



Virtual Instructor-led Training (VILT)

Frequently Asked Questions

BMC Education Services delivers virtual instructor-led training using state-of-the-art ReadyTech Virtual Classroom Portal technology to provide a highly engaging and interactive training experience.

Watch this video to get an overview of the ReadyTech Virtual Classroom Portal.

Before attending a VILT, we recommend you:

- Ensure that you meet the minimum system requirements
- Have a headset
- Run the recommended connectivity tests

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WHAT ARE THE MINIMUM SYSTEM REQUIREMENTS TO ATTEND A VILT?

Your computer must meet the following minimum specifications:

- The ReadyTech Virtual classroom portal uses WebRTC for Audio/Video and Demo functionality and is supported by most modern HTML 5 browsers: Google Chrome version 56+, Mozilla Firefox version 44+, Microsoft Edge version 15+, Opera 18+.
- If HTML 5 is not supported, try using a different browser or upgrading your current browser. If it does not resolve your issue, contact get-support@readytech.com

ARE HEADSETS REQUIRED TO ATTEND THE TRAINING?

Yes, a good quality headset is required for this learning modality.

Note: BMC does **not** provide headsets. It is the responsibility of the student to provide their own headset.

HOW WILL I RECEIVE MY COURSE MATERIALS FOR THIS TRAINING?

BMC Education Services in partnership with Gilmore Global is pleased to provide access to eBooks (online viewable course material).

eBooks can be viewed on multiple devices (two PC and two mobile devices are allowed). Other features include easily searchable full-color content with note-taking and highlighting capability.

- Prior to the class start date students will receive from Gilmore Global an email containing their eBook license code
- For important information regarding eBooks, please refer to the eBooks support and FAQ information at: evantagesupport.gilmoreglobal.com
- Other eBook information resources include How To videos available at: downloads.vitalbook.com/tutorials/publish/index.html?did=generic
- Printed (paper) books *will not be distributed*
 - Print books can be purchased for a fee by contacting BMC directly at education@bmc.com

HOW CAN I ENSURE I WON'T HAVE TECHNICAL DIFFICULTY?

We strongly recommend completing the following connectivity tests well in advance of your training event. The connectivity tests are quick and easy.

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HOW DO I PERFORM THE VIRTUAL CLASSROOM PORTAL CONNECTIVITY TESTS?

Please conduct all tests using the same computer that will be used for the training event.

1. To perform the Virtual Classroom portal connectivity test:
 - a. From a Web browser, access: <https://bmc.instructorled.training/system-precheck>
 - b. Click on Start test.
 - c. Follow [this step-by-step document](#) for more information.
2. In most cases, people should be able to connect to and use the ReadyTech Virtual Classroom without allowing any specific ports or IP addresses. Students and instructors can always check this connectivity by going to <https://bmc.instructorled.training/system-precheck> .If you do need to allow access, use the below information.
 - a. If possible, allow all access to *.readytech.com over port 443.
 - b. If that's not possible, or does not work, continue to allow the IP and ports below.
 - i. *.readytech.com on TCP (ports 80, 443) and UDP (ports 3478,5349,33478)
 - ii. 64.71.3.161, 64.71.3.162 (Janus) on UDP (ports 20000-40000)
 - iii. 204.238.254.20 on port 443

HOW DO I CONTACT READYTECH SUPPORT?

You can contact ReadyTech support for any assistance.

1. ReadyTech support is available 24x7x365 days a year.
 - a. Email: get-support@readytech.com
 - b. Phone:
 - i. Americas: +1 (510) 834 3344 - Toll free: 1 (800) 707 1009
 - ii. APAC: +61 2 9191 6448
 - iii. EMEA: +31 858 880632
 - c. Live support:
 - i. Chat with a live ReadyTech support member by clicking the chat icon located in the lower right-hand corner of the Virtual Classroom Portal.

