

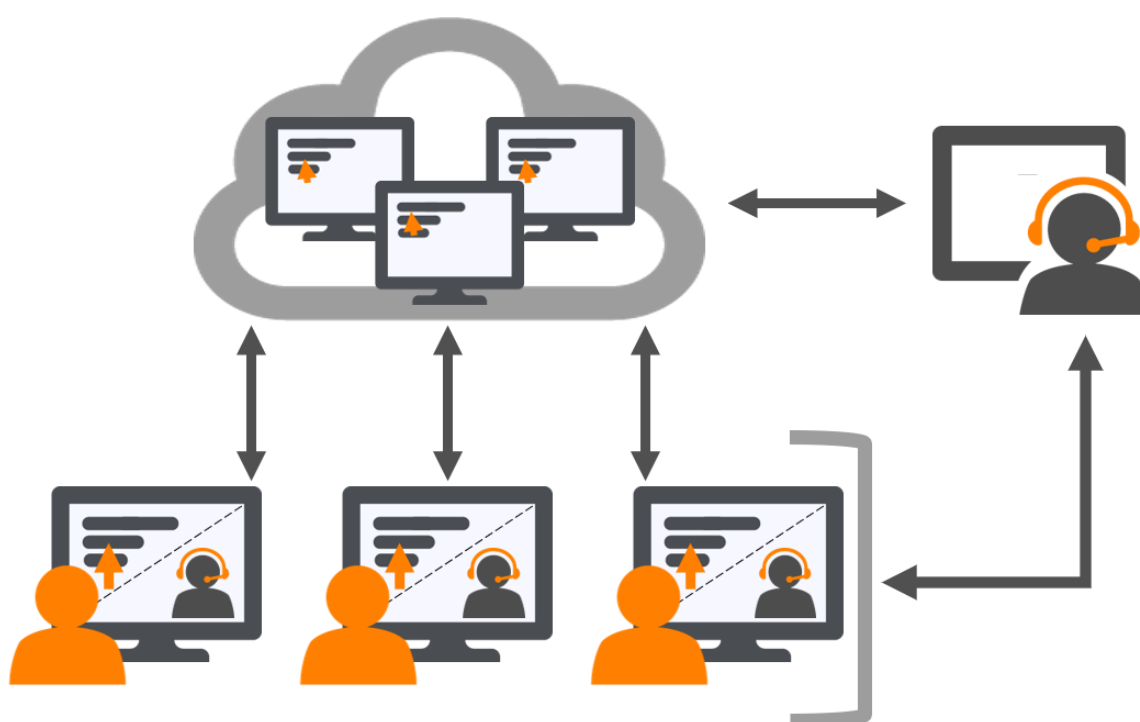
FAQ

What is a Remote Workshop?

It's a training course that you join from your desk via a remote access application – you don't need to travel to our training centre.

Isn't that a webinar?

No – during a webinar you typically just watch and listen to the presenter, and perhaps You're your questions. Think of a Remote Workshop as a 'virtual classroom' with all of the personal interactions you would expect. Additionally, webinars typically involve tens or hundreds of participants – a Remote Workshop is the same as a classroom based one and we restrict numbers to 10 (we want to ensure the trainer can address all questions/issues personally).



Can I join it at any time?

No – sessions are scheduled in the same way as a traditional classroom course as they are delivered by a trainer.

Is the content different to the same course delivered in a classroom?

No – it is exactly the same. Both delivery solutions include:

- Presentations and demonstrations by the trainer
- Practical exercises/case studies for you to carry out by connecting to our training application servers
- A formal course manual (provided in print format in the classroom and PDF before a Remote Workshop)



Can I ask questions and discuss any issues?

Absolutely! You can still ask a question at any time and have a discussion with the trainer and other participants in the course. You decide when to ask any questions and can raise a virtual hand to do so. The trainer will still be periodically asking the class questions to check your understanding (and they will insist on an answer from each participant!)

What if I experience a problem or need assistance during the practical hands-on sessions?

Exactly the same as in a classroom! At any time, the trainer can provide personal assistance and take a private look at your screen to guide you. During the sessions:

- You can ask a question
- The instructor can view your screen and provide assistance/guidance (and even take control if necessary)
- In fact, while the trainer is not helping anyone, they will virtually 'walk around' the group and viewing each person's screen to ensure everyone is on the right track

This all sounds great, but do I need any special technology?

No – you can access the virtual classroom using a browser which it will automatically install a plug-in. For the audio, you can join using a telephone (we can call you) or your computer. In both cases we recommend that you use a headset (or are at least 'hands-free').

But I am still wary – I've had poor experiences of accessing webinars before.

First of all, remember it's not a webinar!

Regarding your confidence in the technology, we want to ensure you have it, so 2-3 days before the main session, we will run a 30 minute test session which you can join to make sure everything is working well. You'll also learn how to use the 'virtual classroom' features

How much is a Remote Workshop?

It is the same as a 'face-to-face' classroom-based course, but there are no travel or accommodation expenses for anyone (and possibly less time away for your office/home).

Costs are normally is typically:

- £550 per person per day for an Open scheduled course
- £2000 per day for a Closed, dedicated course for your company (up to 8 people)

OK, how do I sign up?

View our website for dates and place an order with your Relationship Manager, as you would place an order for any Thomson Reuters product or service. Once an order is confirmed, we will send you 'joining instructions' which instead of an address and 'how to get here' and a list of local hotel, contains a simple 'click here' link to join.

Who do I contact if I have any further questions?

Well, it depends on your question:

- **For ordering**, contact your normal sales representative who is normally your Relationship Manager (previously called a CSM)
- **For queries about the course or Remote Workshop**, contact the training team on onesourceuktraining@thomsonreuters.com