

## User guide to FORS Professional Booking Platform and Virtual Classroom for managers

A step-by-step guide for FORS members on how to book onto FORS Professional manager training and on how to create an account to attend FORS Professional training



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# Introduction

## Purpose of the guide

This guide will help you to navigate the new FORS Professional Booking Platform (BP) and Virtual Classroom (VC) and will assist you with understanding how to:

- Book or cancel a place on FORS Professional manager training
- Join the FORS Professional VC

This guide is for anyone booking and/or attending FORS Professional manager training

## About the FORS Professional platforms

**The FORS Professional Booking Platform (BP) has been designed to make it easier for you to book and pay for your training.**

You will be able to select a number of courses and place these into a 'shopping cart' rather than have to make multiple bookings. You will also be able to cancel or swap training courses, right up to 11 calendar days before a course. For changes/ cancellations within 10 working days of a course, you will need to contact the FORS Helpline so that this can be managed in line with the [FORS Professional cancellation policy](#). Where a course is funded by FORS and therefore at no cost to FORS members to attend, FORS will provide a training voucher code for the specific course which will cancel out the cost of the training on the platform.

**The FORS Professional Virtual Classroom has been designed to give you an enhanced virtual training experience.**

You will now be able to see the trainer during the live session, making the experience more 'classroom-like.' You will also be able to enter your driving licence number into the secure platform to improve accuracy of training records.

The new platform includes an embedded assessment at the end of each webinar to ensure that the learning objectives have been met prior to the training records being uploaded to the FORS Professional training register. Each assessment is made-up of 10 multiple-choice questions relating to topics covered during the training session and each question is selected at random by the platform. Delegates will have three attempts and will need to answer seven out of 10 questions correctly in order to pass the test. Delegates who pass the assessment will be able to print their own course attendance certificate. However, as is the case now, no certificates will be issued for individual Practitioner workshops and the training team will continue to issue the FORS Practitioner qualification certificate.

## **Equipment and browser requirement for the FORS Professional VC**

You will need to make sure you have the right equipment in order to attend the training. As is the case with the current platform, you will be able to attend any FORS Professional webinars using a computer or laptop. You will need a device with a working camera and microphone in order to undertake this training. If you are booking on behalf of someone else, you will need to inform them of this equipment requirement.

You will need to access the FORS Professional VC using Google Chrome otherwise it will not allow you to join the live webinar.

## **Accessing the FORS Professional VC**

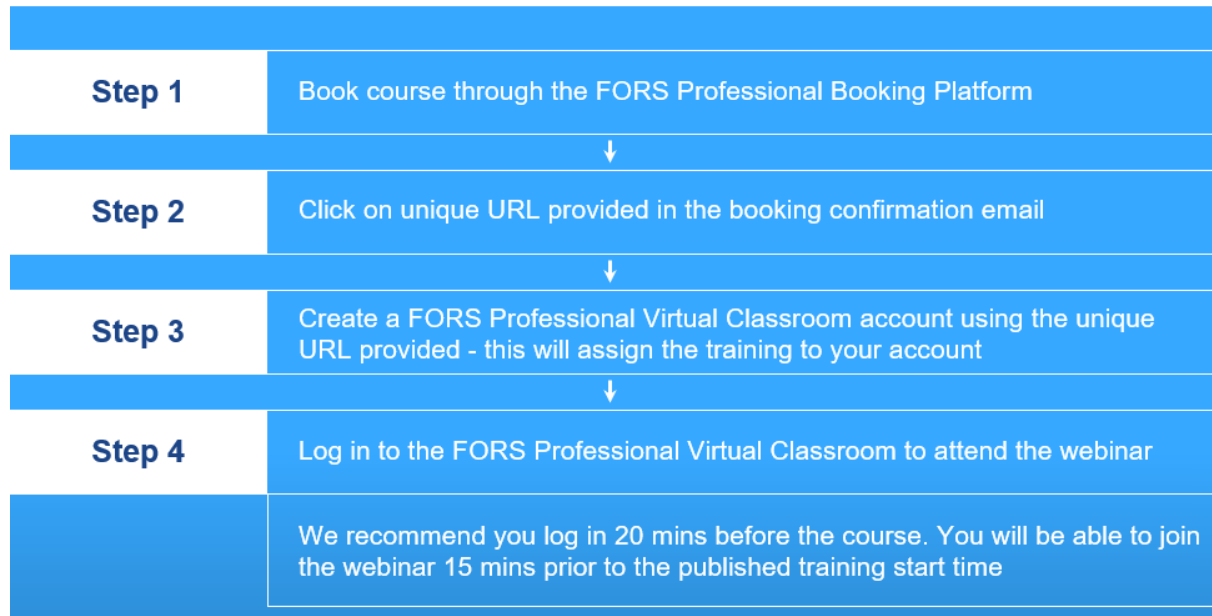
As this is a secure platform, you will need to create an account the first time you use the platform and this must be done at least 24 hours prior to the day of the course to make sure that the access is working.

