

## **General FAQ**

### **What is an I-CAR Virtual Classroom?**

It is an I-CAR course led by a live I-CAR Instructor over the internet to students watching and listening remotely on their own computers. Classes include handouts, activities, videos, and a Post-Test.

### **Why is this being offered?**

I-CAR uses virtual training to expand class offerings when live classes are not always available. The collision industry has asked for more training options, and I-CAR listened.

### **Where is this being offered?**

Virtual training is available coast-to-coast. To locate virtual classroom training that's right for you, simply use the I-CAR class search function.

### **Are all I-CAR courses available as a Virtual Classroom?**

No. I-CAR evaluated its training courses and selected courses that do not require extensive demonstrations and do not have an online class option for Virtual Classroom.

### **How do I register for an I-CAR Virtual Classroom?**

Register and pre-pay for the class in the usual manner with I-CAR. In your email receipt, you will receive a confirmation specific to you for this class.

### **What is Adobe Connect?**

Adobe Connect is the electronic host for I-CAR Virtual Classroom training for Production Management courses. It is a web-based video and audio communication system that allows users to meet, share, and collaborate at a distance from their desktops - anytime, anywhere. No download is required to use Adobe Connect.

### **Does my computer support Adobe Connect?**

To test your computer's readiness for Adobe Connect, visit the following URL to test your connection:

[http://admin.adobeconnect.com/common/help/en/support/meeting\\_test.htm](http://admin.adobeconnect.com/common/help/en/support/meeting_test.htm)

Quick Start Guide:

[https://seminars.adobeconnect.com/\\_a227210/vqs-participants/](https://seminars.adobeconnect.com/_a227210/vqs-participants/)

Additional help:

<https://helpx.adobe.com/adobe-connect.html>

### **Does the I-CAR Virtual Classroom include videos?**

Yes, the course content includes videos. Unlike other training software, Adobe Connect plays videos for students automatically, so students don't have to

control the videos themselves.

**How late can I register for an I-CAR Virtual Classroom training class?**

You must pre-register and pre-pay with I-CAR at least 24 hours in advance of the class start date.

**How do I know if I am registered?**

After pre-registering and pre-paying, you will receive a confirmation email from I-CAR.

Please verify the correct start time for your time zone. I-CAR lists all Virtual Classrooms as Central Time. You will also receive a reminder email one day before and one hour before your class.

**How do I prepare for an I-CAR Virtual Classroom training class?**

After registering you will receive several written instructions in your confirmation email. It is important that you test your connection with Adobe Connect *prior* to the start of the class.

Additionally, you may download and print your student materials for your virtual class before the scheduled event date. To access these materials, log in to your *myI-CAR* account, select **My Classes** in the left menu, and then click on the course.

**How do I join the training class?**

On the scheduled event date at least 15 minutes before class time:

- Log in to your *myI-CAR* account, select **My Classes** in the left menu, and then click on the course to attend the virtual class.

It is important to have already tested your system with the Adobe Connect connectivity test link prior to the class to ensure everything is working properly.

**What equipment do I need?**

You must have a computer and a high-speed Internet connection and speakers for audio.

System requirements:

Windows OS

- Windows 7 and above
- Internet Explorer 10, 11; Mozilla Firefox; Google Chrome
- Adobe® Flash® Player

Mac OS

- Mac OS X
- Mozilla Firefox; Apple Safari; Google Chrome
- Adobe Flash Player

**How will I hear the instructor?**

There are two options available.

Option 1: A phone number to dial into the training session will be available once the class has been launched in your *myI-CAR* account.

Option 2: Adobe Connect has a Voice-Over-Internet Protocol (VoIP) system. With a set of speakers and a microphone, or a headset with both, you can listen to and interact with the instructor through your Internet connection.

**How long is each class?**

Course duration can vary depending on the subject and is specified in the I-CAR Course Catalog. Production Management virtual training classes are shorter than other I-CAR classes, typically 1-2 hours in length.

**Can I watch the class with someone else?**

To get the most from the virtual training experience, group sessions are not recommended. Please note that Post-Tests will be taken separately.

**How do I take the class Post-Test?**

After the class, a Post-Test link will automatically be available in your *myI-CAR* account. Simply sign in to your account and go to **My Classes** in the left menu, and then click on the course to see your Post-Test link. Follow the link and take the test online. This is similar to Post-Tests for online I-CAR courses. You have 30 days and unlimited number of attempts to pass the Post-Test.