

The Cizer training staff is excited to begin presenting all of our classes through the convenient mode of Distance Learning. The ability to participate in an instructor-led, hands-on class from your own local facility eliminates unnecessary travel time and expenses, allowing you to be present for business and personal matters during non-class hours.

About Distance Learning

To participate in distance learning, students will join a Live Meeting session, led by a Cizer trainer, where the trainer will explain software features and demonstrate functionalities, processes and techniques. Students will have access to the software applications via web browser or VPN, depending on the class, for hands-on exercises during class and homework after class. Students will also need access to their email, as Live Meeting invitation links are sent via email.

Courseware

Prior to the class, an electronic copy of the courseware will be made available to students. Please print the courseware for use during class.

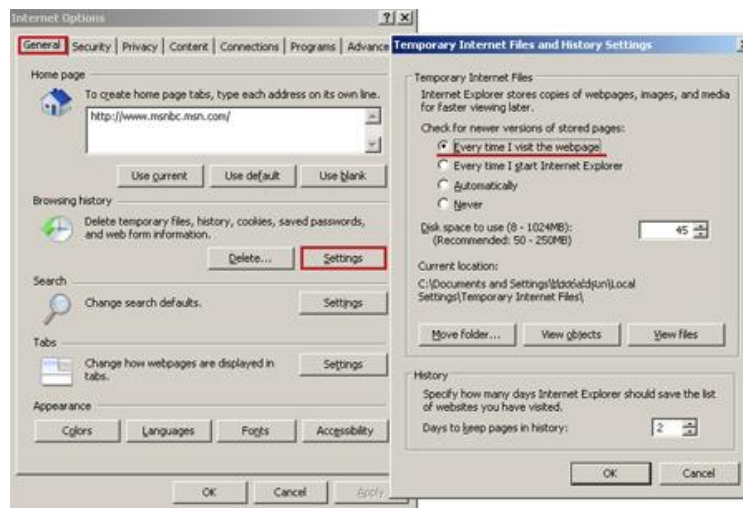
Student Machine Requirements

The following setup is required on students' machines in order to view the Live Meeting sessions:

Operating System: Microsoft Windows XP Service Pack 2 (SP2) or Service Pack 1a (SP1a), Windows Server 2003, or Windows 2000 Service Pack 4 (SP4).

Browser: Microsoft Internet Explorer 6 Service Pack 1 or Microsoft Internet Explorer 7.

If using Internet Explorer 7, change the default setting of "Automatic" in the Temporary Internet Files and History Settings window to "Every time I visit the webpage". Navigate to this window through the Tools menu, selecting "Internet Options" and then the Browser History "Settings" button on the General Tab of the Internet Options window.



Bandwidth: While Live Meeting recommends 56Kbps or faster connection, we discourage the use of any dial-up connections for accessing the student environments via VPN or a browser. The faster the better! You will also need to make sure that your ISP allows VPN connections.

Display: 1024 x 768 pixels or higher resolution monitor.

You will need to download the Live Meeting Windows Console software (free) onto the student's machine. Depending on your connection speed, this could take 10 or more minutes. It is very important that you [check your system \(http://go.microsoft.com/fwlink/?LinkId=52354\)](http://go.microsoft.com/fwlink/?LinkId=52354) to make sure LiveMeeting is installed at least one day before your class begins.

When downloading the Live Meeting Windows Console (5 MB), several Active X controls will also need to be installed. Be sure to watch the top of your browser for prompts to install the Active X controls. Your network administrator may need to grant you admin privileges on the machine in order to install the Console and Active X controls.

When you receive your Live Meeting invitation via email, click on the "Join the Meeting" link. You will be prompted to enter your name and possibly a meeting entry code (contained in the email) in the first window that opens. After entering this information, the Live Meeting session opens in a new window. Leave the first window open - closing it will end your Live Meeting session. Should that happen accidentally, simply click on the Live Meeting invitation link in your email and follow the same steps to re-enter the meeting.

Audio Connection

A telephone with hands-free capability is required, as students will join a conference line in order for the students and trainer to converse more freely and in a timelier manner than the Live Meeting chat feature allows.

Live Meeting Etiquette

Prior to joining your first distance learning class with Cizer, you will receive an invitation requesting you attend a 15 – 20 minute Live Meeting session to familiarize you with the Live Meeting tools. We will also review etiquette during this pre-class session that we ask students to observe during any distance learning class. Cizer's training staff reserves the right to end Live Meeting session connections of students who refuse to abide by these simple requests for respect of their fellow classmates and trainers.

