

manual registration and alfaview

Welcome to www.alfatraining.com!

We're delighted you're interested in a course or corporate training. We would like to inform you in advance about the booking and course process as well as the technical requirements. The course takes place as a face-to-face event via the alfaview® video conferencing system. All participants will be connected via alfaview® with audio and video.

Further instructions, information on accessibility and a detailed description of the functions of alfaview® can be found in the alfaview® Support Center: <https://support.alfaview.com/en/first-steps/>

Table of Contents

1)	First steps on www.alfatraining.com	2
a)	My user account	3
b)	Course details in your user account	3
c)	Useful tips for starting the course	3
d)	How to assign your ticket	4
e)	Important information on video transmission in lessons	4
f)	FAQ – Frequently asked questions	4
g)	Do you have questions or need help with the registration process?.....	4
2)	alfaview® – all-important information	5
a)	Brief instructions on how to install alfaview®	5
b)	Requirements on operation system, hardware and internet	5
c)	Do you have technical questions about alfaview® or need help?.....	5

1) First steps on www.alfatraining.com

- 1** To take part in one of our online courses, please create your own user account first:
Go to www.alfatraining.com, click on the blue “Register” button at the top right, click on “create an Account” and follow the instructions. Enter your name, address, phone number (by choice) and e-mail address and choose a password. Please enter your full first and last name and always use the same e-mail address.
- 2** You will receive a confirmation e-mail with a link. Please click on it. If you do not receive an e-mail, please check your SPAM folder as well.



a) My user account

Your user account can be accessed by logging in and clicking the human icon in the top-right corner of the website. Then click on “My Account”.

The Account Dashboard contains current and past courses.

The left side of your user account shows various tabs, including offers for corporate trainings, a list of your orders, your address book, your account information, registering to the newsletter, the privacy settings and PDF-documents regarding useful tips and information on the software alfaview® as a download option.

b) Course details in your user account

By clicking on a booked course in the tab “Account dashboard” in the drop-down menu “My Current Courses”, you receive further information on the respective course.

The course details show you an overview of the most important information e.g. the dates and time of the course start as well as the button leading to the alfaview® online-classroom, which is found in the middle of the page.

You also receive further information about the software alfaview®, how to download it, in the centre of the page and in this sheet in the following section.

The course details also contain the course content, the prerequisites, the course material and after completing the course, the alfatraining-certificate. The certificate includes the course title, course date and duration and your name.

c) Useful tips for starting the course

- We recommend that you test your technology (for details please see the following section) before the course starts, approximately 4-5 days in advance.
- 15 minutes before the course start of your first day, colleagues from our alfaview®-support team will be assisting you in the online-classroom to support your first steps in alfaview®. This way you can have a smooth start and a good and successful time on the course.
- If you are using a company network or computer, please check all details with the corresponding system administration department beforehand!

d) How to assign your ticket

If you have booked a ticket and would like to forward it to another participant, follow the steps below:

- Log in to your account at www.alfatraining.com
- Book your desired course or simply click on the course already booked in your user account in tab “Account dashboard” in the drop-down menu “My Current Courses”. Open up the tab drop-down menu
- Click on “assign ticket” below the course title
- Enter the e-mail address of the other participant and save the process
- The other participant will receive an e-mail with further instructions (e.g. registration process)

e) Important information on video transmission in lessons

Our courses take place in real time, with both lecturers and participants present together in the online-course room.

Our seminars thrive on active participation and exchange, because in addition to imparting knowledge, the focus is also on practical exercises.

alfaview® follows the principle “You see me and I see you”. This means the following:

If your webcam is switched off in the alfaview® course room, the videos of the other participants are also deactivated. Only as soon as your webcam is switched on again will you benefit from the full power of the video conferencing technology and see both the lecturer and the other participants.

f) FAQ – Frequently asked questions

The most frequently asked questions are on our website, currently only available in German:

<https://www.alfatraining.com/faq>.

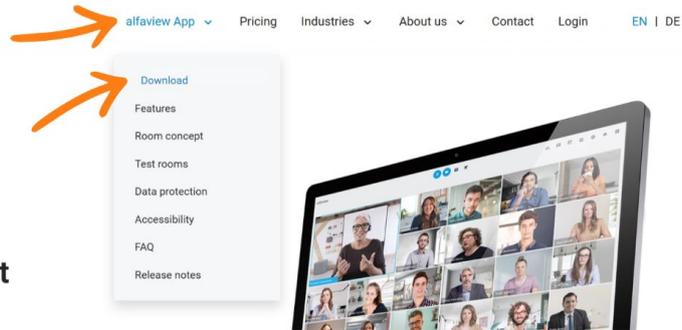
g) Do you have questions or need help with the registration process?

- Email address of alfatraining.com: info@alfatraining.com
- 24/7 hotline: +49 721 90 99 09 00
- Team phone number (Mon - Fri, 8 AM - 5 PM): +49 721 35 450 - 370
- Contact persons:

Francesca Zügn	Georgie Acker
Miriam Bauer	Rebecca Zehnpfund
Sarah Rizzato	Sonja Heieck

2) alfaview® – all-important information

alfaview



**Performant and
100 % GDPR compliant
videoconferencing**

a) Brief instructions on how to install alfaview®

- 1 Visit the website www.alfaview.com.
- 2 Click “alfaview App” at the top of the navigation bar, then click on “Download”.
- 3 Download and install the software for the respective operation system.
- 4 You do not have to create an user account on www.alfaview.com.
- 5 Go back to www.alfatraining.com and log into your user account.
- 6 Open the tab “Account Dashboard”, click on “My Current Courses” and open your booked course. Click on the blue button “To alfaview”. You do not have to open alfaview® first, before clicking on the blue button.
- 7 You can now join your course room and test your equipment two weeks before the course starts. Enjoy your course!

b) Requirements on operation system, hardware and internet

Hardware:

- Customary desktop computer or notebook (1.5 gigahertz (GHz) or faster 64-bit (x64), at least 2 GB of RAM)
- Microphone & speakers (headset recommended)
- Webcam

Operation system:

- Windows 10 or later (64-bit only)
- Apple macOS 12 or later
- Linux (Debian and RedHat distributions)

Internet connection and network:

- Cable or DSL connection with 8 MBit/s downstream (16 MBit/s recommended)
- A wired network connection is preferred over a wireless one

c) Do you have technical questions about alfaview® or need help?

Please contact our alfaview®-support team: support@alfaview.com