Once an account has been created, you can simply log in on the day of the course, ideally 20 minutes before, using the unique URL provided in the booking confirmation email. Using this URL will assign the training to your FORS Professional VC account.

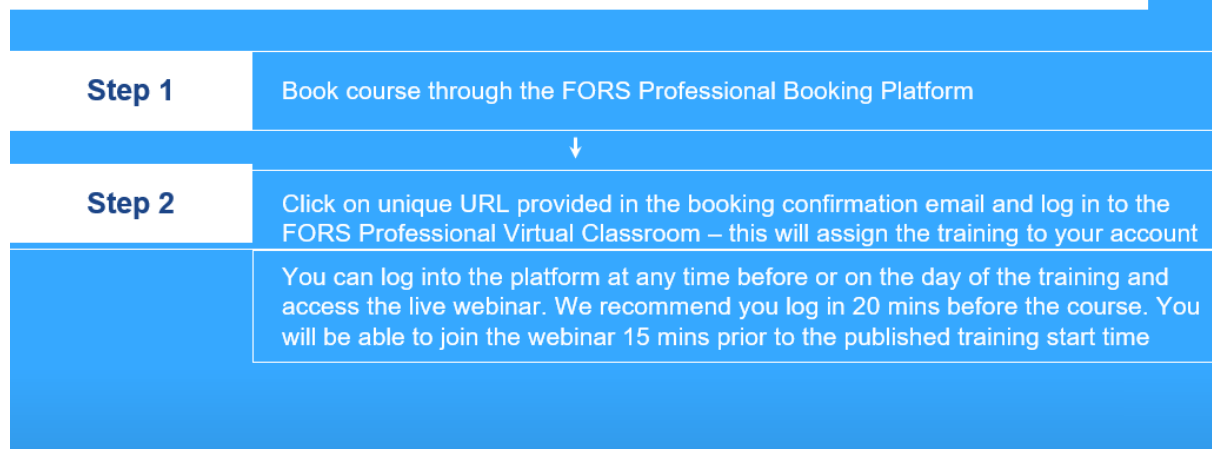
See 'Instructions for the FORS Professional Classroom' section.

# How the FORS Professional BP and VC work at a glance

## First time booking and attending via new platforms



## Attending a webinar once a VC account has already been created



# Instructions for the FORS Professional Booking Platform (BP)

## Accessing the FORS Professional BP

To access the FORS Professional BP, you will need to click on the [Training tab](#) on the FORS website.

This will take you the main FORS Professional training page, where you will be able to click on the “FORS Professional Booking Platform” button (live from September) to find out when courses are running and to book onto any FORS Professional manager webinars.



