Course Goal

You will be able to successfully schedule and conduct interactive trainings easily and effectively using the collaborative tools, while combining the interactive training features of WebEx.
## Objectives

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Logging Into Your Microsite

Your company’s Microsite is generally set up as: https://_________.webex.com

If you do not know your Microsite, please check with your Account Administrator.
Logging Into Your Microsite

Main WebEx Page

1. Navigate to your Microsite
2. Click [Log In] at the top right of the page
Test Library

The Test Library serves as a repository of tests on your organization's Training Center Microsite. In the Test Library, you can do the following:

- Create, edit, duplicate, or delete a test.
- Import a poll or test questionnaire, (with an.atp file extension) and convert it to a test.
- Copy your tests to the Shared Tests section so other training hosts can access the tests.
Test Library

Accessing the Library and Creating a New Test

1. Click the [Training Center] tab
2. Select [Test Library] on the left hand menu
3. To create a new test, click [Create New Test] on the bottom right corner

A test must be available under [Private Tests] or [Shared Tests] in order to add a test to your scheduled meeting
[Specify Grades...] allows you to customize the grading system for your test
Test Library – New Test

Insert Questions

- To add questions to your test, click [Insert Question] on the bottom right side
- Keep clicking [Insert Question] until you are finished adding questions to your test
Test Library – Insert Question

Question Choices

Instructions

Fill in the Blanks

Essay
Test Library – Insert Question

Question Choices

**Multiple Choice**
(select one answer)

**Multiple Response**
(select multiple answers)

**True/False**

---

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1. Assign Points to each test
2. (Optional) Add Scoring Guidelines to questions
3. Click [Save] once done
Participant:
Pre-Session and Post-Session Test

Test invites are sent out during the scheduling process.
Participant: Pre-Session/Post-Session Test

Notification Email

1. Participants will receive test notification
2. Click the [URL] to take your test

Hello Tobias Rynell,

The following test is now available. Please take the test at any time prior to the due date.

Test topic: Website Test (Sample)
Start date: Friday, March 6, 2020
Start time: 8:00 am, Easter Daylight Time (New York, GMT-04:00)
Due date: Wednesday, April 15, 2020
Due time: 8:00 pm, Eastern Standard Time (New York, GMT-05:00)
Time limit: N/A
Session: HR Open Enrollment for Q3
Session date: Wednesday, April 15, 2020
Session Password: session_password

To take the test

Go to https://gc-salesdemo.webex.com/gc-salesdemo/z.php?TestID=D%3D at any time between the start date and the due date.

Your company may elect to edit this email
Initiate the Test

1. Enter your information:
   - First name
   - Last name
   - Email Address
2. Click [OK] to take the test
Initiate the Test

Click [Take Test] to start the Pre-Session/Post-Session test.
Initiate the Test

1. Answer test questions
2. Click [Submit Test] once completed
In most cases after your test is graded, you will receive an email notification:

- Click the [URL] to view your score

Your company may elect to edit this email

[URL: https://gc-salesdemo.webex.com/gc-salesdemo/z.php?TestID=D%3D]
Host: Pre-Session and Post-Session Test
Host: Pre-Session and Post-Session Test

Grading Tests

1. Click the [My WebEx] tab
2. Select [My Meetings] on the left hand menu
3. Choose the [Topic] of your Training session
Grading Tests

1. Select the radio button of the Pre-Session and Post-Session test
   - Tests are labeled as “Website” under [Delivery]

2. Select [Score & Report]
Host: Pre-Session and Post-Session Test

Grading Tests

1. Select the radio button of the Pre-Session and Post-Session test
   - Tests are labeled as "Website" under [Delivery]
2. Select [Score & Report]
Grading Tests

The ‘Submitted Tests’ page shows the tests you have already graded and allows you to grade unscored tests.

- Click [Score Answers] to review a submitted test and score answers.
Host: Pre-Session and Post-Session Test

Grading Tests

1. Scroll down to view and score answers.
   • Or, select a question under ‘Unscored questions’ and click [Go] to jump to questions that need grading

2. Click [Save] once finished
Host: Pre-Session and Post-Session Test

Grading Tests

Once tests are graded, you can view the score.

