

About Realtime Learning

Realtime Learning courses are live, online classes led by an instructor. They combine the interaction of a classroom with the convenience of staying right where you are. Class sessions are delivered online at a specific date and time. All you need to participate in these classes is a computer, a telephone, and a high-speed Internet connection. During the class you can ask questions and interact with other participants. Recordings of Realtime Learning sessions are made available to registered participants.

The course materials for a Realtime Learning course will be made available to you in PDF format before the first session. The session reminder will give you a link to download them.

This guide gives you general information about Realtime Learning courses.

Reminder Messages for Realtime Learning

When you register for a Realtime Learning course, we'll make sure that you have all the information you need.

- Right after you register, you'll receive a confirmation email. The conference call information and a link to the scheduled session become available on your Sage U profile page.
- One week prior to the course date, you will receive an email with information about how to join your course and links to any course materials you need to download.
- One day prior to the class, you'll receive an email with a link to your Sage U profile so you can easily join the Realtime Learning session. Conference call information for the audio portion of the class is also included in your profile.
- All Realtime Learning sessions will begin on time, so plan to arrive 10 minutes early. Your instructor will not have time to repeat content to catch you up if you are late joining the session.

Getting Ready for Realtime Learning

We use Adobe Connect to host live online training sessions. If you have never used Adobe Connect, you can [watch a tutorial](#). You'll also want to set the display resolution on your computer for the best viewing experience.

▶ Set the Display Resolution on Your Computer

Training sessions are viewed with a screen resolution of 1024 x 768. We recommend that you set this resolution prior to attending the training sessions. Follow this procedure:

1. Right-click anywhere on your desktop and select **Properties**.
2. Click the **Settings** tab, and use your mouse to drag the screen resolution bar to the correct setting: **1024 x 768**.
3. Click **OK** when you are finished.

Consider Using Headphones

Sessions are typically one or two hours. Consider whether you want to obtain a headset for your telephone so that you can participate comfortably.

Required Software and Sample Data

Most Realtime Learning courses for Sage 100 Contractor require you to have the Sage 100 Contractor software as well as the Sample Company installed in order to participate in the class. The computer that you will use to attend training sessions must have these items installed. Additionally, if you plan to use a different computer to complete the activities, you must have the training data and software installed on the second computer as well. Plan to make sure these applications are installed and working properly before class starts.

If you need help installing Sage 100 Contractor, contact your system administrator or your certified consultant.

► Install the Sample Company



NOTE: A new Sample Company is available for download to use with Sage Master Builder version 12.2.15 and higher. Please use this updated version for Realtime Learning courses.

1. If you already have an older version of the Sample Company on your hard drive, rename it. To do this, right-click the existing **Sample Company** folder and select **Rename**. Type **OLD SAMPLE COMPANY** and press ENTER.
2. After you have renamed the Sample Company folder, go to <http://www.sageu.com/sage100contractor/>.
3. In the **Quicklinks** area, select **Training Data**.
4. Click the link to **Download the Sample Company Training Data (.exe)**, and save the file to your Windows Desktop.
5. On your Windows Desktop, double-click the **Sample_Company.exe** file, and then click **Run**.
6. In the next window, click **Browse**.
7. In the **Browse for Folder** window, find your local **MB7** folder, click to select it, and then click **OK**.
8. Click **Unzip** to begin the installation of the Sample Company data.
9. Once the download is finished, click **Close**. Your local MB7 folder now has a new Sample Company folder with updated data. The access to the company has not changed.

Join a Realtime Learning Session

Once you register for a Realtime Learning course, the information you need to join each session for which you are registered appears in your Sage U profile. You will also receive the information in email reminders sent one week prior, and one day prior, to each session.

Some participants use two computers during class time: one to connect to the session, and the other to complete the activities. If you plan to do this, remember that you can log on to the session from only one computer.

To join the session:

1. Your email invitation contains a link to your Sage U profile. Click this link and then click the **Join** link on the **Registrations** tab. Log on to the session using your full name.



NOTE: If you have registered for more than one Realtime Learning session, sessions are listed in order by date, with the current class listed at the bottom. You may need to scroll down the page to find the current class.

The password for the session appears on your profile page under the **Join** link.

Registrations	Past Registrations	Contact Info.	Billing Info.	Certification
Registration Number	Course Name	Location		Status
265-34637-8050-56-283774	SMB20-NCT102 - Learn Program Basics Course Details	Realtime Learning - Sage Master Builder May 06, 2010 09:00 AM - 10:30 AM Pacific Time (US & Canada) <input type="button" value="Sync to Outlook"/> <input type="button" value="Join"/> SMB20-NCT102 - Learn Program Basics - schedule 34637 Phone Number: (888) 288-9321 Audience Audio Information: 820268		Confirmed

2. Join the conference call by telephone. The conference call information is provided in your Sage U profile.

Courtesy reminders

During class, please remember that background noise or hold music can be disruptive to other participants. Follow these guidelines:

- Close the door to your office or conference room to diminish background noise during the session.
- Set your cell phones, pagers, and other mobile devices to silent until after the session.
- If you need to step away from the phone or engage in conversation with someone in your office during the session, mute the phone by pressing *6. To unmute, press *6.



WARNING: Do not place your phone on hold when you step away from the phone. Use mute instead. If your company uses hold music, this music plays for all participants during the session. Because sessions are recorded, this music is also captured for posterity. When you return to the session, you will be required to sing the hold music song for the class.

After the Session

Special sessions are recorded for future viewing such as Release or Year-End training. You will see links to the recordings on your Sage U profile within 48 hours after the session. Recordings are available for 90 days after the session.

After each Realtime Learning session, you will receive an email requesting you to fill out an evaluation form for the class. You will also see a link to the form on your Sage U profile. We value your feedback about the courses and look forward to hearing from you.