

Questions and answers related to demos and courses

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Online version: <https://nextgen.sant-ambrogio.it/KB132845>

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Our remote meetings take place on the Microsoft Teams platform. Teams is a free application, available for all platforms (including portable devices such as smartphones and tablets).

Many computers have Teams already installed, as it is part of the Microsoft Office suite. If you don't have Teams:

- You can download and install it [from this link](#) if you are an administrator of your computer
- [Use the web version](#), without the need for installation and special permissions
- Ask your IT manager if it is possible to install it

Invitation

Once the day and time of the meeting have been agreed by email or by telephone, we will send the invitation for access to the meeting. The meeting will start a few minutes before the agreed time.

The link received in the invitation is valid for the recipient but can be forwarded to colleagues or other people who may be interested in the event.

NextGen Courses

For courses on NextGen **it is not necessary to use a computer that has NextGen installed**: the teacher's screen will be shared and therefore its installation will be used for the duration of the session.

Some participants are interested in reproducing step by step what is done by the teacher: of course this is possible, but we do not recommend it; alternatively we propose to request a recording, pay attention to the live session and then retrace the various steps later.

Devices required

The ideal configuration to participate is the use of a **computer and a headset with microphone**. This way the screen is large enough to see in detail what is being presented and the sound is optimal.

If you do not have headphones with microphone, you can use speakers and microphone integrated in a laptop, but this generally creates some echo: in that case, we ask you to activate the microphone only when necessary.

For webinars we require all participants to keep the microphone mute, activating it only to ask questions within the dedicated time.

In no context is the use of the webcam mandatory.

Recording

Some events may be recorded. Our webinars are recorded and are made available in the days following the event on our YouTube channel.

If you participate in a course dedicated to your company or a demo, you can ask for it to be registered: we usually ask at the beginning of the session if you wish, but if it is important for you, do not forget to bring it to our attention.

The link to download the recording will be provided to you in the hours following the meeting.