• Click the [Student Name] to review a submitted test and rescore answers
Host: Inside the Session Test
Host: Inside the Session Test

Starting a Test for All

If the test is selected to launch during the session, a [Testing] panel will appear on the bottom right of the session window.
1. Select the test [Title]
2. As the Host you can click [Launch for All] to launch the test for everyone inside the meeting
   • To take the test at anytime, Attendees can click [Launch] on the bottom right corner of the [Testing] panel
3. A new web page will launch for Attendees to complete the test or for the Host to grade the tests
Instant Session

Instant sessions allow you to start a session without scheduling. The session will take the default settings for Training Center.
Starting an Instant Session

1. Click the [Training Center] tab
2. Select [Instant Session] on the left side
3. Insert a [Topic]
4. (Optional) [Set session password]
5. (Optional) Select the check box for [Teleconference]
6. Click [Start Session]

Audio will not be available unless you select the check box for [Teleconference]
Schedule Training

Customize your meeting including:
- Adding tests
- Customizing registration
- Pre-assign Breakout sessions
Schedule Training

Basic Information

1. Click the [Training Center] link at the top of the page
2. Select [Schedule Training] on the left hand menu
3. Fill out the ‘Session and Access Information’ section
4. (Optional) click the [Start Session] button
   • Or scroll down for additional options
Schedule Training

Basic Information

1. Click the [Training Center] link at the top of the page
2. Select [Schedule Training] on the left hand menu
3. Fill out the ‘Session and Access Information’ section
4. (Optional) click the [Start Session] button
   - Or scroll down for additional options
Registration and Invites

[Attendee Registration] is optional, but if selected you can:

- Customize registration form or save customized registration form to use later
- Automatically approve registration requests
- Set registration password
- Set registration close date
- Set maximum registration
- Enable a waitlist
- Allow Attendees to cancel registration requests

While customizing registration, click [Save As...] to save sections as a form. Next time you schedule, select the form instead of the individual registration options.
Schedule Training

Session Options

Use [Edit Options...] to customize the Training Session:
- Set options for the entire Training Session
- Limit Attendee privileges for:
  - Session
  - Documents
  - Other Options
Schedule Training

Greeting Message and Breakout Session

With [Breakout Session Assignments Settings] you can pre-enable Breakout Rooms within your Training Session. If not selected, Breakout Sessions can be enabled during the meeting. Note that [Customize greeting message when attendee joins] allows you to create a message for attendees to see they join the Training Session.
Schedule Training

Add Course Material

Attendees can download material before the Training Session when the Host uses [Add Course Material...] to preload documents.

1. Click [Browse...] to select a file on your computer
   • If your file is already listed, skip to step 4
2. Then click [Upload]
3. The file will now appear in the list at the bottom of the popup box
4. Select the file [Checkbox] and click [Add]
Tests must be added during the scheduling process. Use [Add Test...] to assign a test to the Training Session.

1. Select your desired test [Radio Button]
2. Click [Next>>]
3. Choose delivery options (see next page)
Schedule Training

Add a Test (Continued)

Select your test and click [Next>>]

Change test delivery options and select [Save]
Schedule Training

Saving Scheduling Templates (Optional)

- Saving as a template will allow you to select all settings automatically during the next time you schedule a Training Session.
- Your [Templates] will be available in the top right corner of the [Schedule Training] page

1. Name your template
2. Click [Save]
Schedule Training

Schedule or Start the Training Session

After selecting options for your Training Session you can:

- **[Schedule]** the session
- **[Start Session]** instantly
- **[Cancel]** the unsent training and return to the home page
Schedule Training

Session Scheduled Review

After scheduling the Training Session, you can:

• Add a test
• View session information
• Click [Add to My Calendar] to add this meeting to your email calendar
• Make changes to your meeting by clicking [Edit]
Emails

After scheduling a training session, WebEx will send emails to the:

- Host
- Presenters
- Attendees
Invitation

As the Host, you can start your meeting from either the email notification or through the Microsite.

Do not share this email invitation with Attendees, it contains confidential Host access information.
Invitation

If multiple Presenters are invited, the first user to enter the meeting will be the Presenter. All others will join as Panelists.

Hello Lilli Kruger,

SARAH GARRETT invites you to attend the following online training session as a presenter:

- **Topic:** HR Open Enrollment for Q3
- **Host:** SARAH GARRETT
- **Date:** Wednesday, April 15, 2020
- **Time:** 8:00 am, Eastern Daylight Time (New York, GMT-04:00)
- **Registration ID:** 111111
- **Session number:** 000 000 000
- **Session password:** This session does not require a password.

To join the training session:

2. Enter your name and email address (or registration ID).
3. Enter the session password: This session does not require a password.
4. Click “Join Now”.
5. Follow the instructions that appear on your screen.

Note: Course materials are available for this session and can be downloaded prior to the session.

