Web-seminars
FAQ – frequently asked questions

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1. What is the advantage of a **hybrid seminar**?

The hybrid seminar combines a hands-on seminar with the comfort of a web-seminar. There are little vacancies for people to attend in person. Attendees who participate in person do practical exercises on weighing terminals and scale models (Beltweigher, Checkweigher or weighing platform) visible to all other attendees. Attendees who participate online get some opportunities for practical exercises by interactive screen-sharing and operating the weighing terminal, the IT CONFIGURATOR or PC CHECK.

To make a booking please make a booking request on our website. You will then be contacted and asked if you prefer to participate online or in person.

2. What are the **technical requirements** for participation in a web-seminar?

As a participant you require a computer (PC, laptop or tablet) with a HTML5 compatible internet browser. This would be Google Chrome or Mozilla Firefox. When participating a headset should be used and also make sure, you have got a solid internet connection (ideally with 10 Mbit download and 2 Mbit upload at least). Using a webcam is not necessary.

You do not need to install any programs on your computer. However, when using the link to access the web-seminar your browser may update itself.

You do not require a SysTec weighing terminal in front of you. However, when attending the RTC WIN Web-seminar RTC WIN should be already installed on your computer.

3. I would like to make a **booking for a colleague**. Should I enter my or his contact details?

The Web-seminar host will contact the person mentioned in your booking request via E-Mail. Please decide whether you wish him to contact your colleague directly by entering his E-Mail address or contact you by entering your E-Mail address.

4. I would like to make a **booking for several colleagues**. Should I fill out one booking request for each colleague?

Please fill out one booking request with your own name, your contact details and the number of participants. The Web-seminar host will contact you and request the names and E-Mail addresses of all participants.

5. Will a **booking** of a web-seminar **lead to participation**?

For our Web-seminars we specify a minimum number of participants and also a maximum number of participants. In some cases a Web-seminar may be cancelled because the minimum number of participants is not reached. In other cases we cannot book in more participants because the maximum number of participants would be exceeded.

6. Are there any **skill requirements**?

We specify some skill requirements and assume the participant will note this recommendation and we trust the participant decides for himself.

Regarding our Ex-weighing terminal Web-seminar we strongly recommend each participant has very solid knowledge of Atex regulations, electrical knowledge, knowledge in general weighing and electronics. Some of that knowledge may be acquired by attending our service seminar before and Atex Seminars from other providers. Alternatively, knowledge may be acquired by general work experience.

7. Which **Web-seminar tool** is used?

We do use Zoom for our Web-Seminars Service, Ex-Weighing terminals, BELT and Checkweigher and RTC WIN.

8. How do you handle **privacy** in a Web-seminar?

Each participant decides for himself to activate or deactivate the headset, microphone or webcam. Also the participant decides whether to activate or not when the Web-seminar host asks to activate communication devices.

The names of all participants are visible for all participants and the web-seminar host. Also the chat history is visible for all participants. The Web-seminar is not recorded.

9. What happens **after my booking**?

The Web-seminar host will contact you on the same or the following day after receiving your booking request using the E-Mail address you specified in our contact form. In this E-Mail he will provide more information and will ask for the full name and E-Mail address of the participant(s).

As soon as the minimum number of participants is reached, SysTec will issue an order and send an order confirmation to your company.

If five working days before the Web-seminar day the minimum number of participants wasn't reached, the Web-seminar host will decide to hold the Web-Seminar anyway or to cancel. Therefore you will get either an order confirmation or a notification about the cancellation with reference to new Web-seminar dates.

The day before the Web-Seminar all participants will receive an E-Mail with a link to our Web-seminar room. With this link you get access to the Web-seminar room. The Web-seminar host will access the Web-seminar room 10-15 minutes before it starts.

Before the Web-seminar each participant will receive an E-Mail with a link to a cloud server with all seminar documentation in PDF format. These documents are for personal use of the attendee only and may not be given to anyone else. After the seminar another E-Mail will have the Certificate of Attendance attached as PDF. SysTec will also send out the invoice for attending the Web-Seminar.

10. Several **colleagues will use the same PC** during the Web-seminar. How do I make the booking in this case?

Please specify the exact number of participants when filling out the booking form. Inform the Web-seminar host about the full names and E-Mai addresses of all participants when he contacts you and let him know, they will use the same computer. After the Web-seminar each participant will get his own Certificate of attendance *sent to his E-Mail address*.

11. What time will the Web-seminars **start**?

Web-seminars Service, Ex-weighing terminals, BELT and Checkweigher usually start at 9.00 a.m. The RTC WIN Web-seminar starts earlier, at 8.00 a.m. The link to our Web-seminar room will also have a detailed schedule.

12. Are there any scheduled **breaks** during the Web-Seminar?

Several blocks with breaks in between are scheduled.

13. What time will these Web-seminars **finish**?

They will finish either around 3.30 p.m.

14. Is there **a test** at the end of the Web-seminar?

There are no exams or tests in Web-seminars Service, Ex-Weighing terminals, BELT, Checkweigher and RTC WIN.

15. Does each participant **get any documents** or PDFs?

Before the Web-seminar each participant will receive an E-Mail with a link to a cloud server with all seminar documentation in PDF format. These documents are for personal use of the attendee only and may not be given to anyone else.

16. Does each participant get a **certificate of attendance**?

Yes, every participant will get a certificate of attendance. This certificate shows the full name, the Web-seminar title a list of topics covered. This certificate will be emailed in PDF format.