



# Virtual Delivery Classroom User Guide

(Last Updated December 7, 2015)

## **NOTICE AND DISCLAIMER**

The information contained herein and/or these workshop/seminar proceedings (WORK) was prepared by or contributed to by various parties in support of professional continuing education.

For purposes of this Disclaimer, "Company Group" is defined as PetroSkills, LLC.; OGC Training, Inc.; John M. Campbell and Company; its and their parent, subsidiaries and affiliated companies; and, its and their co-lessees, partners, joint ventures, co-owners, shareholders, agents, officers, directors, employees, representatives, instructors, and contractors.

Company Group takes no position as to whether any method, apparatus or product mentioned herein is or will be covered by a patent or other intellectual property. Furthermore, the information contained herein does not grant the right, by implication or otherwise, to manufacture, sell, offer for sale or use any method, apparatus or product covered by a patent or other intellectual property right; nor does it insure anyone against liability for infringement of same.

Except as stated herein, COMPANY GROUP MAKES NO WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY, WITH RESPECT TO THE WORK, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Company Group does not guarantee results. All interpretations using the WORK, and all recommendations based upon such interpretations, are opinion based on inferences from measurements and empirical relationships, and on assumptions, which inferences and assumptions are not infallible, and with respect to which competent specialists may differ. In addition, such interpretations, recommendations and descriptions may involve the opinion and judgment of the USER. USER has full responsibility for all interpretations, recommendations and descriptions utilizing the WORK. Company Group cannot and does not warrant the accuracy, correctness or completeness of any interpretation, recommendation or description. Under no circumstances should any interpretation, recommendation or description be relied upon as the basis for any drilling, completion, well treatment, production or other financial decision, or any procedure involving any risk to the safety of any drilling venture, drilling rig or its crew or any other individual. USER has full responsibility for all such decisions concerning other procedures relating to the drilling or production operations. Except as expressly otherwise stated herein, USER agrees that COMPANY GROUP SHALL HAVE NO LIABILITY TO USER OR TO ANY THIRD PARTY FOR ANY ORDINARY, SPECIAL, OR CONSEQUENTIAL DAMAGES OR LOSSES WHICH MIGHT ARISE DIRECTLY OR INDIRECTLY BY REASON OF USER'S USE OF WORK. USER shall protect, indemnify, hold harmless and defend Company Group of and from any loss, cost, damage, or expense, including attorneys' fees, arising from any claim asserted against Company Group that is in any way associated with the matters set forth in this Disclaimer.

The Content may not be reproduced, distributed, sold, licensed, used to create derivative works, performed, displayed, transmitted, broadcast or otherwise exploited without the prior written content of the Company Group. Use of the WORK as a reference or manual for adult training programs is specifically reserved for PetroSkills, LLC. All rights to the WORK, including translation rights, are reserved.

**© COPYRIGHT PETROSKILLS, LLC., 2015**

*THIS WORK IS COPYRIGHTED BY PETROSKILLS, LLC. AND DISTRIBUTED UNDER  
EXCLUSIVE LICENSE BY PETROSKILLS, LLC.*

## Table of Contents

---

System and Equipment Set Up.....	2
Virtual Classroom.....	2
System Requirements and Options.....	2
Audio and Video Equipment .....	2
Log into a Session .....	3
Join with the Link Provided in Your Invitation to the Session .....	3
Log in Using an Internet Browser .....	3
Audio Equipment Set Up and Use .....	6
Connect by VoIP .....	6
Connect by Telephone .....	8
Mute/Unmute Your Audio Equipment.....	9
Get Help for Audio .....	9
Virtual Classroom Participation .....	10
Log In .....	10
WebEx Panels.....	10
Participant Panel.....	10
Chat Panel .....	12
Presentation Panel.....	12
Audio and Video.....	12

## System and Equipment Set Up

---

### Virtual Classroom

PetroSkills uses WebEx Training Center® as our Virtual Classroom. Before attending a course your computer needs to be properly set up to run the program. Please ensure that you set up and test each computer(s) that you will use to attend the training sessions. This guide will help you prepare your equipment. It will also describe system features that let you enjoy a fully interactive learning experience through the Virtual Classroom.

