Virtual Training FAQ

What is Vectorworks Virtual Training?
- Vectorworks virtual training gives you the option to attend a live hands-on training class from anywhere in the U.S. with the appropriate Internet connection. Using GoToMeeting you are able to communicate and see exactly what the instructor is doing on their computer. Then using Mikogo on a separate monitor or computer you can remotely log into one of the computers in the classroom and follow along with the instructor.

What hardware is required?
- You can use a Mac (OS X 10.5 or greater) or PC (Windows XP, Vista or Windows 7). It is best to have two computers that you can work with or a dual monitor setup or a large screen monitor (25"-30"). Hands free phone device or headset with microphone.

What is the recommended Internet connection?
- 5 Mbps (Mega Bits Per Second) a test can be done at speedtest.net. Although a wireless connection may work it is recommended to use a wired Internet connection so the connection is not lost during the training session and you have optimal connection speed.

What are the prerequisites?
- In order to qualify for online training you must have the required hardware and Internet connection speed explained above. You will also want to be familiar with your computer's OS, OS settings, be comfortable working with a dual monitor setup running two applications at the same time and understand how to download an application from the internet and install it on your computer. You will also need to know and understand the difference between basic mouse operations such as single click, double click, click and drag, scroll wheel and right click. If you are new to computers or coming from hand drafting we do not recommend taking virtual classroom training. Instead we recommend taking a training class in person or one-on-one online training.

How long is the class?
- The Landmark Virtual training class is two-days long, from 9:30 a.m. to 5:00 p.m. (EST) both days, with a one-hour lunch break.

Will I be able to ask questions during the training class?
- Once you have logged into the GoToMeeting session and the class has started attendee microphones will be muted. In the GoToMeeting control panel there will be a chat section where you can type a question or get the instructor's attention by type 'H' for help. The instructor can then un-mute your microphone to ask a question or respond to the typed question by repeating it to the class and responding.

How much does the class cost?
- $400.00 per attendee

Can I receive continuing education credits by taking the class?
- Yes, you can receive AIA or ASLA credits or receive Certificate of Completion upon request.

Will I be able to review the files we worked on in class?
- Yes, upon request these files can be emailed to you after the training session.

Will other people be attending the virtual training class?
- Yes, other Vectorworks users will be attending the Landmark Virtual Training Class.

What if I lose connection during the class?
- If you lose connection during the class you will be able to log back into the class using the provided links emailed to prior to the start of the class.

How many people can attend the class?
- One person per computer.

Why can't I work with my version of Vectorworks on my computer?
- By remote accessing a computer in our classroom this allows the trainer to help you out instantly if you get stuck. The trainer is also able to view all of the computers at once to make sure everyone is on the same page. This also ensures that all necessary updates have been installed on the computers, everyone in the class will be working with the Vectorworks default settings/workspace and any files needed for the training are already installed on the computer.