Do not share this email invitation with Attendees, it contains confidential Presenter access information.
Hello Jiro Ito,

SARAH GARRETT invites you to participate as an attendee in the following online training session:

Topic: HR Open Enrollment for Q3
Host: SARAH GARRETT
Date: Wednesday, April 15, 2020
Time: 8:00 am, Eastern Daylight Time (New York, GMT-04:00)
Session number: 000 000 000
Session password: This session does not require a password.

To join the training session:
2. Enter your name and email address.
3. Enter the session password: This session does not require a password.
4. Click “Join Now”.
5. Follow the instructions that appear on your screen.

To view in other time zones or languages, please click the link https://gc-salesdemo.webex.com/gc-salesdemo /k2j.php?MTID=t968d4f

To join the teleconference only

To receive a call back, provide your phone number when you join the training session. Alternatively, you can call one of the following numbers and enter the access code:

Call-in toll-free number: 1-8007316526 (US)

If an Attendee tries to join the meeting prior to the Host, the Attendee will be shown a waiting page. Once the Host joins the meeting, Attendees will be placed inside the session.
Hello Tobias Rynell,

SARAH GARRETT invites you to participate as an attendee in the following online training session:

**Topic:** HR Open Enrollment for Q3
**Host:** SARAH GARRETT
**Date:** Wednesday, April 15, 2020
**Time:** 8:00 am, Eastern Daylight Time (New York, GMT -04:00)
**Session number:** 000 000 000
**Session password:** This session does not require a password.

---

To join the training session:
---

2. Enter your name and email address.
3. Enter the session password: This session does not require a password.
4. Click "Join Now".
5. Follow the instructions that appear on your screen.

To view in other time zones or languages, please click the link [https://gc-salesdemo.webex.com/gc-salesdemo/k2/j.php?MTID=t968d4f](https://gc-salesdemo.webex.com/gc-salesdemo/k2/j.php?MTID=t968d4f)

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To join the teleconference only:
---

To receive a call back, provide your phone number when you join the training session. Alternatively, you can call one of the following numbers and enter the access code:

- **Call-in toll-free number:** 1-8005550000 (US)
Participant Registration

The Host may require registration. If so, Attendees will receive an email with instructions.
Hello Tobias Rynell,

SARAH GARRETT invites you to participate as an attendee in the following online training session:

**Topic:** HR Open Enrollment for Q3

**Host:** SARAH GARRETT

**Date:** Wednesday, April 15, 2020

**Time:** 9:00 am, Eastern Daylight Time (New York, GMT-04:00)

**Session Number:** Not Available

**Registration password:** reg_password

To register for this training session, go to [this link](https://gc-salesdemo.webex.com/gc-salesdemo/k2/j.php?MTID=te1) and register.

Once you are approved by the host, you will receive a confirmation email with instructions for joining the session.

To view in other time zones or languages, please click the link [here](https://gc-salesdemo.webex.com/gc-salesdemo/k2/j.php?MTID=tb3a).
Participant Registration

Pending Host Approval Email

After filling out the registration, Attendees will receive an email notification.

Hello Jiro Ito,

Your request is pending approval for the training session: HR Open Enrollment for Q3

Topic: HR Open Enrollment for Q3
Host: SARAH GARRETT
Date: Wednesday, April 15, 2020
Time: 8:00 am, Eastern Daylight Time (New York, GMT-04:00)

Your request for the following training session is pending approval by SARAH GARRETT. You will receive more information once your request is reviewed.
Host Registration Management

If ‘Automatically Approve all Registration Requests’ is not selected, the Host will have to manually approve or reject registration requests.
Host Registration Management

Email Notification

After the Attendee fills out registration, the Host will receive an email notification.

- Log into your Microsite to manage registration
Host Registration Management

Accessing Registration Responses

If [Automatically Approve Registration] is not enabled, the Host will have to manually approve or reject registration requests:

1. Click [My WebEx] on the top bar
2. Select [My Meetings] on the left menu
3. Navigate to your meeting using the date and calendar functions
4. Click the number link [URL] under the registration column
Host Registration Management

Accessing Registration Responses (Continued)

There are 4 tabs to view Attendee's registration status:
- Pending
- Approved
- Rejected
- All

To review or change registration:
1. Click the appropriate tab
2. Select the check box next to the Attendee's name
3. Click [Accept] or [Reject]

Click Attendee's name to view registration details
Starting and Managing Your Training Session
Starting and Managing Your Training Session