### System Requirements and Options

#### System Requirements

Please review the system requirements. For a list of requirements for **WBS29.8 or newer** (our current version is WBX29.9), click [HERE](#).

### Audio and Video Equipment

#### Audio Equipment

When attending a virtual class, you should ensure that you have a working microphone headset for your computer. The headset allows you to use the VoIP (Voice over Internet Protocol) capability of your computer to connect to the audio meeting. You can also join the audio portion of the Virtual Classroom by using your telephone. More information on equipment set up and connecting to the audio meeting is discussed further in the **Join a Session from a Mobile Device**

To get started, download the Cisco WebEx Meetings app and install it on your device. The app is available for iPhone, iPad, Android phones and tablets, Windows 8 phones, and BlackBerry. You cannot join training sessions from BlackBerry devices.

- Open the invitation email. If registration is not required, tap the link to join. If registration is required, tap the registration link, complete the registration information and tap Register. When you receive the registration confirmation email, tap the link to join.
- Tap **WebEx Meetings**, then tap **Join by Number**.
- Enter the session number, your name and email address.
- Tap **Join**.

Audio Equipment Set Up and Use section.

#### Video Equipment

To promote an engaging environment in which participants can enjoy the interaction of a traditional classroom, we use the webcam video capabilities of WebEx. We encourage participants to share their webcams during the session, if allowed by their company policy.

If you intend to use a webcam during the session, ensure it is installed and working properly before the class begins. This will be discussed further **Virtual Classroom Participation** section.

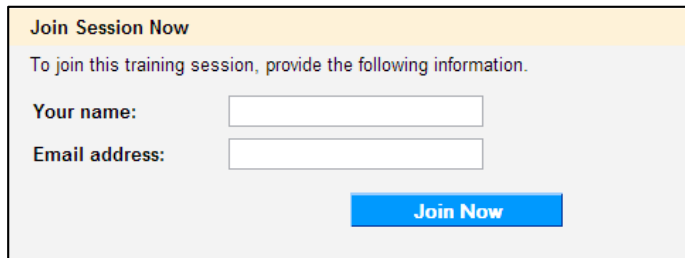


## Log into a Session

### Join with the Link Provided in Your Invitation to the Session

To log in using a link from an email or Outlook meeting request:

- Click on the link to access a meeting login screen.
- Enter your first and last name and your email address.
- Click **Join Now**.

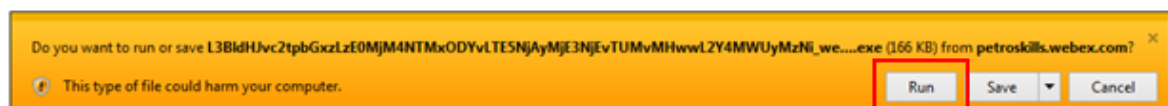
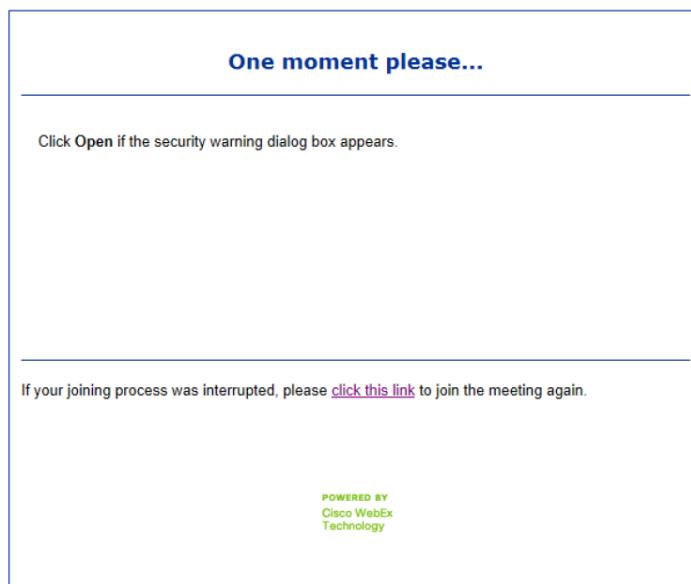
A form titled "Join Session Now" with a yellow header. Below the header, it says "To join this training session, provide the following information." There are two input fields: "Your name:" and "Email address:". Below these fields is a blue button labeled "Join Now".

