

## Preparing for Virtual Training

### Confirm e-mail Address

One business day prior to the start of the class/session, registered attendees will receive an e-mail with login and course material information (**Note:** course materials are not applicable to Monthly Webinar sessions). Details will be sent to the e-mail address used during the confirmation process. If you need to change your e-mail address, please contact [training@netsuite.com](mailto:training@netsuite.com) as soon as possible to provide an updated e-mail.

### Hardware Requirements

The following hardware requirements are required for (1) Accessing online course materials; (2) Completing the hands-on lab exercises:

A **computer** with:

- High-speed internet connection - no less than **256Kb/s downstream bandwidth**;
- Headset/Headphone with Microphone (standard headphone jack or USB connection)

*Note: Smartphones, iPads and other tables will not support the full lab exercise.*

### Software Requirements

- Minimum System Requirements for **WebEx** – <https://collaborationhelp.cisco.com/article/en-us/nki3xrq>
- Supported Browsers for NetSuite – click [here](#).
  - The NetSuite Supported browsers are provided are for use of the demo accounts used during lab exercises (where applicable).
- Prepare to view the student materials by [downloading a PDF viewer](#), if you do not already have one.

**Make sure to test the following in order to avoid issues during your Virtual Class:**

#### A. Test Internet Bandwidth

- As we use VoIP and other features within WebEx, we recommend no less than 256Kb/s downstream bandwidth.
- Click this link to test your bandwidth: <http://www.speedtest.net>.
- Ignore any ads and prompts to scan your PC.

1. Click **Begin Test**



2. Click **Sample results screen** from high-speed cable modem. Your results may vary.

*Minimum requirement is 256Kb/s for the download.*



## B. Test Browser

- Join a [Test Meeting](#).
- Enter your name, e-mail address and click **Join**.
- If successful, you will see an online message “Congratulations! Your system is now setup properly.”
- If you are unable to join or are having difficulty running the test, please visit <https://support.webex.com/> for helpful support information.

*Note: If you do not have permission to install software, contact your IT department for assistance.*

## C. Test Audio Equipment

- We strongly recommend using a computer Headset/Headphone with Microphone (standard headphone jack or USB connection) for optimal sound quality. Using the computer internal microphone and speakers often leads to extraneous noise and feedback.
- Ensure your equipment is plugged into the proper ports, and that your audio volume is unmuted.

## Guidelines for Virtual Class

On the day of your Virtual Class, follow below steps in order to make sure that once the class commences, your whole system is up and running.

## A. Join WebEx Session

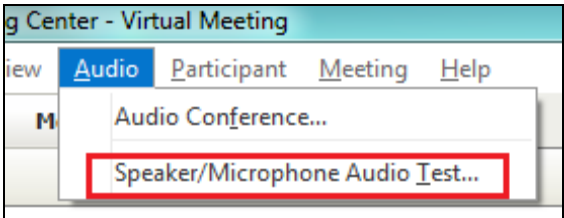

- Logon to WebEx and the Audio Conference *at least 30 minutes before the session starts*.
- You may join the Audio Conference either via integrated VoIP or via Phone.

*Note: The use of the integrated WebEx VOIP is recommended (USB or analog computer headset with Microphone is required). If you are using a phone, a headset is recommended as speakerphones pick up background noise.*

- **Join the WebEx Session**

1. Copy and paste the **WebEx session link** provided in your Welcome Email to your browser.  
*You will receive your Welcome Email two (2) business days prior the start of your class.*
2. Enter your **Name** and **Email address**.
3. Enter the session password: **welcome1**
4. Click "**Join Now**".

