



## Web Training FAQ

**1. What time does web training begin?**

Web training begins at 9:00 a.m. Mountain Standard Time (MST). The trainer will wait a maximum of 10 minutes after 9:00 a.m. MST for all the attendees to log in to the meeting.

**2. How long will the web training last?**

Web training will last between 3 and 4 hours depending on how many users are in the training, and if the users want to work off the trainer's computer.

**3. Do I need any special software for the training?**

No. All the necessary software will be on the trainer's computer, which you will view through Zoom.

**4. Do I need to have my Cityworks data configured before the training?**

No. You will work in a training environment. You will have the opportunity to work off the trainer's computer during the training, if you desire, by the trainer giving you mouse and keyboard controls.

**5. How do I run Zoom?**

You will receive an invitation for each course a few days before the training takes place. The invitation will have the link to the Zoom meeting along with the phone number and the meeting ID number that will allow you access to the meeting. It is recommended that you get with your IT Department to make sure you have the appropriate securities to run Zoom. The trainer will log into Zoom 10 minutes prior to the beginning of the training so that you can join the meeting before 9:00 a.m. MST.

**6. Are there any documents I need?**

You will need the training manual that will be emailed to you a few days prior to the training.

**7. Do I need to print the training manual?**

You can print the manual before the training, or you can view the PDF on your computer during the training.

**8. Can I share the training documents I receive with other people in my company?**

No. Any training documents given to you are copyrighted and for your use only. If anyone else in your company would like the training documents, they will need to take the training.

**9. Is the web training a pre-recorded video?**

The web training is a live, interactive training with Azteca Systems employees. You will be able to ask questions during the training.

**10. What do I need for the web training?**

- Reliable Internet connection
- Phone or a headset with a mic to plug into your computer
- Zoom downloaded
- Training manual
- Positive attitude
- Your game face

**11. If you have any additional questions, comments, or issues, please contact both:**

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