### Log in Using an Internet Browser

The process of logging in using an Internet browser will vary slightly depending on your browser. Logging in with Internet Explorer and Google Chrome are reviewed here.

#### Internet Explorer

When logging in with Internet Explorer, you will be directed to the message window, and a Security Warning box will appear. Click **Run** to launch the temporary application.



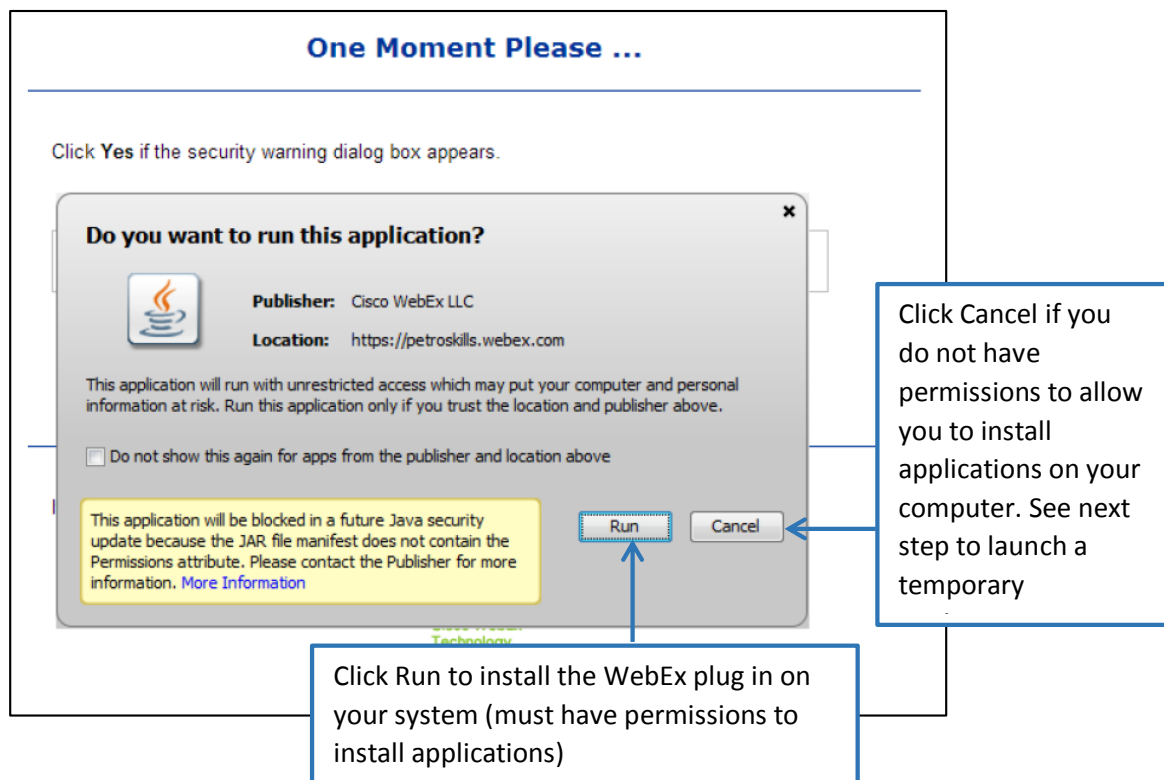
**Note:** You do not need administrator rights on your computer to run a temporary application. Nothing gets installed on your system.

If you experience technical issues logging into the session contact WebEx at 1-866-229-3239.

