



Preparing for your Virtual Workshop

We are very excited to have you in our workshop! We have prepared this document to help you plan and prepare for the workshop you are attending. Should you have any questions, please contact Brooke Buehring, Virtual Services Specialist at brooke.buehring@cyncly.com or 205-464-9427.

Overview

Your virtual workshop will begin promptly at 10:30am CENTRAL. Please connect 30 minutes early to ensure all technology is working, etc. The workshop will run until approximately 4:00pm central time. There will be planned breaks at times including a 30min lunch break. Please be prompt with breaks as we will resume after the scheduled time even if not all students are present.

You will be connected to an online meeting through Ring Central and the virtual lab. The virtual lab allows you to participate in a hands-on training using a virtual computer. The Ring Central meeting will be used for you to participate in the class, see the instructor and other students, and follow along on the instructor's screen. For this reason, we strongly recommend dual monitors so that you can see the instructor and their materials on one screen, and the virtual lab on your other screen. If a second monitor is not



available, you can use a tablet. You must connect to both the virtual lab and the RingCentral meeting link.

Recommendations

The following items are highly recommended to ensure you get the most from your virtual workshop experience. While they are not mandatory, following these guidelines increases your learning capacity and interactive abilities during the class.

USE A HARDWIRED CONNECTION:

- Wi-Fi, cellular, and satellite internet are higher latency and can cause issues

REVIEW YOUR SECURITY PROGRAMS:

- It may be necessary to disable pop up blockers, add blockers, etc. for the session.
- Your AV may need to be adjusted on the PC to allow session connection.

REVIEW YOUR NETWORK:

- Port 443 must be open for inbound/outbound traffic.
- While you can have success with VPN's, Hotspots, and Proxys they are not recommended and are not supported by the Help Desk



DOWNLOAD ANY NECESSARY SOFTWARE:

- Google Chrome is recommended and generally is very stable while using the virtual lab.
- You may need to download the Ring Central app on your first time connecting. Be sure your network allows the downloading of an .exe file to install Ring Central.

OTHER HARDWARE:

- Dual Monitors – HIGHLY recommended. Having dual monitors allows you to view the instructor and other attendees. On one monitor you will be able to view any presentations or videos broadcast by the instructor and see everyone else in the class. On the other monitor, you will be logged into the RFMS software for your hands on training exercises. You may use a second computer (laptop, tablet) instead of two monitors. If you don't have dual monitors we cannot guarantee that you will have a favorable experience.
- Built-in microphone or headphones/earbuds with a microphone.

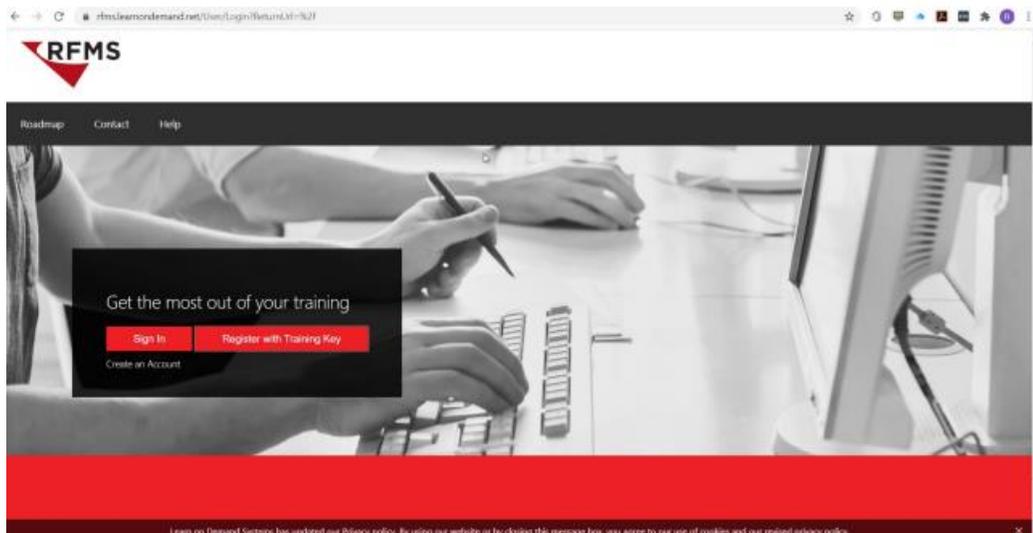
On the day of your workshop

It's your big day! You should receive an email with log-in instructions on the morning of your workshop. You will receive 2 links:

1. A link to join the Ring Central Meeting.
2. A link to sign into the Lab Environment.

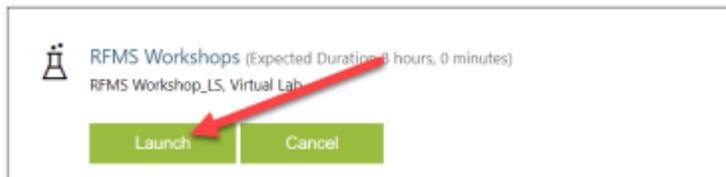
Below are the steps that you will want to follow when signing into the Lab Environment.

