and contact groups already in your personal address list, and individual contacts in your company address book.
 - b. New individual presenters who are not already contacts in one of your address lists.
4. Click **Schedule** or **Update**.

INVITING A NEW PRESENTER TO A SCHEDULED TRAINING SESSION

When inviting presenters to a scheduled training session, you can add a new presenter to your list of presenters—that is, a presenter who is not already a contact in one of your address books. Once you specify information about a new presenter, you can add the presenter's information to your personal address book.

To invite a new presenter to a scheduled training session:

1. On the **Invite Presenters** page, under **New Presenter**, provide information about the presenter, as follows:
 - a. Type the presenter's full name in the **Full name** box.
 - b. Type the presenter's email address in the **Email address** box.
 - c. Optional: Type the presenter's phone number in the **Phone Number** boxes: **Country/Region**, **Area or city code**, **Number**, and **Extension**.
 - d. Optional: To add the new presenter's information to your personal address book, select the **Add presenter as attendee in my address book** check box.
2. Click **Add Presenter**.
3. The contact appears under **Presenters to Invite**.
4. Optional: To remove the new presenter from your list of presenters, select the check box for the presenter, and then click **Delete**.
5. To add the presenter to your list of invited presenters, click **Invite**.





ESTIMATING THE NUMBER OF PRESENTERS FOR A SCHEDULED TRAINING SESSION

When scheduling a training session, you must provide an estimate for the number of presenters that will attend the training session. Your TrainingCenter website uses this estimate to allocate the resources necessary to optimize the training session experience for all participants.

To estimate the number of presenters:

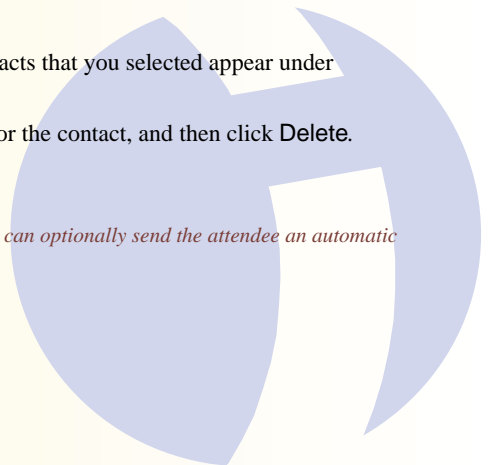
1. On the **Schedule Training Session** or **Edit Scheduled Training Session** page, scroll to **Presenters**.
2. Type an estimated number of presenters in the Approximate number of presenters box.
3. Click Schedule or Update.

INVITING CONTACTS IN YOUR ADDRESS BOOK TO A SCHEDULED TRAINING SESSION

To invite a contact in your address book to a scheduled training session:

1. If you have not already done so, open the Invite Attendees page.
2. On the Invite Attendees page, click **Select Contacts**. The Select Contacts page appears.
3. Next to **View**, in the drop-down list, select one of the following contact lists:
 - a. **Personal Contacts**
 - b. **Company Address Book**
 - c. **My Groups**A list of all contacts in the list that you selected appears.
4. Select the check box for each individual contact or contact group that you want to add to your list of attendees.
5. When selecting contacts, you can do the following:
 - a. In the Index, click a letter of the alphabet to display a list of contacts whose names begin with that letter. For example, the name *Susan Jones* appears under **S**.
 - b. To search for a contact in the list that you are currently viewing, type text that appears in either the contact's name or email address in the **Search for** box, then click **Search**.
If the entire list of contacts does not fit on a single page, view another page by clicking the **Next Page** button or the **Previous Page** button.
 - c. To select all contacts that currently appear in the list, click **Select All**.
 - d. To clear all selections in the current list, click **Clear All**.
 - e. To add all selections to your list of attendees, click **Add Attendees**.
6. The Select Contacts page closes and the Invite Attendees page reappears. The contacts that you selected appear under **Attendees to Invite**.
7. Optional: To remove the contact from your list of attendees, select the check box for the contact, and then click **Delete**.
8. To add the contacts to your list of invited attendees, click **Invite**.

Note: If you later modify the training session to remove an attendee from your participant list, you can optionally send the attendee an automatic email message that informs the attendee that the training session was canceled.



▶ SPECIFYING TRAINING SESSION OPTIONS



SPECIFYING OPTIONS AVAILABLE TO PARTICIPANTS DURING A TRAINING SESSION

When scheduling a training session, you can specify options or privileges available to participants during a session. The privileges that you select determine the default privileges that attendees have once you start the training session.

To specify attendee privileges when scheduling a training session:

1. On the **Schedule Training Session** or **Edit Scheduled Training Session** page, scroll to **Session Options**.
2. Click **Edit Options**. The **Session Options** page appears.
3. Under **Attendee Privileges**, specify attendee privileges as follows:
 - a. To grant a privilege to all attendees, select its check box.
 - b. To remove a privilege from all attendees, clear its check box.
4. Click **Save** to close the **Session Options** page.
5. Click **Schedule** or **Update**.

*Note: A presenter can grant the following privileges to or remove them from attendees during a training session, whether or not you select them on the **Session Options** page:*

- *Save*
- *Print*
- *Annotate*
- *Attendee list*
- *Thumbnails*
- *Next or previous pages*
- *Chat*
- *Recording*

If you do not select the following privileges, their associated features are not available during a training session: Video, Chat, File transfer, and Recording.

SPECIFYING SECURITY OPTIONS FOR A TRAINING SESSION

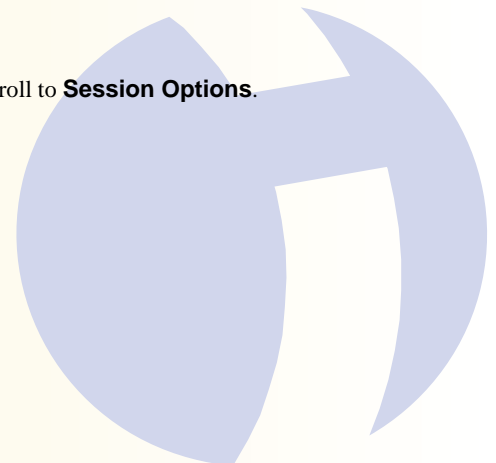
When scheduling a training session, you can specify security options to prevent unauthorized attendees from joining.

EXCLUDING THE SESSION PASSWORD FROM EMAIL INVITATIONS

If you invite attendees to a training session, you can prevent the password from appearing in the email invitations that your TrainingCenter website automatically sends to attendees.

To exclude the session password from email invitations:

1. On the **Schedule Training Session** or **Edit Scheduled Training Session** page, scroll to **Session Options**.
2. Click **Edit Options**. The **Session Options** page appears.





3. Under **Security**, select the **Exclude password from emails sent to attendees** check box.
4. Click **Save**.

REQUIRING ATTENDEES TO LOG IN TO YOUR TRAININGCENTER WEBSITE

You can require attendees to have a user account on your TrainingCenter website to join the training session. Thus, attendees must log in to your site before they can attend the training session

Note: This is an optional feature. Please contact your sales representative to have this feature enabled on your TrainingCenter website..

To require attendees to log in to your TrainingCenter website:

1. On the **Schedule Training Session** or **Edit Scheduled Training Session** page, scroll to **Session Options**.
2. Click **Edit Options**. The Session Options page appears.
3. Under **Security**, select the **Attendees must have an account on this service to attend session** check box.
4. Click **Save**.

ALLOWING ATTENDEES TO SHARE UCF MEDIA FILES

When scheduling a training session, you can allow attendees to share Universal Communications Format (UCF) media files during the session, either in a UCF multimedia presentation or as standalone UCF media files. You can also prevent attendees from sharing UCF media files during a session. If you do so, only you, the session host, can share UCF media files when also acting as the presenter.

You may want to prevent attendees from sharing UCF media files, for example, if you intend to allow attendees to share presentations or documents but want to prevent an attendee from inadvertently sharing a very large media file.

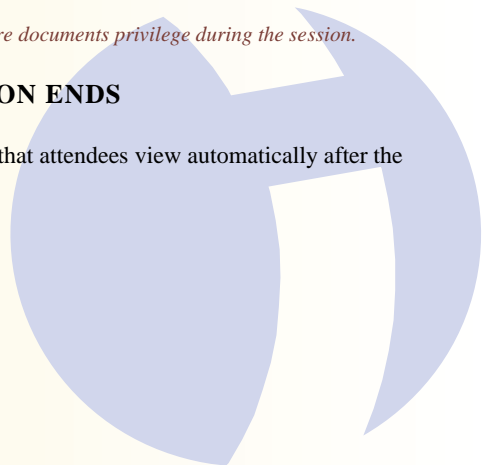
To allow attendees to or prevent them from sharing UCF media files:

1. On the **Schedule Training Session** or **Edit Scheduled Training Session** page, scroll to **Session Options**, and then click **Edit Options**.
2. Under Universal Communications Format (UCF), do one of the following:
 - a. To allow attendees to share UCF media files, select the **Allow attendees to share UCF objects** check box.
 - b. To prevent attendees from sharing UCF media files, clear the **Allow attendees to share UCF objects** check box.
3. Click **Save** to close the **Session Options** page.
4. Click **Schedule** or **Update**.

Note: If you allow attendees to share UCF media files, the presenter must also grant them the Share documents privilege during the session.

SPECIFYING A DESTINATION WEB PAGE AFTER THE SESSION ENDS

While scheduling a training session, you can specify a destination web page or website that attendees view automatically after the training session ends.





To specify a destination URL:

1. On the **Schedule Training** page or **Edit Scheduled Training Session** page, scroll to **Session Options**.
2. Type a destination website address (URL) in the Destination address (URL) after session box.
3. Click Schedule or Update.

CREATING A MESSAGE OR GREETING FOR A SCHEDULED TRAINING SESSION

You can create a message or greeting that optionally appears in an attendee's session window when the attendee joins a scheduled training session. For example, you can welcome the attendee to the training session, provide important information about the training session, or provide special instructions. Attendees can view the greeting or message at any time during the training session.

To create a message or greeting for a scheduled training session:

1. On the **Schedule Training** page or **Edit Scheduled Training Session** page, scroll to **Session Options**.
2. Next to Greeting message, click Customize greeting message when attendee joins. The Create an Attendee Greeting page appears.
3. Optional: Select the Display this message when attendees join the session check box.
4. Type a message or greeting in the Message box.
5. A message or greeting can contain a maximum of 255 characters.
6. Click OK.
7. Click Schedule or Update.

*Notes: Attendees can view the message or greeting at any time during a training session, by choosing **Welcome Message** on the **Session** menu.*

ABOUT THE SESSION OPTIONS PAGE

To access this page: On the navigation bar, expand **Host a Session**, click **Schedule Training**, and then scroll to **Session Options**. Then click **Edit Options**.

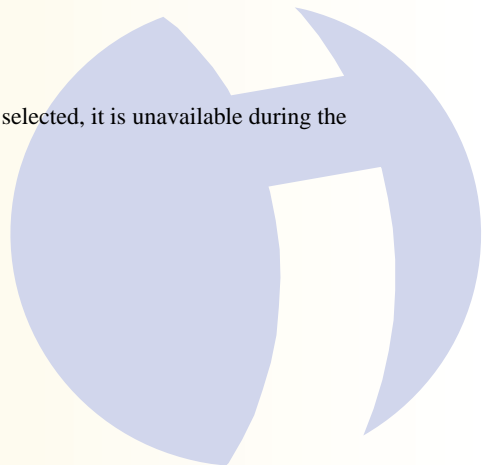
Use the **Session Options** page to do the following:

- Specify which options are available during the training session.
- Specify security options.
- Specify whether attendees can share UCF rich media files.

Attendee Privileges

Specifies which options are available to attendees during the session. If an option is not selected, it is unavailable during the session.

Note: A presenter can turn any option on or off during the training session.





Documents:

Save: If selected, specifies that all attendees can save any shared documents, presentations, or whiteboards that appear in their content viewers. A presenter can grant this privilege to or remove it from attendees during a training session, whether or not you select it here.

Print: If selected, specifies that all attendees can print any shared documents, presentations, or whiteboards that appear in their content viewers. A presenter can grant this privilege to or remove it from attendees during a training session, whether or not you select it here.

Annotate: If selected, specifies that all attendees can annotate any shared documents or presentations, or write and draw on shared whiteboards, that appear in their content viewers, using the toolbar that appears below the viewer. A presenter can grant this privilege to or remove it from attendees during a training session, whether or not you select it here.

View:

Attendee list: If selected, specifies that all attendees can view the participant list on the **Participants & Communications** panel. A presenter can grant this privilege to or remove it from attendees during a training session, whether or not you select it here.

Video: If selected, specifies that video is available during a training session--that is, the **Video** tab appears in the session window. If you clear this option, the **Video** tab does not appear in the Session window.

Thumbnails: If selected, specifies that all attendees can display miniatures of any pages, slides, or whiteboards that appear in their content viewers. This privilege allows attendees to view miniatures at any time, regardless of the content that appears in the presenter's content viewer. However, attendees with this privilege cannot display a miniature at full size unless they also have the **View any page** privilege. A presenter can grant this privilege to or remove it from attendees during a training session, whether or not you select it here.

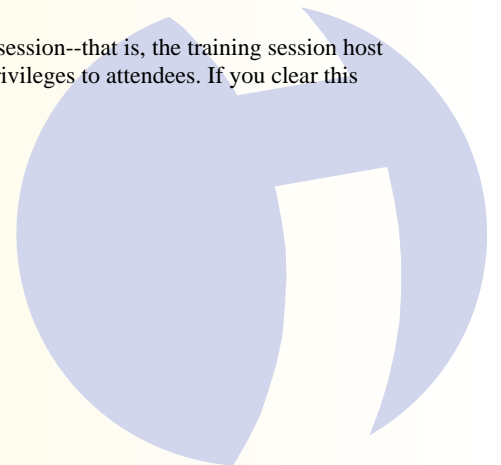
Next or previous page: If selected, specifies that all attendees can view any pages, slides, or whiteboards that appear in their content viewers. This privilege allows attendees to navigate independently through pages, slides, or whiteboards. A presenter can grant this privilege to or remove it from attendees during a training session, whether or not you select it here.

Other:

Chat: If selected, specifies that chat is available during a training session--that is, chat options appear on the **Participants & Communications** panel in the Session window. If you clear this option, chat options do not appear on the **Participants & Communications** panel.

File transfer: If selected, specifies that the presenter can transfer files to attendees during a training session. If you clear this option, the **Transfer** option does not appear on the **File** menu in the Session window, and the presenter cannot transfer files to attendees during a training session.

Recording: If selected, specifies that recording options are available during a training session--that is, the training session host and the presenter can record a training session, and the presenter can grant recording privileges to attendees. If you clear this option, recording options are not available during a training session.





Security:

Exclude password from emails sent to attendees: If selected, prevents the training session password from appearing in the email invitations, to help increase the security for your training session. If you exclude the password in email invitations, however, you must provide the password to attendees using another method for example, by phone.

Attendees must have an account on this service to attend session: Specifies that all attendees must have an account and log in to your TrainingCenter website to attend the training session.

Universal Communications Format (UCF):

Allow attendees to share UCF objects: Allows attendees to share Universal Communications Format (UCF) media files during the training session, either in a UCF multimedia presentation or as standalone UCF media files. A host who is also the presenter can always share UCF media files, whether or not you select this check box.

▶ SELECTING EMAIL MESSAGES TO BE SENT

ABOUT SENDING DEFAULT EMAIL MESSAGES

While you are scheduling your training session, you can select the default email messages that you send to attendees. You can also customize the TrainingCenter email message templates by editing, rearranging, or deleting the text and variables--code text that TrainingCenter recognizes and substitutes with your specific training session information.

On the **Schedule Training Session** page or **Edit Training Session** page, under **Email options**, select the checkbox next to each email message that you want TrainingCenter to send automatically to attendees. [You can also click the title of the email to modify the content.](#)

You can select *any* or *all* of the following options:

- Under **Invitations**, you can select any or all of the following invitation email messages:
 - Invitation to Join a Training Session
 - Invitation to a Training Session in Progress
 - Invitation to Register for a Training Session
- Under **Updates**, you can select any or all of the following email messages informing attendees of updates to your training session:
 - Training Session Rescheduled
 - Updated Information to Join a Training Session
 - Updated Information to Register for a Training Session
 - Training Session Cancelled
- Under **Registrations**, you can select any or all of the following email messages sent to you regarding registration to your training session:
 - Registration Notification to Host (*You cannot change this default email message.*)
 - Attendee Registration Pending
 - Attendee Registration Confirmed
 - Attendee Registration Rejected
- Under **Reminder**, you can send the following email message to remind attendees, presenters, and yourself of your training session before it starts. You can choose to send this message from 15 minutes to 48 hours before the session starts.





- o Training Session Reminder to Attendees

SENDING AN INVITATION TO A TRAINING SESSION

When you are scheduling a training session, you can choose to have your TrainingCenter automatically send invitation email messages to attendees. When you select an email message to send, you can send the default email message or choose to customize the message.

To send an automatic invitation to a training session:

1. On the **Schedule Training Session** page or the **Edit Scheduled Training Session** page, scroll to **Email options**.
2. Under **Invitations**, select the checkbox next to any of the following:
 - a. **Invitation to Join a Training Session**
 - b. **Invitation to a Training Session in Progress**
 - c. **Invitation to Register for a Training Session**
3. Click **Schedule** or **Update**.

SENDING AN UPDATE TO A SCHEDULED TRAINING SESSION

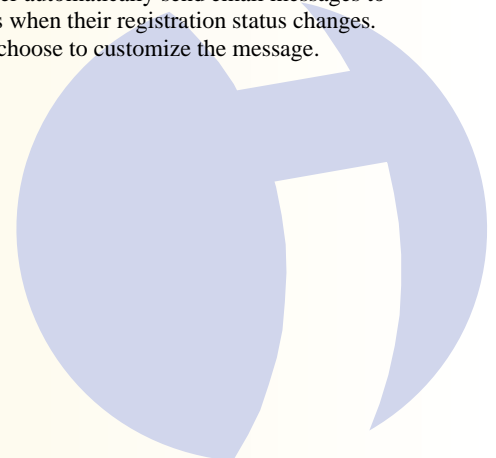
When you are scheduling a training session, you can choose to have your TrainingCenter automatically send email messages to attendees whenever you update your scheduled training session. When you select an email message to send, you can send the default email message or choose to customize the message.

To send automatic updates to attendees:

1. On the **Schedule Training Session** page or the **Edit Scheduled Training Session** page, scroll to **Email options**.
2. Under **Updates**, select the checkbox next to *any* of the following:
 - a. **Training Session Rescheduled**
 - b. **Updated Information to Join a Training Session**
 - c. **Updated Information to Register for a Training Session**
 - d. **Training Session Cancelled**
3. Click **Schedule** or **Update**.

SENDING A REGISTRATION NOTIFICATION TO A SCHEDULED TRAINING SESSION

When you are scheduling a training session, you can choose to have your TrainingCenter automatically send email messages to you whenever an attendee registers and automatically send email messages to attendees when their registration status changes. When you select an email message to send, you can send the default email message or choose to customize the message.





To send automatic updates to attendees:

1. On the **Schedule Training Session** page or the **Edit Scheduled Training Session** page, scroll to **Email options**.
2. Under Registrations, select the checkbox next to *any* of the following:
 - a. **Registration Notification to Host** (*You cannot change this default email message.*)
 - b. **Attendee Registration Pending**
 - c. **Attendee Registration Confirmed**
 - d. **Attendee Registration Rejected**
3. Click Schedule or Update.