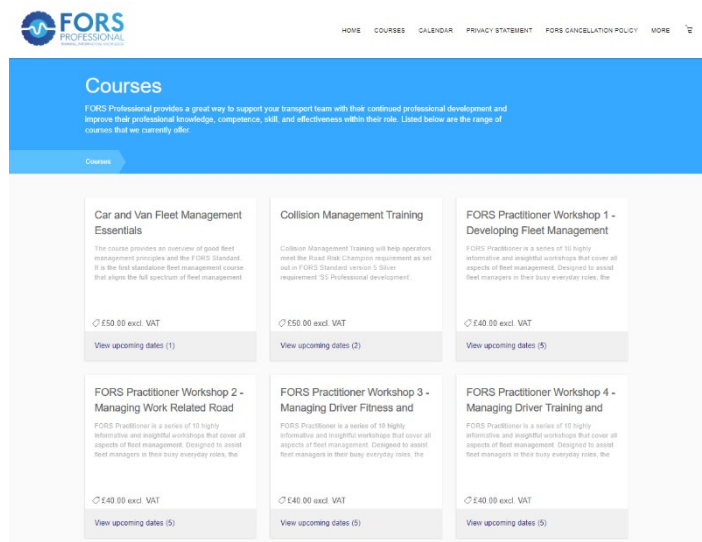
## Booking a place(s)

Once you have accessed the FORS Professional BP, you will be able to select the course(s) you want to attend.

You can check the calendar first, but you will need to click on each course to see if places are still available.

Once you click on the relevant course, the platform will show you the dates and times available for the course.

Once you have selected the place(s) you want to book, you will be taken through a process to complete the booking.



## Shopping cart

Here you will need to add the attendee information, and if required you can add more attendees. Click on “Add Another Attendee” button to do so.

Please make sure you enter the delegate details NOT your details if you are booking a place on behalf of someone else.

You will also be prompted to tick that you understand that you (or the delegate(s) you are booking for) need to have a camera and microphone in working order to attend the training.

The screenshot shows the 'Shopping cart' page. At the top, there is a progress bar with steps: Login, Shopping cart (active), Checkout, Review and confirm, and Finish. Below the progress bar, the course title 'FORS Practitioner Workshop 5 – Collision Procedures and Analysis' is displayed, along with the start date and time: 'Starting on Monday, 20 July 2020 8:00 AM Online (FPWS-008)'. A 'Remove item' link is visible. The main form area is titled 'Allen Paulson' and contains several input fields: 'First name \*', 'Last name \*', 'Email \*', 'Mobile Phone \*', 'FORS ID \*', and 'Organisation name \*'. A note below the fields states: 'If you do not have a FORS ID, please email us at training@fors-online.org.uk'. There is also a 'Position \*' field. A red box highlights the 'Add another attendee' button at the bottom left. At the bottom right, there are 'Cancel' and 'Proceed to checkout >' buttons.

## Checkout

On the checkout information page, you will need to provide contact information – this is the information of the person making the booking, not the delegate’s information.

**You will need to enter a billing address even if the course is fully funded and there is no cost to the delegate.**

**If the course is funded by FORS, FORS will provide you with a ‘Training voucher code’ which will cancel out the fee once entered in the appropriate field.**

Once all the details are confirmed you must tick the FORS Professional cancellation policy checkbox to accept and then click on the “Review & Confirm” button to move on.

