Virtual Classrooms
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Welcome from the Director

Welcome to IATA and thank you for choosing to train with us.

The entire IATA Training team wants to ensure the very best experience for you during your stay with us. Our goal is to provide you with a safe learning environment where you can maximize your potential.

The following pages set out some important information about our Virtual Classroom courses to help you get the most out of your time with us. Please take a moment to read about our procedures. Our team of training coordinators, instructors and product managers will be happy to assist you with any questions or special needs you may have.

I wish you a rich, educational experience during your course.

Thank you for your interest in IATA Training.

Stephanie Siouffi
Director, IATA Training
1. **IATA Virtual Classroom courses**

IATA Training virtual classroom courses provide a real-time instructor-led training environment where participants can interact, engage and collaborate in group assignments, with live sessions delivered by a highly qualified IATA Instructor.

Each day of the course will include live interactive virtual classroom sessions requiring your participation, multiple Q&A sessions and additional time spent on self-study material including projects, research, additional reading and videos.

Some courses include pre-course reading or assignments. Look out for an email from your Training Coordinator a week before the course start date with more details.

2. **Before the course**

2.1 **Your email invitations**

Once you register for a virtual classroom course you will be sent 3 emails, which will give you all the information that you’ll need to access the virtual classroom platform (WebEx) and the content sharing platform to access your course materials (Teams or Moodle):

1. **Invitation from WebEx** ([messenger@webex.com](mailto:messenger@webex.com)) with links to join the virtual classroom session

2. **Invitation to Microsoft Teams or Moodle** to access the course materials, which will be available on the first day of the class

3. **Email from your Training Coordinator**, which will be sent a week before the course start date, which includes:
   - Both above invitations (with links to join the virtual classroom session and access to the course material)
   - The name of your Instructor
   - Information and access details for any pre-reading or pre-work for your course

Please contact us if you have not received these emails 1 week before the course start date (please check your spam).
2.2 Cisco WebEx web app

The virtual classrooms are hosted on the Cisco WebEx web app, which allows you to join the training session through your web browser, however, for the best user experience, please download and install WebEx for desktop to benefit from all the functionalities.

2.3 Hardware and software requirements

In order to join the training session and participate successfully you will need:

2.3.1. Laptop or a desktop computer

It is strongly recommended to use a laptop or computer to participate, as it will allow you to have and use the full range of tools required for the training.

2.3.2. Microphone / Headset

You will need a microphone for audio chat. It is recommended to use a headset (with microphone attached) for better sound quality and minimize the background noise.

2.3.3. Webcam

(Optional but recommended) Your instructor may require you to start your video during the training session.

2.3.4. Stable internet connection

Please make sure you have a stable internet connection.

2.3.5. Operating system

Please visit our website to learn more about the minimum requirements.

Test your audio and video settings

It’s a good idea to test your headset, video and microphone before joining the training.
3. Join the course

- Please join the virtual classroom 10 minutes before the scheduled start time to check your audio settings.
- Close your email and any other open windows, programs or apps
- Make sure to keep your microphone on mute when you are not talking to minimize the amount of background noise.
- Make sure to follow the same meeting etiquette that you would follow in a normal class session, meeting or discussion.

Join from your email invitation

1. Locate your email invitation to your WebEx training session
2. Click on the link provided in your email invitation
3. Enter your name and email address.
4. Enter the session password.
5. You then have the option to:
   - Click Join by browser to join the training without installing any application
   - Click the Join Now button, which requires downloading the WebEx app.

3.1 Join your virtual training course for Windows users

Connect your audio and start your video

Your microphone and webcam will automatically be selected based on your computer’s default settings.

- Click on Call Using Computer
- If you are having audio issues, please click on Test Speaker/microphone
Speaker
- Check that the correct speaker is selected
- Raise the volume if necessary

Microphone
- Check that the correct microphone is selected
- Click Automatically adjust volume
3.2 Join your virtual training course for Mac users

Connect your audio and start your video

Your microphone and webcam will automatically be selected based on your computer’s default settings.

- Select **Use computer for audio** then click **Connect**

Other audio connection options:

- **Call me** – Enter or select the work or home phone number that you'd like the meeting to call.
- **Call in** – Dial in from your phone when the meeting starts. A list of global call-in numbers is available after you join the meeting
4. **In the virtual classroom**

The Training session will open with options in the center and list of participants and other panels on the right.