SENDING A REMINDER FOR A SCHEDULED TRAINING SESSION

You can send training session reminders to attendees and presenters and to yourself from 15 minutes to 48 hours before a scheduled training session. When you select an email message to send, you can send the default email message or choose to customize the message.

To send reminders for a scheduled training session:

1. On the **Schedule Training Session** page or the **Edit Scheduled Training Session** page, scroll to **Email options**.
2. Under Reminder, select the checkbox next to Training Session Reminder to Attendees.
3. Under **Send reminder emails to**, you can select the time before a training session that you want reminders to be sent. You can select from 15 minutes to 48 hours.
4. Next to **attendees and presenters**, in the drop-down list, select the time before a training session that you want reminders sent to attendees and presenters.
5. Next to **host**, in the drop-down list, select the time before a training session that you want a reminder sent to you.
6. Next to **via email address**, type the email address to which you want your TrainingCenter to send you a reminder, in the following format: *name@domain.com*

Note: Do not type multiple email addresses in the box. If you do, your TrainingCenter will not send the reminder.

7. Click Schedule or Update.

ABOUT CUSTOMIZING EMAIL MESSAGES

You can customize the default email messages for your preferences. You can delete variables, but do not change the text within the percentage signs (example, *%ParticipantName%*).

If you change these, Training Manager will not substitute the correct text from your profile or registration information.

You can edit the following options in the Edit Email Message window.

- **Email Subject** – Specifies the text that appears in the subject line of the email message. To specify a new subject, type it into the box.
- **From** -- Specifies the email address of the sender of the email message. This address appears in the email message that enrollees or attendees receive. By default, TrainingCenter specifies the email address that you specified in your user profile. To specify a different email address, type it in the box. An email address must have the following format:
someone@your_company --for example, msmith@mycompany.com

InterCall recommends that you set up an email account that you use exclusively for producing events. Then specify that address for the account in the **From** box. For example, you can set up an account with the address *events@your_company.com*.



- **Reply To** -- Specifies the email address to which you want all replies to this message to be sent. You can use the same address that you specified in the **From** box, or a different address. By default, TrainingCenter specifies the email address that you specified in your user profile. To specify a different address, type it in the box. An email address must have the following format. *someone@your_company --for example, msmith@mycompany.com*
- **Content** -- Specifies the content of the email message. The default content contains variables, which TrainingCenter replaces with your training session information. You can rearrange, delete, or replace variables and text with specific information. Do not change the text within a variable.

CUSTOMIZING AN EMAIL MESSAGE

To customize an email message:

1. On the **Schedule Training Session** page or **Edit Scheduled Training Session** page, under **Email options**, click the email message that you want to customize. The Edit Email window appears.
2. Edit the email message. Be sure not to change the text within a variable.
3. To save your edited email message, click **Update**.
4. Optional: To return the email message to the default message, click **Reset to Default**. If you click **OK**, the default email message replaces any edits that you have made.

EMAIL MESSAGE VARIABLES

Each variable used in TrainingCenter Email Messages is replaced by corresponding information you provide when scheduling a training session. In the following table, you can find not only the meaning of each variable but also the Email Messages to which it applies.

This variable...	is replaced by...	for use in these email messages.
%EmailFooter%	A website's email signature.	All
%HostEmail%	The email address that you specified your user profile.	All
%HostName%	The first and last name that you specified in your user profile.	All
%ParticipantName%	First and last names that the participants specified when either enrolling for or joining a training session.	All
%PhoneContactInfo%	If you specified a phone number in your user profile, the following text: call %HostPhone% , where %HostPhone% is replaced by the phone number that you specified in your user profile.	Attendee Registration Confirmed Training Session Reminder to Attendees
%RegistrationID%	The enrollment ID for the attendee. TrainingCenter automatically creates this ID for an attendee after you approve his or her enrollment request. If you do not require enrollment for the training session, this variable is replaced by following text: (This training session does not require an enrollment ID.)	Attendee Registration Confirmed Training Session Reminder to Attendees
%SessionDateOrRecurrence%	If the session is a single session, then display: [SessionDate] If the session is a recurring session or multiple-session course, display: [SessionRecurrence]	Attendee Registration Confirmed Training Session Reminder to Attendees
%SessionInfoURL%	The web address, or URL, for the Training Information page for the training session. Training Manager automatically creates the URL once you schedule a training session.	All
%SessionNumber%	The number of your session specified by Training Manager.	All
%SessionPassword%	The password for the training session that you specified when scheduling the training. If you do not require a password, this variable is replaced by the following text: (This training session does not require a password.)	Attendee Registration Confirmed Training Session Reminder to Attendees
%SessionTime%	The time that you specified when scheduling the training session in the	All



	following format: HH:MM [am/pm]. For example: 12:30 pm	
%TeleconferenceInfo%	The following text: To join the teleconference, call %CallInNumber% and enter the training session number. Where %CallInNumber% is replaced by the number(s) that you specified in the Phone numbers box when scheduling the training.	All
%TimeZone%	The time zone that you specified when scheduling the training.	All
%Topic%	The training session topic that you specified when scheduling the training.	All

▶ SPECIFYING SESSION INFORMATION

SETTING YOUR AGENDA

You can specify an agenda for a scheduled training session. The agenda appears on the Agenda page on your TrainingCenter website, which attendees can view before the training session starts.

If you invite an attendee to the training session, the attendee receives an invitation email message that includes a link that the user can click to view the training session's agenda.

To set your training session agenda:

1. On the **Schedule Training Session** page or **Edit Scheduled Training Session** page, scroll to **Session Information**.
2. Next to **Agenda**, select **Plain text** or **HTML (formatted)**.
3. Type the training session's agenda in the **Agenda** box.
4. Next to **Description**, select **Plain text** or **HTML (formatted)**.
5. Type a description of the training session in the **Description** box.
The agenda and description appear on the **Session Information** page available for training session participants to view.
6. Click **Schedule** or **Update**.





ADDING A PICTURE TO THE SESSION INFORMATION PAGE

You can add a picture to a training session description. The picture appears on the Session Information page, which attendees can view before the training session starts.

The picture that you add must be:

- a graphics file that is in the GIF or JPEG format
- approximately 38 x 75 pixels
- less than 100K in size

To add a picture to a training session description:

1. On the **Schedule Training Session** page or **Edit Scheduled Training Session** page, scroll to **Session Information**.
2. Click **Import Picture**. The **Upload Your Picture** page appears.
3. Click **Browse**.
4. Select the file that you want to add to your training session description.
5. Click **Import**.
6. Training Manager imports your picture and adds it to the **Session Information** page for the training session.
7. Optional: To remove your picture from the **Session Information** page, click **Remove Picture**.
8. Click **Schedule** or **Update**.

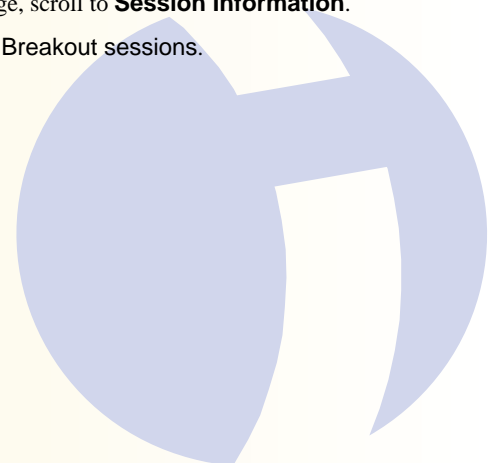
▶ DISPLAYING QUICKSTART

ABOUT QUICKSTART

The QuickStart page allows the host, presenters and panelists to quickly display a document, application or other item they want to share during a training session. If the **Display QuickStart** option is selected by the host in the Session Information section of the **Schedule Training Session** page, the **QuickStart** will appear for the host, presenters, and panelists when a training session or breakout session begins.

To display QuickStart for a training session or breakout session:

1. On the **Schedule Training Session** page or **Edit Scheduled Training Session** page, scroll to **Session Information**.
2. Next to **Display QuickStart**, select the check box for **Main training sessions** or **Breakout sessions**.
3. Click **Schedule** or **Update**.





▶ PUBLISHING COURSE MATERIAL FOR A SCHEDULED TRAINING SESSION

You can publish course material for participants to download before you start a session.

ABOUT PUBLISHING COURSE MATERIAL FOR A SCHEDULED TRAINING SESSION

When scheduling a training session, you can publish files and course material on your TrainingCenter website. This option lets participants download course material for review, preparation, testing, and so on before the session starts. To publish course material, you can either select files already in your personal folders in My Files, or upload new files to My Files first and then select them for publication on your site.

Once you publish course material, participants can download it from the **Session Information** page on your TrainingCenter website. Once you approve participants' registrations, they receive a confirmation email message that contains a link to the Session Information page.

Any file that you publish that is in the Universal Communications Format (UCF), which has a .ucf extension, automatically opens in your content viewer once you start the session. If participants have downloaded a published UCF file before the session starts, it automatically opens in their content viewers as well once you start the session. Up to 10 published UCF files will automatically open in the content viewer.

To download UCF files that you publish, participants must install software that automatically caches, or stores, the file on their computers. Once a participant accesses the **Session Information** page on which you have published a UCF file, a security warning message box appears, in which the participant must click **Yes** to install the caching software.

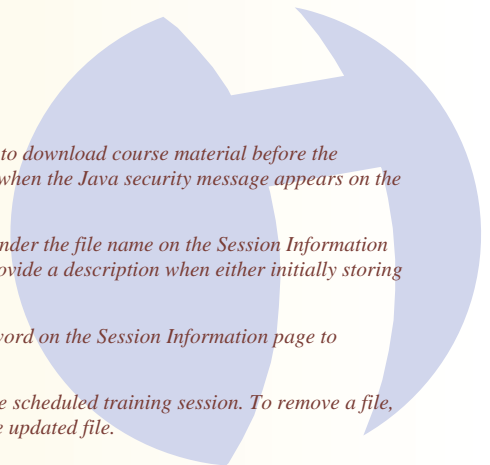
If a participant does not install the software, he or she cannot download the UCF file, and it will not open automatically in his or her content viewer once you start the session.

To publish course material on your TrainingCenter site:

1. On the **Schedule Training Session** page or **Edit Scheduled Training Session** page, scroll to **Course Material**.
2. Click **Add Course Material**. The **Add Course Material** page appears.
3. Do the following:
 - a. To upload the course material files to **My Files**, click the **My Files** link.
 - b. To publish files already in **My Files**, select the check box next to the name of the file or files that you want to publish, then click **Select**.
4. The file or files appear on the **Schedule Training Session** page, under **Session Information**.
5. Optional: To remove a file, click **Remove** next to the file name.
6. Click **Schedule** or **Update**.

Notes:

- You can customize the registration confirmation email message to instruct participants to download course material before the session starts. If you publish a UCF file, you can also instruct participants to click **Yes** when the Java security message appears on the Session Information page, which allows them to download the UCF file.
- If you provide a description of a file in your personal folders, the description appears under the file name on the Session Information page. This description can help participants to identify the course material. You can provide a description when either initially storing the file in your personal folders, or at any time by editing the file's description.
- If you specify a password for your training session, participants must provide the password on the Session Information page to download the course material.
- You can update or remove course material that you published at any time, by editing the scheduled training session. To remove a file, click **Remove** next to the file name. To update a file, remove it first, and then publish the updated file.





▶ USING MYWEBEX

ABOUT MYWEBEX

MyWebEx is an area on your TrainingCenter website in which you can access your user account and personal productivity features. The following features are available, depending on the configuration of your site and user account:

- **Personal list of meetings:** Provides a list of all the online sessions that you are hosting and attending.
- **One-Click Meetings:** *Optional feature.* Lets you set up a training session that you can quickly start at any time, as often as you want, by clicking a One-Click Meeting shortcut on your computer.
- **Personal Meeting Room:** *Optional feature.* A page on your TrainingCenter website on which visitors can view a list of sessions that you are hosting and join session in progress. Also lets visitors access and download files that you share.
- **Access Anywhere:** *Optional feature.* Lets you access and control a remote computer from anywhere in the world.
- **File storage:** Lets you store files in personal folders on your TrainingCenter website, where you can access them on any computer that has access to the Internet. Also lets you make specific files available on your Personal Meeting page, so visitors to your page can access them.
- **Recorded training session management:** Lets you maintain recorded training sessions and publish them on your TrainingCenter website.
- **Address book:** Lets you keep information about your personal contacts on your TrainingCenter website. Using your address book, you can quickly access contacts when inviting them to a training session.
- **User profile:** Lets you maintain your account information, such as your user name, password, and contact information. Also lets you specify another user who can schedule meetings on your behalf and specify options for your Personal Meeting Room page.
- **Website preferences:** Lets you specify the home page for your TrainingCenter website--that is, the page that appears first whenever you access your site. If your site provides multiple languages, you can also choose a language and locale in which to display text on your site.
- **Usage reports:** *Optional feature.* Lets you obtain information about training sessions that you hosted. If you use the Access Anywhere option, you can also obtain information about computers that you access remotely.

▶ USING YOUR LIST OF MEETINGS

ABOUT YOUR LIST OF MEETINGS

On your TrainingCenter website, your My Meetings page in MyWebEx includes:

- A list of all the training sessions that you have scheduled, including both listed and unlisted training sessions
- A list of all training sessions on your site to which you are invited
- The One-Click Meeting Wizard, which lets you set up a One-Click Meeting.

OPENING YOUR LIST OF MEETINGS

You can open your personal list of scheduled meetings on your TrainingCenter website to:

- Start a training session
- Modify a training session
- Cancel a training session

You can open your personal list of meetings to which you are invited to:





1. Obtain information about a training session
2. Join a training session in progress

To open your list of meetings:

1. Log in to your TrainingCenter website, and then click **MyWebEx**.
 - The My Meetings page appears, showing your list of scheduled training sessions.



2. Optional: To view the list of training sessions to which you are invited, click the **Invited** tab.

MAINTAINING YOUR LIST OF SCHEDULED MEETINGS

Once you schedule a training session, it appears in your list of meetings on your My Meetings page.

An online training session remains on your My Meetings page until you delete it. When scheduling a training session, you can choose to automatically delete the training session from your list of meetings once both of the following occur:

- You start and end the training session.
- The scheduled time for the training session has passed.

However, if you required registration for a scheduled training session, the training session remains in your list until you remove it. That way, you can still view information about attendees who registered for the training session at any time after you host the training session.

To remove a training session from your list of meetings on your My Meetings page, you must cancel the training session, by deleting it on this page.





ABOUT THE MYWEBEX MEETINGS PAGE

How to access this page


On your TrainingCenter website, click **MyWebEx**.

What you can do here

Access the following:

- A list of training sessions you are hosting
- A list of any a training sessions to which you are invited
- The One-Click Meeting Wizard

Options on this page

Use this option...	to...
Scheduled	View a lists all of the online training sessions that you are hosting.
Invited	View a list all of the training sessions to which you have been invited.
Set Up One-Click	Start the Set Up One-Click Meeting Wizard, to specify options for a training session and shortcuts on your computer. You can click a shortcut to start the training session at any time.
One-Click Meeting	Start the Set Up One-Click Meeting Wizard, to modify the options a One-Click Meeting that you have already set up.
Personal Meeting Room URL	Go to your Personal Meeting Room page. Your Personal Meeting Room page lists any training sessions that you scheduled and any in-progress meetings that you are currently hosting. Users to whom you provide your personal URL can use this page to join any training session that you are hosting. They can also download files in any folders that you share.
 Refresh	Refresh the information in the meeting list.








ABOUT THE MYWEBEX MEETINGS - SCHEDULED TAB

How to access this tab

On your TrainingCenter website, click MyWebEx > My Meetings.

Links on this tab

Link on the Schedule tab	Description
Topic	The topic for a training session that you are hosting. If you are the alternate host for a training session, the topic appears in italics.
Type	Indicates the type of online session that you are hosting. Available session types depend on the configuration of your TrainingCenter website.
 Requests Pending	Applies only to sessions that require registration. The number of registration requests that are pending--that is, requests that you have neither accepted nor rejected. Click the link for the number to open a page on which you can view details about and accept or reject each registration request.
 Requests Accepted	Applies only to sessions that require registration. The number of registration requests that you have accepted. Click the link for the number to open a page on which you can view details about each accepted registration request.
 Requests Rejected	Applies only to sessions that require registration. The number of registration requests that you have rejected. Click the link for the number to open a page on which you can view details about each rejected registration request.
Starting Time	The date and time at which you scheduled the training session to begin.
Status	The status of the training session. Start: You can start this training session at any time by clicking the this link. Join End: This training session is in progress. Appears if you left a training session, or you allowed participants to join the training session before its starting time and participants have already joined the training session. Join: Lets you join the training session in progress. End: Ends the training session.
Select All	Selects the check boxes for all the training sessions in the list. You cannot select a training session that is currently in progress.
Clear All	Clears the check boxes for all the training sessions that are selected in the list.
Delete	Cancels any training sessions that are currently selected in the list. If you click this link, a message appears, allowing you to confirm that you want to cancel the training session. Another message appears, allowing you to inform any invited attendees that you canceled the training session.





ABOUT THE MYWEBEX MEETINGS - INVITED TAB

How to access this tab

On your TrainingCenter website, click MyWebEx > Invited.

Links on this tab

Link on the Invited tab	Description
Topic	The topic for the training session. Click the link to display a page on which you can view detailed information about the training session.
Type	The type of session to which you are invited. Available session types depend on the configuration of your TrainingCenter website.
Starting Time	The date and time at which the training session will start.
Status	The status of the training session. Join Now: Indicates that you can join the meeting. Not Started: Indicates that the meeting has not yet started. You cannot join the meeting. Registration: Indicates that the meeting requires registration. To display a page on which you can register to attend the meeting, click the link.

▶ MAINTAINING YOUR PERSONAL MEETING ROOM PAGE

ABOUT YOUR PERSONAL MEETING ROOM PAGE

Your user account includes a Personal Meeting Room page on your TrainingCenter website. Users who visit your page can:

- View a list of any online sessions that you are hosting, either scheduled or in currently progress.
- Join a session in progress
- View your personal folders and upload or download files to or from your folders, depending on the settings you specify for your folders

You can customize your Personal Meeting Room page by adding images and text to it.

To provide users with access to your Personal Meeting Room page, you must provide them with your Personal Meeting Room URL.

Note: Add your Personal Meeting Room URL to your business cards, your email signature, and so on.

VIEWING YOUR PERSONAL MEETING ROOM PAGE

You can view your Personal Meeting Room page at any time, by going to the URL for the page. The URL for your Personal Meeting Room page is available on your:

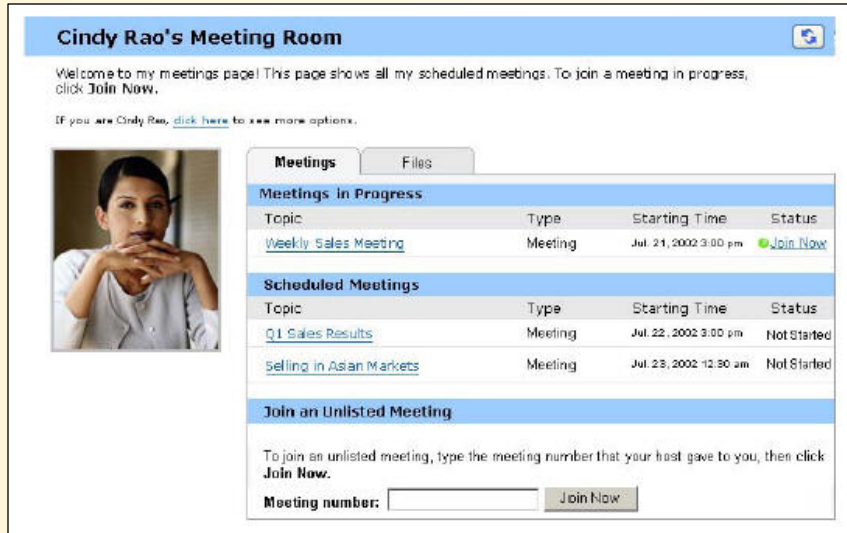
- My WebEx Meetings page
- My WebEx Profile page





To view your Personal Meeting Room page:

1. Log in to your TrainingCenter website, and then click **MyWebEx**. The My WebEx Meetings page appears.
2. Click the link for Personal Meeting Room URL.
3. Alternatively, in MyWebEx, click My Profile, and then click the Personal Meeting Room URL link, which is under the Personal Meeting Room section.
Your Personal Meeting Room page appears. The following is an example of a Personal Meeting Room page.