The screenshot shows the 'Checkout' page. At the top, there is a progress bar with steps: Shopping cart, Checkout (active), Review and confirm, and Finish. Below the progress bar, the 'Order Contact' section is visible, with a note: 'Please enter the details of the person making the booking - this may be different to the details you entered for the delegate booking(s). Note that you will need to enter a billing address even if the training is free - you will not be charged if the training is free.' The form contains fields for 'First name \*', 'Last name \*', 'Email \*', 'Organisation name \*', and 'Contact Mobile phone \*'. Below this is the 'Billing address' section, with fields for 'LINE 1 / PHYSICAL ADDRESS IF USING A 'NO COST' VOUCHER \*', 'LINE 2 / PHYSICAL ADDRESS IF USING A 'NO COST' VOUCHER', 'CITY/TOWN \*', 'COUNTRY \*', and 'POSTCODE \*'. The 'Country' dropdown is set to 'United Kingdom'. The 'Payment details' section shows a 'Training Code' field with an 'Apply' button, a 'Subtotal' of 50.00, and 'Excludes VAT (20%)' of 10.00, resulting in an 'Amount due (GBP)' of 60.00. The 'Payment method' is set to 'Online Card Payment'. A red box highlights the 'FORS Cancellation Policy' section, which includes a checkbox labeled 'I accept the FORS Cancellation Policy'. At the bottom right, there are '< Back', 'Cancel', and 'Review & confirm >' buttons.

## Review and confirm

This page allows you to review your contact details, the course(s) selected with the dates, times and the attendee(s) information.

The final price of the course with the VAT included will be shown at the bottom just above the confirm button.

Once you are happy with the order you can click on the “**Confirm**” button.

Once the order has been confirmed, you will be taken to the order submission page. An email with instructions on how to register onto the FORS Professional VC will then be sent to the email address(es) you entered. If you booked places on behalf of other delegates, you will be copied into the email they receive. **You must have booked a place and created an account to attend any FORS Professional courses. Once a place has been booked, you will still need to be logged in to the FORS Professional VC to attend any FORS Professional courses. You will need to log in using the unique URL provided to you in the booking confirmation email – this is so that the training is assigned to your account. So always ensure you have booked and got your login details to-hand prior to a course otherwise you will not be able to join the course and you will still be charged.**

To view the order you have made, you can click on “View my Order” button.

Once you have created your account using the link sent via email, you will be able to access this page. In the account section you can see the booked courses and profile details.

Review and confirm your order

Bill To

Order Contact

Order Items

|  |       |
|--|-------|
| FORS Practitioner Workshop 5 – Collision Procedures and Analysis (FPW5-008), 20-Jul-2020 8:00 AM, Online | 40.00 |
| FORS Practitioner Workshop 5 – Collision Procedures and Analysis (FPW5-008), 20-Jul-2020 8:00 AM, Online | 40.00 |

|                         |              |
|-------------------------|--------------|
| Subtotal                | 80.00        |
| VAT (20%)               | 16.00        |
| Total (GBP)             | 96.00        |
| <b>Amount due (GBP)</b> | <b>96.00</b> |

Show terms and conditions

< Back Cancel Confirm

1 Login 2 Shopping cart 3 Checkout 4 Review and confirm 5 Finish

Thank you!

Your order has been successfully submitted.

Each attendee will receive an email with the necessary course instructions once this order has been processed and approved.

Order reference: ORD-19

View my order

Home > My courses

My courses

Current Completed

Allen Paulson

My courses

My waiting list

My orders

My profile

20 Jul FORS Practitioner Workshop 5...

Monday 20 July 2020  
8:00 AM - 4:00 PM BST  
Add to Calendar

Online

Presented by FORS Training

GBP 48 incl VAT  
ORD-19

More info



## Email reminders

All users will receive reminders at several points before any FORS Professional training:

- 12 days before
- 1 day before
- 1 hour before

## Welcome and registration reminders

- An email will be sent to you with all of your information regarding the course (the course name, date and time, who will be presenting) and instructions on how to access the live training
- This email will also give you the information on how to update, transfer (*if you wish to change the training date*) or cancel (*if you wish to cancel the course*) your training if required
- There will also be an attachment to assist users and show them how the VC works

### Course Instructions

Hi Honeymon,

You have been registered to attend FORS Practitioner Workshop 5 – Collision Procedures and Analysis. Please find all the necessary details below.

