



Process for Registering and Attending an Elluminate *Live!* Online Training Class

Elluminate's Education and Training team delivers free, online training classes for customers who want to learn how to lead an Elluminate *Live!* session, manage their account using the Session Administration System, or organize content for Elluminate *Live!* delivery using Elluminate *Plan!* Registration for training is available from the Elluminate website – www.elluminate.com/training



Registration

Determine the class you for which you wish to register. Select **Enroll now!**

Part 3: Advanced Tools In Elluminate Live! For Moderators	Amanda Reed	2008-12-12	01:00 PM - 02:00 PM Eastern	Free	20 seats left Enroll now!
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If this is your first Elluminate training class, click **First Time Event Attendees Click Here** register and create your Events login username and password. If you have previously registered, enter your username and password and click the **Enroll Now!** button. Keep in mind the Username and Password you use to access Elluminate training classes will be different than the credentials you use to access Elluminate events within your organization.

[First Time Event Attendees Click Here](#)

After you enroll, you will be given a confirmation such as the one displayed below.

Live Demonstrations & Events

Congratulations, you have created a My Elluminate account. Your Username and Password are:

Username: **AREED@MAGNOLIATECH.COM**

Password: **llum**

Save your Username/Password

Please note your Username and Password. You will need it to join this event, or enroll in future events.

You are registered for **Plan! Getting Started** scheduled for **Dec 08, 2008 01:00 Pm Eastern (est)**.

You will get a confirmation in your email with information on how to join the session. In the meantime, if you would like to watch any of our prerecorded training, please [click here](#). To watch our prerecorded events or demonstrations, please [click here](#).

[Click here to download the required software.](#)

Note the start time is the Eastern United States timezone.

You will also receive an email from Elluminate Events Administrator (events@lluminate.com). The subject line will be Elluminate Training Session Notification. If you do not receive the email confirmation, please check your junk/spam folder for the message. Let's take a closer look at the notification email.

The first part of the message confirms the session for which you have registered and the start date and time. All start times are set for the Eastern United States time zone. A time zone conversion tool is available on the Elluminate website. The link is included in the email.

Dear Amanda,

Thank you for registering in the following session:

Event Name: Plan! Getting Started

Session #	Start Date	End Date	Duration	Teleconference
1	Dec 08, 2008, [Mon] 01:00 PM Eastern (EST)	Dec 08, 2008, [Mon] 02:00 PM Eastern (EST)	1 hour	

There is one session that lasts for 1 hour. [Click here](#) to access a time zone converter.

The next section describes the three moderator training classes offered by Elluminate's Education and Training team. Followed by the URL to the "My Elluminate" page where you will log in to join the training session. You will need the username and password that you used to register for the class. Please keep in mind this may be a different

username/password that you use to access your organization's sessions. To have your username/password resent to you, visit <https://sas.illuminate.com/site/external/remind/userForm>

You may enter the session no more than fifteen (15) minutes prior to the scheduled start time.

Please note that our Moderator training is delivered in three parts:

- Getting Started with Elluminate *Live!* for Moderators
- Next Steps with Elluminate *Live!* for Moderators
- Advanced Tools in Elluminate *Live!* for Moderators

The sessions build upon each other so we highly recommend that you complete the previous sessions prior to enrolling in one of the following parts.

To join, you will need to log in to Elluminate's "My Elluminate" page from <http://www.illuminate.com/member.jsp>. Please try to join the session 10-15 minutes prior to the start of the session. The system will prompt you for a username and password. If you are unsure of your username and password, please [click here](#).

Once you log in, from the table click the "Join" link next to the session name.

If this is your first Elluminate session, please visit the Elluminate Support page and follow the "First Time Users" steps to ensure that your computer is configured correctly.


Please ensure your computer is equipped with a microphone and speakers, so we can use the Voice over IP functionality built into Elluminate *Live!*. Elluminate *Live!* is a Java application, so there may be a download to your system the first time you use Elluminate *Live!*. We strongly recommend configuring your system at least 60 minutes before your scheduled session. To configure your system please visit the "First Time Users" section on [Elluminate's Support Page](#). If you have any technical questions, please contact our support team at 866-388-8674 option 2 or visit <http://www.illuminate.com/support-portal/>

Attending

The day your class is scheduled you will need to log into the Elluminate website. Do so by going to www.illuminate.com/member.jsp. This will take you to the "My Elluminate" page. Log in using the same username and password used to register for the class.

Once you have logged in, your class or classes will be displayed. If you are looking for a class for which you have registered that is on a different day, change the **Start Date/End Date** filter and click **Display Schedule** again.

My Elluminate Profile Utilities Reports Software

Session Schedule Selection Criteria  [Display Schedule](#)

Category Courses Drop Ins Meetings


Type {All Session Types} ▾

Start Date 2008 ▾ Dec ▾ 8 ▾

End Date 2008 ▾ Dec ▾ 8 ▾

Date	Starts	Ends	Name	Type	Hosted By	Details	Join
Mon Dec 08 2008	01:00 PM	02:00 PM	PLAN! GETTING STARTED	TRAINING	Ayana Murphy	View	


The **Join** link appears in the last column fifteen (15) minutes prior to the published start time. Keep in mind you will need to refresh your browser if you have logged in more than fifteen minutes before the start time.

Date	Starts	Ends	Name	Type	Hosted By	Details	Join
Mon Dec 08 2008	01:00 PM	02:00 PM	PLAN! GETTING STARTED	TRAINING	Ayana Murphy	View	Join 

If you need help, please contact a member of our Elluminate Support team (1-866-388-8674 x2) or visit our Self-Help Portal (<http://support.illuminate.com>)

Visit our Self Help Support Portal to access:

- ▶ Knowledge Base and FAQs
- ▶ Information on Elluminate's Products - [Elluminate Live!](#)®, [Publish!](#)™, [Plan!](#)™
- ▶ Web ticket submission form
- ▶ Status of your previous ticket(s)

[Self Help Support Portal](#) 

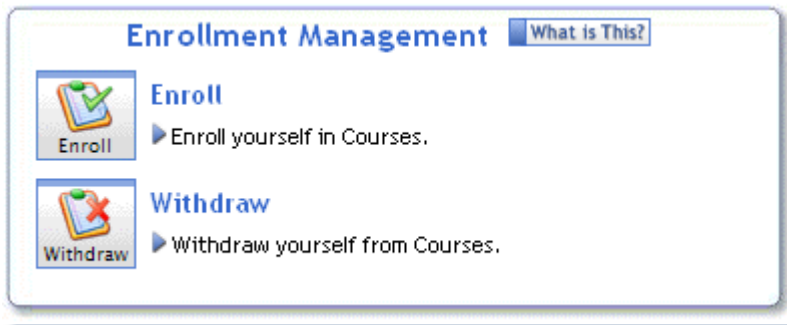
Withdrawing from a Class

If you cannot attend a class for which you have enrolled, please take a moment to withdraw. The process is easy.

1. Log into “My Elluminate” (www.elluminate.com/member.jsp)
2. Click on the Utilities tab.



3. Select **Withdraw** from the **Enrollment Management**



4. Click **Withdraw** next to the session from the list that appears.

Course Name	Instance Name	Start Date	End Date	Details	Administrator	Action	Sessions
PLAN! GETTING STARTED	DEC-8	2008-12-08	2008-12-08	View	EVENTS-ADMINISTRATOR	Withdraw	View