Note: Add your Personal Meeting Room URL to your business cards, your email signature, and so on.

SETTING OPTIONS FOR YOUR PERSONAL MEETING ROOM PAGE

You can add the following to your Personal Meeting Room page:

- An image to your page. For example, you can add a picture of yourself or your company's product.
- A custom "banner" image to the header area of your Personal Meeting Room page, if your user account has the "branding" option. For example, you can add your company's logo.
- A welcome message. For example, you can provide a greeting; instructions on joining an online session; information about yourself, your product, or your company; and so on.

At any time, you can replace or delete images and text that you add.

To add an image to your Personal Meeting Room page:

1. If you have not already done so, log in to your TrainingCenter website.
2. On the navigation bar at the top of the page, click MyWebEx.
3. Click My Profile. The My WebEx Profile page appears.
4. Under Personal Meeting Room, specify options for your page.
5. At the bottom of the My WebEx Profile page, click Update.

SHARING FILES ON YOUR PERSONAL MEETING ROOM PAGE

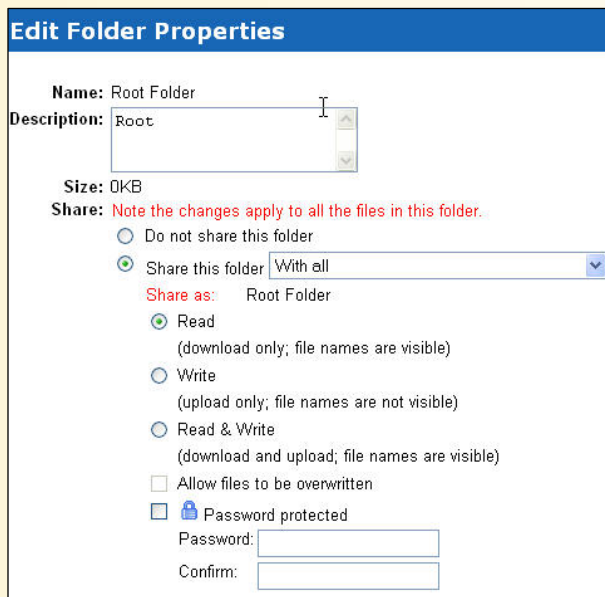




You can share any folders that you create on your My WebEx Files: Folders page so that they appear on the Files tab on your Personal Meeting Room page. For any folder that you share, you can specify whether users can download files from or upload files to the folder.

To share files on your Personal Meeting Room page:

1. Open the My WebEx Files page.
2. Under **Name**, locate the folder in which you want to share files.
3. If the file or folder is in a closed folder, click the folder to open it.
4. Click the **Properties** icon for the folder in which you want to share files.
5. The Edit Folder Properties window appears.



6. Specify sharing options for the folder.
7. Click **Update**.

▶ MAINTAINING FILES IN YOUR PERSONAL FOLDERS

ABOUT MAINTAINING FILES IN YOUR FOLDERS

Your user account includes personal storage space for files on your TrainingCenter website.

In your personal storage space, you can:

- Create folders to organize your files.
- Edit information about any file or folder in your personal folders
- Move or copy a file or folder to a different folder
- Share a folder so it appears on your Personal Meeting Room page





Notes:

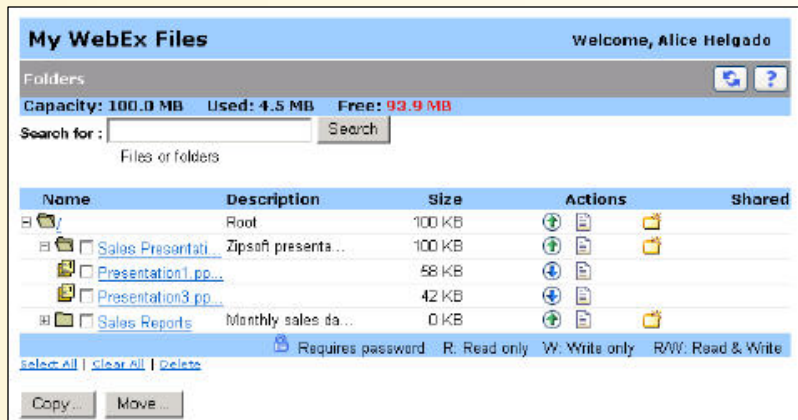
- You can use this storage space to access important information when you are away from the office. For example, if you are on a business trip and want to share a file during an online session, you can download the file in your personal folders to a computer, and then share the file with attendees.
- If you share a folder, visitors to your Personal Meeting Room page can upload files to or download them from the folder. For example, you can use your personal folders to exchange documents that you share in your sessions, archive recorded meetings, and so on.

OPENING YOUR PERSONAL FOLDERS

To store files on your meeting service website, or to access files that you stored, you must open your personal folders.

To open your personal folders:

1. Log in to your TrainingCenter website, and then click MyWebEx.
2. Click My Files.
3. The My WebEx Files page appears, showing your personal folders.

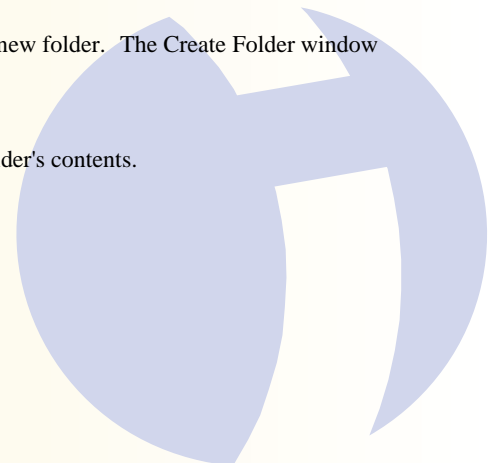


ADDING NEW FOLDERS TO YOUR PERSONAL FOLDERS

To organize your files on your meeting service website, you can create folders in your personal storage space for files.

To create a new folder:

1. Open the My Folders page.
2. Under Action, click the Create Folder button for the folder in which you want a new folder. The Create Folder window appears.
3. In the Folder Name box, type a name for the folder.
4. Optional: In the Description box, type a description to help you to identify the folder's contents.
5. Click OK.





UPLOADING FILES TO YOUR PERSONAL FOLDERS

To store files in your personal folders on your TrainingCenter website, you must upload them from your computer or a local server.

You can upload:

- Up to three files at once
- Any file that is less than 5076K

The amount of space available for storing files is determined by your site administrator. If you require more disk space, contact your site administrator.

To upload files to your personal folders:

1. Locate the folder in which you want to store the file.
2. Under **ACTION** for the folder, click the **Upload** button for the folder in which you want to store the file. The Upload File window appears.
3. Click **Browse**. The **Choose File** dialog box appears.
4. Select the file that you want to upload to your folder.
5. Click **Open**.
6. The file appears in the **File name** box.
7. Optional: In the **Description** box, type a description to help you to identify the file.
8. Optional: Select up to two additional files to upload.
9. Click **Upload**.
10. The files are uploaded to the folder that you selected.
11. Once you are finished uploading files, click **Finish**.

MOVING OR COPYING FILES OR FOLDERS IN YOUR PERSONAL FOLDERS

In your personal folders on your TrainingCenter website, you can move one or more files or folders to another folder.

To move or copy a file or folder:

1. Open the My Folders page.
2. Locate the file or folder that you want to move.
3. Select the check box for the file or folder that you want move.
4. You can select multiple files or folders.
5. Click **Move** or **Copy**.
6. The Move/Copy File or Folder window appears, showing a list of your folders.
7. Select the option button for the folder in which you want to move or copy the file or folder.
8. Click **OK**.

EDITING INFORMATION ABOUT FILES OR FOLDERS IN YOUR PERSONAL FOLDERS

You can edit the following information about a file or folder in your personal folders on your TrainingCenter website:





- Name
- Description

You can also specify sharing options for folders that appear on your Personal Meeting Room page.

To edit information about a file or folder:

1. Open the My Folders page.
2. Locate the file or folder for which you want to edit information.
3. Click the Properties icon for the file or folder for which you want to edit information. The Edit File Properties or Edit Folder Properties window appears.

4. In the **Description** box, type a new name for the file or folder.
5. In the **Name** box, type a new name for the file or folder.
6. Click Update.

SEARCHING FOR FILES OR FOLDERS IN YOUR PERSONAL FOLDERS

In your personal folders on your TrainingCenter website, you can quickly locate a file or folder by searching for it. You can search for a file or folder by text that appears in either its name or description.





To search for a file or folder:

1. Open the My Folders page.
2. In the Search For box type all or part of the file's name or description.
3. Click Search.
4. A list of any files or folders that contain the search text appears.

DOWNLOADING FILES IN YOUR PERSONAL FOLDERS

In your personal folders on your TrainingCenter website, you can download any files to your computer or a local server.

To download files:

1. Open the My Folders page.
2. Locate the file that you want to download.
3. Under Action, click the Download button for the file that you want to download. The File Download dialog box appears.
4. Follow any instructions that your web browser or operating system provides to download the file.

DELETING FILES OR FOLDERS IN YOUR PERSONAL FOLDERS

You can delete any files or folders that reside in your personal folders on your TrainingCenter website.

To delete a file or folder:

1. Open the My Folders page.
2. Under Name, locate the file or folder that you want to delete.
3. Select the check box for the file or folder that you want delete.
4. You can select multiple files or folders.
5. Click Delete. A message appears, asking you confirm that you want to delete the file or folder.
6. Click OK.

▶ ABOUT THE MY WEBEX FILES PAGE

How to access this page

On your TrainingCenter website, click MyWebEx > My Files.

What you can do here









- Store files that you use in your online sessions or that you want to access when away from your office.
- Specify in which folders visitors to your Personal Meeting Room can download or upload files.

Options on this page

Link or Option	Description
Capacity	The storage space available for your files, in megabytes (MB).





Used	The amount of storage space that your files occupy, in megabytes (MB). Once this value exceeds your capacity, you can no longer store files until you remove existing files from your folders.
Free	The amount of storage space that is available either in your personal storage space or on your entire site, depending on the configuration of your site.
Search for	Lets you locate a file or folder by searching for it. You can search for a file or folder by text that appears in either its name or description. To search for a file or folder, type all or part of it's name or description in the box, and then click Search.
Go Back	Returns you to the page that you previously accessed.
 Refresh	Click this button to refresh the information on the page.
Name	The name of the folder or file. Click a folder or file name to open the Folder Information page or File Information page. From the Information page, you can access the properties of a folder or file.  Indicates that the item is a folder. Click the image to display the contents of the folder.  Indicates that the item is a file.
Path	The folder hierarchy for the folder or file. The Root folder is the top-most folder in which all other folders and files reside.
Size	The size of the folder or file, in kilobytes (KB).
Actions	Click the icons to perform an action on the folder or file that is associated with it:  Upload file: Available only for files. Click this icon to open the File Upload page, on which you can select up to three files at a time to upload to a specified folder.  Download file: Available only for files. Click this icon to download the file associated with it.  Edit File Properties or Edit Folder Properties: Click this icon to open the Edit File Properties page or Edit Folder Properties page, on which you can edit information about the file or folder, respectively.  Create Folder: Available for folders only. Click this icon to open the Create Folder page on which you can create a new folder in your personal storage space.
Shared	Specifies the sharing settings for a folder that is, how others who visit your Personal Meetings Room can access your folder and its files. R: Read only: Visitors to your Personal Meeting Room can view the list of files in the folder and download the files. W: Write only: Visitors to your Personal Meeting Room can upload files to the folder, but they cannot view the files in it. R/W: Read and write: Users can view files in the folder, download files from the folder, and upload files to the folder.  Password Protected: Indicates that the folder is password protected. Visitors to your Personal Meeting Room must provide the password you specify to access the folder.
Select All	Selects the check boxes for all the folders and files that are visible in the list. You can then click the Copy or Move button or click the Delete link to perform an action on the selected folders or files.
Clear All	Clears the check boxes for all the folders and files that are selected in the list.
Delete	Deletes the selected folders and files from the list.
Copy	Opens a page on which you can copy the selected folder or file to another folder.
Move	Opens a page on which you can move the selected folder or file to another folder.

ABOUT THE EDIT FOLDER PROPERTIES PAGE

How to access this page

On your TrainingCenter website, click MyWebEx > My Files > Properties icon for folder.

What you can do here

Specify a name, a description, and sharing options for a folder that you created in your personal folders.



Options on this page

Use this option...	to...
Name	Enter the name of the folder.
Description	Enter the description of the folder.
Share	Specify who can access this folder. Do not share this folder: This folder does not appear on your Personal Meeting Room page. Thus, visitors to your page cannot view the folder or access any files in it. Share this folder: This folder appears on your Personal Meeting Room. The drop-down list specifies which users can access the folder, as follows: With all: All visitors to your Personal Meeting Room can access this folder. With users with host or attendee accounts: Only visitors to your Personal Meeting Room who have either a host account or an attendee account on your meeting service website can access this folder. With users with host accounts only: Only visitors to your Personal Meeting Room who have a host account on your TrainingCenter website can access this folder.
Share as	Enter the name for the folder that will appear on your Personal Meeting Room page.
Read	Let visitors to your Personal Meeting Room view the list of files in the folder and download the files.
Write	Let visitors to your Personal Meeting Room upload files to the folder but cannot view the files in it.
Read & write	Let users view files in the folder, download files from the folder, and upload files to the folder.
Allow files to be overwritten	Let users upload a file with the same name as an existing file in the folder and replace the existing file. If this option is not selected, users cannot overwrite any files in the folder.
Password protected	Let only visitors to your Personal Meeting Room who know the password view the list of files in the folder, download files from the folder, or upload files to the folder, depending on the read/write settings for the folder. Password: The password that visitors to your Personal Meeting Room must provide to access the folder. Confirm: If you specified a password, type it again to verify that you typed it correctly.
Update	Save any changes that you made to folder's properties, and then closes the Edit Folder Properties window.
Cancel	Close the Edit Folder Properties window, without saving any of the changes that you made.

▶ MAINTAINING CONTACT INFORMATION

ABOUT MAINTAINING CONTACT INFORMATION

You can maintain a personal online address book, in which you can add information about contacts and create contact groups. When scheduling a training session, you can quickly invite any contacts or contact groups in your personal address book. You can also invite contacts in the company address book for your TrainingCenter website, if one is available.

You can add contacts to your address book in any of the following ways:

- Specify information about contacts one at a time.
- Import contact information from your Microsoft Outlook contacts.
- Import contact information from a comma-separated/comma-delimited values (CSV) file in which you add contact information.

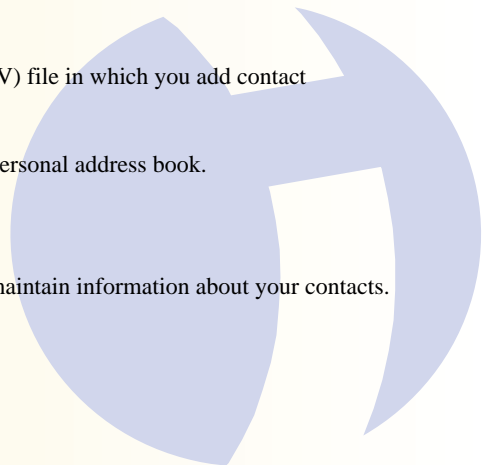
You can also edit or delete the information about any contact or contact group in your personal address book.

OPENING YOUR ADDRESS BOOK

You can open your personal address book on your TrainingCenter website, to view or maintain information about your contacts.

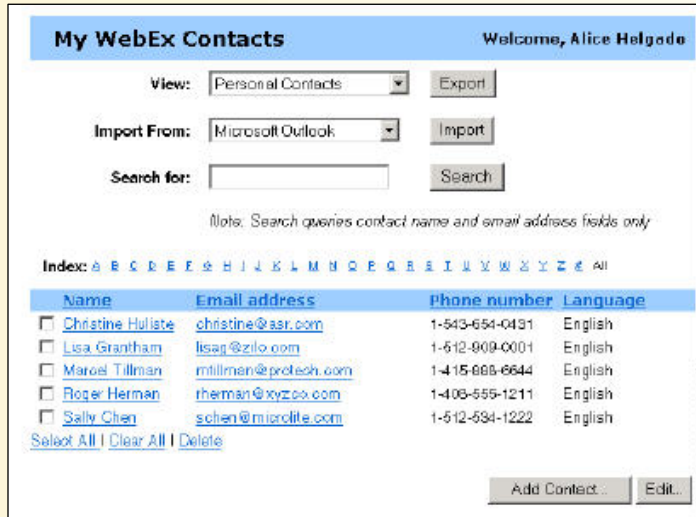
To open your address book:

1. Log in to your TrainingCenter website.





2. On the navigation bar at the top of the page, click MyWebEx.
3. Click My Contacts. The My Contacts page appears.



4. In the View drop-down list, select one of the following contact lists:
 - a. **Personal Contacts:** Includes any individual contacts that you added to your personal address book. If you have a Microsoft Outlook address book or contacts folder, you can import its contacts to this list of contacts.
 - b. **My Groups:** Includes any contact groups that you have added to your personal address book.
 - c. **Company Address Book:** Your organization's address book, which includes any contacts that your site administrator has added to it. If your organization uses a Microsoft Exchange Global Address List, your site administrator can import its contacts to this address book.

ADDING A CONTACT TO YOUR ADDRESS BOOK

You can add contacts to your personal address book, one at a time.

To add a contact to your personal address book:

1. Open your address book.
2. In the View drop-down list, select Personal Contacts.
3. A list of contacts in your personal contacts list appears.
4. Click Add Contact. The Add Contact page appears.





5. Provide information about the contact.
6. Click Add.

Notes:

- You cannot add contacts to your company address book.
- If you want to add multiple contacts, you can them all at once, instead of adding one contact at a time.

ABOUT THE NEW/EDIT CONTACT PAGE

How to access this page

On your TrainingCenter website, click MyWebEx > My Contacts > Add Contact > Edit.

What you can do here

Enter information about a new or existing contact for your personal address book.





Options on this page

Use this option...	to...
Get Map	Open the Yahoo! Maps page on the Yahoo! website, to obtain directions to a contact's address.
Full name	Enter the contact's first and last name.
Email address	Enter the contact's email address.
Language	Set the language in which any email messages that you send to the contact using your TrainingCenter site appear. Available only if your TrainingCenter website can be displayed in two or more languages. Please contact your sales representative for more information on multiple language capabilities.
Company	Enter the company or organization for which the contact works.
Job title	Enter the contact's position in a company or organization.
URL	Enter the URL, or web address, for the contact's company or organization.
Phone number / Phone number for mobile device / Fax number	Enter the contact's phone numbers. For each number, you can specify the following:
Country Code	Specify the number that you must dial if the contact resides in another country. To select a different country code, click the link to display the Country Code window. From the drop-down list, select the country in which the contact resides.
Area or city code	Enter the area or city code for the contact's phone number.
Number	Enter the phone number.
Extension	Enter the extension for the phone number, if any.
Address 1	Enter the contact's street address.
Address 2	Enter additional address information, if necessary.
State/Province	Enter the contact's state or province.
ZIP/Postal code	Enter the contact's ZIP or postal code.
Country	Enter the country in which the contact resides.
User name	Enter the user name with which the user logs in to your TrainingCenter website, if the contact has a user account.
Notes	Enter any additional information about the contact.