Course: FORS Practitioner Workshop 5 – Collision Procedures and Analysis  
 Date/Time: Monday, 20 July 2020, 8:00 AM - 4:00 PM BST  
 Presenter: FORS Training  
 Course URL: <https://fors.arlo.co/w/>

Details: Please use the above event URL & self enrol yourself on our virtual training platform at the earliest. Kindly make yourself available at least 10 minutes before the training start time.

Special Instructions: [How to join Virtual training](#)

Before starting your training, please refer to the attached starter guide.

Transfers: You can self-transfer your registration to another more convenient date up to 11 days before course start date. For any transfer requests starting from 10 days prior to course start date, please call or email us.  
 Transfer to another date/time

Cancellation: You can self-cancel your registration up to 11 days before course start date. For any cancellation requests starting from 10 days prior to course start date, please call or email us.  
 Cancel this registration

Please access your booking portal to keep a track of your bookings with us. Please note this portal provides access only to booking portal, not to the virtual training platform. To access, please click on the following link: [Login to portal](#)

[View More Information](#)

If you require further information or support regarding this registration, please feel free to call us on 08448 09 09 44 or send an email to [training@fors-online.org.uk](mailto:training@fors-online.org.uk). We hope you enjoy the course.

FORS Professional

FORS PROFESSIONAL  
 TRAINING, INFORMATION, KNOWLEDGE

FORS Professional  
 AECOM, Sunley House, 4 Bedford Park | Croydon | Surrey | CR0 2AP | United Kingdom  
 Phone 08448 09 09 44 | [www.fors-online.org.uk/cms/training/](http://www.fors-online.org.uk/cms/training/) | [training@fors-online.org.uk](mailto:training@fors-online.org.uk)

### myVT – SYSTEM RECOMMENDATIONS FOR BEST EXPERIENCE

**OLIVE**

Type of System: Use a computer and not a phone or tablet.

We recommend that all users use a desktop or laptop computer. The computer should have a microphone and camera set up so that the users can interact correctly in a classroom.

#### Recommended System Requirements

We recommend that a system that has been purchased within the last two years is used with the following specifications as a minimum for all users to have the best possible experience.

| MINIMUM OPERATING REQUIREMENTS                    |   |
|---|---|
| <b>Hardware</b>                                   | <ul style="list-style-type: none"> <li>• Inbuilt or external microphone and camera</li> <li>• i5 7th Generation Processor &amp; 8GB Ram or above</li> </ul>                       |
| <b>Software</b>                                   | <ul style="list-style-type: none"> <li>• Mac OS or Windows compatible</li> </ul> <p><a href="https://caniuse.com/#search=web%20rtc">https://caniuse.com/#search=web%20rtc</a></p> |
| <b>Web RTC Browser Capability</b>                 |   |
| <b>Internet speeds needed for video streaming</b> | <ul style="list-style-type: none"> <li>• 5Mbps or higher for main group calls (4-9 Users)</li> <li>• 2 Mbps for one on one or 3 in a call (1-3 Users)</li> </ul>                  |

#### FAQ – Frequently Asked Questions

**Q1. What kind of system supports myVT?**

It is best recommended to use a laptop or desktop for using myVT. The laptop should have an inbuilt camera, speakers and microphone, or if you are using a headset use stereo headphones and microphone.

Similarly if you are using a computer make sure you have a camera, headphones and microphone connected to your computer.

**Q2. How do I choose my input and output devices on myVT?**

# Instructions for the FORS Professional Classroom

## Creating an account for the FORS Professional VC

You will need to create an account for the FORS Professional VC by clicking onto the link sent via the booking confirmation email. This will take you to the user registration page.

Here you will need to add your details including first name, last name, email, phone number and organisation name.

