



## REMOTE TRAINING

### FREQUENTLY ASKED QUESTIONS

#### **1. How does remote training work?**

Island Training's remote training service is identical to our classroom training, except the students are in different locations. Remote students participate in lectures via phone conference with the instructor and view slides and access hands-on labs in our virtual classroom via Internet. The instructor will have full access to your workstation if you need assistance during labs, and you will be able to participate in discussions with the instructor and other students. Our remote training is NOT online or computer-based. It's the same great live, instructor-led training, but you don't have to leave your desk.

Island Training remote classroom workstations are fully configured with Rational products and licenses. You will not need to load any Rational tools onto your desktop computer.

#### **2. What types of payment do you accept for remote classes?**

We accept Visa, MasterCard, and American Express for remote classes. In limited circumstances, we will accept company check or purchase order. Please contact Kim Patton at 919-401-8485 to discuss alternate payment options.

#### **3. What is your cancellation policy?**

Cancellations received 6 or more business days prior to class start date will be fully refunded. Cancellations received 5 or fewer business days before class start date are not refundable. In the event that Island Training cancels a course, you will receive a full refund. Island Training reserves the right to cancel a course at any time.

#### **4. How do I test my connection to Island Training's remote classroom?**

After registration, you'll receive instructions for testing your connection to our remote classroom. You may use either GoToMyPC (a Citrix product) or PCNow (a WebEx product). 100% of our students are able to connect to our remote classroom using one of these two options.

#### **5. When will I receive my login information for the remote class?**

You will receive an email containing remote workstation assignment, phone conferencing information, and exact class start time one business day prior to class.

#### **6. What time does class start?**

Standard start time for remote classes: 07:00 Pac / 08:00 Mtn / 09:00 Cen / 10:00 East. We may vary the class start time depending on time zones of students. Please check your login emails for correct start time. You will receive your login email one business day prior to class start.

#### **7. How long is each class?**

Plan on an eight-hour day with a one-hour break for lunch. Class length may vary with class size and student background.

5102 Durham Chapel Hill Blvd., Ste. 204  
Durham, NC 27707-3311  
(919) 401-8485 • Fax (919) 401-8434  
[www.islandtraining.com](http://www.islandtraining.com)

**8. Is there printed material for the class?**

Yes. There is a printed lab manual containing instructions for completing hands-on exercises as well as facsimiles of all visual aids used during class lecture. If your shipping address is in the continental United States AND you register MORE than 5 business days prior to class, Island Training will ship your material via FedEx to the address you provide. Students outside of the continental US or registering 5 or fewer days prior to class will download and print their own materials; these students will not receive a hard copy manual from Island Training.

**9. I downloaded my lab manual. Do I really need to print it?**

YES!! Our labs require the full workstation screen, making it very difficult to follow directions using a soft copy manual on your workstation. Additionally, you will not be able to annotate lecture slides or labs without a hard copy of the manual.

**10. How many students will be in the class?**

To ensure a high-quality training experience, remote classes are limited to 10 students.

**11. Does Island Training offer private remote classes?**

Yes. Island Training offers value-priced remote training for private groups. Please contact Kim at 919-401-8485 for more information.

**12. Is remote mentoring available?**

Yes. Island Training's tool experts are available for remote mentoring. Our remote mentoring services are a very cost-effective way to support planning and implementation, special or advanced topics, or training of early tool adopters. Please contact Ben at 919-401-8485 to discuss remote mentoring.