

Web Training Info Sheet

Remote Access

Remote access is the process by which you will go to our website (www.JMCINC.com) and click the “Remote Technical Support” icon on the lower left portion of our homepage.



Important Note: For group presentations it is recommended that this function be tested before the presentation date because some networks do not allow for remote access without an administrator's password to your server.

For individuals or small groups viewing the same computer:

The presenter will call you, or you may call them if that is preferable, at the start of the session and instruct you to click on his/her name to start the remote access process.

For large groups all viewing the same computer (typically using a projector):

The presenter will call you, or you may call them if that is preferable, 20 –30 minutes before the session start time to connect remotely. The presenter will instruct you to click on his/her name to start the remote access process.

For more than one individual/group viewing different computers at different locations:

The presenter will give you two things before the start of the session.

- A Session Key code. Go to the Remote Technical Support page 20 – 30 minutes before the start time and enter the code in the Session Key area.
- A telephone number for the phone conference voice option. Please log into the voice conference line 5 –10 minutes before the presentation start time.

Screen Visibility

For groups up to 4 people a single computer screen can work for a training. For groups over 4 people there are typically two choices:

- Connect a computer to a projector and project the computer's screen onto a wall/screen. This is the easiest option in many ways.
- Multiple computers can view the presenter's computer at the same time. These computers do not have to be in the same room. This can work but the setup time can be significant to make sure all of the logistics are in place.

Voice Amplification – Always done through a phone, not the computer.

The biggest challenge groups can have at web trainings is not being able to hear the presenter's voice. Please test out the voice amplification system prior to the training.

Individuals: A regular phone will work.

Group, 2 –10 people: A good speakerphone in a small or medium size room will work.

Groups larger than 10 people: There are two common of options.

- Many schools will take a voice amplifier/karaoke machine and put the microphone next to the earpiece of the phone. Then, if a person in the group has a question a person sitting next to the phone will relay the question to the presenter. This option works very well and is easy to set up.
- A voice amplification systems that hooks into your phone system.