Once the details have been added, you will need to click on the “Sign Up” button

In the Edit profile page, you can fill in additional information like

- Address
- Male/Female
- Nationality
- If you have any disabilities that the trainer should be made aware to provide you with the best possible experience

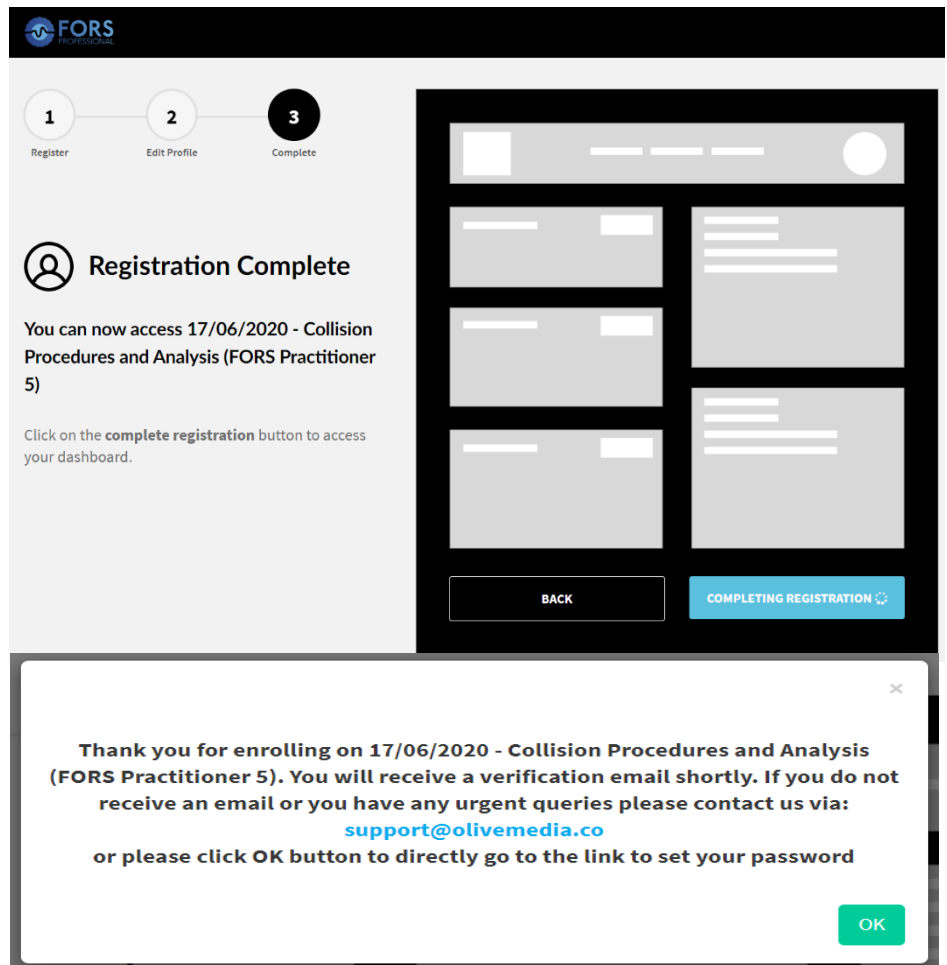
All of this information is optional

**You MUST however enter your FORS ID and driving licence number in the “Further Notes” box provided. Enter the FORS ID followed by a comma then your driving licence number.**

When happy with the entries completed click on “Update Profile” button.

## Completing your account registration

Once you are satisfied your information is correct, you can click on complete registration button. Please click “OK” on the pop up to move on.



## Password creation

In the delegate registration page, you will be asked to add your password.