IMPORTING CONTACT INFORMATION IN A FILE TO YOUR ADDRESS BOOK

You can add information about multiple contacts simultaneously to your personal address book, by importing a comma-separated/comma-delimited (CSV) file. A CSV file has a **.CSV** extension.

First, create a comma separated values (CSV) file and add contact information to it, using a spreadsheet program, such as Microsoft Excel. Next, import the CSV file that you created to your address book.

To create a CSV file:

1. Open your address book.
2. In the View drop-down list, ensure that **Personal Address Book** is selected.
3. Click **Export**.
4. Save the **.csv** file to your computer.
5. Open the **.csv** file that you saved in a spreadsheet program, such as Microsoft Excel.
6. Optional: If contact information exists in the file, you can delete it.
7. Specify information about the new contacts in the **.csv** file.

Note: If you add a new contact, ensure that the UID field is blank.

8. Save the **.csv** file. Ensure that you save it as a **.csv** file.

To import a CSV file containing new contact information:





1. Open your address book.
2. In the View drop-down list, ensure that Personal Address Book is selected.
3. In the Import From drop-down list, select Comma Delimited Files.
4. Click Import.
5. Select the .csv file in which you added new contact information.
6. Click Open.
7. Click Upload File.
8. The View Personal Contacts page appears, allowing you to review the contact information you are importing.
9. Click Submit.
10. A confirmation message appears.
11. Click Yes.

ABOUT THE CONTACT INFORMATION CSV TEMPLATE

How to access this template

On your TrainingCenter website, click MyWebEx > My Contacts > View > Personal Address Book > Export.

What you can do here

Specify information about multiple contacts, which you can then import to your personal address book.

Fields in this template

Option	Description
UUID	A number that your TrainingCenter site creates to identify the contact. If you add a new contact to the CSV file, you must leave this field blank.
Name	Required. The contact's first and last name.
Email	Required. The contact's email address. The email address must be in the following format: name@company.com
Company	The company or organization for which the contact works.
JobTitle	The contact's position in a company or organization.
URL	The URL, or web address, for the contact's company or organization.
OffCntry	The country code for the contact's office phone--that is, the number that you must dial if the contact resides in another country.
OffArea	The area or city code for the contact's office phone number.
OffLoc	The contact's office phone number.
OffExt	The extension for the contact's office phone number, if any.
CellCntry	The country code for the contact's cellular or mobile phone--that is, the number that you must dial if the contact resides in another country.
CellArea	The area or city code for the contact's cellular or mobile phone number.
CellLoc	The contact's cellular or mobile phone number.
CellExt	The extension for the contact's cellular or mobile phone number, if any.
FaxCntry	The country code for the contact's fax number--that is, the number that you must dial if the contact resides in another country.
FaxArea	The area or city code for the contact's fax number.
FaxLoc	The contact's fax number.
FaxExt	The extension for the contact's fax machine, if any.
Address 1	The contact's street address.
Address 2	The additional address information, if necessary.
State/Province	The contact's state or province.
ZIP/Postal	The contact's ZIP or postal code.



Option	Description
Country	The country in which the contact resides.
Username	The user name with which the user logs in to your TrainingCenter website, if the contact has a user account.
Notes	Any additional information about the contact.

IMPORTING CONTACT INFORMATION FROM OUTLOOK TO YOUR ADDRESS BOOK

If you use Microsoft Outlook, you can import the contacts that you maintain in your Microsoft Outlook address book or folder to your personal address book on your TrainingCenter website.

To import contacts from Outlook to your personal address book:

1. Open your address book.
2. In the View drop-down list, select **Personal Contacts**.
3. Click **Import**. The Choose Profile dialog box appears.
4. In the **Profile Name** drop-down list, select the Outlook user profile that includes the contact information that you want to import.
5. Click **OK**.

Notes:

- When you import contacts in Outlook, your TrainingCenter website retrieves contact information from the Outlook address book or folder in which you have chosen to keep personal addresses.
- If your personal address book already includes a contact that is also in your Outlook contacts list, the contact is not imported. However, if you have changed the contact's email address in your personal address book, importing the contact from Outlook creates a new contact in your personal address book.

VIEWING AND EDITING CONTACT INFORMATION IN YOUR ADDRESS BOOK

In your personal address book, you can view and edit information about individual contacts in your Personal Contacts list. You can view, but not edit, information about contacts in your company address book.





To view or edit contact information:

1. Open your address book.
2. In the **View** drop-down list, select *one* of the following:
 - a. **Personal Contacts**
 - b. **Company Address Book**A list of contacts appears.
3. Locate the contact whose information you want to view or edit.
4. Under **Name**, select the contact whose information you want to view or edit.
5. Do *one* of the following:
 - a. If the contact is in your personal contacts list, click **Edit**.
 - b. If the contact is in your company address book, click **View Info**.
6. Information about the contact appears.
7. Optional: If the contact is in your personal contacts list, edit the information that you want to change on the Edit Contact's Information page.
8. Click OK.

SEARCHING FOR CONTACTS IN YOUR ADDRESS BOOK

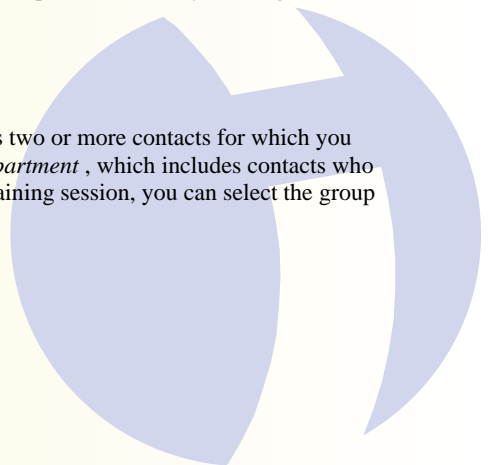
You can quickly locate a contact in your personal address book, using one of several methods.

To search for a contact in your address book:

1. Open your address book.
2. In the **View** drop-down list, select a contacts list.
3. Do *any* of the following:
 - a. In the **Index**, click a letter of the alphabet to display a list of contacts whose names begin with that letter. For example, the name *Susan Jones* appears under **S**.
 - b. To search for a contact in the list you are currently viewing, type text that appears in either the contact's name or email address in the **Search for** box, and then click **Search**.
If the entire list of contacts does not fit on a single page, view another page by clicking the links for the page numbers.
 - c. Sort your personal contacts or company address book by name, email address, or phone number by clicking the column headings.

CREATING A CONTACT GROUP IN YOUR ADDRESS BOOK

You can create contact groups for your personal address book. A contact group includes two or more contacts for which you provide a common name. For example, you can create a contact group named *Sales Department*, which includes contacts who are members of the department. If you want to invite members of the department to a training session, you can select the group rather than each member individually.





To create a group:

1. Open your address book.
2. In the View drop-down list, select My Groups. A list of any groups that you have already created appears.
3. Click Add Group.
4. The New Group page appears. This page includes a list of all the contacts in your personal contacts list in your address book.
5. In the Name box, type the name of the group.

6. Optional: In the Notes box, type descriptive information about the group.
7. Under Contacts to add to the group, select the check box for each contact that you want to add to the group.
8. Click OK.

EDITING A CONTACT GROUP IN YOUR ADDRESS BOOK

You can add or remove contacts from any contact group that you have created for your personal address book. You can also change a group's name or descriptive information.

To edit a contact group:

1. Open your address book.
2. In the View drop-down list, select My Groups. A list of any groups that you have created appears.
3. Under Group name, select the check box for the group that you want to edit.





4. Click Edit. The Edit Group page appears. This page includes a list of all the contacts in your personal address book.
5. Under Contacts to add to the group, a check mark appears in the Name column for each contact who is a member of the

Edit Group

Group name: (required)

Group notes:

Contacts to add to the group:

Select Contacts:

Search for:

Index: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 0 1

Select	User	Email
<input type="checkbox"/>	Christine Hulliste	christine@asr.com
<input type="checkbox"/>	Lisa Grantham	lisaq@zilo.com
<input type="checkbox"/>	Marcel Tillman	mtillman@protech.com
<input type="checkbox"/>	Roger Harman	rharman@xyzco.com
<input type="checkbox"/>	Sally Chan	schen@microlite.com

group.

6. Enter new information about the group
7. Click OK.

DELETING CONTACT INFORMATION IN YOUR ADDRESS BOOK

You can delete any contact or contact groups that you have added to your personal address book.

To delete a contact or contact group:

1. Open your address book.
2. In the View drop-down list, select one of the following:
 - a. **Personal Contacts**
 - b. **My Groups**
3. In the list that appears, select the check box for the contact or contact group that you want to delete.
4. Click Delete. A message appears, asking you to confirm the deletion.
5. Click OK.





▶ MAINTAINING YOUR USER PROFILE

ABOUT MAINTAINING YOUR USER PROFILE

Once you obtain a user account, you can edit your user profile at any time to change the following information:

- Your full name
- Your user name, if your site administrator provides this option
- Your password
- Your contact information, including your street address, email address, and phone numbers
- Your teleconference account numbers, if your site includes the teleconference account option.

Note: InterCall recommends using alternative audio conference services such as Operator-Assisted or Direct Event for the audio portion of your session if you have more than 125 participants in your session. Reservationless-Plus is scalable to 125 participants and is not designed for large scale trainings. Please contact your sales representative for more information on InterCall's event audio services. For more information on audio controls, please reference the InterCall Centers Audio Controls User Guide and Release Notes on www.intercallcenters.com.

- Tracking codes that your organization uses to keep records of your training sessions, such as project, department, and division numbers
- Personal Meeting Room options, including the images and welcome message that appear on the page
- Default options for your online sessions, including
 - Whether your scheduled training sessions are automatically removed from your list of meetings once the training session ends
 - The default session type that you want to use, if your account includes multiple session types
 - Whether the QuickStart page appears in the content viewer once you start a training session
 - The users who can schedule training sessions on your behalf

EDITING YOUR USER PROFILE

Once you obtain a user account, you can edit your user profile at any time to change account login information, contact information, and other options available for your account.





To edit your user profile:

1. Log in to your TrainingCenter website.
2. On the navigation bar, click MyWebEx.
3. Click My Profile. The My Profile page appears. The following page is an example only. Your My Profile page may include different options.

My WebEx Profile
 * Denotes a Required Field

Personal Information

User name: 752379
 Password: *****
 First name: Susan *
 Last name: Lively *
 Email address: slively@abc.com| *
 Address 1:
 Address 2:
 City:
 State/Province:
 ZIP/Postal code:
 Country/Region: United States of America
 Language: English
 Office phone: Country/Region: Area or city code: Number: Extension:
 Cell phone: Country/Region: Area or city code: Number: Extension:
 Fax number: Country/Region: Area or city code: Number: Extension:
 Pager: Country/Region: Area or city code: Number: Extension:

4. Edit the information on the page.
5. When you are finished editing your user profile, click Update.

ABOUT THE MY WEBEX PROFILE PAGE

How to access this template

On your TrainingCenter website, click MyWebEx > My Profile.

What you can do here

Specify the following:

- Account information
- Personal information
- Personal Meeting Room information
- Teleconference Account information
- Session options





Personal information options

Use this option....	to....
User name	Specify the user name for your account. You can change this name only if the administrator for your TrainingCenter website provides this option. If you need to change your user name, but cannot edit it on this page, ask your site administrator to change your user name or create a new account for you.
Password	Specify the password for your account. A password: Must contain at least four characters Can consist of a maximum of 32 characters Can include any letters, numbers, or special characters, but not spaces Is case sensitive
Confirm password	Verify that you typed your password correctly in the Password box.
Other personal information options	Enter any personal information that you want to maintain in your profile.

Personal Meeting Room options

Use this option....	to....
Personal Meeting Room URL	Go to your Personal Meeting Room page. Your Personal Meeting Room page lists any online sessions that you scheduled and any in-progress sessions that you are currently hosting. Users to whom you provide your personal URL can use this page to join any training session that you are hosting. They can also download files in any folders that you share.
Welcome Message	Enter the message that appears on your Personal Meeting Room page. A message can be a maximum of 128 characters, including spaces and punctuation. To specify a message, type it in the box, and then click Update .
Upload Image	Upload an image file which resides on your computer or another computer on your network to your Personal Meeting Room page. For example, you can upload a picture of yourself, your company's logo, or a picture of your company's product. Visitors to your page can see the image that you upload. The image can be a maximum of 160 pixels wide. If you upload a larger image, its width is automatically reduced to 160 pixels. However, the image's aspect ratio is maintained. Browse: Lets you locate an image. Upload: Uploads the image that you selected. Current Image: Displays the image that currently appears on your Personal Meeting Room page. Delete: Removes the current image from your Personal Meeting Room page. This button is available only if you have uploaded an image for the page.
Customize branding of header area	Upload a "banner" image to the non-scrolling header area for your Personal Meeting Room page. For example, you can upload your company's logo or an advertisement. Visitors to your page can see the image that you upload. Available only if your site administrator has turned on this option for your account. The image can be a maximum of 75 pixels high. If you upload a larger image, its height is automatically reduced to 75 pixels. However, the image's aspect ratio is maintained. Browse: Lets you locate a banner image. Upload: Uploads the banner image that you selected. Current Image: Displays the banner image that currently appears on your Personal Meeting Room page. Delete: Removes the current banner image from your Personal Meeting Room page. This button is available only if you have uploaded an image for the page.

Session options

Use this option....	to....
Default session type	Specify the default session type that you host, if your user account lets you host different types of online sessions. For more information about session types, ask the site administrator for your WebEx service. You can change this default setting when scheduling a training session.
QuickStart	Specify whether the QuickStart page appears in the content viewer once you start a training session.



	<p>The QuickStart lets you start sharing activities quickly, as an alternative to starting them from a menu or toolbar.</p> <p>Show QuickStart to host and presenter: The QuickStart appears in the content viewer for the host and presenter.</p> <p>Show QuickStart to attendees: The QuickStart appears in the content viewer for attendees. Select this option only if you intent to let attendees share information during your training sessions. You can change this default setting when scheduling a training session.</p>
<p>Scheduling permission</p>	<p>Type the email addresses for any users whom you want to let schedule training sessions for you. Separate email addresses with either a comma or a semicolon.</p> <p>Select From Host List: Open the Select Host page, which contains a list of all users who have accounts on your TrainingCenter website. On this page, you can select users whom you want to let schedule training sessions for you.</p>

▶ GENERATING REPORTS

ABOUT GENERATING REPORTS

If your user account includes the reports option, you can view the following types of usage reports:

General Meeting Usage reports

These reports contain information about each online session that you host. You can view the following types of Meeting Usage reports:

- **Summary Usage report:** Contains a summary of the information about each training session, including the topic, date, starting and ending time, duration, number of attendees you invited, number of invited attendees who actually attended, and type of voice conferencing you used.
- **Summary Usage report CSV (comma-separated values) file:** Contains additional details about each training session, including the "people minutes" (cumulative number of minutes that all participants were connected to the meeting) and tracking codes.
- **Session Detail report:** Contains detailed information about each participant in a training session, including the time the participant joined and left the training session and any information that the attendee provided.

Access Anywhere usage report

This report contains detailed information about the computers that you access remotely, including the date on which you accessed your remote computer and the starting and ending times of your session.





TrainingCenter reports

These reports contain detailed information about the training sessions you host. You can view the following types of TrainingCenter reports:

- **Live Training Usage report:** The Live Training Usage report is available in two formats:
 - **Live Training Usage Summary report:** Contains a summary of the information about each training session, including the topic, date, starting and ending time, duration, number of attendees you invited, number of attendees who registered, and number of invited attendees who actually attended.
 - **Live Training Usage Detail report:** Contains detailed information about each attendee in a training session, including the time the participant joined and left the meeting and any information that the attendee provided, such as registration information. You can also view information about any registrants who did not attend a session.
- **Recorded Training Access report:** Contains access and registration information about each recorded training session that you published on your TrainingCenter website.

GENERATING USAGE REPORTS

You can generate usage reports that provide information about each online session that you have hosted on your site.

You can export or download the data in many types of reports to a comma-separated values (CSV) file, which you can open in a spreadsheet program, such as Microsoft Excel. You can also print reports in a printer-friendly format.

To generate a usage report:

1. Log in to your TrainingCenter website, and then click MyWebEx.
2. Click My Reports. The My Reports page appears.
3. Choose the type of report you want to generate.
4. Specify your search criteria, such as a date range for which you want to view data in the report.
5. Generate the report.

▶ SETTING WEBSITE PREFERENCES

ABOUT SETTING WEBSITE PREFERENCES

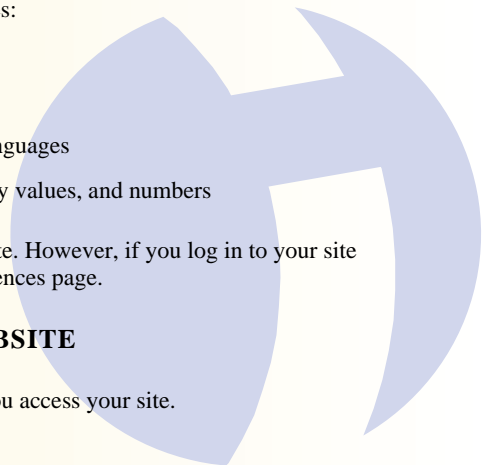
You can customize your TrainingCenter website by specifying the following preferences:

- The home page that appears when you access your TrainingCenter website
- The time zone in which training session times appear
- The language in which your website displays text, if your site includes multiple languages
- The locale--that is, the format in which your website displays dates, times, currency values, and numbers

You need not have a user account to specify preferences for your TrainingCenter website. However, if you log in to your site with a user account, more options for choosing a home page are available on the Preferences page.

SETTING PREFERENCES FOR YOUR TRAININGCENTER WEBSITE

You can select a default page on your TrainingCenter website that appears whenever you access your site.





To preferences for your TrainingCenter website:

1. Log in to your TrainingCenter website, and then click MyWebEx.
2. Click Preferences. The Preferences page appears.

Preferences

Set your preferences for this Web site.

Home page: Welcome Page

Time zone: GMT -05:00, Central Daylight Time (Chicago)

Language: English

Locale: U.S.

Note: Changing the locale affects the display of session times, dates, currency, and numbers.

3. Select your preferences.
4. Click OK.

ABOUT THE PREFERENCES PAGE

How to access this page

On your TrainingCenter website, click Set Up > Preferences, or click MyWebEx > Preferences.

What you can do here

The Preferences page allows you to specify preferences for your TrainingCenter website.

Options on this page

Use this option....	to....
Home page	Set the first page that appears when you access your TrainingCenter website.
Time zone	Set the time zone in which you reside. If you select a time zone for which daylight saving time (DST) is in effect, your TrainingCenter website automatically adjusts its clock for daylight saving time The selected time zone appears: Only on your view of your TrainingCenter website, not other users' views In all training session invitations that you send using your TrainingCenter website
Language	Set in which language your TrainingCenter website displays texts. The languages that appear in this list are limited to the languages that have been set up for your website.
Locale	Set the format in which your website displays dates, times, currency values, and numbers.



