



FAQ's | Virtual Instructor Led Training @ Sage

sage

Learning Services

sage is excited to announce that we are ready to take you on a virtual training journey!

When learners are together with the instructor in the same room, it's called face-to-face training. When participants and instructor are separated by distance and meet online, it's called virtual training.



What does virtual training mean and how does it work at Sage?



Virtual training at Sage means that we are introducing **Virtual Instructor Led Training (VILT)** which is an online alternative to “face to face” training we are all accustomed to. This method of delivery still allows you to experience training led by an instructor, with individual access to our Sage training database (referred to as a lab) as well as the associated manual and exercises, which you can attend in the comfort of your own home, office or any remote location you may find yourself.



Learners

Create Profile / Log in

Access a virtual classroom, training database* and associated course material



Manage course event

Interactive and encourage learner participation



Instructor

*The training database is hosted in a **lab** and means that you have access to your own Sage software training database which you will use to perform tasks, activities etc.



Q

What is Virtual Instructor Led Training?

A

Virtual Instructor Led Training (VILT) at Sage is an online face to face learning experience that is led by an instructor together with other learners.

Q

What do I need?

A

Laptop or Personal Computer with Internet access, supported browser (Google, Firefox) and a head set in an environment with no background noise. Click [here](#) to perform a hardware & software test.

Q

What is Strigo?

A

Strigo is the application Sage is using to facilitate and manage virtual instructor led training for our customers.

Q

Do I need to register for a Strigo event?

A

Yes, Sage will provide you with a link in the course confirmation email. Access the link, create a Strigo login with your work email and a password of your choice.

Q

How long before the event should I log in?

A

It is recommended to log in 15 minutes before the event starts to remedy any technical difficulties.

Q

Can I speak to the instructor?

A

Yes, this is interactive and the instructor will encourage learner participation in a structured way.

Q

Will I see the instructor?

A

The instructor will move between the presentation, database and camera.

Q

Will I have access to a database?

A

Yes, you will be able to work in a training database which is in a lab environment and perform activities within the Strigo event.



Q

What if I get cut off or close the event?

A

In the event of a disruption or loss of access to the event, just log into the event again.

Q

Do I need to turn on my web cam?

A

This is totally up to you, you don't have to if you don't want to.

Q

Where do I access the course material?

A

All related course material will be made available to you via the Sage Australia's learning online portal.

Q

Will Strigo send me marketing emails?

A

No

Q

What if I have more questions afterwards?

A

A debrief session is available a few weeks after the event. Look out for an invite. This will be done via a Webinar session.

Q

Is there supporting material?

A

All related course material will be made available to you via the Sage Australia's online learning portal.

Q

Where will I get support after the event?

A

For any questions, please visit [Sage City](#) and log your questions. The instructor will demonstrate this service during the course.

Q

Can I give feedback to Sage post the course?

A

Yes please, your feedback is important to us. Access the event's evaluation survey from the Sage Australia's online learning portal.



Strigo - Navigation Quick Guide

The Navigation Quick Guide will help you familiarise yourself with the view, features and buttons of the Strigo application.

The screenshot displays the Strigo application interface with several callouts highlighting key features:

- Call for assistance button**: Located in the top right corner of the application window.
- Instructor**: Points to the video feed of the instructor, Tim Boote, in the top right sidebar.
- Chat**: Points to the chat window in the bottom right sidebar, which shows a message from Felicity at 10:14 AM: "To support our payroll staff" and a response at 10:16 AM: "I am in my lab :)".
- Toggle between instructor's screen and your's.**: Points to the "Follow presenter" button in the left sidebar.
- Access slideshow**: Points to the "Access slideshow" button in the left sidebar.
- Whiteboard**: Points to the "Whiteboard" button in the left sidebar.
- Follow the instructor here**: Points to the "Follow the instructor here" button in the left sidebar.
- Access your lab here**: Points to the "Access your lab here" button in the left sidebar.

The interface also shows a top bar with "My Lab" and "MicroPay (ready)", a settings gear icon, and a "Call for assistance" button. The main area displays a "Sage MicroPay" window. The bottom status bar shows the time as 10:18 AM on 3/04/2020.



Technical Requirements

Strigo is a fully managed solution that runs in the browser, so there are no downloads or installations needed. There are, however, some prerequisites for ensuring a smooth training experience.

Pre-Course

1. A stable internet connection
 - Bandwidth of 350kbps+ (minimum)
2. A supported browser:
 - Google Chrome v51+ (recommended)
 - Mozilla Firefox
3. Headset is essential



Pre-Course System Test

It is highly recommended to perform the following pre-course system test before you attend the session:

- ☐ Click [here](#) to perform a hardware & software test.

It is important to run this test from the same computer and network you plan to use on the day of the training.

During-Course

1. Make sure you don't have other application running that are using your media devices like microphone, camera or speakers.
2. Disable any ad blockers or script blockers.
Click [here](#) for guidance.
3. If you drop out or have connection issues, close the browser and access the session using the same link.

During-Course connection T's & C's

If you do not meet the system requirements or did not perform the pre-course system test, Sage cannot be held liable for any performance, visual or audio interruptions or incompatibilities.