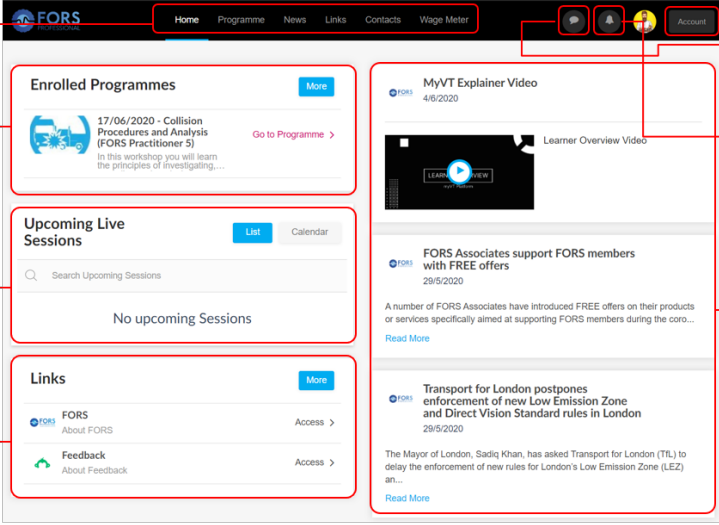
When creating your password, you are required to have the following

- Minimum eight characters in length
- One Uppercase, One Lowercase, One number and One Special Character

You will also be asked to confirm your password.

## Landing page

Once you have successfully logged in, you will be taken to the landing page as shown below, the landing page has been divided into various sections.



The screenshot shows the FORS landing page with several sections highlighted by red boxes and callout text:

- Navigation Banner:** Located at the top, it includes a navigation menu with links for Home, Programme, News, Links, Contacts, and Wage Meter. On the right side of the banner, there are icons for a search function, a notification bell, a user profile, and an Account button.
- Enrolled Programmes:** A section on the left side of the main content area. It features a card for a programme titled "17/06/2020 - Collision Procedures and Analysis (FORS Practitioner 5)". The card includes a date, a brief description, and a "Go to Programme" link. A "More" button is located in the top right corner of the section.
- Upcoming Live Sessions:** A section below the enrolled programmes. It contains a search bar labeled "Search Upcoming Sessions" and a message stating "No upcoming Sessions". There are "List" and "Calendar" buttons in the top right corner.
- Links:** A section at the bottom left of the main content area. It lists two links: "FORS About FORS" and "Feedback About Feedback", each with an "Access" button.
- Messenger:** A section on the right side of the page. It features a video player titled "MyVT Explainer Video" with a "Learner Overview Video" below it. A "Messenger" icon is visible in the top right of the page.
- Notifications:** A section on the right side of the page. It displays a notification titled "FORS Associates support FORS members with FREE offers" dated 29/5/2020. A "Read More" link is provided below the notification.
- Account/Profile Section:** A section on the right side of the page. It displays a notification titled "Transport for London postpones enforcement of new Low Emission Zone and Direct Vision Standard rules in London" dated 29/5/2020. A "Read More" link is provided below the notification.
- Newsfeed:** A section on the right side of the page. It displays a notification titled "The Mayor of London, Sadiq Khan, has asked Transport for London (TfL) to delay the enforcement of new rules for London's Low Emission Zone (LEZ) an...". A "Read More" link is provided below the notification.

You will need to “join” the live webinar to attend. See section on the next page for details on how to attend the live webinar.

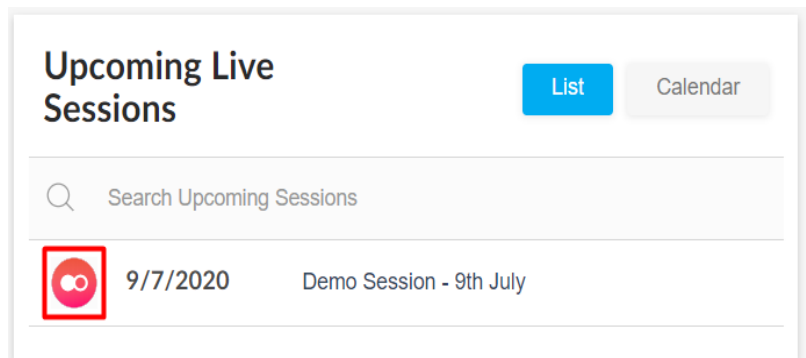
## Joining a FORS Professional manager training webinar

You must have booked a place and created an account to attend any FORS Professional courses, and you must log in to your FORS Professional VC account using the unique URL provided in the booking confirmation email so that the training is assigned to your account. So always ensure you have booked and got your login details to-hand prior to a course otherwise you will not be able to join the course and you will still be charged. We recommend you log in to the platform 20 mins prior to a webinar.