▶ USING SCORM

SCORM OVERVIEW

SCORM (Sharable Courseware Object Reference Model) is a set of technical standards allowing web-based learning systems to find, import, share, reuse, and export learning content in a standardized way. In SCORM pages, the learning management system (LMS) can track what needs to be delivered to the learner, when the learner achieves the skill or competency, and sends the learner to the appropriate level of content.

An Application Programming Interface (API) provides a standard way of communicating with the LMS using web-friendly JavaScript. InterCall provides a SCORM page in which the host can specify which information is provided in the API.

You can read more about SCORM at the following websites:

- www.adlnet.org
- www.imsglobal.org
- www.rhassociates.com/scorm.htm
- www.teleologic.net/SCORM/index.htm
- www.altrc.org/specifications.asp

Please contact your sales representative for more information on APIs and how to connect your LMS to the TrainingCenter application.

VIEWING THE SCORM PAGE

To view SCORM data for a scheduled training session from your personal training calendar on your TrainingCenter website, follow these steps:

1. Log in to your TrainingCenter website.
2. On the navigation bar, click MyWebEx. The My Meetings page appears, showing a list of any training sessions that you have scheduled.
3. In the list of training sessions, click the link for the training session that you want to view. The Session Information page appears.





4. Click a link next to SCORM data. The Edit SCORM Information page appears.

Edit SCORM Information

CSF File :

Source : ADL
Model : ADL SCORM1.1
CSF filename : 01/14/05 Training_scorm.xml
Name of content : WebEx Live Training Session
ID : 142712242
Title : 01/14/05 Training
Description :

Curricular type: Lesson
Name of author : Jason Anthony

Content Metadata File

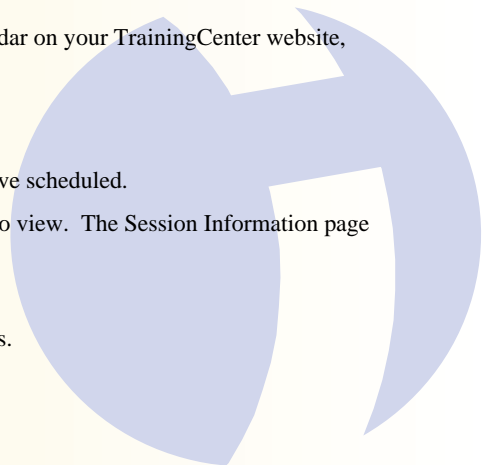
Keywords : 01/14/05
Name of catalogue : Sample Courses Catalog
Catalog entry : Course01
Version of this session : 1.0
Status : Final
Meta-data schema : ADL SCORM1.1
File format : WebEx Recording Format
Location :
(URL or directory path)
Duration : 60 minutes
Course fee ? no
Copyright protected? yes
Course purpose ? User defined
if others

5. To download the file, click Save and Download. Follow the instructions in the File Download dialog box.

EDITING THE SCORM PAGE

To edit SCORM data for a scheduled training session from your personal training calendar on your TrainingCenter website, follow these steps:

1. Log in to your TrainingCenter website.
2. On the navigation bar, click MyWebEx.
The My Meetings page appears, showing a list of any training sessions that you have scheduled.
3. In the list of training sessions, click the link for the training session that you want to view. The Session Information page appears.
4. Click a link next to SCORM data. The Edit SCORM Information page appears.
5. Make your changes in the text boxes, and select your options in the drop-down lists.





6. When you have finished editing, click **Save** to save your changes.
7. To download the file, click **Save and Download**. Follow the instructions in the File Download dialog box.

▶ **SETTING UP A ONE-CLICK MEETING**

ABOUT SETTING UP A ONE-CLICK MEETING

A One-Click Meeting lets you quickly and easily start a training session at any time, with just a single click of your mouse. Use your One-Click Meeting whenever you want to meet with others instantly.

To set up a One-Click Meeting, you use the One-Click Meeting Wizard, which asks you to specify the options you want for your training session. You can specify a password, set up a voice conference, assign attendee privileges, and so on. Once you complete this simple, one-time setup, you can start your One-Click Meeting whenever you want--as often as you want--without having to set up the training session again.

You can start your One-Click Meeting from the navigation bar on your TrainingCenter website, or by clicking a shortcut on your:

- Desktop
- Web browser toolbar
- WebEx menu in Microsoft Office applications
- Right-click menu for any file or application icon

At any time, you can return to the One-Click Meeting Wizard to quickly change any details about your One-Click Meeting, as well as which shortcuts you want to download.

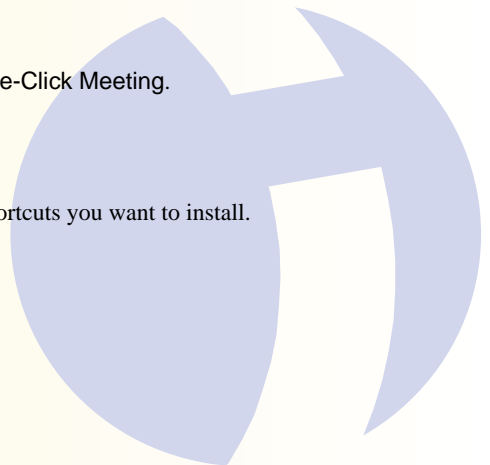
Note: Because you do not schedule a One-Click Meeting, you cannot invite attendees to a training session before you start it. However, you can send them an invitation after you start the training session.

SETTING UP A ONE-CLICK MEETING

The Set Up One-Click Meeting Wizard guides you through the process of setting up a One-Click Meeting. You can return to the wizard at any time to modify your training session.

To set up a One-Click Meeting:

1. Log in to your TrainingCenter website.
2. Do *either* of the following:
 - a. Click **MyWebEx > Set Up One-Click**.
If you already set up a One-Click Meeting previously, click **MyWebEx > One-Click Meeting**.
 - b. On the navigation bar, click **Set Up > One-Click Meeting**.
3. Provide training session information in the One-Click Meeting Wizard.
4. Optional: Click **Download shortcuts**, and then choose the One-Click Meeting Shortcuts you want to install.





ABOUT THE ONE-CLICK MEETING WIZARD

How to access this page:

On your TrainingCenter website, click MyWebEx > Set Up One-Click *or* One-Click Meeting tab.

What you can do here:

Set options for a training session, and then create a shortcut on your computer that you can click to start the training session at any time.

Topic, Service Type, and Access

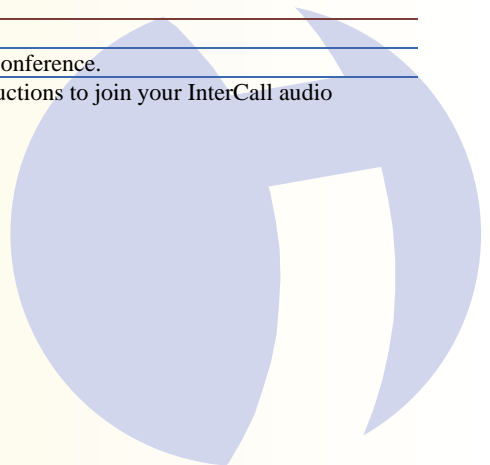
Use this option...	to...
Topic	Specify the topic, or name, for the training session
Set meeting password	Specify the password for the training session.
Confirm password	Type the password again to prevent typing errors.
Listed for all	Specify that the training session appears for any users who visit the Live Sessions page on your site.
Listed for authorized users only	Specify that the training session appears on the Live Sessions page for only users who have user accounts and have logged in to your site.
Unlisted	Specify that the training session does not appear on the Live Sessions page on your site. An unlisted training session prevents anyone from viewing information about the session, such as its host, topic, and starting time; and helps to prevent unauthorized access to the session. To join an unlisted training session, an attendee must provide a unique meeting number.
Service type	Select the type of online session for which you want to create a One-Click Meeting. This option lists only the session types available for your site and user account.

Tracking Codes

Use this option...	to...
Tracking code	Identify your department, project, or other information that your organization wants to associate with your training sessions. Tracking codes can be optional or required, depending on how your site administrator set them up. If your site administrator requires you to select a code from a predefined list, click the link Select Code, and then select a code from the list.

Voice Conference Setup

Use this option...	to...
Teleconference	Select the type of audio conference you would like to use:
	None: Specifies that the training session does not include an audio conference.
	Other teleconferencing service: Provides space for you to type instructions to join your InterCall audio conference.



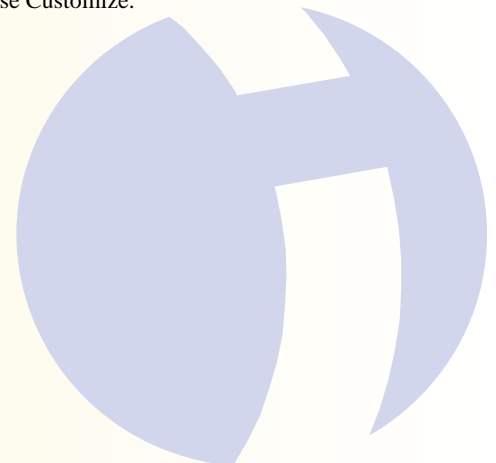


Meeting Options

Use this option...	to...
Save:	Let attendees save any shared documents, presentations, or whiteboards that appear in their content viewers
Print	Let attendees print any shared documents, presentations, or whiteboards that appear in their content viewers
Annotate	Let attendees annotate any shared documents or presentations, or write and draw on shared whiteboards that appear in their content viewers, using the toolbar that appears above the viewer. An attendee's annotations are visible to all participants.
Attendee list	Let attendees see the list of all attendees on the Participants panel.
Video	Make the Video panel is available during the session.
Thumbnails	Let attendees display miniatures of any pages, slides, or whiteboards in any document, presentation, or whiteboard that appear in their content viewers. However, attendees with this privilege cannot display a miniature at full size unless they also have the Next or previous page privilege.
Next or previous page	Let attendees view any pages, slides, or whiteboards that appear in their content viewers. This privilege allows attendees to navigate independently through pages, slides, or whiteboards.
Chat	Make the Chat panel available during the session.
File transfer	Make the File Transfer option available during the session, This option lets the presenter publish files during the session, which attendees can download to their computers.
Recording	Make recording options available during the session--that is, the host and presenter can record the session, and attendees can record the session if they have recording privileges.
Exclude password from email invitation	Prevent the session password from appearing in email invitations, if you invite attendees using the Invite by Email option during the session. In this case, you must provide the password to attendees by another means, such as by phone.
Attendees must have an account on this service to attend session	Require that all attendees must have a user account on your site to attend the session. The account can be either a host or attendee account.
Allow attendees to share UCF objects	Let attendees share Universal Communications Format (UCF) media files during the session, either in a UCF multimedia presentation or as standalone UCF media files. A session host who is also the presenter can always share UCF media files, whether or not you select this check box.

Download One-Click Shortcuts

Link or option	Description
On my desktop	Adds a shortcut to your One-Click Meeting on your computer's desktop.
On my web browser	Adds a shortcut to your One-Click Meeting on your web browser's button toolbar. Available for Microsoft Internet Explorer only. If you previously customized your Internet Explorer toolbar, the shortcut button does not automatically appear on the toolbar. Instead, it is added to the list of available toolbar buttons in Internet Explorer. In this case, you must add the button to the toolbar, using the Internet Explorer Customize option. To access this option, on the View menu, point to Toolbars, and then choose Customize.





STARTING A ONE-CLICK MEETING


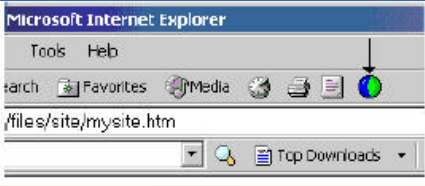
If you set up a One-Click Meeting, you can start it at any time, by clicking the shortcuts that you downloaded when setting up the meeting. Depending on the shortcuts that you downloaded, you can start a One-Click Meeting from:

- Your computer's desktop
- Your web browser (Internet Explorer only)

You can also start your meeting by clicking the One-Click Meeting link on the navigation bar on your TrainingCenter site.

If you did not already download shortcuts for your One-Click Meeting, you can download them at any time.

To start a One-Click Meeting, click a shortcut that you downloaded:

Shortcut	Description
	Desktop shortcut: Double-click this shortcut to start your meeting.
	Web browser shortcut: Click this icon to start your meeting.

Note: Once you start a One-Click Meeting, it appears on your Personal Meeting Room page. If you provide others with the URL for this page, they can quickly join your meeting by clicking the link for the meeting on this page.

REMOVING ONE-CLICK MEETING SHORTCUTS

If you downloaded shortcuts for your One-Click Meeting, you can remove them at any time.

To remove One-Click Meeting shortcuts from your computer:

1. Open the Windows Add/Remove Programs utility on your computer.
2. Select WebEx One-Click Shortcuts or WebEx One-Click Meeting, depending on how you installed the program.
3. Select the option to remove the program.
4. Follow the instructions on your screen.





▶ STARTING, MODIFYING OR CANCELING A TRAINING SESSION

STARTING AN INSTANT TRAINING SESSION

If your TrainingCenter website includes the instant training session option, you can start a training session at any time, without the need to schedule it first.

Once you start an instant training session, you can optionally invite attendees. Each invited attendee receives an invitation email message that includes information about the training session and a link that the attendee can click to join the training session.

To start an instant training session:

1. Log in to your TrainingCenter website.
2. On the navigation bar, expand **Host a Session** to view a list links.
3. Click **Instant Session**. The **Start an Instant Training Session** page appears.
4. Type the training session's topic in the **Topic** box.
5. Type a password for the training session in the **Set Session Password** and **Confirm password** boxes. A valid password should contain at least 6 characters. Attendees must provide this password to join the training session.
6. Specify whether the training session is listed or unlisted on the list of sessions and the training session calendar.
7. Optional: To include audio conference information, select the **Other Teleconference** check box.
8. Click **Start Session**.
9. Click **OK**.
10. If you haven't already set up TrainingCenter on your computer, the **Set Up TrainingCenter** page appears. Click **Set Up**.
11. If your TrainingCenter requires that you provide tracking information for the training sessions that you host, do *one* of the following for each option on the **Tracking Codes** page that appears:
 - a. Type a code or other text in the box.
 - b. If your site administrator requires you to select a code from a predefined list, you cannot type text in the box.
 - c. If a predefined list of codes is available, click the code's label, then, in the list that appears, select a code. Click **OK**.The **Session** window appears, and the **Join Teleconference** dialog box appears.
12. Follow the instructions in the dialog box to join the audio conference.
13. Optional: After starting the session, invite attendees to the training session by sending them invitation email messages that include instructions for joining the training session.





STARTING A SCHEDULED TRAINING SESSION

Training Sessions do not start automatically at scheduled times. As the training session host, you must first start a training session, and then attendees can join the session. You can start a training session that you scheduled at its starting time, or any time before or after that time.

Once you schedule a training session, you receive a confirmation email message that includes a link that you can click to start the session. Or, you can start the training session from your personal sessions page on your TrainingCenter website.

STARTING A SCHEDULED TRAINING SESSION FROM A CONFIRMATION EMAIL MESSAGE

You can start your training session from the confirmation email message that you receive after you schedule your session.

To start a training session from the confirmation email message:

1. Open your confirmation email message, and then click the link.
2. If you are not already logged in to your TrainingCenter website, the Log In page appears.
3. If the Log In page appears, provide your user name and password, then click Log In. The Session Information page appears.
4. Click **Start Now**. The Session window appears.
5. If the training session includes an InterCall audio conference, the Join Teleconference dialog box appears. Follow the instructions in the dialog box to start the audio conference.

STARTING A SCHEDULED TRAINING SESSION FROM YOUR TRAINING SESSIONS PAGE

You can start your training session from your training sessions page on your TrainingCenter website.

To start a training session from your training sessions page:

1. Log in to your TrainingCenter website.
2. On the navigation bar, click **MyWebEx**. The My WebEx Meetings page appears, showing a list of any training sessions that you have scheduled.
3. In the list of training sessions, under **Status**, click **Start** for the training session that you want to begin. The Session window appears.
4. If the training session includes an InterCall audio conference, the Join Teleconference dialog box appears. Follow the instructions in the dialog box to start the audio conference.





MODIFYING A SCHEDULED TRAINING SESSION

Once you schedule a training session, you can modify it at any time before you start it—including its starting time, topic, password, agenda, and so on.

If you update any information about a training session, including adding or removing attendees, you can choose to send attendees a new invitation email message that informs them that you have modified information about the training session. Attendees whom you removed from the attendee list receive an email message informing them that the training session was canceled.

You can modify a training session from the confirmation email message that you received after you scheduled the session, or from your personal sessions page on your TrainingCenter website.

MODIFYING A SCHEDULED TRAINING SESSION FROM A CONFIRMATION EMAIL MESSAGE

You can modify a training session from the confirmation email message that you received after scheduling a training session.

To modify a training session from the confirmation email message:

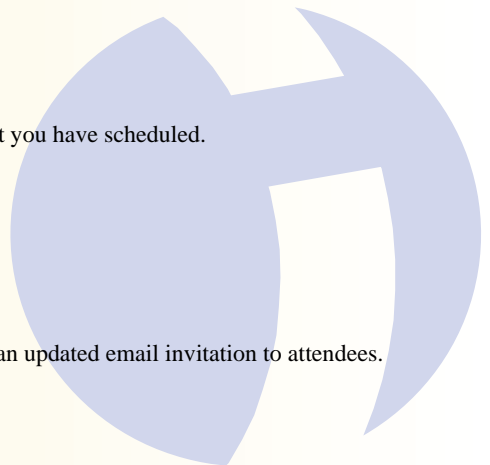
1. Open your confirmation email message, and then click the link.
2. If you are not already logged in to your TrainingCenter website, the Log In page appears.
3. If the Log In page appears, provide your user name and password, and then click Log In. The Session Information page appears.
4. Click Edit.
5. Modify the training session.
6. To save your changes to the training session, click Update.
7. If you invited attendees, a message appears, asking you whether you want to send an updated email invitation to attendees.
8. In the message box, click the appropriate update option, and then click OK.
9. You receive a confirmation email message that includes information about the changes that you made to the training session.

MODIFYING A SCHEDULED TRAINING SESSION FROM YOUR TRAINING SESSIONS PAGE

You can modify a scheduled training session from your list of sessions on your TrainingCenter website.

To modify a training session from your training sessions page:

1. Log in to your TrainingCenter website.
2. On the navigation bar, click MyWebEx.
3. The My WebEx Meetings page appears, showing a list of any training sessions that you have scheduled.
4. In the list of training sessions, under Topic, click the topic for the training session.
5. Click Edit.
6. Modify the training session.
7. Click Update.
8. If you invited attendees, a message appears, asking you whether you want to send an updated email invitation to attendees.
9. In the message box, click the appropriate update option, and then click OK.
10. If you click Cancel in the message box, the training session is not updated.





11. You will receive a confirmation email message.

CANCELING A SCHEDULED TRAINING SESSION

You can cancel any training session that you have scheduled. Once you cancel a training session, you can choose to send a cancellation email message to all attendees whom you invited to the training session. Canceling a training session deletes it from your list of training sessions.

You can cancel a training session from the confirmation email message that you received after you scheduled the training session or from your list of training sessions under MyWebEx.