1. Click on the link in the email. If you are unable to access the email, the link is <https://fms.learnondemand.net/user/login>
2. Click Sign In.



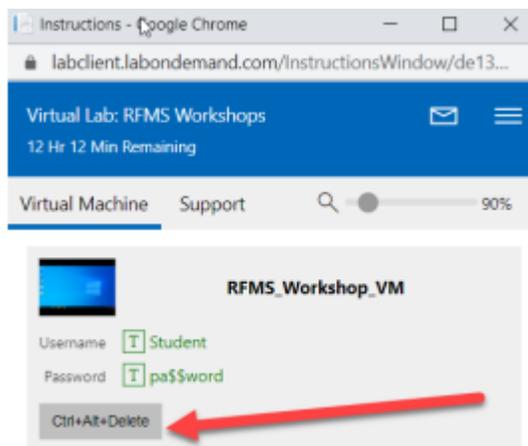


3. Enter the email you used to register for the workshop.
4. Enter the password: RfmsLab\$1
5. You will be logged into your personal lab.
6. Click on My Training button at the top
7. Click on the workshop name
8. Scroll down and click on the Launch Button.

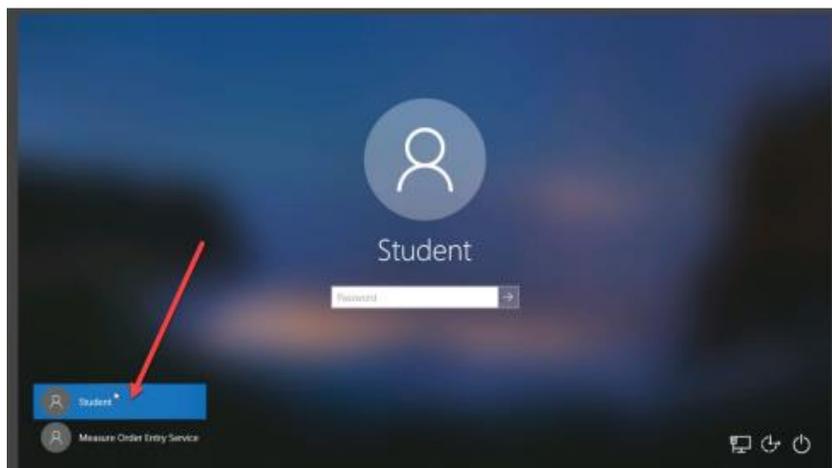


Working in the Virtual Lab

You may need to log onto your Virtual Lab computer. If this happens, press the Ctrl+Alt+Del button