### Google Chrome

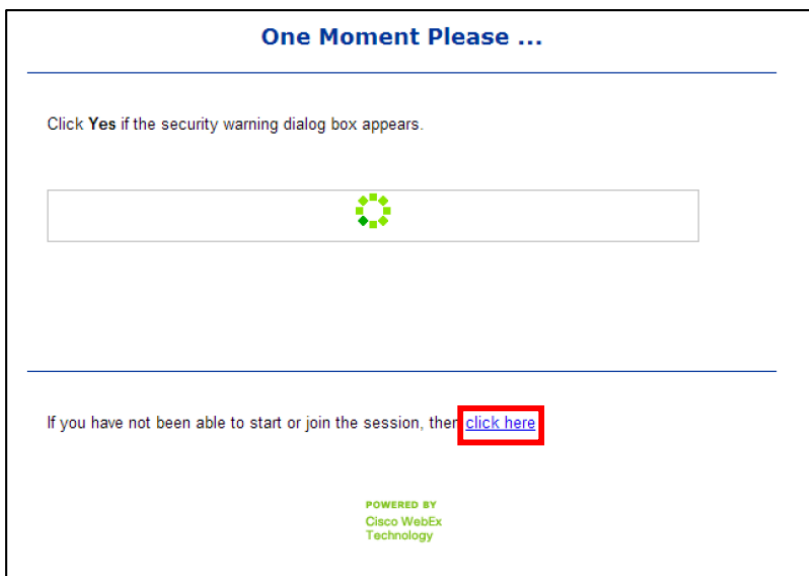
When logging in with Google Chrome you will be directed to the message window below and a popup message requesting to run the WebEx application will appear.

- If you have the level of permission on your computer to install an application, click **Run** to install the WebEx plug in.
- If you do not have administrator rights on your computer and/or your organization has strong Internet security measures in place, click **Cancel** on the “Do you want to run this application” pop up window. See next step to **Run a temporary application** without installing anything on your computer.



If you do not have Administrator rights on your computer or a level of permissions that will allow you to install the WebEx plug-in, you can run a temporary application that does not require Administrative rights and will not install anything on your system.

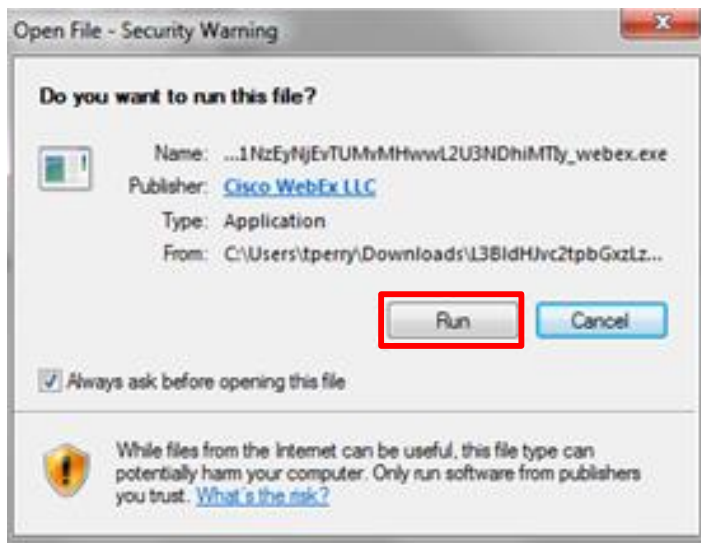
After clicking **Cancel** on the Application installation popup, you will see the message window below. Select the “**click here**” link. This will download a temporary file in the lower left portion of the Chrome window.



The downloaded file will appear in the lower left portion of the window.



Click the file (or use the dropdown arrow) to launch the temporary application file. A warning dialog will appear. Click **Run** to launch the application and join the session.



**Note:** You do not need administrator rights on your computer to run a temporary application. Nothing gets installed on your system.

If you experience technical issues logging into the session contact WebEx at 1-866-229-3239.



## Join a Session from a Mobile Device

To get started, download the Cisco WebEx Meetings app and install it on your device. The app is available for iPhone, iPad, Android phones and tablets, Windows 8 phones, and BlackBerry. You cannot join training sessions from BlackBerry devices.

- Open the invitation email. If registration is not required, tap the link to join. If registration is required, tap the registration link, complete the registration information and tap Register. When you receive the registration confirmation email, tap the link to join.
- Tap **WebEx Meetings**, then tap **Join by Number**.
- Enter the session number, your name and email address.
- Tap **Join**.

