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Classroom Training Overview

Symantec offers partners a wide variety of free online enablement tools, training and assessments for Symantec products and solutions.

Authorised Training Registration and Delivery Partner:

Symantec has entered into a strategic training partnership with Global Knowledge to deliver best of breed partner training on Symantec products and solutions. The goal of the relationship between Symantec and Global Knowledge is to reach the largest numbers of partners with localised instruction in multiple languages within the regions on Symantec products. Symantec in partnership with Global Knowledge will offer both physical Classroom and new Virtual Classroom training delivery options on Symantec products, which gives partners access to the same instructors and course material provided to internal Symantec sales and technical employees.

In person, Classroom Training Courses: these fee-based technical courses are delivered at Symantec and Symantec authorised locations around the world, offer the same content and instructors utilised by Symantec technical personnel.

Virtual Classroom Training: recreates the traditional classroom learning experience via live webcasts, hands-on labs running on dedicated Symantec servers, on-demand modules and expert mentoring. This online learning environment combines multiple live training tools with self-paced training to replicate the deep knowledge transfer of the classroom experience - wherever your teams are located.



Frequently Asked Questions – Paid For Training Registration System EMEA – Global Knowledge

REGISTRATION

1. What is Classroom Training?

It is a learning event with lab-style hands on work, which is led by expert instructors who also have experience in the field. Training will be conducted in a traditional classroom setting that includes comprehensive learning design, and will be available in multiple locations throughout the globe. Note that class materials will be in English, but delivered in the localized languages / region in which the training will be held.

2. What Training will Global Knowledge offer?

Global Knowledge will deliver the Classroom Training elements of the Symantec University program. This includes the instructor-led courses offered within the University under the PartnerNet “Training” tab, featuring an increased course selection, more than twenty training paths, individual courses, assessments and accreditations via traditional eLearning or classroom training courses and online exams.

Partners can be trained and earn accreditations with a minimum amount of time invested by taking advantage of the convenient online training options available.

3. How do I register with Global Knowledge for Symantec paid for partner training?

Within the Course Catalog or Product Curriculum Path on PartnerNet, click the course link that you wish to attend, and you will be redirected to the corresponding Global Knowledge Symantec product page on the Registration system.

NOTE: Global Knowledge undertakes to collect and process personal data according to applicable laws. We need to request some personal information in order to process your registration into our training courses. As you will receive certification on Symantec products upon successful completion of the training courses you registered for your personal data as submitted below will be made accessible to the Symantec Corporation in the US, its affiliates and business partners which may be located in the US or in any other country outside of the US acting on Symantec's behalf in order to provide you with certification. Your personal data may be transferred to a country outside of your country of origin and if you are located in the EU also outside of the EU if necessary. If you do not agree to your personal data being processed within Symantec Corporation in the US, its affiliates and business partners, we may not be able to award you the certification upon completion of the training course.

4. Why register for paid for training?

Registering with Global Knowledge allows you to enroll in our paid for classroom instructor-led or virtual online instructor-led partner training. As a registered user you can view all your current and past paid for learning items, including upcoming registrations. Upon logging in you are presented with My Home Page. This page provides quick access to all of your Symantec Partner Instructor Led education information that is automatically tracked for you, including your upcoming instructor-led classes, in-progress certifications, transcripts and order history

5. How do I register?

Partners may browse to the course list on the PartnerNet training page, select the course that they are interested in taking, and then register for the training class.

Following the selection of a course you will be linked to a Global Knowledge web site that will list the scheduled dates in your local area. If you want to attend the training click on the ‘Book Now’ link for date to want. This link will take you into the Global Knowledge iConnect booking system.



6. What is iConnect and how do I use it?

iConnect is the on-line booking system used by Global Knowledge. The system allows customers to make a booking on a course. Global Knowledge will run a credit check on all new customers before authorisation.

Please note that there is also a separate document explaining [how to use the iConnect system](#) in more detail

7. What language will the training be delivered in ?

Training is delivered in the local language of the country in which it is delivered unless stated otherwise.

8. What if I would prefer the training in another location or another date?

If the dates for the course you would like to book are not suitable it is likely that the course will be available in other countries. To view the Symantec schedule in another country you will need to select a country from the 'Change Region' drop down box on the top right hand corner of the web page. Then select the Symantec course schedule in the new country web page. If you cannot find a training date for your location, you can request an event be added to the schedule in your preferred location by sending an email to Symantec_University@symantec.com

9. Is there a cost associated with Classroom Training?

The current list price for all training courses will be shown on the Global Knowledge Website from which you are registering.

10. Why is the fee for the course I want to attend listed in a currency other than my local currency?

The prices listed on the class schedule are in the local currency where the class will be instructed. This is true for both classroom and virtual instructor-led classes. In the case of virtual instruction, the currency that the fee is published in is based on where the instructor is located, although students could attend on-line from anywhere around the world.