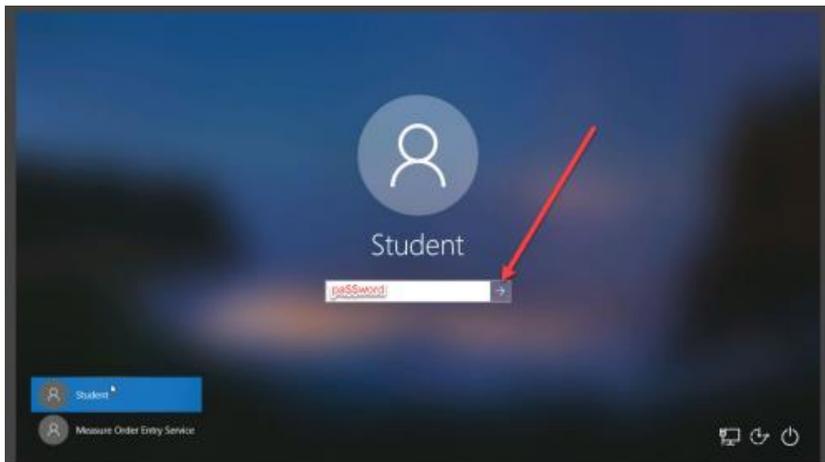


Next select the Student username

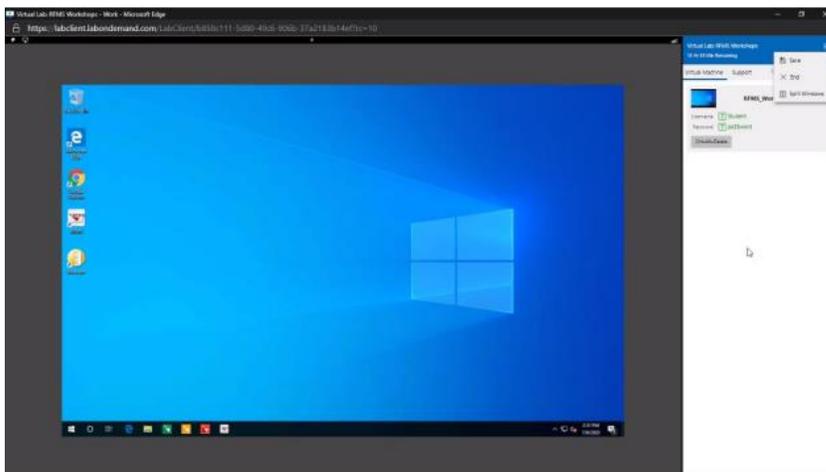




Type pa\$\$word in the password box and press the arrow



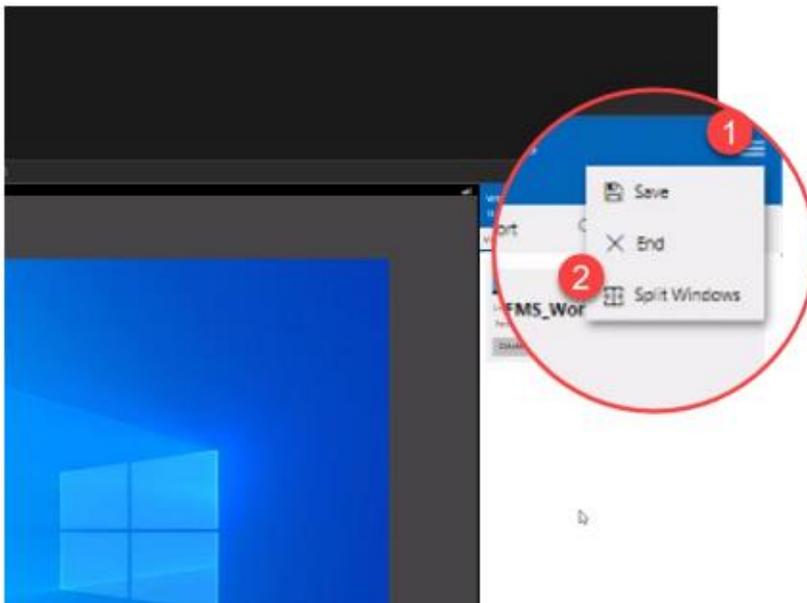
After you log in, your virtual lab will look like this:



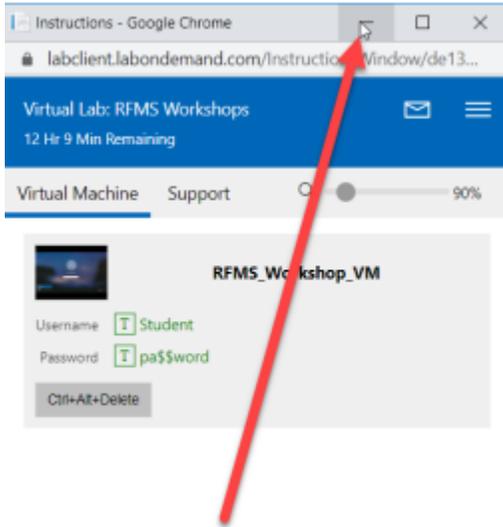


The lab is a fully functional remote computer. You will have access to RFMS, Measure, and the RFMS app suite. You will not be able to print from the virtual lab and you may not hear beeps/notifications from the virtual lab. You can save your progress by clicking Save from the menu button. Do not End the session until the end of the workshop as this will delete any work you have done. It is recommended to split the windows to get a full screen experience from the lab. To do this:

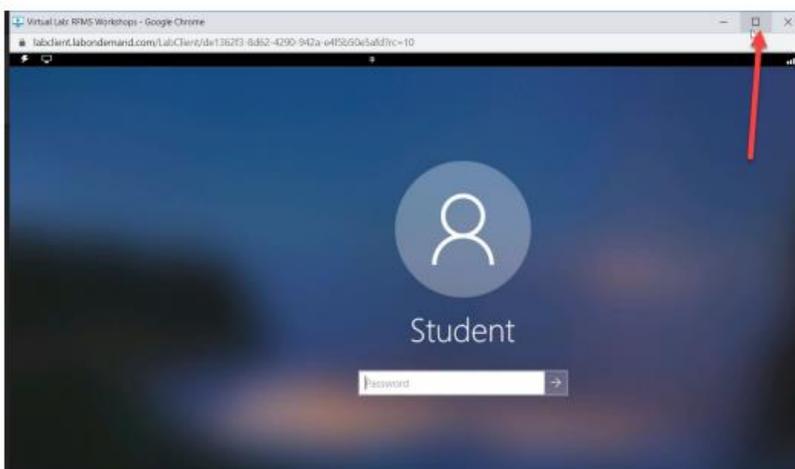
1. Click on the menu button in the top right-hand corner
2. Click "Split Windows"



3. Next minimize the instructions window



4. Now you can maximize the Virtual Lab screen





Helpful Tips

- Join the Ring Central meeting at 10am CENTRAL. This is 30 minutes before the workshop begins. This time allows us to make sure you can see and hear the instructor and are able to log into the lab environment
- Select an area with little or no distractions
- Add an out of office notification to your email to further cut down on distractions
- Email Brooke Buehring at brooke.buehring@cyncly.com if you need additional help or have questions.