## Audio Equipment Set Up and Use

---

You may connect to the Virtual Classroom audio using your communications headset and the VoIP capability of your computer. That is the preferred method for connecting. Alternately, you can connect by telephone using the conference call information that you receive.

### Connect by VoIP

Joining the audio conference via VoIP is the preferred method. To join the audio conference using your headset, you must first install the device. Also, perform an audio test the first time you join a session to ensure your computer hardware is properly set up.

#### To install your headset:

- Plug the headset into your computer. A driver should automatically install the headset if required. Contact your IT Department for assistance if needed.

#### To test the audio:

- On the popup that appears after you log in to your first session, click **Test speaker/microphone**. Ensure that your headset is selected for both the Speaker and the Microphone.



After setting up and testing your audio, click **Call Using Computer** to join your audio conference.

## Connect by Telephone

Connecting to the audio conference by VoIP is preferred, but you can connect by telephone as well. Using the dial-out feature is the most efficient way to connect by phone. If necessary, you can also dial in to a meeting. Your meeting organizer will provide the relevant numbers.

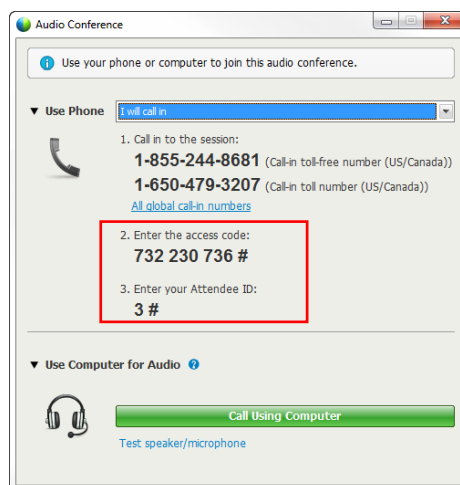
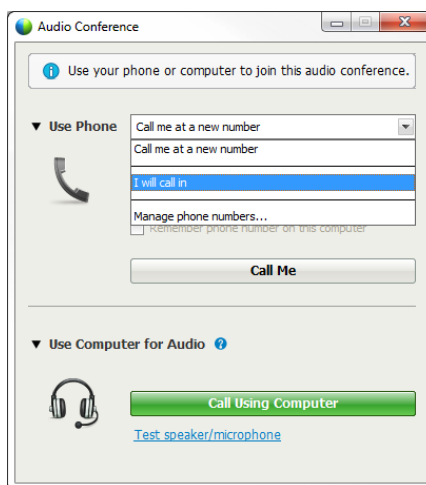
### To use dial-out:

- On the popup that appears after you log in, select your location from the dropdown list of countries.
- Enter your phone number and click **Call Me**. The WebEx system will call your number and automatically connect you to the session.



### To use dial-in:

- If the dial-out method does not work, click **I will call in** from the dropdown list.
- Dial the conference number for your area. To access a list of international toll free and toll numbers click the **All global call-in numbers**.
  - Be sure to enter BOTH the **Access Code** AND the **Attendee ID** when prompted.

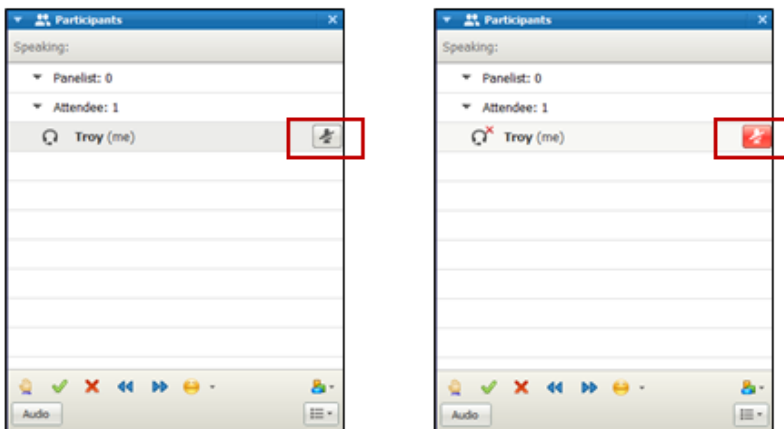


## Mute/Unmute Your Audio Equipment

After joining the audio conference, mute your microphone/telephone to minimize any background noise.