11. Can I register for a class using my own email address?

No, it is very important that you use your company email address so that your class attendance can be linked back to your Symantec PartnerNet Account and your partner status can be kept updated

12. How will I know that my class registration has been confirmed?

After we receive your payment, you will receive an e-mail confirmation. The e-mail will contain information about your purchased course. For instructor-led training, the e-mail confirmation will contain the start times, location, and other details to prepare you for your class. These notifications serve as your receipt, so please print and save them for your records. If you do not receive email confirmation of your order within 24 hours, please contact Global Knowledge Customer Service. * (see list of contact information in the appendix at the end of this document.)

13. How do I register multiple students?

Once you have selected the course you wish to book you can add a new delegate to the system at the same time.

14. How can I cancel or reschedule a course?

In order to reschedule your course or cancel your registration and receive a full refund, changes to your order must be received in writing and sent to customerservices@globalknowledge.co.uk at least 20 business days prior to the course start date for instructor-led and Virtual instructor-led courses. Any cancellations made between 11-20 days before the course start date will be charged at 50% of the course price and after the



10 business-day window will be charged at 100% of course price. Global Knowledge will not honor refund requests after 12 months from date of order.

Global Knowledge will specify the dates of public scheduled classes. Global Knowledge may cancel any scheduled class on notice. If Global Knowledge cancel a class for which you have prepaid, Global Knowledge will refund the price you paid for the training class. Global Knowledge shall not be liable for non-refundable travel arrangements if a class is rescheduled/cancelled.

PAYMENT

15. What methods can I use to pay for my training?

You can pay by bank transfer, credit card or by Purchase Order if you are a credit customer of Global Knowledge.

Please note VAT is applicable for all students enrolled on all courses in all countries as the place of supply. This includes overseas delegates as well as delegates from the local country. For overseas bookings we must receive cleared funds before confirmation of the course booking. Payment must be received before course commencement unless otherwise agreed with the Credit Department.

By Credit Card

Global Knowledge currently accepts MasterCard, VISA, and American Express credit cards. To pay by credit card or receive our bank details please contact Global Knowledge Customer Service. * (see list of contact information in the appendix at the end of this document.)

By Purchase Order

Companies that operate a Purchase Order system must attach a hard copy before the booking can be confirmed. Where companies do not operate Purchase Order systems, this must be confirmed in writing at the time of booking. Purchase Orders are not normally accepted from overseas customers. Payment must be received prior to booking confirmation. Currency must be clearly stated on the purchase order

16. Can I use vouchers to pay for my training?

Yes, if you have valid vouchers issued by Symantec which can be redeemed against requirements

17. What does Open enrollment mean

A: Registration for Symantec Global Enablement training offerings are on a "first come, first served" basis. We recommend registering four to six weeks in advance for instructor-led courses. We must receive payment details, Your booking is not confirmed until receipt of a purchase order or payment by another method.

18. What happens if I do not send my payment in time?

You will be contacted by your Global Knowledge customer services representative to confirm your attendance. If no payment is made then your booking can be cancelled.

19. Is it possible to receive an invoice before the course start date?

You will be invoiced 30 days before the course date or on the date of your booking if it is within 30 days of the start date.

20. How do I get a certificate?

A: Periodically, Symantec may offer promotional pre-paid training certificates to partners. These vouchers can then be used to pay for partner training.

CERTIFICATES

21. I lost my certificate. How can I get a replacement?

We do not issue replacement certificates. Symantec Global Enablement is not responsible for lost or stolen certificates.

22. Is a certificate transferable?

The Symantec Global Enablement certificate can only be used by employees of the designated partner.

MY ACCOUNT

23. How do I update my personal information?

Contact your Global Knowledge Customer services representative*

24. How do I change my iConnect password?

To change your password, access "My homepage" on the iConnect webpage, click on "My Details" and at the bottom you can change your user password

25. What if I forgot my password?

1. *Click* iConnect Log-in
2. Enter your email address in the Forgotten your Password? box
3. *Click* send.
4. Your password is sent to you via email.

ATTENDING THE TRAINING

26. What do I need to bring with me to the class for in-person training?

All required learning materials are provided in the classroom.

27. Is there any preparation work required (prerequisites)?

Recommended preparation for training events is clearly identified in the published curriculum path and the course description, if applicable. If there are recommended prerequisite course requirements indicated in the course description, they should be completed in advance of the class. Students are responsible for ensuring they have the proper prerequisite knowledge and skills before attending a course.

28. What is the required attire for in-person training?

Business Casual attire is recommended .

29. Can I access the Internet to check my e-mail from the classroom computer?

You may bring your laptop and use phone lines provided for accessing the internet via your local ISPS. Internet access may not generally available in the classrooms but it will be available in the delegate breakout area.