CANCELING A SCHEDULED TRAINING SESSION FROM A CONFIRMATION EMAIL MESSAGE

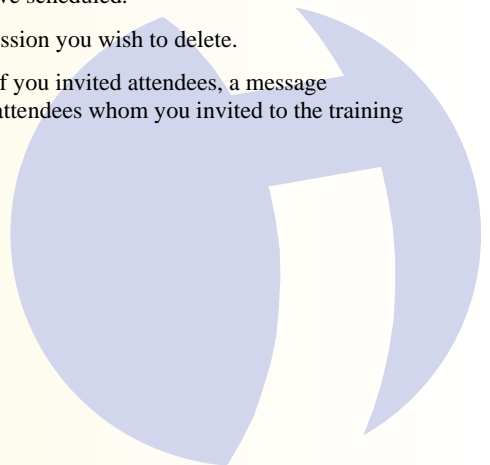
To cancel a training session from a confirmation email message:

1. Open your email confirmation message, and then click the link.
2. If you are not already logged in to your training session website, the Log In page appears.
3. If the Log In page appears, provide your user name and password, and then click Log In. The Session Information page appears.
4. Click Edit. The Edit Scheduled Training Session page appears.
5. Click Delete, and then click OK to confirm that you want to cancel the meeting. If you invited attendees, a message appears, asking you whether you want to send a cancellation email message to all attendees whom you invited to the training session.
6. In the message box, make the appropriate selection and then click OK.
7. If you click Cancel in the message box, the training session is not canceled.
8. You will receive a cancellation confirmation email message.

CANCELING A SCHEDULED TRAINING SESSION FROM YOUR TRAINING SESSIONS PAGE

To cancel a scheduled training session from your training sessions page on your TrainingCenter website:

1. Log in to your TrainingCenter website.
2. On the navigation bar, click MyWebEx.
3. The My Meetings page appears, showing a list of any training sessions that you have scheduled.
4. In the list of training sessions, under Topic, select the check box for the training session you wish to delete.
5. Click Delete, and then click OK to confirm that you want to cancel the meeting. If you invited attendees, a message appears, asking you whether you want to send a cancellation email message to all attendees whom you invited to the training session.
6. In the message box, click Yes or No, as appropriate.
7. If you click Cancel in the message box, the training session is not canceled.
8. You receive a cancellation confirmation email message.





▶ MANAGING A TRAINING SESSION

ABOUT MANAGING TRAINING SESSIONS

You can run a seamless and smooth training session using the features available in TrainingCenter. For instance, you can do the following:

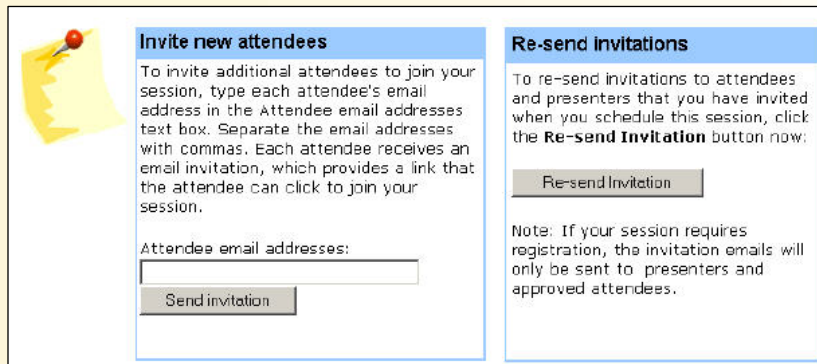
- Invite others, including coworkers, prospective clients, subject matter experts, or managers to join a training session that has already started
- Ask another participant to host the session; if you need to leave unexpectedly, you can rejoin later and reclaim the host role
- Ask another participant to present materials, such as a presentation, file, spreadsheet or other document
- Designate an attendee as a panelist to join in discussions and to answer questions

INVITING ATTENDEES AFTER YOUR TRAINING SESSION STARTS

You can send an invitation by email to anyone--including those you have not invited previously--after your training session starts.

To send an email invitation:

1. **In the session window on the Participant menu, choose Invite and then by Email.**
The Invite Attendees page appears.



2. Send email invitations to new attendees or resend invitations to attendees who you previously invited.
3. To send invitations to new attendees, in the **Invite new attendees window**, type each attendee's email address in the Attendee email addresses box. Click **Send Invitation**.
4. To resend invitations to attendees and presenters that you invited when you scheduled the session, in the **Re-send invitations window**, click **Re-send Invitation**.
5. If your session requires registration, the invitation emails are only sent to presenters and approved attendees.
6. Each attendee receives an invitation email message, which includes
 - a. a link that the participant can click to join the training session
 - b. the training session password, if you specified one
 - c. the audio conferencing information
 - d. the session number, which the participant must provide if your training session is unlisted and he or she joins the training session from your TrainingCenter website, instead of clicking the link in the email message

DESIGNATING A PRESENTER



As the host, you are initially the presenter as well. However, during a training session, you can designate any attendee as the presenter. You can also reassume the presenter role or change the presenter at any time.

Note: Changing the presenter discontinues any application, desktop, or web browser sharing session currently in progress. However, any documents, presentations, or whiteboards that the current presenter is sharing remain in the content viewer.

To designate a presenter:

1. In the Session window, in the participant list on the Participants & Communications panel, select the name of the attendee whom you want to designate as presenter.
2. Do *either* of the following:
 - a. On the **Participants & Communications** panel, click the **Make Presenter** button on the toolbar.



- b. On the **Participant** menu, point to **Change Role To**, and then choose **Presenter**. The presenter indicator appears to the left of the attendee's name, and the attendee assumes the role of presenter.

To reclaim the presenter role:

In the participant list, select your name. On the Participants & Communications panel, click the Make Presenter button on the panel toolbar.

DESIGNATING A PANELIST

During a training session, you can designate any training session attendee as a panelist. You can also change the panelist's role back to attendee at any time.

To designate a panelist:

1. In the Session window, in the participant list on the Participants & Communications panel the name of the attendee whom you want to designate as a panelist.
2. On the Participant menu, point to Change Role To, and then choose Panelist.
3. The attendee's name appears in the list of panelists.

To change the panelist's role back to attendee:

1. On the **Participants & Communications** panel, in the panelist list, select the attendee's name.
2. On the Participant menu, point to Change Role To, and then choose Attendee.

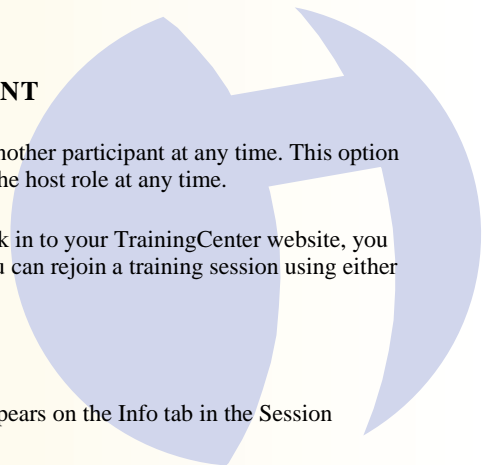
TRANSFERRING THE HOST ROLE TO ANOTHER PARTICIPANT

As the host, you can transfer the host role--and thus control of the training session--to another participant at any time. This option can be useful if you need to leave the training session for any reason. You can reclaim the host role at any time.

If you leave a training session--whether intentionally or inadvertently--and then log back in to your TrainingCenter website, you automatically become the training session host once you rejoin the training session. You can rejoin a training session using either the Live Sessions page or your private Meeting Room page.

To transfer the host role to an attendee:

1. Optional: If you plan to reclaim the host role later, write down the host key that appears on the Info tab in the Session window's content viewer.





2. Click the **Participants & Communications** panel.
3. In the participant list, select the name of the attendee to whom you want to transfer the host role.
4. On the **Participant** menu, point to **Change Role To**, and then choose **Host**.
5. A confirmation message appears, in which you can verify that you want to transfer control of the training session to the attendee whom you selected.
6. Click **OK**.
7. The word (*host*) appears to the right of the attendee's name in the participant list.

RECLAIMING THE HOST ROLE

If an attendee has control of the training session, you can assume control by reclaiming the host role.

Note: If you leave a training session--whether intentionally or inadvertently--and then log back in to your TrainingCenter website, you automatically become the training session host once you rejoin the training session. You can rejoin the training session using your list of scheduled training sessions.

To reclaim the host role:

1. Click the **Participants & Communications** panel.
2. In the participant list, select your own name.
3. On the **Participant** menu, choose **Reclaim Host Role**. The **Reclaim Host Role** dialog box appears.
4. Type the host key in the **Host key** box.
5. Click **OK**.
6. In the participant list, the word (*host*) appears to the right of your name.

Notes: If you did not write down the host key before transferring the host role to another attendee, you can ask the current host to send you the host key in a private chat message. The host key appears on the current host's Info tab in the content viewer.





OBTAINING INFORMATION ABOUT A TRAINING SESSION AFTER IT STARTS

During a training session, you can obtain general information about the session, including the following:

- training session topic
- location, or URL, of the website on which the training session is occurring
- training session number
- audio conferencing instructions
- current host
- current presenter
- current user--that is, your name
- current number of participants

To obtain information about a session in progress:

1. In the Session window, on the **Session** menu, choose **Information**.
2. The **Training Session Information** dialog box appears listing general information about the training session.

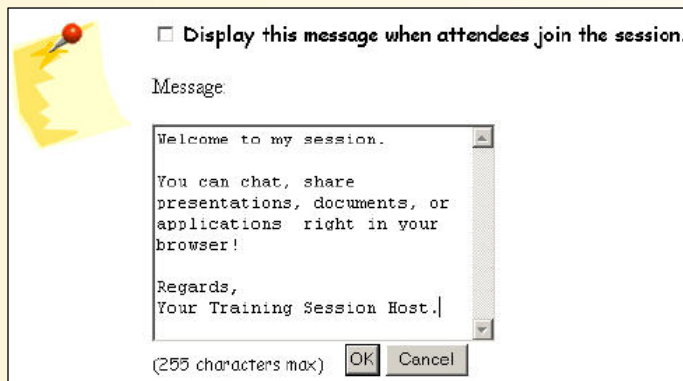
EDITING A MESSAGE OR GREETING DURING A TRAINING SESSION

When scheduling a training session, you can create a message or greeting for attendees, and optionally specify that the message or greeting automatically appears in attendees' Session windows once they join the training session. During a training session, you can edit the message or greeting that you created, or edit the default greeting.

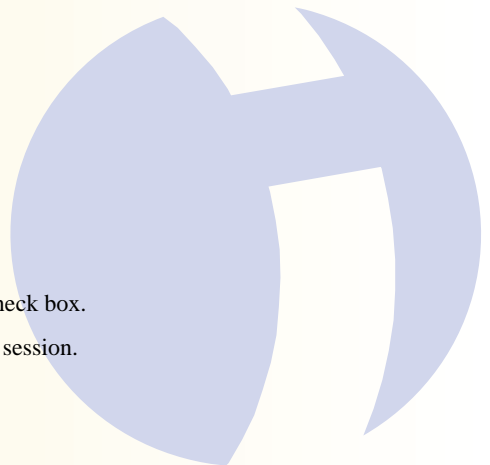
In your message or greeting, you can welcome the attendee to the training session, provide important information about the training session, or provide special instructions.

To edit a message or greeting during a training session:

1. **In the Session window, on the Session menu, choose Welcome Message.**
The Create an Attendee Greeting page appears.



2. Optional: Select the Display this message when attendees join the session check box.
3. The message or greeting automatically appears once the attendee joins the training session.
4. Type a message or greeting in the **Message** box.
5. A message or greeting can contain a maximum of 255 characters.





6. Click OK.

*Notes: Attendees can view the message or greeting at any time by choosing **Welcome Message** on the **Session** menu.*

RESTRICTING ACCESS TO THE TRAINING SESSION

Once you start the training session, you can restrict access to it at any time. This option prevents anyone from joining the training session, including attendees whom you invited to the training session but have not yet joined it.

To restrict access to the training session:

1. In the Session window, on the Session menu, choose Restrict Access.
2. Attendees can no longer join the training session.
3. Optional: To restore access to the training session, on the Session menu, choose Restore Access.

REMOVING AN ATTENDEE FROM THE TRAINING SESSION

You can remove an attendee from the training session at any time.

To remove an attendee from the training session:

1. In the Session window, in the participant list on the Participants & Communications panel, select the name of the attendee whom you want to remove from the training session.
2. On the Participant menu, choose Expel.
3. A confirmation message appears, in which you can verify that you want to remove the attendee from the training session.
4. Click Yes.
5. The attendee is removed from the training session.

Note: To prevent an expelled attendee from rejoining the training session, you can restrict access to the training session.

LEAVING THE TRAINING SESSION

To leave the training session:

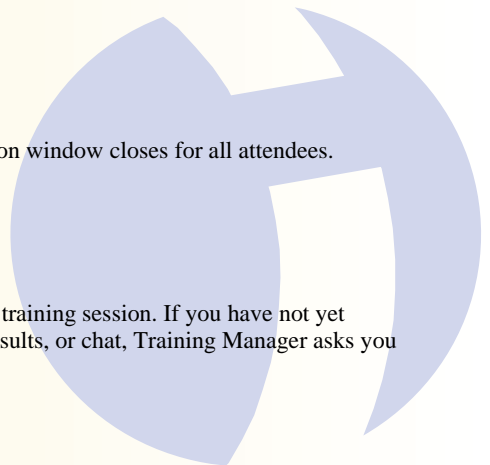
1. In the Session window, on the File menu, choose Leave Training Session.
2. A confirmation message box appears, in which you can verify that you want to leave the training session.
3. Click Yes.
4. The Session window closes.

ENDING THE TRAINING SESSION

You can end the training session at any time. Once you end a training session, the Session window closes for all attendees.

To end the training session:

1. In the Session window, on the File menu, choose End Training Session .
2. A confirmation message appears, in which you can verify that you want to end the training session. If you have not yet saved an annotated document or presentation, recording, poll questionnaire, poll results, or chat, Training Manager asks you whether you want to save it before ending the training session.
3. Click Yes.





- The Session window closes.

Note: Alternatively, as the training session host, you can leave a training session without ending it. Before you leave a training session, you should first transfer the host role to another attendee.

▶ TRANSFERRING FILES DURING A TRAINING SESSION

ABOUT TRANSFERRING FILES DURING A TRAINING SESSION

During a training session, you can publish files that reside on your computer. Training session attendees can then download the published files to their computers or local servers. Publishing files is useful if you want to provide attendees with a document, a copy of your presentation, an application, and so on.

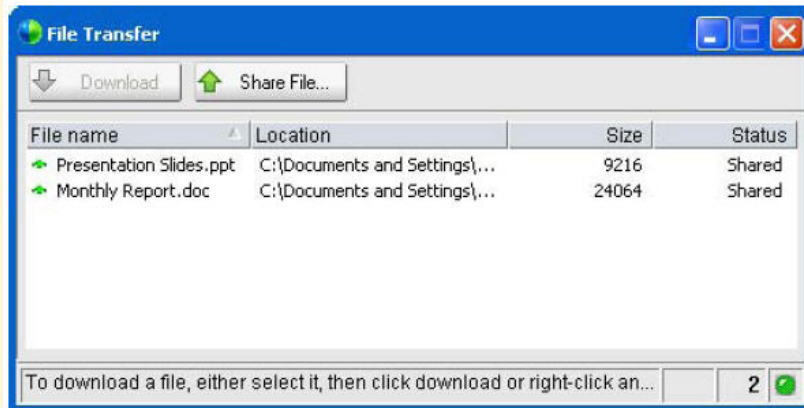
Files that you publish reside only on your computer--not on a server. Thus, your published files are always protected from unauthorized access during a training session.

PUBLISHING FILES DURING A TRAINING SESSION

During a training session, you can publish files that reside on your computer, and training session attendees can download the files to their computers or local servers.

To publish files during a training session:

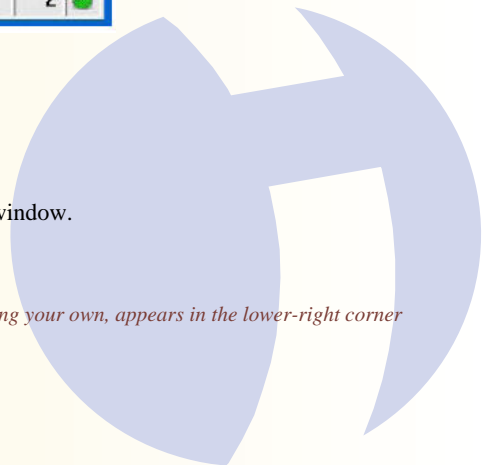
- In the **Session window**, on the **File** menu, choose **Transfer**. The File Transfer window appears.



- Click Share File. The Open dialog box appears.
- Select the file that you want to publish.
- Click Open. The file appears in the File Transfer window.
- The **File Transfer** window then automatically appears in each attendee's Session window.
- Optional: Publish additional files that you want attendees to download.

Note: The number of attendee Session windows in which the File Transfer window is open, including your own, appears in the lower-right corner of the File Transfer window.

To stop publishing files during a training session:





1. In the title bar of the **File Transfer** window, click the **Close** button.
2. Training Manager closes the **File Transfer** window in each attendee's Session window.

▶ MANAGING HANDS-ON LAB

ABOUT HANDS-ON LAB

Hands-on Lab sessions allow instructors to prepare lessons or exercises that students can complete on remote computers on which training software is installed. Students can use these remote computers during a training session for hands-on learning and practice. Because instructors can control Hands-on Lab sessions, they can maintain an optimized lab environment that is effective, familiar, and consistent.

To set up a Hands-on Lab session, the host schedules the lab and reserves the computers for the presenter. Then the host starts the Hands-on Lab within the training session. The presenter assigns computers to participants, connects the computers with a mouse click, and then each participant can use the virtual computer at his or her own remote location. The presenter or host can also

- set recording options for the Hands-On Lab session
- broadcast a message to all participants
- respond to a participant's request for help
- ask all to return from the lab
- end the Hands-on Lab session

SETTING UP HANDS-ON LAB

You can schedule the following two types of Hands-on Lab sessions:

- In-session Hands-on Lab.
- On-Demand Hands-on Lab





ABOUT THE HANDS-ON LAB PAGE

To access the **Hands-on Lab** page, log in to your TrainingCenter website. On the navigation bar, expand **Host a Session**, and then click **Hands-on Lab**.

You can do the following from this page:

Hands-on Labs tab

- View a list of the Hands-on Lab computers set up by your Hands-on Lab administrator.
- View the schedule for each of the labs.
- Reserve computers for on-demand sessions.

My Reservations tab

- View the sessions you have scheduled for in-session or on-demand Hands-on Lab.
- Change your reservations, such as inviting attendees and canceling reservations.

SETTING UP IN-SESSION HANDS-ON LAB

In-session Hands-on Lab allows attendees to practice what they learn while they are attending a training session. Attendees gain hands-on experience by connecting to remote computers on which training software has been installed.

To set up in-session Hands-on Lab, first reserve computers in one of the labs when scheduling a training session, and then start Hands-on Lab during the training session.

Note: Hosts reserve in-session Hands-on Lab computers from the same pool of remote computers that hosts reserve for on-demand Hands-on Lab. Labs and remote computers are set up by the Hands-on Lab administrator in your organization.

RESERVING COMPUTERS FOR IN-SESSION HANDS-ON LAB

When scheduling a training session, you can set up a Hands-on Lab session and reserve computers for that session.

To reserve computers for an in-session Hands-on Lab:

1. On the **Schedule Training Session** or **Edit Scheduled Training Session** page, scroll to **In-session Hands-on Lab**.
2. Select **Reserve computers from lab**.
3. Choose a lab from the drop-down list. Hands-on Labs are set up by your site administrator.
4. To view the lab description or number of computers set up in a selected lab, click **Lab Info**.
5. In the **Number of computers** box, type the number of computers that you want to reserve.
6. To check availability of the computers and lab, click **Check Availability**.
7. The **Computers Available** dialog box appears indicating how many computers are available for the time and lab that you specified.
8. Your reservation status appears in the **Reservation status** box. The reservation status refreshes each time you click **Check Availability**.
9. To pre-assign computers to registered attendees, select **Require attendee registration** in the **Registration** section of the **Schedule Training Session** page. Requiring attendee registration allows you to assign computers to attendees as they register.
10. When you are finished scheduling your training session and Hands-On Lab, click **Schedule** at the bottom of the **Schedule Training Session** page. Requiring attendee registration allows you to assign computers to attendees as they register.



