2015 QLD Schools Virtual VET Summit Help Guide

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Call us for support!
P: (07) 3866 0888

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How do I join the 2015 QLD Schools Virtual VET Summit?

Dear

You have been registered to attend 2015 Virtual VET Summit with Velg Training. Details for this event are as follows:

Name: 2015 Virtual VET Summit
Date: 24 & 25 February 2015
Start Time: 10:00am AEST (QLD)
End Time: 5:00pm AEST (QLD)
Address: TBC

After you have attended this event, another email will be sent to you with your Statement of Attendance attached and a link which will allow you to download any resources associated with this event.

Should you have any queries regarding your registration please don't hesitate to contact us. We hope you enjoy participating in this quality training opportunity!

Kind regards

Events Team
events@velgtraining.com

OPTION 1: Reminder email
   a. You will be emailed a reminder from Velg Training approximately one week before the online training.
   b. The reminder email will include a website link (URL) to the online training
   c. At the appropriate date & time, click on the website link (URL) to join the training
   d. It is recommended that you log in approximately 15-20 minutes prior to the start of the session
   e. You will be prompted to log in using your Velg Training log in credentials.

OPTION 2: Website URL
   a. Go to http://vvs2015.velgtraining.com/
   b. It is recommended that you log in approximately 15-20 minutes prior to the start of the session
   c. You will be prompted to log in using your Velg Training log in credentials.

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How do I test my system?

Velg Training recommends all 2015 QLD Schools Virtual VET Summit attendees test their system prior to joining the online training. A test portal will be available to attendees 7 days prior to the online training. Velg Training staff members will be in touch with all attendees prior to the Summit to test your system.

Click this link to test your system:

http://vvs2015.velgtraining.com/

Contact Velg Training:

T (07) 3866 0888
E events@velgtraining.com

For more information on Velg Training's online programs, view the **Velg Training Refund Policy**.

What equipment do I need?

All you need to access the 2015 QLD Schools Virtual VET Summit are the following:

- Windows or Mac computer

- Internet connection (broadband is best)

- Microphone and speakers (built-in or USB headset)

Most computers have built-in microphones and speakers, but you will get much better audio quality if you use a headset or handset.

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System requirements

Please check to see that you meet the minimum system requirements and that you have the [equipment you need](#).

What are the system requirements for running the 2015 QLD Schools Virtual VET Summit?

Windows

|	
Operating system	Windows 8
	Windows 7
	Windows Vista
	Windows XP
	Windows 2003 Server
Processor	2.4GHz or more
RAM	2GB or more
Internet	ADSL or better
Bandwidth	700Kbps guaranteed download or more for simultaneous screen sharing, video and audio conferencing for the duration of the event
Browser	Internet Explorer® 10.0 or newer
	Mozilla® Firefox® 26.0 or newer
	Google Chrome™ 28 or newer
Additional software	JavaScript™, Adobe Flash Player

Mac

Operating system	Mac OS® X 10.7 (Lion®)
	Mac OS® X 10.8 (Mountain Lion®)
Processor	2.4GHz Intel processor (Core 2 Duo)
RAM	1GB
Internet	ADSL or better

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Bandwidth	700Kbps guaranteed download or more for simultaneous screen sharing, video and audio conferencing for the duration of the event
Browser	Safari® 7.0 or newer
	Mozilla® Firefox® 26.0 or newer
	Google Chrome™ 28 or newer
Additional software	JavaScript™, Adobe Flash Player

How do I update my internet browser?

Google Chrome

Open Google Chrome. In the right hand corner of your screen below the close window button you will notice an image with 3 short lines
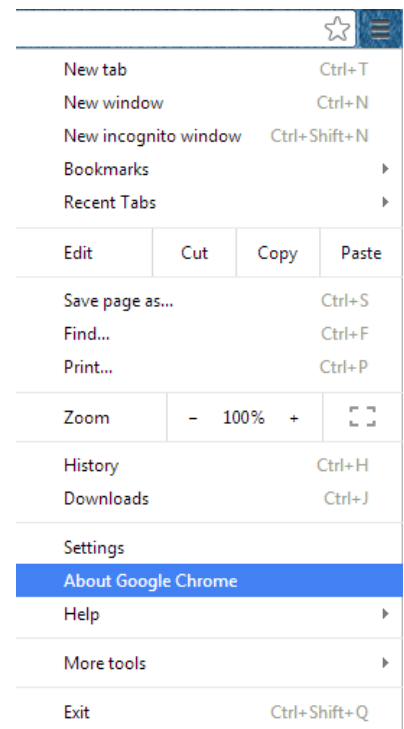
A drop down tool bar will appear. Select 'About Google Chrome'