All Upcoming Trainings

The Host can edit a scheduled Training Session or start the meeting:
1. Click [My WebEx] on the top bar
2. Select [My Meetings] on the left menu
3. Navigate to your meeting using the date and calendar functions
4. Click the meeting [Topic] to edit or manage tests
5. (Optionally) Click the [Start] button to start the conference

Training Sessions are indicated by the word ‘Training’ under the [Type] column
Starting and Managing Your Training Session

Session Information

Click [Start Now] to enter your meeting as the Host

- Add a test
- Manage your tests
- Score & Report submitted tests
- Duplicate selected test
- Delete selected test

[Edit] the meeting
Inside the Training Session
Inside the Training Session

Training Window

- Participants (Panelists and Attendees)
- Joined via Smartphone
- Feedback
- Chat
- Attention Tracker
- Attention and Feedback Tracker
Training Communications
Non-Verbal Feedback

<table>
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<tr>
<th>Icon</th>
<th>Definition</th>
<th>Panelists and Host</th>
<th>Presenter</th>
<th>Attendee</th>
</tr>
</thead>
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<tr>
<td>Yes</td>
<td></td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>No</td>
<td></td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Go Faster</td>
<td></td>
<td>●</td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Go Slower</td>
<td></td>
<td>●</td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Raise Hand</td>
<td></td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Emoticon</td>
<td></td>
<td>●</td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Feedback Results</td>
<td></td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Attention Tracker</td>
<td></td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Clear Feedback (and Emoticons)</td>
<td></td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
</tbody>
</table>

Feedback allows Attendees to quickly communicate with the Host or Presenter.

Smartphone users do not have access to the Feedback tools.
Training Communications

Emoticons

Emoticons are a great way to express your feelings inside the meeting.

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<tr>
<th>Icon</th>
<th>Definition</th>
<th>Icon</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>🙌</td>
<td>Applaud</td>
<td>😴</td>
<td>Sleepy</td>
</tr>
<tr>
<td>😊</td>
<td>Satisfied</td>
<td>😲</td>
<td>Surprised</td>
</tr>
<tr>
<td>☕️</td>
<td>Have a break</td>
<td>😊</td>
<td>Smile</td>
</tr>
<tr>
<td>☕️</td>
<td>Idle</td>
<td>😄</td>
<td>Laugh</td>
</tr>
<tr>
<td>💡</td>
<td>Idea</td>
<td>😍</td>
<td>Interested</td>
</tr>
<tr>
<td>🤔</td>
<td>Question</td>
<td>⚠️</td>
<td>Be careful</td>
</tr>
</tbody>
</table>

Smartphone users do not have access to the Feedback tools.
Training Communications

Yes/No Feedback

Use the Yes/No tracker for on the fly polling

Smartphone users do not have access to the Feedback tools
Training Communications

Attention Tracker

• If the session window is not selected on the Attendee’s computer, the meeting will display a red exclamation point [!] next to the attendee’s name
  • Attention is not tracked for Panelists, Presenter, and the Host
• Attention ratio will also be calculated and displayed on the Live Training Usage report
  • ‘Live Training Usage Report’ will be covered later in the presentation
Attendee Q&A Panel

Using the Q&A Panel is a great way to organize Attendee questions inside a meeting.
Attendee Q&A Panel

Open

1. If not open already, click the [Q&A] panel button in the top right of your session window.
2. (Optional) Attendees can also select which Panelist they wish to ask their question to, including:
   - Host
   - Presenter
   - Host & Presenter
   - All Panelists
   - Or Individual Panelists

Smartphone users do not have access to the Feedback tools
Attendee Q&A Panel – Send Question

Send Question

1. Type your question in the [Q&A] panel
2. Click [Send]

Questions will not show up publicly until a Panelist answers it publicly.

Attendees are the only ones who can ask questions.
Panelist Q&A Panel
Panelist Q&A Panel

Receiving a Question

- All Panelists can see submitted questions
- Questions are hidden from other Attendees’ view until they are answered publicly
- Attendees will have an 🙋 icon next to their name after they submit a question. The icon will disappear once a Panelist answers the question
Panelist Q&A Panel

Assigning Questions

A Panelist may be a knowledge expert in the question asked. To assign questions:
1. Right click the question
2. Click [Assign to ➔]
3. Select a Panelist's name
Assigned Questions

[My Q&A] panel will open for assigned questions.

