



TRAINING AND CERTIFICATION

Virtual Classroom Training

Getting Started Guide with WebEx



Before class

Steps to help you prepare before the day of the class

✓ **Look for your registration email containing the following:**

- "noreply" as the sender
- "no-reply@amazon.com" as the address
- "Registration Confirmation for..." in the subject line

✓ **Download the Webex desktop app [here](#) for best results.**

✓ **Check system requirements.**

✓ **Check network requirements. You can run a Webex network test [here](#).**

After installing the Webex app, join a test session before class begins. Use the same room, device, and network you intend to use while the class is in session.

✓ **Join a test session [here](#).**

✓ **Create accounts to access labs and student guide:**

Labs and the student guide, which consists of course slides and notes, will be available on the first day of class, not before.

To access your class with labs, create an account at aws.qwiklabs.com.

- You must set up your Qwiklabs account with the same email address you registered for your training with.
- You must agree to the Qwiklabs Terms of Service.

To access your student guide, choose an option below:

- **Create a Gilmore eVantage Bookshelf account** to access to your student guide online.
- **Download the Bookshelf app** to your device to have a local client and copy of your student guide.

Day of class

Steps for joining your class

✓ **Bring your own computer to class, enabled with internet access.**

If your class includes labs, your computer may need to be able to:

- Connect to a Windows Remote Desktop using any standard RDP client.
- Connect to a Linux server using any standard Terminal Emulator/SSH Client (such as PuTTY or MobaXterm).
- Edit commands using a text editor. A professional text editor (such as NotePad++, Sublime Text, or Atom) is highly recommended.

You may also bring a secondary device, such as a tablet, to review documentation while you work on your primary device.

✓ **Sign in to the AWS Training and Certification Portal**

1. Go to aws.training, select **SIGN IN** in the top right

Note: On the next screen, the "All regions" option is preselected. This applies to public users who are not from Japan or China, and/or are neither Amazon employees nor APN Partners. If this applies to you, select the left SIGN IN button. If you are public user from Japan or China, an Amazon employee, or an APN Partner, select the appropriate sign-in option.

2. Select **My Account** in the top right, and then select **Transcript**

3. Find the class in your **Current list**, select the > symbol to expand the course details

4. Under **Virtual Location**, select **OPEN**

Note: if the OPEN link is not granting access, please right-click, copy the link, and paste it into a new tab or window. Be sure to have pop-up blockers disabled.

5. Under **Virtual Classroom Detail**, select **Launch**

Note: If the Launch link is not granting access, please right-click, copy the link, and paste it into a new tab or window. Be sure to have pop-up blockers disabled.

After completing these steps, the session should then open in either the Webex desktop app or website.

Note: A unique URL is generated for each registered participant and cannot be shared.

✓ **Access class up to 15 minutes prior to start.**

You will be able to access your class *15 minutes* before it begins, when the host joins the session. Please give yourself ample time prior to the start of the class to ensure you are ready to begin on time. If you start the class more than 15 minutes in advance, you will be re-routed to a Webex login wall. Please go back to your Transcript and try again within 15 minutes of the class start time.

✓ **Use alternate access options as needed.**

You can edit your audio preferences (computer audio, "call me back," or "call in"). Although we recommend computer audio, you can also dial in through the "call me back" feature. Enter your phone number within the app to receive a call back.

FAQ

Frequently asked questions regarding virtual training

Q: Who can I contact for help?

A: Get answers to your questions by contacting the resources below:

- If you have questions related to the course, contact [AWS Training and Certification Support](#).
- If you have questions related to the Webex app, visit [Webex Customer Support](#).

Q: How do I register for a class?

A: Register via the following steps:

1. Go to [aws.training](#) and select the **Learning Library** at the top of the page.
2. Select **Classroom Training** just below the links in the page header.
3. Find a course and select the **Registration** link.
4. Select your appropriate region.
5. Sign in using your existing Amazon account, or create a new one by selecting the **Create your Amazon Account** button. If you are signing in for the first time, complete your account profile when prompted. Otherwise, complete the course registration and payment process for the selected course.
6. View your registration confirmation on the **My Transcript** page.

Q: Why isn't the class appearing on my transcript?

A: If the class does not appear on your transcript, you are either not currently registered or you are registered with a different email. Once you have registered for the class, you will receive a system-generated confirmation email. The class should then appear on your transcript.

Q: Why isn't the Webex app launching on my computer?

A: If you have a pop-up blocker enabled, you will need to disable it for Webex to launch. Chrome and Firefox internet browsers are preferred. If you are using a Mac, please disconnect from a VPN, if possible, to reduce lag time.

Q: How can I solve issues with my corporate firewall settings?

A: Please work with your IT team to review your firewall settings. You can find additional information from [Webex Support](#).