30. Can I purchase the course materials separately?

No. Symantec Global Enablement course materials provided to Global Knowledge to deliver the class are not for sale outside of classroom training. You must attend the class to receive the manuals.

31. What time does the class start/end?

The course start time will vary in each country. The start time and expected finish time will be included on the course joining instructions.



32. What is the address and phone number of my training location? What hotels do you recommend?

All course locations with maps are shown on the Global Knowledge web site for each country. Recommended Hotels are included for most locations.

ACCREDITATION

33. What if I have an accreditation question?

See the [Accreditation Fact Sheet](#) (on the left navigation) where you will find comprehensive information on accreditation.

VIRTUAL CLASSROOM TRAINING

34. How do I obtain the course materials for the Virtual instructor-led training?

The class materials will be accessible within the virtual training portal in an electronic format, such as PDF. The instructor can also send the learner class materials when the learner is within the Interwise virtual classroom.

35. Are there specific system requirements for attending a virtual class?

Yes. Learners' systems must meet the following requirements:

Virtual Classroom (via AT&T Connect)

(see details at http://www.interwise.com/support/download_attc_participant8x.html)

System Requirements

Operating Systems

- Windows 2000 – English only
- Windows XP – English only
- Windows 2003 – English only
- Windows Vista – English only

Note: a user account with Admin Rights is required on all Windows Vista workstations.

Browsers

- Microsoft Internet Explorer V6 or V7
- Firefox V1.5 and V2.0

Microsoft Office

- Office 2000, XP, 2003 and 2007

Hardware

- 800 MHz processor - 32bit or 64bit CPU (Recommended: 1 GHz or faster)
- 256 MB RAM (Recommended: 512 or higher)
- Monitor with 800 X 600 resolution or higher (Recommended: 1280 x 1024 or higher)
- Monitor with High Color (16 bit) display definition
- Telephone or Headset or microphone and speakers (the use of PC-audio may be suppressed by your administrator)

Disk Space

- 12 MB for the Participant application installation.
- 50 MB set aside for Event Materials (Recommended: 100 MB). This setting is configurable.

TCP/IP Internet access or modem Internet access

- PC and telephone ≥ 12.8Kb (Recommended: ≥ 64Kb)
- PC and Internet Phone ≥ 28Kb
- Application Sharing (PC) ≥ 33.6Kb
- Video (PC) ≥ 56Kb



Virtual Lab (via Hattsize TrueLab) System Requirements

Browsers

(taken from

<https://support.hattsize.com/index.php? m=knowledgebase& a=viewarticle&kbarticleid=19&nav=0>)

The following web browsers are supported for use with TrueLab.

Microsoft Windows 2000, XP, and 2003:

- Internet Explorer 6
- Internet Explorer 7
- Mozilla Firefox 1.5
- Mozilla Firefox 2

Sun Solaris 10 :

- Mozilla 1.7
- Mozilla Firefox 1.5
- Mozilla Firefox 2

Apple Mac OS X 10.4 (Tiger) :

- Safari 2

Java Runtime Environments (JRE)

(taken from

<https://support.hattsize.com/index.php? m=knowledgebase& a=viewarticle&kbarticleid=17&nav=0>)

The TrueLab Client Applet supports the following Java Virtual Machines (JVM):

- Sun JVM 1.4.2 or later is the minimum requirement.

For optimal performance and to take advantage of some of the advanced features of the TrueLab Client Applet, Sun Java 5 aka JVM 1.5.x is recommended. You can download it from <http://www.java.com>.

Microsoft JVM 1.1 is no longer supported as of March 31, 2008

Note: Hattsize no longer supports the Microsoft JVM in response to Microsoft's End of Life for the product as of December 31, 2007. For more information on the Microsoft JVM end of life, see <http://www.microsoft.com/mscorp/java/default.msp>

TCP/IP Internet access

(taken from

<https://support.hattsize.com/index.php? m=knowledgebase& a=viewarticle&kbarticleid=6&nav=0,1>
)

If you find the Virtual Lab PC performance is slow, perform the following:

1. Run the TrueLab System Checker at <http://truelab.hattsize.com/syscheck/> to determine the network latency and bandwidth between your PC and TrueLab. For optimal performance, network latency should be < 100ms.
2. Use a dedicated 56Kbps or better Internet connection. For optimal results use a broadband or leased line connection.

Contact Symantec Global Enablement or Global Knowledge

Can't find what you're looking for? If you have questions or need further assistance, contact us at: Symantec_University@symantec.com

For Global Knowledge Customer Service information, please visit http://www.globalknowledge.net/contact_us/country_offices.aspx. Please note, the EMEA Global Knowledge Headquarters contact email specifically for Symantec partners is training@globalknowledge.net.