

Attending an Online Course: Client User Guide



This course is offered as an alternative to prosecution and must be attended and completed to the satisfaction of trainers.

You must ensure you have the correct IT to support the course. You can join a course using a computer, laptop, tablet or Smart Phone, although it is recommended that you use a computer or laptop if you have access to one.

- **How do I attend?**
- **Accessing via the app**
- **Accessing via a web browser**
- **Joining the course**

How do I attend?



In order to attend the online course you will need a computer, laptop, tablet or smart phone. Although it is strongly recommended that you use a computer or laptop if you have access to one 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 least 2.5 hours and/ or a charger immediately available

Safer Roads Humber 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.

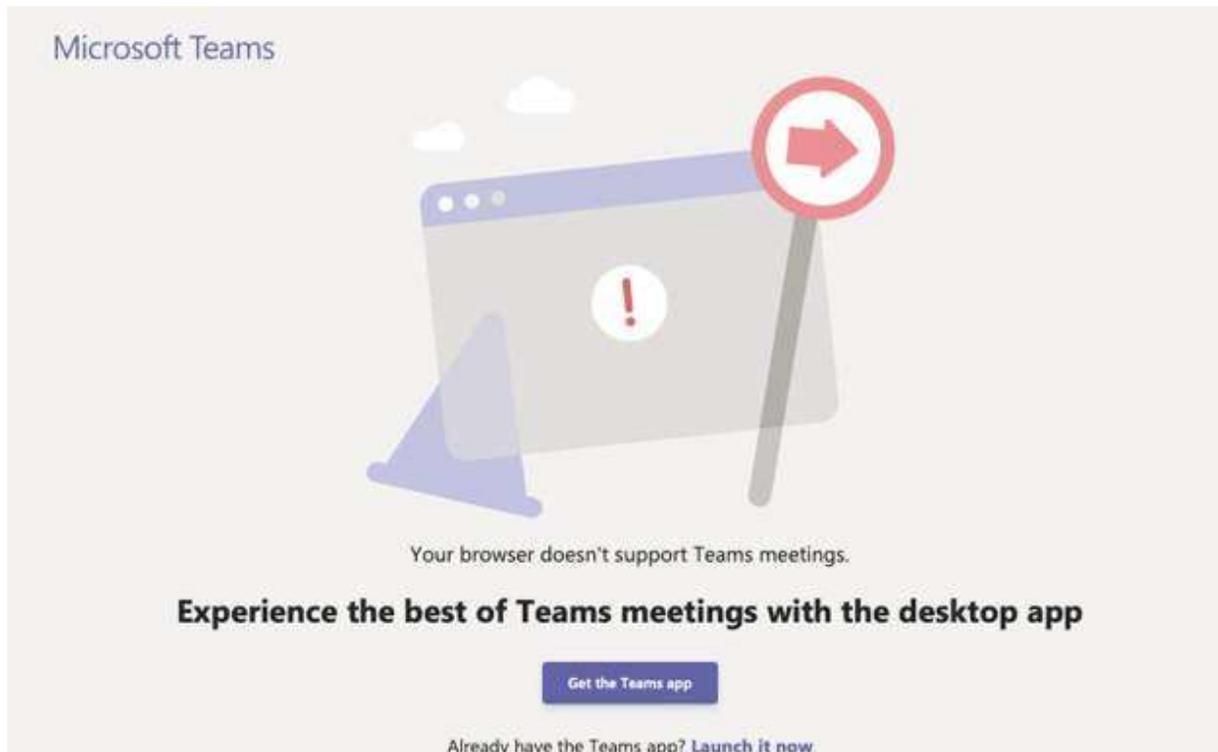
Please be aware that if, due to online technical issues, we are unable to complete any aspect of the course with you, you may be asked to rebook the course for another time and date free of charge.

There are two ways you can access Microsoft Teams: either through a Web browser or the Microsoft Teams App.



Accessing via the app

The first and recommended method to access the online session is to download the Microsoft Teams app.



Please follow the instructions below relevant to your device. Please complete this a minimum of 30 minutes prior to the course start time, but ideally at least 24 hours before. The download and installation of the Microsoft Teams app is free.

From iOS App Store (Apple Devices)



- 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

From Google Play (Android Devices)



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

From Microsoft Store (Microsoft Devices)

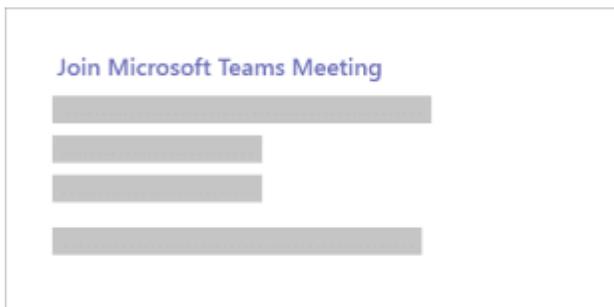


- In Microsoft Store search Microsoft Teams
- Click Sign in
- Enter your Microsoft Office email address
- Enter your Microsoft Office password
- Choose 'Download the Windows app'
- Click Run
- Exit the app

Accessing via a web browser



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.

Joining the course



- Be ready to join the course prior to the start time.
- Go to the Safer Roads Humber 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.

1. **Type your name** (first name and surname initial only is preferable – e.g. John S. - but make sure you use a name that you are happy for others to see and the trainers to use). Please be aware that if you already have a Teams account your username will be visible to other attendees.
2. We recommend you **sign in as a guest, using your first name and surname initial only**, e.g. John S. If you are using a private Teams account, you may be able to edit your visible name in settings.
3. Click **‘Join as a guest’ or ‘Join now’**. **Accept requests for audio/ video access**.
4. You will be **connected to the meeting** and will be advised that **someone in the meeting will let you in soon**.

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, this needs to be done in order for you to proceed with the course.

Please read the ‘User Guide for the Identification Check’ relevant to your device in order to make this process as efficient as possible. This is available on the Safer Roads Humber website <http://www.saferroadshumber.com/courses/>.

If we are unable to complete any aspect of the course with you due to online technical issues, you may be asked to re-book the course for another time and date free of charge.

You will need a **quiet space** along with a **pen and paper** to take part in the course which will last 2.5 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**.

Please note, other devices can interfere with the quality of your Wifi and the sound. Ofcom have issued some practical tips for improving your broadband speed:

<https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/advice/broadband-speeds>

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 Client Services on 01482 398252 or 01482 398247.