Questions you answer will also appear in the [My Q&A] panel.
Assign priorities to questions
1. Right click the question
2. Click [Priority]
3. Select a priority:
   - High
   - Medium
   - Low
   - Clear
Assigned questions will be color coded
- High
- Medium
- Low
- Clear
Panelist Q&A Panel

Sorting Prioritized Questions

Hide or view prioritized questions by clicking the check box next to the priority.
Defer questions with a standard response or custom response.

1. Right click question
2. Select [Defer…]
3. Choose a ‘Response’, either:
   • Standard
   • Custom
4. Click [Send]
Dismiss Questions with a standard response or custom response.

1. Right click question
2. Select [Dismiss…]
3. Choose a ‘Response’, either:
   • Standard
   • Custom
4. Click [Send]
Panelist Q&A Panel

Send Answers Privately

Send question responses privately to the Attendee who originally asked the question
1. Left click question
2. Select [Send Privately…]
3. Write a ‘Custom’ response
4. Click [Send]

Type your private answer here
Panelist Q&A Panel

How to Answer Questions Publicly

1. Select Question
2. Type Answer in dialog box
3. Select [Send]
   • Question and answers will appear for all Attendees to view
   • Questions can be answered multiple times by following the above directions
Panelist Q&A Panel

Answered Questions

Questions and answers are will appear together in the [Q&A] panel, along with:
• Who answered the question
• Time stamps of the question and answer
Panelist Q&A Panel

Save Questions and Answers

Save the Q&A before your meeting concludes.
1. Click [Save ➔] or [Save As ➔]
2. Select [Questions and Answers...]
Breakout Rooms

Assign your Attendees to individual virtual rooms. Attendees can now work on group projects or discuss topics.
Breakout Rooms

Opening the Breakout Room

To open up the Breakout panel manually:
1. Click the [Breakout] menu
2. Select [Open Breakout Session Panel]
3. The Breakout panel will open on the right side of the screen
Breakout Rooms

Breakout Session Assignment

To create new breakout assignments or edit the already created breakout assignments:
1. Click [Breakout Assignments]
2. A dialog box will appear (see next page)

Smartphone users will not be able to participate in Breakout session
Breakout Rooms

Breakout Session Assignment (Continued)

Automatically Assign

Manually Assign
Breakout Rooms

Breakout Session Assignment (Manual Assignment)

1. Click [Add Session]
2. Click the Participant and the Breakout Session, select [>>]
3. Select [OK] once finished
Breakout Rooms

Breakout Session Assignment (Breakout Options)

Select [Presenter Ball] next to the Attendee name to assign rights

Select the [Breakout Session] then click [Options for: ___ ] for more Breakout options
Breakout Rooms

Assigned Breakout Session

The Breakout panel will appear with assigned sessions
Breakout Rooms

Assign New Presenter

Before the Breakout session is started, you can change Presenters inside the Breakout panel:

1. Left click an Attendee’s name
2. Select [Make Presenter]
Breakout Rooms

Start Breakout Session

Once your Breakout session is assigned, start the session by:
- Clicking the [Start] button

Presenters will appear in bold with a WebEx ball
Breakout Rooms

Start Breakout Session as a Breakout Presenter

If you are assigned as a Presenter of a Breakout session, WebEx will ask if you would like to start the session. After the Presenter starts their individual Breakout session, Attendees will be asked to join.

• Click [Yes] on the dialog box to start your Breakout session
Breakout Rooms

Inside the Session (Breakout Presenter View)

- Chat with Participants inside the Breakout session
- Communicate with Participants inside the Breakout session
- Share documents inside the meeting
- End the Breakout session for all in the current session

If your audio does not connect into the Breakout Session, input your [Attendee ID] from the ‘Session Info’ tab into your phone keypad

Ask the Presenter in the main session for assistance

Chat with Participants inside the session
Breakout Rooms

Inside the Session (Breakout Attendee View)

If your audio does not connect into the Breakout Session, input your [Attendee ID] from the ‘Session Info’ tab into your phone keypad.

Leave the current Breakout session

Communicate with Participants inside the Breakout session

Chat with Participants inside the session

Audio instructions
Breakout Rooms

Main Conference Room – Breakout Asks for Help (Main Presenter View)

If a Breakout session Presenter requests help, the main conference Presenter will receive a popup box and see a hand next to the Presenter

1. Left click an Attendee’s name
2. Select [Join] to enter the Breakout session
Breakout Rooms

Main Conference (Presenter View)

Participant is in Breakout session

End Breakout sessions for all
Breakout Rooms

Ending a Breakout Session

If the main conference Presenter clicks [End All] and shuts down all the sub-conferences, Participants in individual Breakout rooms will receive notification.
Breakout Rooms

Share Breakout Session Content

After the Breakout sessions are ended, the main conference Presenter can share content from the Breakout session.

