

# FAQ

## Training Services

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### General

#### How do I register for a class?

There are two options:

- 1) Complete and submit the online enrollment form [www.absolute.com/training](http://www.absolute.com/training). An Educational Specialist will follow-up to finalize your registration request.
- 2) Email in your request to [training@absolute.com](mailto:training@absolute.com) with the following information:
  - Student name & contact info (address, phone #, email, etc.)
  - Company name
  - Customer center account number
  - Date and time of the class you want to attend
  - Training Credit Code

You will receive a confirmation email with further information once your enrollment is complete.

#### How do I pay for my class?

Training credits must be used to pay for your class. Training credits are available:

- 1) Directly through Absolute Software: We will send you an invoice for the cost of the training credits. Payment can be made by check or by credit card (American Express, Visa, or Master Card).
- 2) Through an OEM or Reseller: Your order will be forwarded to Absolute Training Services and an educational specialist will follow up to finalize your purchase and provide you with further details.

See the Training Credits section for more information.

#### What is your class cancellation/refund policy?

Cancellations are accepted up to two business days prior to class by sending a cancellation notification to [training@absolute.com](mailto:training@absolute.com). The Training Credit will be reapplied to your account with the original expiration date. Cancellations received after the cut off will not be refundable nor will your credit be reapplied.

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## **May I transfer a class registration to a different user?**

Yes, you may transfer a class registration to another user within one business day prior to the class by sending an email to [training@absolute.com](mailto:training@absolute.com) with the contact details of the new registrant. The transfer must occur within the same Customer Center account number. The Training Credit used for the class will be applied to your account.

## **Is the training material available for purchase?**

No. It is not available for purchase and pursuant to our copyright, may not be duplicated or shared with individuals or entities who did not attend the training class.

## **Training Credits**

### **What are Training Credits?**

Training credits must be purchased in advance and may be exchanged for an available seat in a class within one year from their date of purchase. After a year, the credit will expire and no refund will be available to you.

### **Am I guaranteed a seat in a class if I have a Training Credit?**

No. Your seat is not guaranteed until you complete the registration process. With training credits, Absolute Software makes no guarantee that seats will be available.

### **What is a Training Credit Code?**

You will receive a training credit code that correlates to each training credit you purchased. You will need this code when you register for a class.

### **What is an Absolute Education Pack (AEP)?**

Training Services Absolute Educational Packs allow your organization to purchase packages of Training Credits at a great savings.

### **Why Educational Packs?**

Save and train more resources using Training Services Absolute Educational Packs:

- Get immediate discounts on education
- Covers all standard online classes
- Mitigates risk of implementation failure
- Improve staff security skills
- Align learning to your business and security strategies quickly
- Increased return on investment

## **Certification**

### **What levels of certification are available?**

There are three levels of certification available through Absolute Training Services:

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- Absolute Customer Center Administrator
- Absolute Deployment Specialist
- Absolute Enterprise Administrator

## What happens if I can't attend the entire course?

You will have to re-enroll and take the course again for certification.

## What is required in order to successfully complete the class?

- Participants with 100% attendance and a grade average of 75% or higher will receive certification. Your PDF certificate will be emailed to you.
- Participants with less than 100% attendance and/or a grade average below 75% will receive a certificate of attendance.

## Online Training & Technical Specifications

### What is Instructor-led online training?

Students get the all the benefits of being in a classroom with the convenience and cost savings of online training. The online classroom experience will be instructor-led including visual presentations, virtual labs, exercises and quizzes. The instructor is in the class and available for questions throughout the training.

### What are the benefits of online training?

- Register and access the class from your computer
- No travel cost or time, as long as you have internet access, you can participate

### What will I need to attend the training?

- Computer
- Headset with microphone or computer speakers and microphone
- Internet access

### Is there an ideal screen resolution for my computer?

The best learning experience can be achieved by setting a minimum screen resolution of 1024 x 768,16-bit color.

### What are the technical requirements for accessing the class?

Microsoft Windows 2000 SP4, XP SP2, 2003 R2 or Vista:

Web Browser: Internet Explorer 6.0 or higher (Recommend ActiveX enabled)/Firefox 1.5 or higher (Recommend Java installed)

Memory: 128 MB; recommend 256/For Vista: 1 GB

- Available Disk Space: 15 MB
- Processor Speed: 600 MHz; 1 GHz for sharing; 1.5 GHz for editing

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Apple® Mac® (runs on Intel- and PowerPC-based computers):

- Mac OS® X 10.5 (Leopard): Intel, PPC G5 or G4
- Mac OS® X 10.4 (Tiger): Intel, PPC G5, G4 or G3
- Mac OS® X 10.3.9 (Panther): PPC G5, G4 or G3

Web Browser: Firefox 1.5 or higher/ Safari™ 2.0 or higher

- Java Runtime Environment (JRE) 5.0 or higher
- Memory: 256 MB; recommend 512
- Available Disk Space: 15 MB
- Processor Speed: 800 MHz; 1 GHz for sharing; 1.5 GHz for editing

Note: Users joining sessions from PowerPC machines will not have an optimal experience if internet audio (VoIP) is enabled and used within the session.

## What is VoIP?

VoIP means Voiceover IP. It allows you to interact with other students and the instructor over the internet. This is possible through the use of a headset (recommended) or standalone speakers/microphone. Standalone components are less ideal as they can often lead to sound quality issues.

## What type of sound card works best?

There are two different types of set-up:

- Full-duplex sound cards: This is the recommended set-up since it allows you to hear other participants while you're speaking, similar to when you're talking on the phone.
- Half-duplex sound cards: This type of set-up is only able to send or receive data at a given time (not at the same time), similar to talking on a walkie-talkie.

## What are the VoIP Requirements?

If using Internet Audio/ VoIP during Online Sessions:

- Full duplex sound card
- Headphones with microphone
- Recommend 100 kbps if using Internet Audio
- Voice on UDP 11730, HTTP 80 or HTTPS 443

## What are the Broadband Requirements?

- Broad band connection recommendations include DSL or Cable (high-speed). Bandwidth: 56 Kbps
- Native Data transport on HTTP/port 80 - firewall and proxy server friendly