

Question and Answers to our Online-Seminars

How do I register for an online seminar?

Please register for the online seminar via our website and we will send you an e-mail with the corresponding access information and all further information.

How can I dial-in to an online seminar and which technical requirements must be met?

For our open online seminars (www.hbm.com/seminars) we invite you to a virtual seminar room on the Internet. Together with the confirmation of participation for the seminar you will receive a link to the virtual seminar room for the respective date.

We rely on **Microsoft (MS) Teams** as a platform, i.e. the link refers you to a Microsoft server. If one of the following requirements is met, MS Teams will do the rest.

You should meet one of the following requirements:

- a. Either you use Google Chrome or Microsoft Edge as a browser, and you will be able to attend the seminar directly in the browser.
- b. Or you use MS Teams as an installed app on your computer and you can participate in the seminar like in a normal MS Teams Meeting, for example by following our invitation link.

If you do not use Google Chrome or Microsoft Edge as your browser (e.g. Firefox) and MS Teams is not installed as an app on your computer, you usually need to install the MS Teams App first. Follow this [link](#) or our link to participate in the seminar and you can download and install the MS Teams App. The MS Teams App is free of charge, but you may need the permission and authorization of your IT administrator.

If your seminar is a Catman seminar, we will give you remote access to one of our training computers in addition. You need a Google Chrome Browser and a valid Google Account. Using Google Chrome you can also participate in the MS Teams session directly in your browser with the invitation link.

The creation of a Google Account is free of charge and can be done via this [link](#). The Chrome Browser is also free of charge and can be easily found on the Internet and downloaded safely. However, you may need the permission and authorization of your IT administrator to download and install it.

In our [customer-specific online seminars](#) we adapt to your requirements and coordinate with you. Microsoft (MS) Teams, Skype, Webex, Teamviewer etc. can serve as a platform.

Are there any other technical requirements that need to be met?

We recommend:

- PC or notebook with a stable Internet connection, with which you can watch videos for example (min. 6 Mbit)
- The browser used should be up-to-date. We recommend Google Chrome.
- Headset with microphone, camera (not mandatory)
- At best two screens (not mandatory)
- A quiet, undisturbed learning environment

Can I also receive documents for an online seminar?

Of course, after the seminar you will receive a link to all relevant seminar content discussed during the seminar. You can then easily download them.

How many participants attend to the online training course?

The maximum number of participants is 10.

When will the invoice be issued?

Depending on the agreed terms of payment - but usually after the online seminar

If there are any further question feel free to contact us!

We will be happy to help you!