

Client user guide

In order to attend the online course, you will need a suitable device (computer, laptop, tablet or mobile phone). It is strongly recommended that you use a computer or laptop and that you restrict mobile phone and tablet use to accessing the user guides to help you through the process. Your computer or laptop must have:

Web camera

Microphone

Speakers or headphones

Stable internet connection

Sufficient storage available to download the Microsoft Teams app (if not already installed)

Sufficient battery charge for at for the duration of your course and/or a charger immediately available

This course is offered as an alternative to prosecution and must be attended and completed to the satisfaction of the trainers. You must ensure you have the correct IT to support the course.

The online courses are being delivered through Microsoft Teams, very similar to Skype, Facetime etc.

Teams meetings are best when you join through the Teams app available on iOS, Android and Microsoft. We have found this to offer the best functionality. Use of the app also enables the trainers to get the course up and running smoothly.

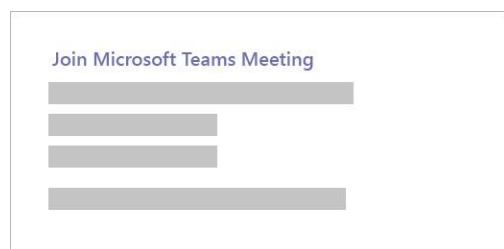
Some work devices may have app / software restrictions in place. It is recommended that you sign out of a Teams work ID to effectively access the course.

Please also be aware that if you do sign in with corporate or private accounts your username (including any corporate details etc) will display to other clients on the course. You should therefore log out and re-join as a guest where you can choose which name to display. Alternatively, you may be able to edit your visible name in settings.

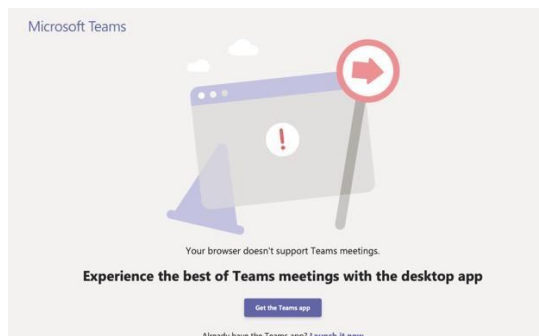
Please be aware that if we are unable to complete any aspect of the course with you, you may be asked to rebook the course for another time and date free of charge.

There are two ways you can access Microsoft Teams; either through a Web browser or the Microsoft Teams app

To access via the web browser, simply click the link 'Join Microsoft Teams Meeting' found in the email confirming the date and time of your course. Microsoft Teams will open in your web browser. Some browsers do not support Microsoft Teams e.g. Safari



If your browser does not support Microsoft Teams you will be directed to download the app



The second and recommended method to access the online session, is to download the app

Please follow the instructions below. Please complete this before your course date:

1. Download and install the Microsoft Teams app for free



- In the App Store (iOS) search Microsoft Teams
- When you have found the link to the app click GET
- Click INSTALL
- Input Apple ID
- The app will download, this could take some time
- Click OPEN
- Exit the app



- In Google Play (Android) search Microsoft Teams
- Click INSTALL
- The app will download, this could take some time
- Click OPEN

- Exit the app



- In Microsoft Store search Microsoft Teams
 - Click Sign in
 - Enter your Microsoft Office email address
 - Enter your Microsoft Office password
 - Choose 'Download the Windows app'
 - Click Run
 - Exit the app
2. Be ready to join the course prior to the start time. Go to the WCC meeting invite and click 'Join Microsoft Teams Meeting'. Use the Microsoft Teams app. Provided you have downloaded and exited the app prior to clicking the link you should have the option to 'Join as a guest' or should be transferred directly to the meeting
 3. Type your name **first name only**

Please be aware that if you already have a Teams account your username will be visible to other attendees – you should therefore log out and re-join as a guest where you can choose which name to display. If you are using a private Teams account, you may be able to edit your visible name in settings
 4. Click 'Join as a guest' or 'Join now'. Accept requests for audio / video access
 5. The course trainer will be online prior to the course start time and will be ready to welcome you. Prior to the start of the course, the trainer will need to confirm your identification.
 6. You will be connected to the meeting and will be advised that someone in the meeting will let you in soon. There could be a wait as the trainer checks all client's ID's individually. Once your ID had been checked you will be asked to hang up and log back in using the original link at a given time.
 7. You will need a quiet space to take part in the course which will last 3 hours. Your attention is required throughout so please ensure there is no background noise such as TV, radio, pets, or children etc that could disturb the course. You may be asked to leave the course if you are unable to fully participate and engage with the training. A 10-minute break will be provided.

Please ensure that the image you present to the trainers and other clients attending the course is professional and appropriate. It is suggested that you mute video and audio during the break

8. Please note, other devices can interfere with the quality of your Wi-Fi and the sound. Ofcom have issued some practical tips for improving your broadband speed
<https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-forconsumers/advice/broadband-speeds>
9. You should try and resolve technical issues well in advance of the course start time, however, if you do encounter any last-minute problems, please call us on 0300 555 8177.

If we are unable to complete any aspect of the course with you, including the identification verification process, you may be asked to rebook the course for another time and date free of charge.