

Information for Connect Virtual Training and Exams

TRAINING PRESENTATION

Q: How will the training be presented virtually?

A: The training will use Cisco Webex. Attendees can view the instructor's presentation and desktop, as well as hear and communicate with the instructor.

Additionally, each attendee will be provided access to an AWS (Amazon Web Services) WorkSpace. This is a virtual cloud-based Windows environment where attendees can do the hands-on labs that are part of the course. It will be pre-configured with all software and data required for the course.

AWS WORKSPACES

Q: What software is required to use AWS WorkSpaces?

A: To access your assigned environment, you will need to download and install a client application. This client application is available for the following platforms:

- Microsoft Windows 7, Windows 8, and Windows 10
- Apple macOS (10.8.1 and above)
- Linux (Ubuntu Linux 18.04 and above)
- Google Chrome OS (45 and above)
- Apple iOS (8.0 and above)
- Google Android (4.4 and above)
- Amazon Fire OS 4 and Fire OS 5

Q: When will I have access to my assigned AWS WorkSpace?

A: Your WorkSpace will be allocated and available a few days prior to the start of the course. You will receive an email directly from Amazon Web Services with information about downloading the required client application and your credentials for logging in.

COURSE CONTENT

Q: How does the **virtual course** differ from the in-person course previously offered?

A: The curriculum for the virtual courses is the same as the standard courses. However, there are two differences:

- Instead of three days consisting of eight hours of training each day, the virtual course will be four days consisting of six hours of training each day
- The certification exam will happen on the fifth day, and you should expect it to be a full day

CERTIFICATION EXAM

Q: How does the virtual certification exam work?

A: The certification will be held on the fifth day of training and include a certification review and multiple-choice exam.

Q: If I attended the virtual courses previously, will I be able to take the certification exam now?

A: Yes, you will be able to attend an upcoming scheduled certification exam based on available space. Please note there is an additional certification fee.

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