

Realtime Learning Orientation Guide

Sage Accounting Solutions



Introduction

Realtime Learning is led by an instructor and is delivered online. All you need is a computer, phone, and an Internet connection. When participating in a Realtime Learning session, you must have WebEx software installed. This guide will help you prepare your computer for your Realtime Learning session. If you have any questions during the set up process, e-mail training.acs@sage.com. Include a phone number where we can contact you.

E-mail Communications

You will receive an e-mail confirmation for each Realtime Learning session for which you registered by the end of the week prior to the scheduled session(s). Each e-mail has a link to download any related course materials and to Sage Software University, where you will join your Realtime Learning session through your profile on "My University". Please save these e-mails.

Joining a Realtime Session

Complete the following steps to join a Realtime Learning session.

1. Using the link in your e-mail, download the course materials. Be sure to save the document before trying to open it. It is recommended to print the curriculum for reference during class.
2. Approximately 15 minutes before the scheduled start time, join the WebEx session.
 - a. Open a Web browser and go to <http://www.sagesoftwareuniversity.com/acs>.
 - b. Click **My University**.

Sage Software University
Committed to Providing High-Quality Training to Ensure Your Success

- ◆ Sage BusinessWorks
- ◆ Sage MAS 500
- ◆ Sage MAS 90 and Sage MAS 200
- ◆ Sage PFW

Quick Links

- ▶ [Find a Training Center](#)
- ▶ [Learning Tracks](#)
- ▶ [Before You Attend Class](#)
- ▶ [Student Resources](#)

▶ **Courses and Registration**

Browse our list of course offerings, choose your courses, and register today using our convenient online registration system. [Learn more >](#)

▶ **Programs**

Learn about programs that can help you grow our business, and our Sage Software Satisfaction Guarantee. [Learn more >](#)

▶ **My University**

Join your online training sessions, launch your exams, view your billing information, or review your training and exam history. [Learn more >](#)

▶ **Promotions and Announcements**

Take advantage of our special offers and find out what's new at Sage Software University. [Learn more >](#)

Learn more about the types of training we offer.

Got a Question?
[Read the FAQ](#)

- c. Enter your username and password, and then click **Continue** (if prompted).



NOTE: You may bypass the log on prompt and be taken directly to your profile.

- d. From your profile, click **Join Realtime Session** next to the session name.

Registrations			
Registration Number	Course Name	Location	Status
111-222-33-44-555	Sage Software Course Name Full Details Questions <input type="button" value="Begin Assessment"/> Cancel	Realtime Learning (Online) 9-July-06 - 9-July-06 11:15AM - 1:30PM Mountain Standard Time (US & Candada) <input type="button" value="Sync to Outlook"/> <input type="button" value="Join Realtime Session"/> C266S697 XXX02100 - Sage Class Name Audience Password: *password* Audience Audio Information: (555) 555-5555 Conference Code #1234567890	Confirmed

- 3. Approximately 10 minutes before the scheduled start time, join the teleconference using your telephone to dial the toll-free teleconference number and participant code included in your e-mail confirmation. You will be able to hear the trainer and ask questions during your session.

Installing Required WebEx Software

If you experience difficulty with WebEx, please make sure your computer has the latest WebEx updates. We recommend you complete the following steps before you try to access your Realtime learning course to resolve technical difficulties before class.



NOTE: You need local administrator rights to be able to install programs on your workstation.

1. Open your Internet Explorer and go to <https://sagesoftwaretraining.webex.com/>. You will see a list of meetings.
2. From the left navigation, click the arrow next to **Set Up** under the Training Center options.

The list of options expands.

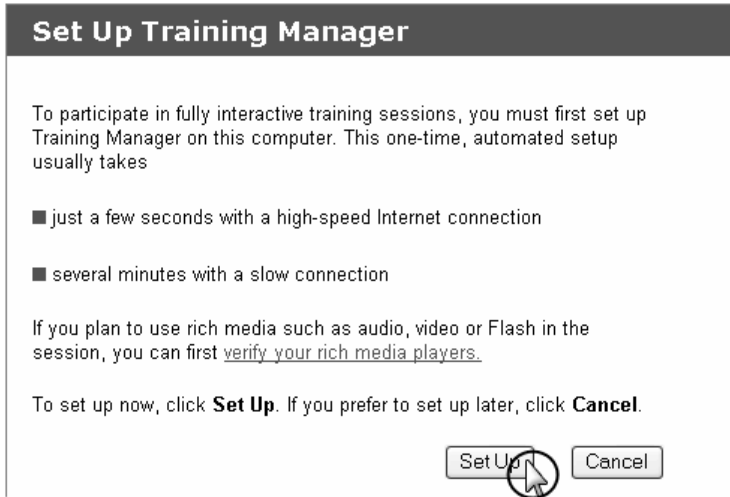
The screenshot shows the Sage Software Training Center interface. At the top, there is a navigation bar with links for HOME, WORLDWIDE, CONTACT US, and INVESTOR RELATIONS. Below this is a secondary navigation bar with links for PRODUCTS, PARTNERS, SUPPORT, TRAINING, NEWS, and COMPANY. The main content area is titled 'Live Sessions' and includes a search bar, a 'Go' button, and a 'Log In' button. The left navigation menu is expanded to show 'Set Up' with a mouse cursor pointing to it. Below the search bar, there are tabs for 'Today', 'Upcoming', 'Daily', 'Weekly', and 'Monthly'. The 'Today' tab is selected, showing a date and time: 'Wednesday, May 31, 2006 8:59 am'. Below this, there is a table titled 'Today's Sessions' with columns for Starting Time, Topic, Fee, Presenter, Duration, and Status. The table contains one row of data: 6:00 am, Fundraising 100, Free, Jean Phillips, 2 hours, Ended.

3. Click **Training Manager**.

This is a close-up screenshot of the 'Set Up' menu. The menu items are: Attend a Session (with sub-items: Live Sessions, Recorded Sessions, Recorded Sessions (Subscription), Unlisted Session), Host a Session, Set Up (with sub-items: Training Manager, Preferences), and Assistance. A mouse cursor is pointing to the 'Training Manager' option.

The Setup Training Manager screen appears.

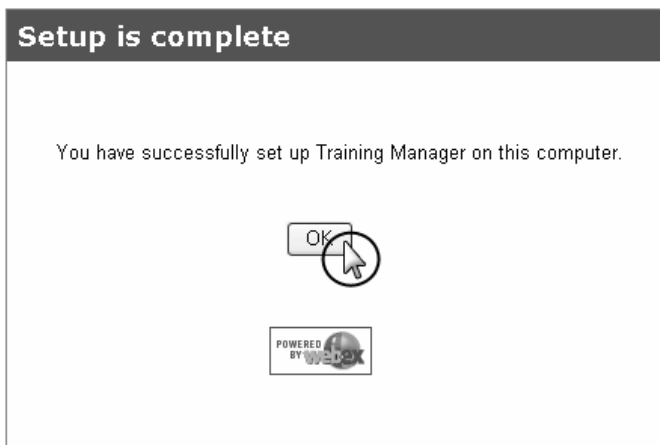
4. Click **Setup**.



WebEx will install software required for interactive training sessions. During this process the following screen appears. Do not close this screen or click the Back button. The wait time depends on your Internet connection.



5. If the setup is successful, the following screen appears. Click **OK**.



NOTE: If the WebEx installation fails or you need assistance, please contact WebEx Technical Support at 866-863-3904 or contact Learning Services at training.acs@sage.com.