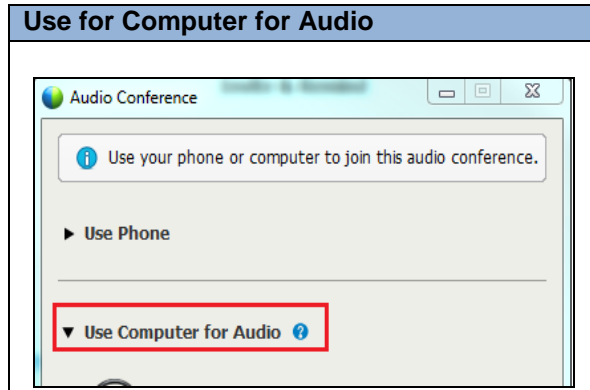
- ❖ If you elect to connect to the **WebEx session via integrated VoIP**, **run first the Speaker and Microphone Audio Test** before connecting to the Audio Conference to verify and optimize your set up.

1. If the Audio pop-up box does not start automatically, you can start it from the Audio menu.	2. Click <b>Test</b> to test your Speakers/Headphones.  Speak into your microphone and adjust the volume until the green bar moves into a good range.  Click <b>Ok</b> once you are done.
	

- ❖ Once you successfully joined the online session and have tested the audio, you can now join the Audio

## B. Join Audio Conference

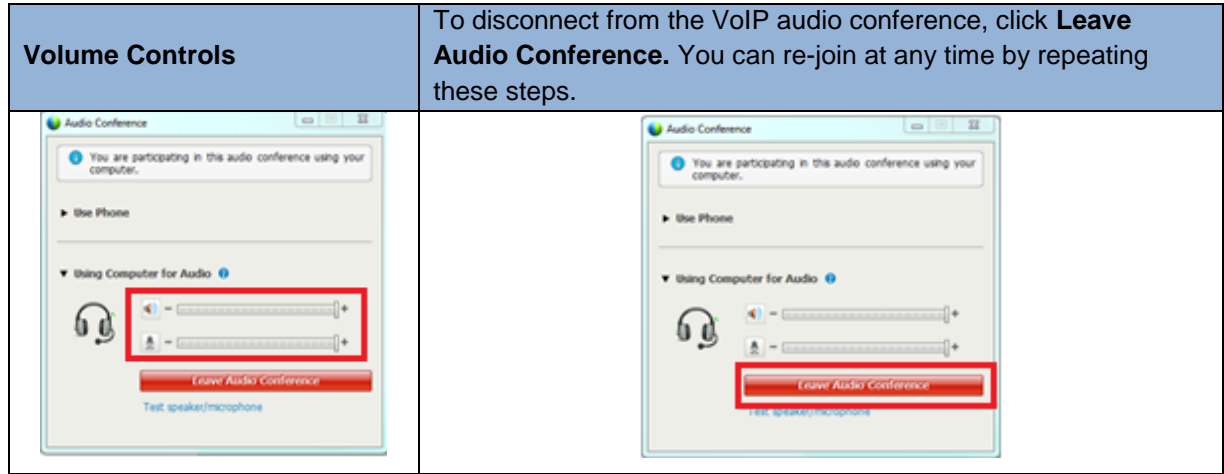
- If you are using VoIP to join:
  1. Ensure your headphones are plugged in and functional.
  2. Click “Use Computer for Audio” in the Audio Conference pop-up.



3. Click “Call Using Computer”.



- 4. You will be connected to the session via VoIP, and you will see your Volume Controls will be displayed.



❖ The Audio button is always available in the Participants panel and the Audio menu.

- **If you are using a phone to join:**

*Note: Participants outside of the US may incur local toll charges on their phone bill by using the phone option.*

**US/Canada**

1. Dial the toll-free or toll number on the pop up.
2. When prompted, input your Access Code followed by the pound (#) key.
3. Enter your Attendee ID number followed by the pound (#) key.

**Global Participants**

1. Click the Global call-in number link in the Audio Conference pop-up, and dial your local toll number.
2. When prompted, input your Access Code followed by the pound (#) key.
3. Enter your Attendee ID number followed by the pound (#) key.

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If you have additional questions, or need assistance, send an email to [training@netsuite.com](mailto:training@netsuite.com).