11. If the computers are available for your scheduled Hands-on Lab, the **Session Scheduled** dialog box appears with your reservation confirmation.
12. If the computers are not available, the Computers Not Available page appears. Click **Close**, and select a new reservation time or number of computers on the **Schedule Training Session** page.
13. Click **OK**.

VIEWING THE HANDS-ON LAB SCHEDULE

You can view the Hands-on Lab schedule from your Training Service website.

To view the Hands-on Lab schedule:

1. Log in to your TrainingCenter website.
2. On the navigation bar, expand **Host a Session** to view a list of links.
3. Click **Hands-on Lab**. The Hands-on Lab View Schedule page appears.
4. For the lab in which you are interested, under **Lab Schedule**, click **View Schedule**. The Lab Schedule page appears.
5. Point to a time slot to view details of the lab schedule.
6. When finished, click **Close**.

Assigning Hands-on Lab computers to registered attendees

You can assign Hands-on Lab computers to attendees as they register for your training session. You can also either assign computers to participants during the Hands-on Lab session, or allow participants to choose their Hands-on Lab computer when they join the session.

To pre-assign computers to registered attendees:

1. Log in to your TrainingCenter website.
2. On the navigation bar, expand **Attend Training** to view a list links.
3. Click **Live Sessions**.
4. Click on your session topic. The Session Information page appears.
5. Click **Attendees**. The Registered Attendees page appears.
6. Click **Pre-Assign Computers**. The Pre-Assign Computers page appears.
7. To assign an attendee to a computer, click on the name of the attendee under **Unassigned Attendees**.





8. To assign multiple attendees to one computer, hold down the Ctrl key while selecting the names of the attendees.
9. Click Assign.
10. You can continue to assign computers to attendees or groups of attendees as long as computers are available.
11. When finished assigning computers, click OK.

SETTING UP ON-DEMAND HANDS-ON LAB

To provide attendees with more hands-on training, TrainingCenter supports on-demand Hands-on Lab sessions in which attendees connect to remote computers outside a training session to practice what they learn at their own pace.

You can schedule an on-demand Hands-on Lab session by reserving Hands-on Lab computers. Each of the invited attendees can then join the lab session any time within the time limit during the scheduled time frame.

To set up an on-demand Hands-on Lab session, first reserve computers in one of the labs, and then invite attendees to use the reserved computers during the scheduled time.

Note: Hosts reserve on-demand Hands-on Lab computers from the same pool of remote computers that hosts reserve for in-session Hands-on Lab. Labs and remote computers are set up by the Hands-on Lab administrator in your organization.

ABOUT THE RESERVE LAB COMPUTERS FOR ON-DEMAND USE PAGE

To access this page, go to the Hands-on Lab page on your TrainingCenter website, and then click any Reserve Computers link.

Topic: Type a topic for this on-demand session.

Reserve computers from lab: Choose a lab in the drop-down list, which displays all the labs set up by your Hands-on Lab administrator.

Lab Info: Click this button to view the description of the selected lab and the number of computers in the lab.

View Lab Schedule: Click this button to view the schedule of the selected lab.

Number of computers: Specify the number of computers you want to reserve from the selected lab.

Starting time and Ending time: Attendees can join the lab session during the time frame you specify here.

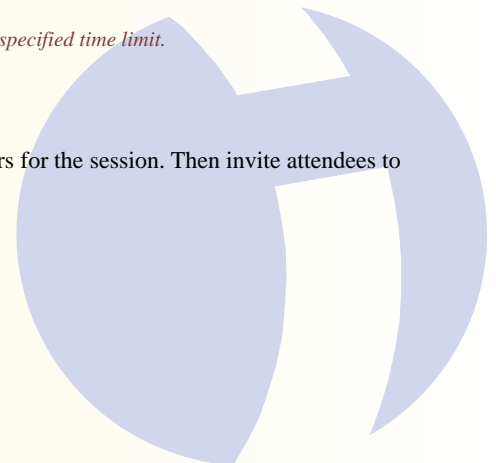
Time zone: Specify the time zone in which you want to view the lab session time.

Total time limit per attendee: You can specify up to 12 hours for each attendee.

Note: Between the starting and ending times, an attendee can use a reserved computer within the specified time limit.

SCHEDULING ON-DEMAND HANDS-ON LAB

To schedule an on-demand Hands-on Lab session, first reserve Hands-on Lab computers for the session. Then invite attendees to use the reserved computers during the scheduled time.





To schedule an on-demand Hands-on Lab session:

1. Go to the Hands-on Lab page on your TrainingCenter website.
2. Click the Hands-on Labs tab.
3. In the On-demand Lab column, click any Reserve Computers link.
4. On the page that appears, specify the reservation options.
5. Click Reserve.

INVITING ATTENDEES FOR ON-DEMAND HANDS-ON LAB

Once you finish scheduling an on-demand Hands-on Lab session, you can invite attendees to the session by sending them invitation email messages.

To invite attendees to a scheduled on-demand Hands-on Lab session:

1. On the Hands-on Lab page, under the My Reservations tab, click On-demand use.
2. In the Session Name column, click the link for the topic of the Hands-on Lab session. The On-Demand Hands-on Lab Session Information page appears.
3. Click Invite Attendees.
4. Do any of the following as appropriate:
 - a. Click **Select Live Sessions** to invite all attendees from an existing training session.
 - b. Type the email addresses of the individuals you want to invite in the **Invited attendees** text box.
 - c. Click **Select Attendees** to select contacts from an address book stored on your TrainingCenter website.
5. Optional: Click Edit Email Options to customize the content of the invitation email message.
6. Click OK.

CHANGING RESERVATIONS

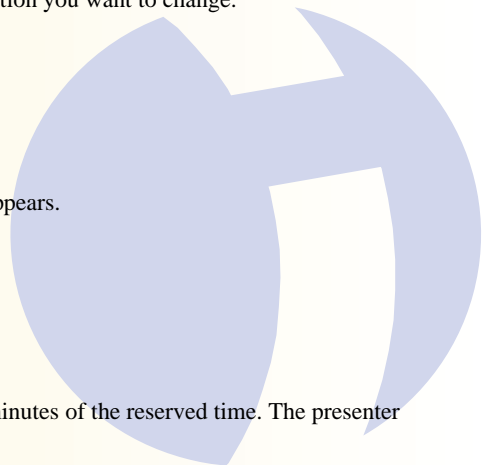
You can change your reservations for on-demand Hands-on Lab at any time.

To change your reservation for an on-demand Hands-on Lab session:

1. On the Hands-on Lab page, click the My Reservations tab, and then click On-demand use.
2. In the Session Name column, click the link for the Hands-on Lab session reservation you want to change. The On-Demand Hands-on Lab Session Information page appears.
3. Do one of the following as appropriate:
 - a. To make changes to the reservation, click **Change Reservation**.
 - b. To delete the reservation, click **Cancel Reservation**.
4. If you click Change Reservation, the Change Hands-on Lab Reservation page appears.
5. Make your changes..
6. Click Change Reservation.

STARTING A HANDS-ON LAB SESSION

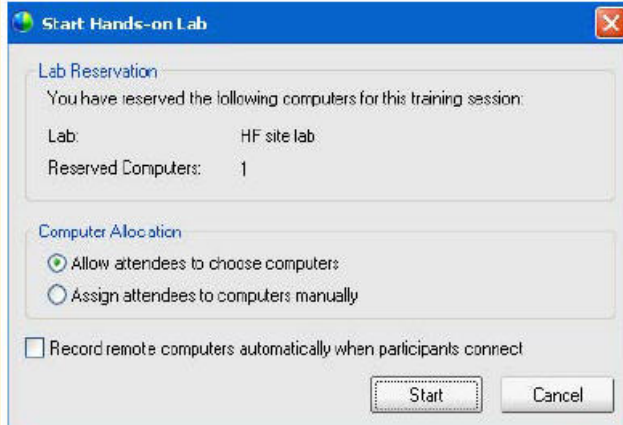
If you have scheduled Hands-on Lab, you can start a Hands-on Lab session within 15 minutes of the reserved time. The presenter is responsible for managing the Hands-on Lab session.





To start a Hands-on Lab session:

1. In the Session window, on the Lab menu, click Start Hands-on Lab. The **Start Hands-on Lab** dialog box appears showing which lab and how many computers are reserved.



Note: You can start the Hands-on Lab session 15 minutes or less before the scheduled reserved time. If you try to start the Hands-on Lab session earlier than 15 minutes before the scheduled reserved time, an error message appears informing you to start the Hands-on Lab session during the reserved time.

2. Under Computer Allocation, select *one* of the following:
 - a. **Allow attendees to choose computers.** This allows participants to choose any computer reserved for this session.
 - b. **Assign attendees to computers manually.** When you select this option, participants can only connect to computers assigned to them.
3. Optional: Select the Record remote computers automatically when participants connect checkbox. When you select this option, the Record button turns on for all reserved computers. Whenever a participant logs into a reserved computer, the computer records the actions. When the participant logs out, the recording stops.
4. Click Start.
5. Training Manager contacts the remote computers reserved for your Hands-on Lab session. Once the reserved computers are contacted, the **Start Hands-on Lab Confirmation** dialog box appears.
6. The **Start Hands-on Lab Confirmation** dialog box lists all the computers that are connected to the session and the total attendees in the session.
7. Optional: To limit the number of attendees that can connect to each remote computer, under **Limit Attendees**, select the check box next to Limit. Select the number of attendees that you want to limit to each computer.
8. Click Done.





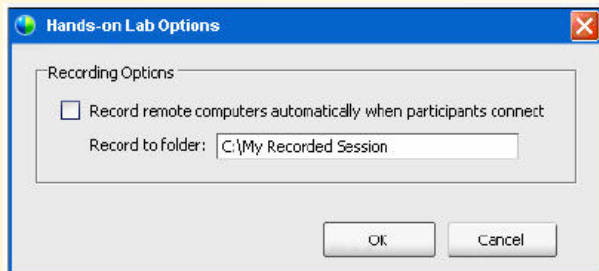
RECORDING HANDS-ON LAB SESSIONS

As the presenter, you can record the actions of each remote computer in the Hands-on Lab session. This can be helpful for observing how participants use the remote computer during a training session. You can choose to begin recording automatically when participants connect to a remote computer, or you can start recording at any time from the Hands-on Lab panel.

Once you record a remote computer, Training Manager downloads and installs WebEx Player on your computer. You must use WebEx Player to play a recording.

To record remote computers automatically when connected:

1. In the Session window, on the Lab menu, choose Hands-on Lab Options. The Hands-on Lab Options dialog box appears.



2. Select the Record remote computers automatically when participants connect check box.
3. Under Record to folder on remote computer, type a folder location at which to store the recording.
4. The folder is stored on the remote computer. The names of WebEx Recording Format (WRF) files have a .wrf extension.
5. Click OK.
6. Training Manager records all actions taken on the remote computers while participants are connected.

To start recording from the Hands-on Lab panel:

1. On the Hands-on Lab panel, select the computer that you want to record from the Computers list.
2. Click the Record button.
3. Training Manager records all actions taken on the remote computers while participants are connected.

To pause recording:

1. Under Computers on the Hands-on Lab panel, select the computer that you want to pause recording from the list of computers.
2. Click the Pause button.
3. To resume recording, click the **Pause** button again.

To stop recording:

1. Under Computers on the Hands-on Lab panel, select the computer that you want to stop recording from the list of computers.
2. Click the Stop button.



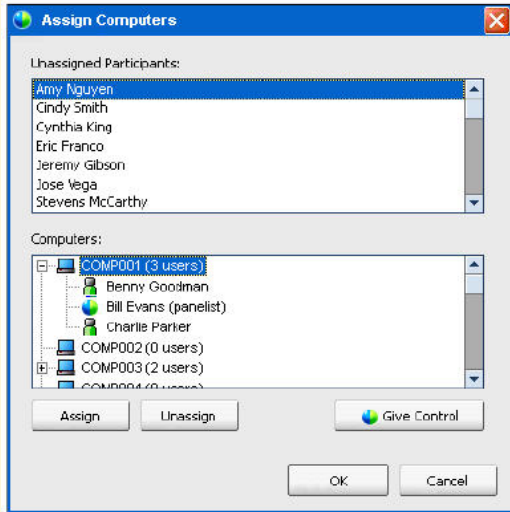
ASSIGNING COMPUTERS DURING HANDS-ON LAB SESSIONS



If you selected Assign attendees to computers manually in the **Start Hands-on Lab** dialog box, you can assign computers to participants from the **Start Hands-on Lab Confirmation** dialog box, from the Hands-on Lab panel, or from the **Lab** menu.

To assign computers to participants from the Start Hands-On Lab Confirmation dialog box:

1. In the Start Hands-on Lab Confirmation dialog box, click Assign Computers. The **Assign Computers** dialog box appears.



2. Under **Unassigned Participants**, select the name or names of participants that you want to assign to a particular computer. Hold down the **Shift** key to select more than one participant.
3. Under **Computers**, select the computer that you want to assign to the selected participant.
4. Click **Assign**.
5. To give control of the computer to a particular participant, click **Give Control**.
6. When you are finished assigning computers, click **OK**.
7. Click **Done** in the **Start Hands-on Lab Confirmation** dialog box.

UNASSIGNING PARTICIPANTS FROM COMPUTERS

To unassign a participant from a computer, do **ONE** of the following:

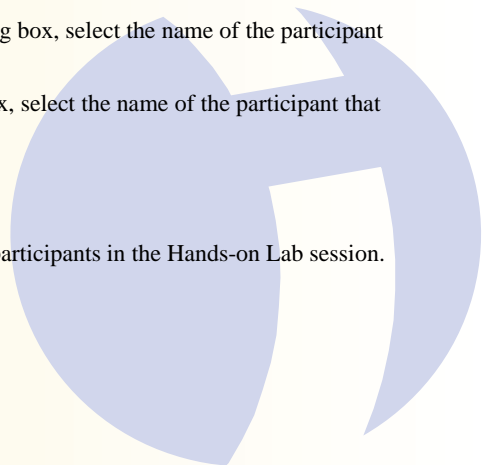
- On the **Lab** menu, point to **Assign Computers**. In the **Assign Computers** dialog box, select the name of the participant that you want to unassign. Click **Unassign**.
- On the **Hands-on Lab** panel, click **Assign**. In the **Assign Computers** dialog box, select the name of the participant that you want to unassign. Click **Unassign**.

BROADCASTING A MESSAGE TO PARTICIPANTS


As the presenter, you can choose to broadcast a message to all participants or to select participants in the Hands-on Lab session.

To broadcast a message,

1. Do **either** of the following:
 - a. On the **Lab** menu, point to **Broadcast Message To**.





- b. On the Hands-on Lab panel, click the **Broadcast Message** button. 
2. In the menu that appears, select **All** or choose a remote computer to which you want to broadcast your message. The Broadcast Message dialog box appears.




3. In the **Message** box, type your message.
4. Click **OK**.
5. Your message appears on the selected participants' desktops.

RESPONDING TO A REQUEST FOR HELP

If a participant requests help, the Ask for Help indicator appears next to his or her name in the Hands-on Lab panel.

To respond to a request for help:

1. Next to the participant's name, click the **Ask for Help** indicator. 
2. The Broadcast Message dialog box appears. Type a message in the Message box.
3. Click **OK**.
4. The participant receives your message on his or her desktop.


Note: You can then connect to the participant's remote computer and use the chat viewer to continue to help the participant.

TAKING CONTROL OF A HANDS-ON LAB COMPUTER

As the presenter, you can take control of any Hands-on Lab computer.



To take control of a computer:

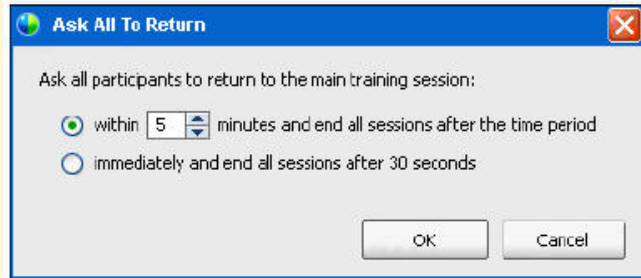
1. Connect to the remote computer.
2. In the Hands-on Lab Manager panel, click the **Pass Control** button. 
3. You now have control of the remote computer.

ASKING ALL TO RETURN FROM LABS

During a Hands-on Lab session, you can ask all the participants to return from the Hands-on Lab session to the main training session. You can choose to have the participants return immediately, or you can give them a time limit for returning.

To ask participants to return:

1. **On the Lab menu, choose Ask All To Return.** The **Ask All to Return** dialog box appears.



2. Do *either* of the following:
 - a. Select **within** and choose a time in minutes from the drop-down list. This option gives participants time to finish the tasks that they are working on.
 - b. Select **immediately and end all sessions after 30 seconds**.
3. Click **OK**. A confirmation dialog box appears in which you confirm your request to ask all participants to return from Hands-on Lab.
4. Click **OK**.
5. All participants receive a message asking them to return from Hands-on Lab. The Hands-on Lab sessions end either after 30 seconds or after the time you selected in the Ask All To Return dialog box.

ENDING THE HANDS-ON LAB SESSION

For training hosts only

You, as the training session host, can end the Hands-on Lab sessions at any time.





To end a Hands-on Lab session:

1. **On the Lab menu, click** End Hands-on Lab. A confirmation message appears.
2. Click OK.
3. The Hands-on Lab session ends for all participants.

Note: If you do not manually end the Hands-on Lab sessions, they end automatically when your reservation for Hands-on Lab computers expires. A message appears on your screen 15 minutes before your reservation expires. If the computers have not been reserved for another training session, you can continue to connect to the Hands-on Lab computers. If the host of the new session attempts to connect to the reserved computers, you will be disconnected from the reserved computers.

▶ TESTING AND GRADING

ABOUT TESTING AND GRADING

The Testing feature in TrainingCenter gives you direct control over test creation, test delivery, test management, and scoring and grading, and the ability to track each attendee's performance. It also gives you access to the Test Library on your organization's TrainingCenter website where you can store your tests and share your tests with other hosts in your organization. Tests are web-based and easy to manage.

You can add tests to a training session and administer them at all stages of the learning process:

- **Pre-session** --Test attendees' knowledge so you can plan more effective and relevant training content
- **In-session** --Ensure that attendees follow the training content; receive feedback from attendees
- **Post-session** --Test attendees' comprehension of the training content; helps you plan your next training sessions based on the results of a post-session test

Note: You can also import a poll questionnaire and convert it to a web-based test.

ADDING TESTS TO A SCHEDULED TRAINING SESSION

To test attendees, you must add tests to the training session that they will be attending.

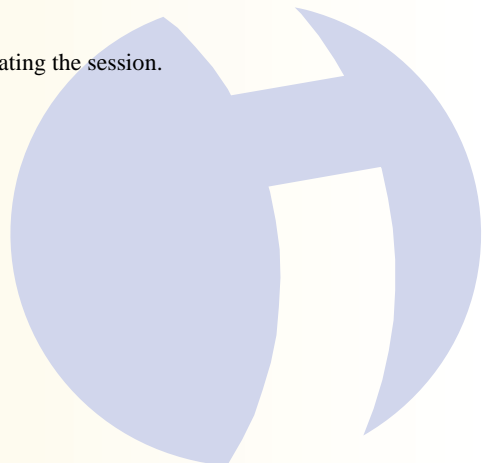
Before you can add tests, do the following to turn on the Testing feature:

- Schedule, but do not start, a session.
- Require attendee registration for the session.