### Entering the live session – this means joining a training course

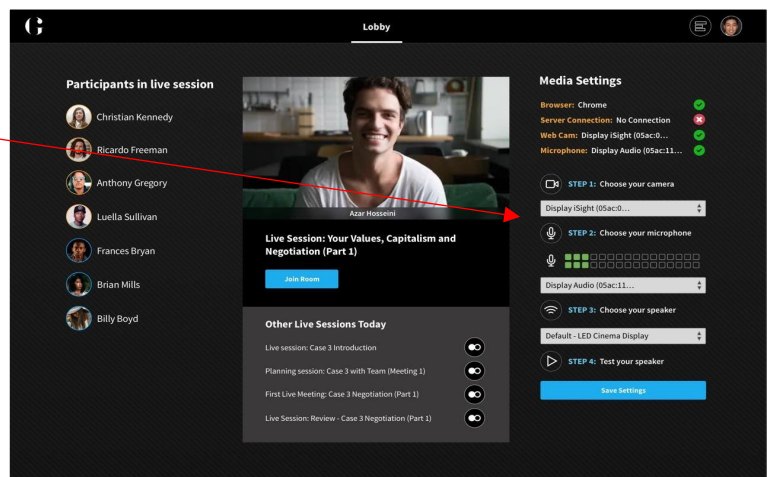
Click on the red highlighted icon as shown in the picture on the right to enter the session. This icon will be red when active or greyed out if the room is inactive - click on this to enter the lobby. The webinar will be activated 15 mins prior to the

published training time. If you have been in the platform for some time, you will need to refresh the page if the icon has not turned red 15 mins prior to the training.



### Live session (webinar) lobby

Before every live session (webinar), you will join the lobby. You will have the need to set up your camera, microphone and audio output the first time you join. There is also a button to save the settings so that it will be available for you the next time you login. When satisfied with your setup, choose your live session and click “Join Room”



## Live Session Room Features

**Go to Lobby:** Leave sessions and return to lobby.

**Trainer View:** Your trainer screen will change dependant on rom type

**Microphone:** Turn your microphone on and off in the session

**Camera:** Turn your video feed on and off

**Hide:** Hide your controls for more space on screen

**Signal strength:** Review your signal during sessions.

**Second screen:** Trainer will share slide content here.

**Instant messaging:** Share thoughts and files during sessions

## Accessing certificates

Once you have completed your training, you will be able to access a certificate of completion which can then be saved or printed. Certificates are not issued for individual FORS Practitioner workshops and the FORS training team will continue to issue the FORS Practitioner qualification certificate.

Go to “My Profile” on the Accounts tab.

OLIVE Home Programme Evidence News Links Contacts Wage Meter Account

Enrolled Programmes [More](#)

Upcoming Live Sessions [List](#) [Calendar](#)

Search Upcoming Sessions

No upcoming Sessions

Links [More](#)

- AcademyHQ About AcademyHQ Access >
- HiUp ConnectedRMS About HiUp ConnectedRMS Access >

View Profile  
Instructions  
Change Password  
Sign Out

On the User Profile, click on the “More Information” tab to access the user information.

Close

Name  
**Test User**

Tutor  
Hiup Client 1

Public ID  
6F44D6

[More Information](#)  
[Edit Profile](#)

Besides the user information, there is the option to view the certificates. Click on the certificates link to view the certificates. Certificates will only be available when a course has been successfully passed. Certificates are not issued for individual FORS Practitioner workshops. The certificate for the FORS Practitioner qualification will be emailed by the FORS training team separately.

Click on "View". This will open the certificate in a new window, from where you can view or download the certificate in a PDF format. The certificate can then be saved or printed.