### To mute/unmute your microphone/telephone:

- Click the microphone icon to the right of your name in the participant's panel. The icon will turn red and an "x" will be placed next to the headset/phone icon next to your name.
- To unmute, click the microphone icon again.



## Get Help for Audio

### Before the session:

- If you have technical problems getting your system setup or logging into the meeting, contact [support@petroskills.com](mailto:support@petroskills.com).

### During the session:

- If you can join the WebEx meeting but cannot hear the audio, message the meeting host about the problem using the WebEx Chat feature which is discussed in the next section.

## Virtual Classroom Participation

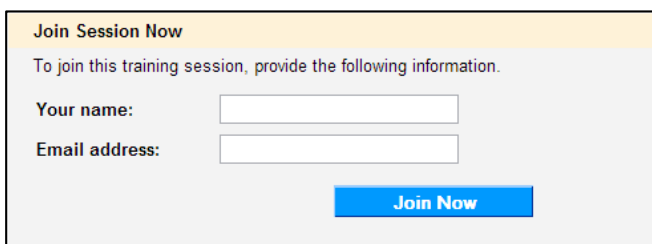
---

### Log In

Before your course start date, you will receive an email with a link to the Virtual Classroom login. Each day of the course you will need to use this link to log into the session.

#### To log in:

- Click the link in the meeting invitation to access an entry page to log into the session.
- Enter your name and email address, then click **Join Now**.

A screenshot of a web form titled "Join Session Now" in a yellow header. Below the header, it says "To join this training session, provide the following information." There are two input fields: "Your name:" and "Email address:". Below these fields is a blue button labeled "Join Now".

**NOTE:** Join the Virtual Classroom each day at least Fifteen (15) minutes prior to the class start time to ensure your system and audio are connected and working properly. Even if you set up and tested your system before the first day or if you were able to join a previous session, technical issues can occur. Joining each session fifteen minutes early allows for time to solve any issues without interfering with the class and/or other participants' learning experience.

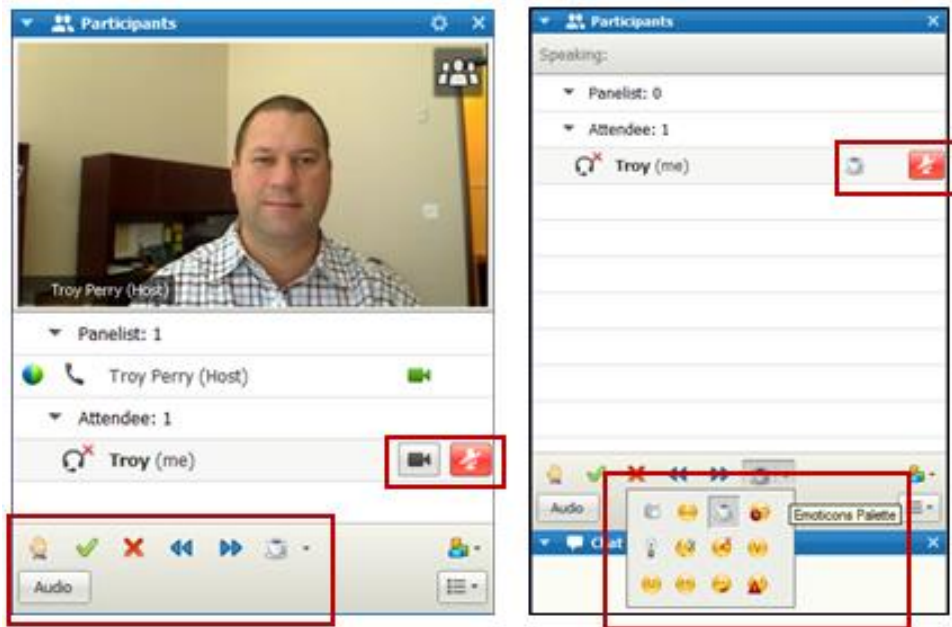
### WebEx Panels

The Virtual Classroom uses various tools and techniques to encourage participant interaction and to enhance the learning experience.