To require attendee registration, select **Attendee Registration** when scheduling or updating the session.

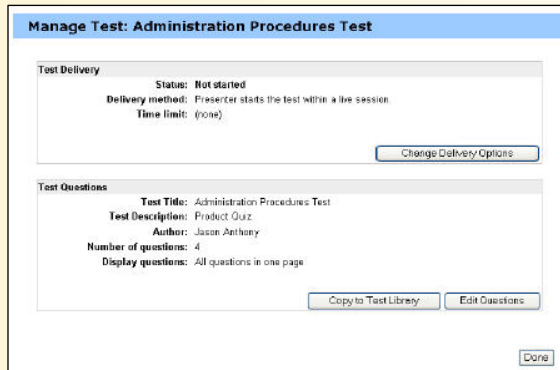
To add a test to a scheduled training session:

1. Go to the Session Information page for the session by clicking the session topic.
2. Click **Add New Test** on the Session Information page.
3. On the Add Test page, select *one* of the following and click **Next**:
 - a. **Create a new test**
 - b. **Copy an existing test from the Test Library**
4. Select the test you want to copy from the Test Library and click **Next**.
5. Import test questions from saved test or poll questionnaire (*.atp file)





6. Select the file and click **Next**.
7. Compose or edit the test, and click **Save**.



8. The Manage Test page appears. The following figure shows an example of the Manage Test page.
9. To return to the Session Information page, click **Done**.
10. Follow the same instructions to add multiple tests to a session.

UNDERSTANDING THE TEST LIBRARY

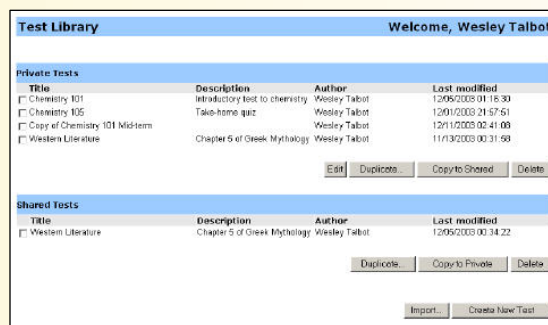
The Test Library serves as a repository of tests on your organization's TrainingCenter website. In the Test Library, you can do the following:

- Create, edit, duplicate, or delete a test
- Import a poll or test questionnaire, with an .atp file extension, and convert it to a test
- Copy your tests to the **Shared Tests** section so other training hosts can access the tests
- Copy shared tests to the **Private Tests** section

The tests you create or import appear in the **Private Tests** section.

To access Test Library:

1. Log in to your TrainingCenter website.
2. Click **Test Library** under **Host a Session** on the left navigation bar. The Test Library page appears.



CREATING A NEW TEST



You can create a test in the Test Library or create a test and then add it to a scheduled training session. You can add a test to a recorded session only if your site includes the Presentation Studio Integration option.

To create a test:

1. Do **one** of the following:
 - a. On the Test Library page, click **Create New Test**.
 - b. On the Session Information page, click **Add New Test**. Select **Create a new test**, and click **Next**.
The Create Test page appears.
2. Specify the following:
 - a. Test title and description
 - b. **Maximum score** -- Select the check box and type the score in the text box to specify the maximum score an attendee can receive.
 - c. **Grade** -- Select the check box to assign a grade based on the attendee's scores. Click the **Specify Grades** link to specify a grading scale.
3. **Display question** -- Select one of the following:
 - a. All questions in one page
 - b. One question per page
4. Click the **Insert Question** link to add a question or instructions to the test. The Add Question window appears.
5. Click the **Question Type** drop-down list.
The following table defines each question type:

Question type	Description
Essay	A question that requires attendees to type text answers
Fill in the blanks	A question that requires attendees to type text answers in the blanks
Instructions	Instructions that you can provide attendees in the beginning of a test
Multiple Choice	A question that requires attendees to select one correct answer
Multiple Response	A question that requires attendees to select more than one correct answer
True/False	A question that requires attendees to indicate whether the statement in the question is true or false

6. In the drop-down list, do **one** of the following:
 - a. Choose **Instructions** to add instructions in the beginning of the test, and click **Save**.
 - b. Choose one question type, compose the question, specify the correct answers, and click **Save**.

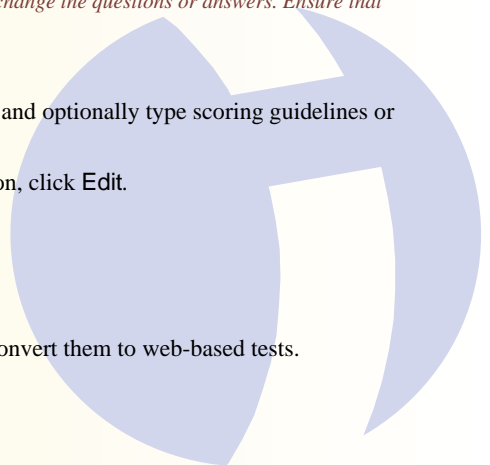
*Note: To save you time in scoring, TrainingCenter automatically checks attendees' answers against the correct answers you specify. You must specify answers for all question types except **Essay**. Once you start a test, you cannot change the questions or answers. Ensure that the answers are correct before you start the test or the scoring will be incorrect.*

7. Follow the same instructions to add additional questions to the test.
8. In the **Scoring Panel** area for each question, specify a score for the correct answer and optionally type scoring guidelines or comments for the person who will score the test.
9. To rearrange questions, click the **Move Up** or **Move Down** links. To edit a question, click **Edit**.
10. Click **Save**.

CONVERTING TEST OR POLL QUESTIONNAIRES TO TESTS

You can import test or poll questionnaires that were created and saved previously and convert them to web-based tests.

Test or poll questionnaire files have an .atp extension.





To convert a test or poll questionnaire to a test:

1. Do **one** of the following:
 - a. On the Test Library page, click **Import**.
 - b. On the Session Information page, click **Add New Test** , select **Import test questions from saved test or poll questionnaire (*.atp file)** , and click **Next** .
2. Select the file you want to import and click **Next**.
3. The questionnaire is copied to the Edit Test page.
4. Edit the questions if necessary.
5. Click **Save**.

SPECIFYING TEST DELIVERY OPTIONS FOR A SCHEDULED TRAINING SESSION

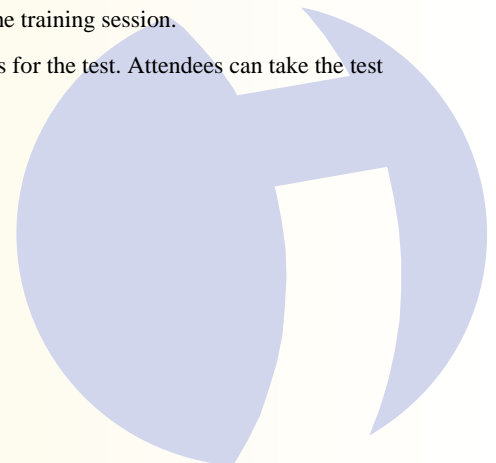
The Test Delivery Options page appears during the process of adding a test to a scheduled training session. On this page, you determine when and how to deliver the test. Once you start a test, you cannot change the delivery options.

The following figure shows an example of the **Test Delivery Options** page.

Specifying the delivery method

Next to Delivery method, select one of the following:

- **Start this test within a live session** --You can start the test anytime during the training session.
- **Deliver this test on the website** --Specify the starting and due dates and times for the test. Attendees can take the test anytime between the starting and due dates and times.





Specifying a time limit

Next to Time limit, select one of the following:

- **No time limit**
- **Attendees must finish the test within X minutes**
Type the length of time in the text box.

Note: If the test is set to be delivered outside the session, attendees can take the test anytime between the starting and due dates but must finish the test within the specified length of time.

Sending email messages to attendees

Next to Email attendees, select from the following:

- **Invitation email to take the test** --Specifies when to send the email before the test starts
Type the number of days before the test starts to send the email in the text box.
- **Scoring and grading report** --Sends grade reports to attendees after the host finishes scoring their tests or after the host updates the scores or comments

Sending email messages to attendees

Next to Email attendees, select the **Scoring and grading report** check box to send grade reports to attendees after the host finishes scoring their tests or after the host updates the scores or comments.

STARTING AND MANAGING SCHEDULED TRAINING SESSION TESTS

You can use the **Manage Test** page to manage every aspect of a test.

To access the Manage Test page for a test:

1. Click the test topic on the Session Information page. The following figure shows an example of the Test section on a Session Information page.

Test:	Title	Delivery	Status
<input checked="" type="radio"/>	Administration Procedures Test	In-session	Not started
<input type="radio"/>	Product Quiz	Website	Started (Due 1/14/05 at 2:35 pm)





- Click the **Manage** button to open the **Manage Test** page.

Manage Test: Administration Procedures Test

Test Delivery

Status: Not started

Delivery method: Presenter starts the test within a live session.

Time limit: (none)

[Change Delivery Options](#)

Test Questions

Test Title: Administration Procedures Test

Test Description: Product Quiz

Author: Jason Anthony

Number of questions: 4

Display questions: All questions in one page

[Copy to Test Library](#) [Edit Questions](#)

[Done](#)

- The options on the **Manage Test** page vary, dependent on the delivery options and the status of the test. Tests can fall into the following categories:
 - Pre-session tests and post-session tests
 - In-session tests

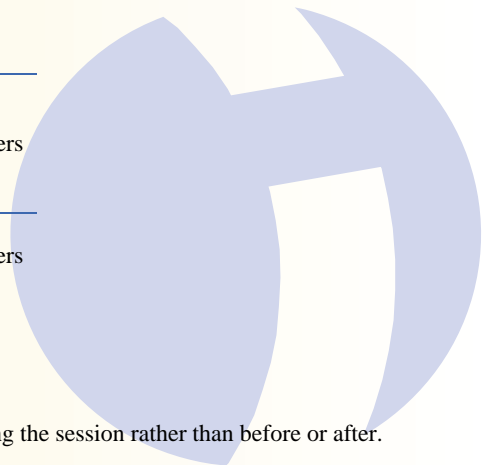
MANAGING PRE-AND POST-SESSION TESTS

To manage pre- and post-session tests:

Pre- and post-session tests automatically start at the time you specified on the **Test Delivery Options** page.

The following table shows the management options for a pre- or post-session test.

Status	Management Options
Before test starts	Change delivery options Copy the test to Test Library Edit test questions
Test in progress	End test immediately Extend due date of the test View and score attendees' answers Copy the test to Test Library View test questions
After test ends	Re-start the test View and score attendees' answers Copy the test to Test Library View test questions



MANAGING AND STARTING IN-SESSION TESTS

You administer an in-session test during a training session. Attendees take the test during the session rather than before or after.



To manage in-session tests:

1. Specify Start this test within a live session option on the Test Delivery Options page when adding the test to the session.
2. After the session starts, choose Testing in the drop-down list on the Participants & Communications panel.
3. Select the title of the test, and then click Launch for All.
4. On the page that appears, click Start Test.

The following table shows the management options for an in-session test.

Status	Management Options
Before test starts	Change delivery options Copy the test to Test Library Edit test questions
After you click Launch for All	Start the test Copy the test to Test Library Edit test questions
Test in progress	End the test immediately Increase time limit if you have specified it View and score attendees' answers Copy the test to Test Library View test questions
After test ends	Re-start the test View and score attendees' answers Copy the test to Test Library View test questions
Test suspended in the event of a session crash	Resume the test Re-start the test View and score attendees' answers Copy the test to Test Library View test questions

SCORING AND GRADING ANSWERS FOR A TEST

TrainingCenter automatically checks attendees' answers against the correct answers you specified when creating the test and then scores the results.

An entire test is scored automatically if it contains no essay or fill-in-the-blanks questions. In this case, attendees can view test results once they submit their answers.

If a test contains essay or fill-in-the-blanks questions, you must manually review and score the test. A complete score is unavailable until you finish scoring the essay or fill-in-the-blanks questions.





To score the answers for a test:

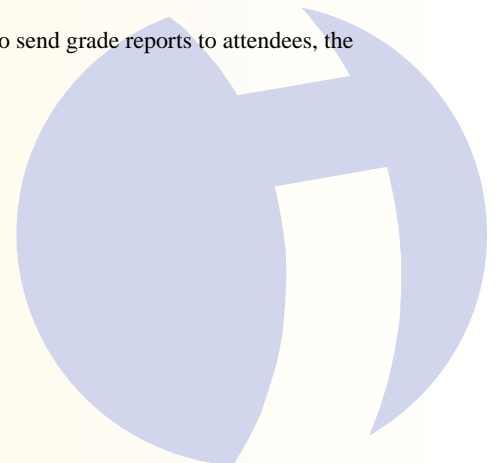
1. Go to the Manage Test page for the test.
2. In the Student Answers section, click View and Score Answers.
3. The Submitted Tests page appears. This page lists attendees who have submitted their tests and attendees who have received their scores and grades, if assigned. You can also view the questions and grading scale, if specified.
4. To score an attendee's test, click the Score Answers link for the attendee or click the attendee's name.

Submitted Tests				
View Questions		View Grades...		
Student Name ↕	Email	Date & Time submitted	Score	Grade
Gordon Ford	gordonf1@webex.com	8/8/03 11:03 am	Score Answers	
Jenny Parker	jennyp1@webex.com	8/5/03 9:54 am	95	A
Eric Franco	ericf1@webex.com	8/18/03 2:00 pm	80	B
Cynthia King	cynthiak1@webex.com	8/5/03 11:58 am	70	C
Cathy Lee	cathyl1@webex.com	8/28/03 1:05 am	100	A
John Smith	johns1@webex.com	8/1/03 3:23 pm	Score Answers	
Dianna Liang	diannal1@webex.com	8/3/03 5:00 pm	85	B

Total submitted tests: 7

[Go Back](#)

5. The Score Submitted Answers page appears. All answers, except for essay questions, are automatically scored. A partial score appears in the Results area. Although fill-in-the-blanks answers are scored automatically, you may want to review them and change the scores, if necessary.
6. Review the essays or fill-in-the-blanks answers that need manual scoring, and specify the scores for the essays.
7. To quickly go to a question that needs manual scoring, go to the **Unscored questions** section, choose a question in the drop-down list, and click **Go**.
8. To change the score for a fill-in-the-blanks answer, select **correct** or **incorrect** for the question. Clicking **Save** updates the score.
9. Optionally type comments for the attendee.
10. Click **Save** to update the score or your comments.
11. The test results are updated on the View Test Results page. If you have specified to send grade reports to attendees, the attendee receives the update via email.





VIEWING TEST RESULTS

Attendees can click **View Results** on the Session Information page or, for a recorded session created using Presentation Studio Integration, on the Test Submitted page, to view their test results. They can also click a link sent via email to view their test results if you have specified to send grade reports to attendees.

Before you end the test, the View Test Results page contains the score and grade, if assigned. After you end the test, the page contains test details, including the attendee's score and grade, if assigned, correct answers, and your comments.

For recorded session tests, the View Test Results page contains all test details, including the attendee's score and grade, if assigned, correct answers, and your comments.

To view each attendee's performance, or edit scores or comments for each attendee, click **View and Score Answers** on the **Manage Test** page.

▶ PUBLISHING A RECORDED TRAINING SESSION

ABOUT PUBLISHING RECORDED TRAINING SESSIONS

If you or another user records a training session using WebEx Recorder, you can publish the recording on your TrainingCenter website. Users on your site can either view or download the recording from the Recorded Sessions page.

You can publish a recording by:

- Uploading it to your TrainingCenter website.
- Specify the web address, or URL, at which the recording resides on another server.

When publishing a recording, you can:

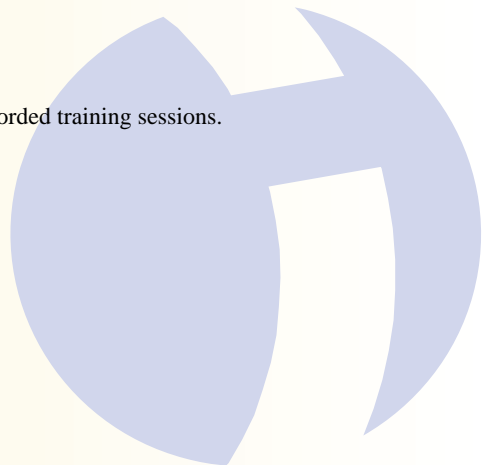
- Specify whether all users on your site can view or download the recording, or only users who have an account on your site
- Password-protect the recording
- Require that users register to view or download the recording

Once you publish a recording, you can:

- Edit information about it
- Stop publishing it

OPENING YOUR LIST OF RECORDED TRAINING SESSIONS

To publish, delete, or edit information about a recording, you must open your list of recorded training sessions.





To open your list of recorded training sessions:

1. Log in to your TrainingCenter website.
2. Click MyWebEx > My Files > Training Recordings. The Training Recordings page appears.



PUBLISHING A RECORDED TRAINING SESSION

You can publish a recorded training session that was created with WebEx Recorder. A recording that you publish must be in the WebEx Recording format (WRF), which has a .wrf extension.

To publish a recording, you can do *one* of the following:

- Upload the recording to the server for your TrainingCenter website. The file that you upload must reside on your computer or a local server.
- Specify the web address, or URL, for the recording on a publicly accessible web server. Because your storage space for recordings on your site is limited, you can use this option to publish an unlimited number of recordings, or recordings with large file sizes. To use this option, you may need to ask your organization's webmaster to store the recording on the server and provide you with its URL.

To publish a recorded training session:

1. Open the Training Recordings page.





2. Click Add a Recording. The Add a Recording page appears.

3. In the Topic box, specify the topic of the recorded training session.
4. Under Type, select an option to specify whether the recording is listed on the Recorded Sessions page on your site and, if it is listed, which types of users can view the recording.
5. In the Presenter box, specify the presenter's name.
6. In the Email address box, specify the presenter's email address.
7. In the Description box, enter a description of the recorded training session.
8. Optional: Specify the agenda for the training session.
9. Under recording file, publish the recording by clicking **Browse**, and then select the file that you want to publish.

Note: The maximum file size is 50 MB. Files that exceed the maximum will not be created, causing the Recording Creation Failed page to appear.

10. Click Open.

Note: Choosing this option will disable the duration, file size, date, and destination address fields. The view and download option will also be disabled.

11. Upload the recording to your TrainingCenter website:





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- a. Click **Browse**, and then select the file that you want to publish.
- b. Click **Upload File**.
12. Specify the URL for the file on another server:
 - a. Click **Specify URL**.
 - b. Type the URL in the box.
13. Specify the duration, file size, and date for the recording.
14. Optional: Specify a destination URL--that is, a web page that appears automatically once a visitor finishes viewing a recording.
15. Optional: Specify file access options.
16. Click **Add**.
17. Click **OK**.

CONTACTING INTERCALL

TECHNICAL SUPPORT: For information about receiving technical support for TrainingCenter, refer to the TrainingCenter website at www.trainingcentersite.net and select **Contact Us**.

TRAINING: For information about receiving Training on TrainingCenter, refer to the TrainingCenter website at www.trainingcentersite.net and select **Training**.

SALES: For information about InterCall's conferencing services, please contact your sales representative or visit www.intercall.com.

For additional information about using TrainingCenter, please refer to the **Help** section on the TrainingCenter website at www.trainingcentersite.net.