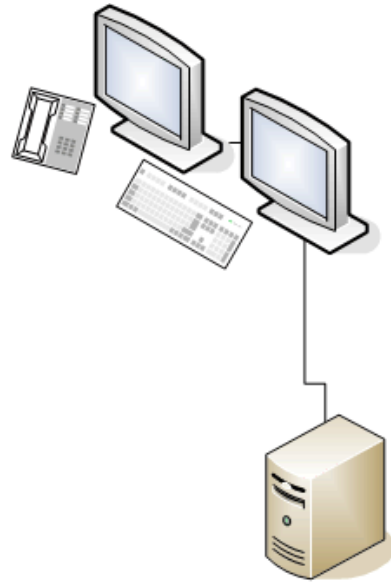
Student Machine Setups

There are limitations to how small the Live Meeting browser window can be collapsed. This can be challenging for the student with a small monitor, necessitating the need to toggle between two windows in order to watch what the trainer is presenting while following along on the software accessed by the student. Therefore, we highly recommend one of the three following set ups:

- 1) Most preferred: Dual monitor setup (requires an extra video card or one that supports dual monitors). This enables the student to view a full screen window of both the trainer's Live Meeting session as well as the student's connection to the software product(s). As with a single monitor setup, dual monitors also enable the trainer to make the student a "presenter" in Live Meeting, should the student need to show the trainer any problems or errors occurring on the student's machine.
- 2) Two machines. This also allows the student to view a full screen window of both the trainer's Live Meeting session as well as the student's connection to the software product(s). However, in order for the trainer to access the student's machine, a separate Live Meeting session will need to be created on the same machine that the student is accessing the software product(s) (via browser or VPN, depending on the class).

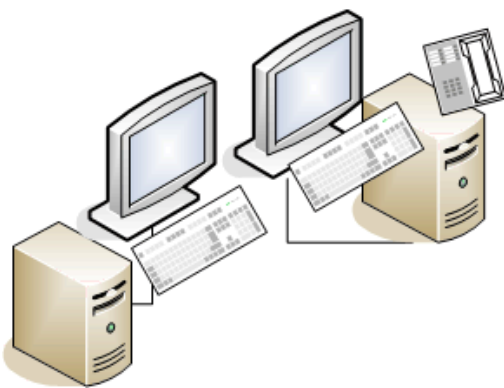
Dual Monitor Setup

Student views instructor's Live Meeting session on one monitor, accesses work environment on the other. Student can share work environment using instructor's Live Meeting session.

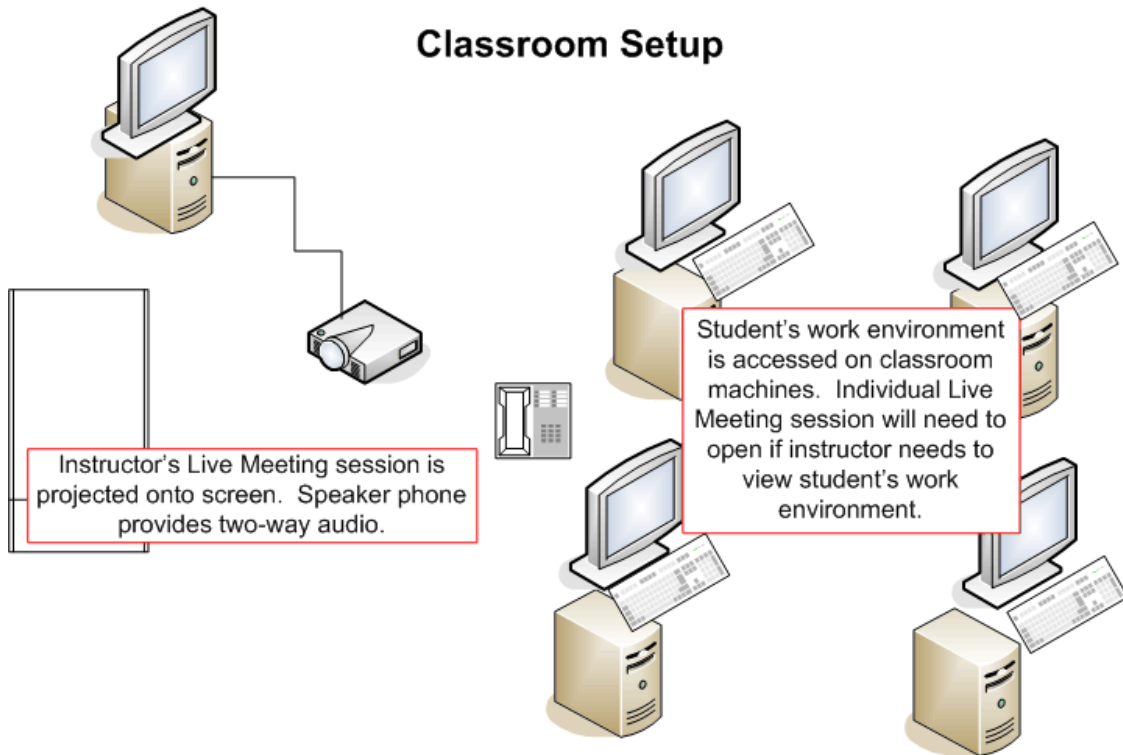


Two Machine Setup

Instructor's Live Meeting session accessed on one machine, student's work environment on the other. Both machines will need the Live Meeting console download since a new Live Meeting session has to be opened on the student's work environment machine in order for the instructor to view.



- 3) Classroom style. If a classroom equipped with a projector is available, one or more students may view the trainer's Live Meeting session projected onto a screen while the student(s) views their connections to the software product(s) on classroom computers. However, should the trainer need to see a student's machine, a separate Live Meeting session will need to be created on the student's machine.



One Machine, One Monitor (Not Recommended)

Both the Live Meeting session and the student's work environment are viewed on one monitor. The Live Meeting window collapses but so far, making it necessary to toggle between windows. Can be confusing and difficult to follow instructor's session.