This will open a new tab on your browser. This tab will tell you if Google Chrome is up to date and what version you have.
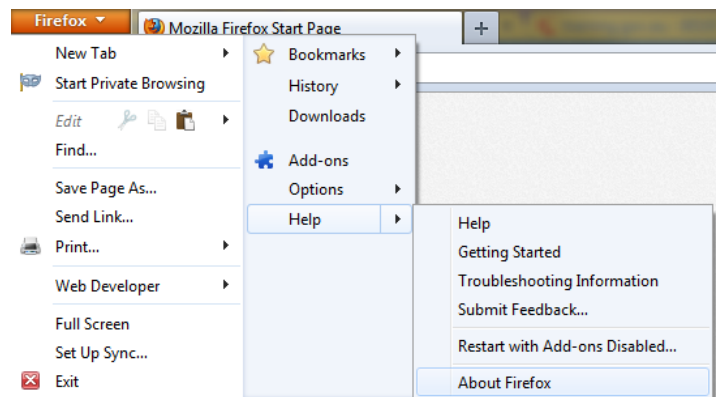
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Firefox

Open Firefox. In the top left hand corner of the screen you will notice a orange rectangle saying 'Firefox'. Click on the button.

A drop down tool bar will appear. Select 'Help' then 'About Firefox'

A pop-up will then display on your screen letting you know what version of Firefox you have. If your internet browser requires updates the below message will be shown

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Once you have clicked on the link, a new webpage will open saying 'Looks like you're using an older version of Firefox' with a 'Free Download' link below
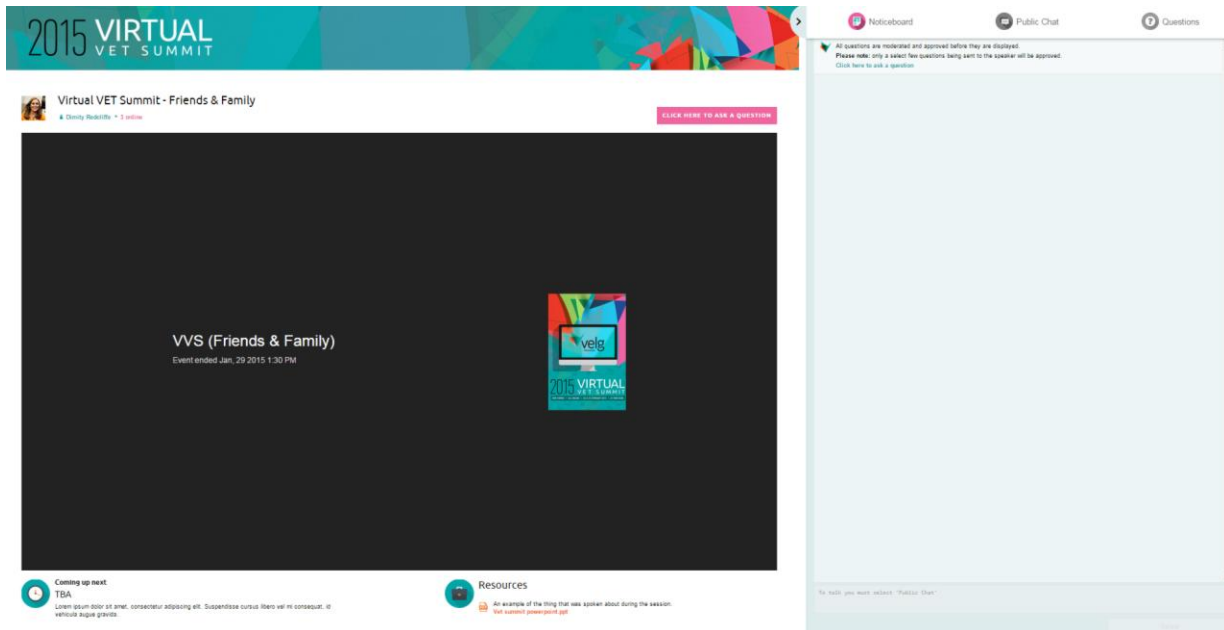
How do I download Adobe Flash?

