



### **How Does Online Training Work?**

We will be using a Zoom meeting to teach your refresher class. This allows the instructor to see and hear you, and you can see and hear the instructor.

### **What is Zoom?**

Zoom is a cloud-based video conferencing service you can use to virtually meet with others - either by video or audio-only or both, all while conducting live chats.

### **What is a Zoom meeting?**

A "Zoom Meeting" simply refers to a meeting that's hosted using Zoom, and attendees can join the meeting in-person, via webcam or video conferencing camera, or via phone.

### **I'm not good with computers, will I still be able to take the online training?**

Yes. We send step by step directions that you can use to connect to the online training class.

### **Do I Have To Have a Zoom account to join the meeting?**

No. A Zoom account isn't required to attend a meeting. Anyone can join a meeting using the Zoom mobile app or desktop applications for Windows and Mac

### **How do I join a Zoom meeting?**

You will join the training course by clicking the meeting link provided to you in your class confirmation email, or going to [join.zoom.us](https://join.zoom.us) and entering in the meeting ID.

### **Can I use my phone/tablet/lpad for the training?**

Yes. There is a Zoom app you can download for free or you can join the meeting from a link that we will send to you with your class confirmation email.

### **Do I have to have a webcam to join on Zoom?**

We need to be able to see you during the training session. You will need to use a camera enabled device to participate in the training such as a computer, a cell phone, a tablet or an iPad.

### **How will I take my refresher test?**

During your class we will send you an email with a link in it to take your test online when the class has ended.

### **Is there anything else required for online training?**

Yes. You will need to submit an electronic picture of yourself to our office for your training certificate and licensing. Guidelines and requirements for the photo will be included in your class confirmation email.