

Live Web Class Quick Reference Guide

Refer to this guide for details on how to participate in your Live Web class.

Communicating with Your Instructors

You may communicate your status in the class to your instructors using the status settings below.



Changing Your Status

1. Select **My Status** in the Attendee List pod.
2. Select the appropriate status setting. For example, change your status to **Raise Hand** if you would like to ask an oral question over the audio conference.
3. When you select a status setting, an icon appears next to your name.
4. You can clear your status by selecting **Clear My Status**.

Asking Oral Questions

You may ask questions at any time during your Live Web class.

1. Change your status to **Raise Hand**. This is the equivalent of raising your hand in class.
2. The instructor will acknowledge you and you may ask your question either using VoIP or audio conference facility.

Using VoIP

1. The instructor will give you the ability to talk to the group via your microphone. This gives you a new toolbar underneath the chat window.
2. To talk press the **Hands-free** button next to **Talk**. Remember to turn **Talk** off once you've finished speaking.





Using Audio Conference

1. Unmute your phone by pressing *7 on your telephone keypad.
2. State your name before posing your question.
3. After your question has been answered, select **Clear My Status** and mute your phone (press *6).
4. Remember that oral questions are heard by everyone in the class.

Asking Private Text Questions

You may send text questions to your instructors throughout your Live Web class. The instructors will answer text questions in the order received.

1. In the Web conference, locate the **Chat (Q&A)** pod.
2. Type your question in the **Question** field.
3. Select the arrow button to send your question.
4. Questions and answers will appear in the **Chat (Q&A)** pod.
5. You may submit as many text questions as you like.
6. At the end of class, SAS Education will provide you with a Web page of text questions and answers for your future reference.

Audio Conference Information

- ◆ Refer to your instructions email for the audio conference information (tollfree number, toll number, and participant code).
- ◆ Please mute your phone during the class. You may unmute at any time to ask a question. Mute by pressing *6, unmute by pressing *7. *Please refrain from using the "Mute" button.*

Technical Support

Audio conferencing, Web conferencing and the virtual lab	Call 0845 678 6620 or e-mail livewebemea@sas.com
SAS software addressed in class	Speak with your instructors during class
All other training questions	Call 0845 402 9902 or e-mail education@suk.sas.com