

Getting Started

1. Course selection & contract

Select the course most relevant to your requirements. There is a wide choice available – check the schedule on the main Open GI website*. Talk to your Open GI Account Manager who will then arrange for a contract to be sent to you, which you will need to read, sign and send back.

*Support Centre members only

2. Course date scheduled

Once the contract has been accepted the Training Department will contact you to discuss course / date availability. Details such as your email address and name(s) of attendee(s) will be obtained at this stage.

3. Customer confirmation

A confirmation letter will be sent to you outlining the date of the course and essential tasks you need to carry out in advance. For example a system check is required on the PC you will be using for eTraining 2 weeks before the session and documents such as agenda and course material will need to be printed off.

4. Customer registration

An email will be sent to you from etraining@opengi.co.uk at the same time as the confirmation letter is issued. The email will contain a link which will take you to the eTraining login page within the Open GI support centre site. It is important that you enter your support centre user name and password. If you are not a member of the support centre site you will be sent a user name and password by email. You must follow the link in the email to confirm and complete your registration.

5. Confirmation of registration

Once you have registered for your session/s, confirmation will be sent to your email address. This will include joining instructions and a link to the course sessions you are registered for.



6. The day before the course

A reminder email will be sent to your email address the day before the eTraining session. This will include joining instructions and a link to the course sessions which you are registered for. Follow the link to print off course material.

7. Joining the course

30 minutes prior to the start of the course, follow the link in your email, enter your Support Centre website user name and password and select "Join Session".

8. Start of session

The Trainer will introduce themselves to you via a live web cam. You will be able to hear other participants via your telephone headset. The Trainer will talk you through the process of launching your eTraining desktop (which gives you access to the Open GI system) and will give you more detail about how the eTraining centre works.

9. Course completion & feedback

Once you have completed each session, the Trainer will ask you to rate the effectiveness and content of that session via an online feedback poll. It is important that you do this in order to help ensure we deliver the best possible service.