



# Virtual Training: Frequently Asked Questions

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## 1) Can students attend virtual training from anywhere in the world?

Yes. Although the majority of our classes are scheduled for US time zones with a few in Europe, Middle East, and Asia, students are welcome to join from anywhere at anytime, regardless of their time zone. We will be expanding to other regions of the world as the program develops further.

## 2) How can remote training provide the hands-on experience I would receive in a traditional classroom?

Easily! Through a separate window on your desktop you have access to your own computer running in our lab. It's just like running the application on your own desktop. Furthermore, the instructor can also see your window, and if you want, he can take control of the window to demonstrate something—just as if he was leaning over your shoulder. In fact, you may be surprised to learn that many traditional classrooms are using the same technique, and participants do not even know that the application is actually running outside their classroom!

## 3) How can the instructor see what the student is doing?

Each student is provided with a virtual “sandbox” that mimics the student’s PC in a standard classroom. This sandbox has AspenTech software installed on it and allows the student to run the software, run practice exercises, and view simulations. In addition, the instructor has the ability to “shadow” each student’s sandbox during class to monitor their progress. Furthermore, the instructor has the ability to share a student’s sandbox with the rest of the class if there is something unique they would like to demonstrate.

## 4) Is virtual training priced differently from classroom training?

No! They are not priced differently because they are exactly the same class! All the things you could do in the classroom you can do in the remote environment. The only thing missing is the donuts (and the travel expense and hassles)!

## 5) We have a firewall. How do I know if virtual training will work in my office?

In your registration confirmation letter, there are links to automatically check your web browser’s configuration and test whether your system has the components necessary to establish a connection. Instructions are provided to help you configure your browser and environment for optimal performance. If you would like to run the tests before signing up, just ask one of our friendly [education coordinators](#). They can send you the links to try.

## 6) Do I need special equipment (or a special PC configuration) to take the remote class?

Yes, a PC with high-speed Internet access is required. Wireless is not recommended. The PC must pass the web-browser check. You can use VoIP or telephone. Teleconferencing is strongly recommended. A headset with a microphone is also recommended due to the length of the session, and is required for VoIP.

## 7) Any other considerations?

We recommend that you set yourself up in as quiet an environment as possible. Place a sign on your door asking colleagues not to disturb you, or reserve a conference room for the duration of the training. Remember that when you are not on mute, other participants will be able to hear anything your microphone picks up, so noisy office situations should be avoided.

## 8) Do I need a license for the AspenTech software if I want to take a class remotely?

No, licensed AspenTech software will be made available to you to participate in the class.

## 9) How do students take the course materials with them at the end of class?

Each sandbox has Internet access, so students can log into any web-driven email account (yahoo, gmail, hotmail, etc) and send their exercises or other materials to themselves at work when class is done. Manuals are emailed to students prior to class rather than sending hard copies.

## 10) What classes are available in virtual mode, and how do I register?

A few Aspen Plus® and Aspen HYSYS® classes are available today, with more being added soon. Refer to the online [course catalog](#) frequently for the latest virtual class listings. Register online by visiting the [Training Center](#) home page and clicking the Registration link, or contact the AspenTech [training coordinator](#) for your region.



## ||||||| About AspenTech

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