Visit https://www.adobe.com/au/software/flash/about/ to find out which version of Adobe Flash you have & to download the latest version.

What will it look like?

For Attendees

While you are waiting for the online training to begin, your screen should look like this.

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Audio help

When using Mic & Speakers, audio quality can vary based on your audio software, hardware manufacturer and operating system. We recommend the following audio hardware in order from best quality to poor quality: **Listed in order from best quality to poor quality.**

Listed in order from best quality to poor quality		
	USB* headset connected to your computer	Best
	Headphones and USB* microphone connected to your computer	
	Analog ** headset connected to computer	Good
	Headphones and analog microphone ** connected to your computer	
	External speakers and analog microphone	
	Laptop built-in microphone and speakers	Poor
	External speakers and USB Webcam microphone	Poor

Use Mic & Speakers to connect to the audio conference (Windows)

Your audio quality may vary depending on your audio software, hardware, operating system and Internet connection. We recommend using a USB headset plugged into your computer and placing your microphone away from other speakers or devices.

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FAQs

Question: I cannot see anything when I click on the URL?

Answer: Check to see that the page hasn't opened in a browser window that hasn't flashed or notified you. Refresh the page to see if your connection to the internet is running properly. If you are still having issues, please contact us.

Question: I have not received a URL or reminder notice?

Answer: Check your inbox, junk or spam folders. If you have an email rule set up for any Velg Training emails, check that folder. If you still cannot find the email, please visit http://vvs2015.velgtraining.com/

Question: I cannot hear anything?

Answer: Check to make sure your speakers / headset are plugged in, and the volume is turned up to an appropriate level on your system. If you are still experiencing problems, you may have an incompatibility with the software you're running on your computer. Please check the recommended system settings to ensure you are running compatible software, or get in touch with us for support.

Question: I cannot see anything?

Answer: Refresh the page to see if your connection to the internet is running properly. If you are still having issues, please contact us.

Question: I can't chat.

Answer: Refresh the page to see if your connection to the internet is running properly. If you are still having issues, please contact us. You need to be in the 'Public Chat' rather than Noticeboard to type.

Question: I cannot download the resources

Answer: When you click on the materials to download, you may find on some internet browsers they will begin downloading in another window. Please check any other windows that

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are open or are hidden. Additionally check your downloads folder. Velg Training will send out all resources within 48 hours if you are still unsuccessful.

Question: No one can hear me?

Answer: In the 2015 QLD Schools Virtual VET Summit, all attendees are muted at all times. There is no need for you to talk through a microphone. Please use your chat window as your main method of communication to others or organizers.

Question: I hear static or clicking sounds.

Answer: Move electronic handheld devices, such as an iPhone, away from your mic and speakers.

Question: I hear echo, feedback or background noise.

Answer: Built-in microphones on your computer or webcam can pick up noise and cause an echo. We don't recommend using built-in microphones. Try plugging in a USB headset to your computer.

Question: The audio quality is poor and choppy?

Answer: Poor network performance, lack of memory or high CPU usage often causes the audio quality to drop, become delayed or sound robotic.

Try closing all applications you aren't using to free up some bandwidth.

If you're using a dial-up Internet connection with VoIP, it may cause poor performance. For optimum performance when using VoIP, we recommend using a broadband Internet connection.

Question: What is Adobe Flash and how to I download?

Answer: The Adobe® Flash® Player runtime lets you effortlessly reach over 1.3 billion people across browsers and OS versions with no install — 11 times more people than the best-selling hardware game console.

Adobe Flash Player is the standard for delivering high-impact, rich Web content.

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Designs, animation, and application user interfaces are deployed immediately across all browsers and platforms, attracting and engaging users with a rich Web experience.
 Visit http://get.adobe.com/flashplayer/

Question: I can't download anything, I don't have admin rights on my computer.

Answer: Please contact your IT Department for assistance.

Question: It is not coming through my headset; the audio is coming through my speakers.

Answer: Please check your settings to ensure your headset is the primary audio device. If you need further assistance please contact your IT Department.

Question: I am finding the stream to be extremely slow or unwatchable

Answer: This indicates your internet speed is not sufficient for live streaming an event of this nature. You could shut down all applications that may be using internet (e.g. Outlook, other websites, or other internet-based software) and ensure nobody else on your network is utilizing excessive bandwidth. If you are still having problems, please contact your IT Administrator.

Question: The video and audio are not in sync.

Answer: Please hit refresh to reload the VVS lobby and stream.

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