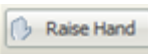



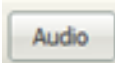
WebEx has various panels that instructors use to deliver course content and to engage participants. Each panel has a unique function that helps create interaction and supports instruction. The following overview of common panels used in classes outlines how panels may be used to interact with the instructor, other participants, and course materials.

### Participant Panel

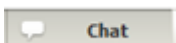
The **Participant Panel** includes functionality that allows participants to share and view the webcam video, mute and unmute their microphone/telephone, and communicate electronically with the instructor and other participants.



**Participant Panel features used frequently in classes:**

<b>Mute your microphone/telephone</b>	Click the microphone icon to the right of your name in the participant's panel. The icon will turn red and an "x" will appear next to the icon. Click the icon again to unmute.	
<b>Share your webcam</b>	Click the camera icon.	
<b>Alert instructor</b>	Click <b>Raise Hand</b> icon to raise your 'virtual' hand to alert the instructor that you have a question, comment, or answer.	
<b>Respond to a point</b>	Use the green checkmark and red X to indicate agreement/disagreement with a question or comment. The instructor may use these features to do a yes/no poll of participants.	
<b>Indicate an emotion</b>	Emoticons are a way of expressing yourself electronically. Click icons in the Emoticons Panel to indicate your "emotions" or status to the instructor and other participants.	
<b>Take a short break</b>	If you need to leave your computer briefly during the session, click the <b>Have a Break</b> icon (coffee cup) from the Emoticons Palette to let the instructor know. Click the emoticon again to turn it off and alert the instructor when you are back.	
<b>Reconnect audio</b>	Click <b>Audio</b> to launch the Audio Conference popup and rejoin the session in case you get disconnected.	

## Chat Panel

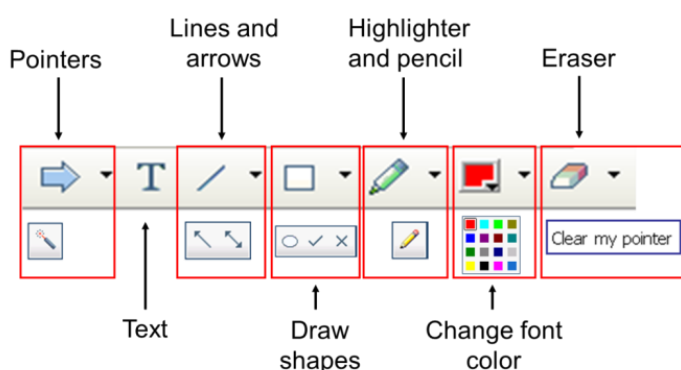


Use the **Chat Panel** to communicate with the instructor, other participants, and the traditional classroom students. Through the Chat function, you can debrief exercises (post your individual answer/comments), ask questions, and add your ideas to a topic of discussion. You can send a public chat that is visible to everyone in the class, or you can send a private chat to the instructor, producer, or another participant.

**ALL** communication, both public and private, should remain professional and intended to create a positive atmosphere of engagement and participation. Any participant who communicates in an unprofessional and/or offensive manner is subject to expulsion from the course.

## Presentation Panel

The **Presentation Panel** is used to display presentations, whiteboards, documents, video clips and other forms of media. Depending on the meeting content and/or the meeting host's preferences, you may have access to the annotation tools in the whiteboard and/or sharing pod(s) on the Presentation Panel. For reference, here are descriptions of each tool and its function:



## Audio and Video

### Audio

Using your voice is an important part of the learning experience in the traditional classroom and in the Synchronous Classroom. Your microphone/telephone will remain active throughout the meeting. You control your muting and unmuting, so feel free to speak up with your questions and comments. However, do remember to use the **Mute/Unmute** feature to limit the background noise and echo effect that can occur on audio conference lines.

### Video



To create an engaging atmosphere, the Synchronous Classroom will broadcast a video stream of the instructor. To create further engagement with your fellow classmates, you can share your webcam image. (Be sure that your company policy allows the use of webcams on company equipment.) To start your webcam simply click the camera icon in the Participant Panel.