1. Click the [Breakout] menu
2. Select [Share Breakout Session Content…]
3. Choose the name of the last Presenter
4. Click [OK]
Breakout Rooms

Share Breakout Session Content (Attendee View)

1. Select desired content to share with the main conference
2. Click [OK]
Breakout Rooms

Shared Breakout Session Content (Shared Content)

The main conference Presenter can now navigate and share the Breakout session content

In the example, the Breakout session created and shared a Whiteboard
Training Reports

Access the report page from your WebEx Microsite
Training Reports

Main Report Page

1. Click [My WebEx] on the top bar
2. Select [My Reports] on the left menu
3. Scroll down until you see the [Training Center] section
Live Training Usage Report

View attendance, invitation, and registration information from your Training session.
Live Training Usage Report

Opening the Report Page

Click [Live Training Usage Report]
Live Training Usage Report

Search Criteria

1. Fill out your search criteria
2. Click [Display Report]
Live Training Usage Report

Report Summary Page

- Click [Export Report] to download summary list in a .csv file
- Or
  - Click the [Topic] of a meeting to view detailed information

Preliminary report, not all information will be available until the final report is processed
Live Training Usage Report

Detailed Report

- Click the [View] dropdown to sort the report list
- Or
- Click [Export Report] to download the Training Usage report into a .csv file

After clicking the [Topic] of your desired meeting you can view:
- Names
- Email
- Registration date (Optional)
- Participants who joined the session or were absent
- Registration information
Recorded Training Access Report

View access and registration information for your recorded training session.
Opening the Report Page

Click [Recorded Training Access Report]
Recorded Training Access Report

Search Criteria

1. Fill out your search criteria
2. Click [Display Report]
Recorded Training Access Report

Report Summary Page

- Click [Export Report] to download summary list in a .csv file
- Or
- Click the [Topic] of a meeting to view detailed information
After clicking the [Topic] of your desired meeting you can view:

- Name
- Email
- Registered (yes/no)
- Registration date (Optional)
- Viewed streamed recording
- Downloaded recording
- Access Date and Time
Registration Report

View registration information for any of your live sessions.
Registration Report

Opening the Report Page

Click [Registration Report]
Registration Report

Search Criteria

1. Fill out your search criteria
2. Click [Generate Report]
Registration Report

Report Download

1. After the report generates, click [Here] to download the report into a .csv file.
2. Click to [Open] the .csv file that downloads.
Information Provided

- Session Name
- Session Date & Time
- First Name
- Last Name
- Email
- Registration ID *(Optional)*
- Registration Date & Time
- Status
- Cancellation
- Registration Questions

In Excel, CSV file extension stands for **Comma Separated Values**
Overview

Summary and Customer Care
## Summary

### Scheduling a Training Session

<table>
<thead>
<tr>
<th>Microsite</th>
<th>Instant Session</th>
<th>Scheduled Session</th>
<th>Starting a Session</th>
</tr>
</thead>
</table>

### Test Library

<table>
<thead>
<tr>
<th>Creating Test Questions</th>
<th>Creating a Test</th>
</tr>
</thead>
</table>

### Emails

<table>
<thead>
<tr>
<th>Host Invite</th>
<th>Participant Invite</th>
<th>Host Notifications</th>
<th>Test Notifications</th>
</tr>
</thead>
</table>

### Training Communications

<table>
<thead>
<tr>
<th>Feedback</th>
<th>Q&amp;A</th>
<th>Emoticons</th>
<th>Reports</th>
</tr>
</thead>
</table>

### Breakout Sessions

<table>
<thead>
<tr>
<th>Manual Assignment</th>
<th>Start Session</th>
<th>Share Content</th>
<th>End Session</th>
</tr>
</thead>
</table>

### Training Reports

<table>
<thead>
<tr>
<th>Access Reports</th>
<th>Live Training Usage</th>
<th>Recorded Training</th>
<th>Registration Report</th>
</tr>
</thead>
</table>
## Summary

### 24/7 Customer Care Support

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States</td>
<td>(888) 447 - 1119</td>
</tr>
<tr>
<td>North America Toll</td>
<td>+1 (303) 389 - 4018</td>
</tr>
<tr>
<td>Worldwide Customer Care</td>
<td>conf.cfer.com</td>
</tr>
</tbody>
</table>
Thank You