4.1 **Control bar for Windows users**

When the training session is finished, you can **Leave Training Session** by clicking on the red x icon.
4.2 Control bar for Mac users

In order, from left to right:

- **Mute/Unmute**: Clicking on the microphone icon will mute/unmute your audio during the training session. Please make sure to keep your microphone on mute when you are not talking to minimize the amount of noise in the virtual classroom space.
  - Red mute button indicates it is muted.
  - Grey mute button indicates it is not muted.
- **Start/Stop my Video**: Click the camera icon to allow the presenter and other participants to see you.
- **Share content**: Clicking on the upward pointing arrow will share your desktop, files, applications, websites or videos.
- **Participants**: Clicking on the person icon will open the participants window.
- **Chat**: Clicking on the comment bubble icon will open the chat window in the lower right side. You can chat with anyone in the class or hold private discussions with any participant.
- **More Options**: The More Options icon (three dots) allows you to copy the classroom information and configure your audio connections.
- **Leave the Training**: When the training session is finished, participants can leave the training session by clicking on the red X icon on the control bar.

4.3 Annotation tools

There are several annotation and feedback tools that will be available to you in the WebEx virtual classroom. You will have a chance to practice using the tools at the beginning of the course.

- **The Pointer** will be pre-filled with your name and pre-selected color.
  - You may change the color using the Select Color tool. Please avoid using yellow for better visibility.
- **Type Text** enables you to type on the screen. Please always remember to click away from the text you have entered so that it will be visible to the Instructor and other participants.
If you want to change the font, select Edit on the top toolbar (at the top left of your screen), and then select Font to change the font and font size. We suggest you select size

- Using the Pen lets you write on the screen
- Use the Erase annotations tool to remove any of your annotations from the screen.
4.4 Feedback tools

During the virtual classroom session your instructor will frequently ask you to use your feedback tools for confirmation that you understand the content and for other feedback.

If you need to step away from your computer for a short while, or as indicated during breaks, please click on the coffee cup icon. Once you are back, please click on the coffee icon a second time to remove it.

4.5 Polls

During your course, your instructor will ask for your input using the Polls feature. When answering a poll question, please select your option and click **Submit** (if you do not click submit, your answer will not be counted).
4.6 Chat

In your chat panel, select Send to **All Participants**

If you have a question for the instructor, you can use the **Raise Hand** or you can send a private chat to the Host (Training Coordinator) to help you resolve any technical issues.
4.7 Breakout rooms

Breakout rooms are used to divide participants into smaller groups to collaborate and share ideas on an assignment. If this will be used during the scheduled session, you will be notified by the Presenter and/or the Host (Training Coordinator).

What your WebEx breakout session will look like...

Passing the ball in breakouts...
5. Troubleshooting

I can’t log in

- Verify that you are using the correct link and password.
- Refresh the page to make sure that the session has started.
- Open a new browser window and copy and paste the meeting URL from the invitation email into the browser address bar.

WebEx session loads slowly

- Try to log off and log back in again.
- Close all applications, additional tabs and email, except WebEx.
- Clear your web browser cache and delete temporary files and cookies.
- Verify that the issue is not with your Internet service provider by testing a web page you access frequently.

Your audio session disconnects

- Reopen the training invitation.
- Rejoin the audio conference by clicking the Audio button and selecting **Call using computer** option.

Your browser crashes

- Open a new browser window and try to rejoin the meeting using the meeting number.

You cannot hear other participants

- Check your phone or VoIP connections and confirm that microphones or headsets are powered and switched on.
- Click Mute then Unmute button.

For additional troubleshooting guidance please view our website [www.iata.org/vc-technical-requirements](http://www.iata.org/vc-technical-requirements) or visit the [WebEx training help Center](http://www.iata.org/vc-technical-requirements).
6. Payment Information

IATA Bank Details for Course Fee Payment

Complete payment must be received prior to the beginning of the course. Please note that the IATA does not accept CASH payments. Credit card, bank transfer and Clearing House payments are welcome.

Bank wire transfers should be made to:

IATA Account No: 400-749-8
Bank Number: 003
Branch Number: 00001 Royal Bank of Canada
1, Place Ville Marie
Montreal, Quebec
Canada H3C 3B5
Swift Code: ROYCCAT2
ABA No. / Routing No.: 021000021

Payment online is easy and can be accessed through our Training Credit Card Payments page on our website. You will need your invoice number and a valid credit card.

7. IATA Training Policies

Training Terms and Conditions

- Please read the IATA Training Terms and Conditions to know more about our General Conditions applicable to all IATA Training courses, and the Special Terms and Conditions applicable to the various course formats.

Training Policies

- Visit the IATA website to find out about IATA Training's Policies, including the Grading Policy and Academic Integrity Policy.

Frequently Asked Questions (FAQs)

- A list of FAQs can be found on our website. If you have a question that has not already been answered, please Contact Us.

Complaints Process

- If you would like to make a complaint to IATA Training, please submit your complaint through our Contact Us form. Your training experience is very important to us. Please include the title 'Complaint' in the Enquiry section of the form and we shall prioritize your message.

Video Appearance

- For video appearance, please check IATA Training Terms and Conditions