ARCIS Training FAQ

Where can I access ARCIS Training information?

http://www.archives.gov/frc/training/

What is a Webinar?

A Webinar is a web-based workshop that allows the sharing of the presenter's computer screen. A Webinar normally requires a third-party host site such as Go-To-Webinar and will almost always require a software download to participant PCs. Webinar audio will be provided via a separate telephone conference or, in some instances, directly through the PC speakers.

How do I register for one of the ARCIS Webinars?

1. Go to
http://www.archives.gov/frc/training/

2. Download and/or print the "Training Manual" shown near the top of the page.

3. Click the link for the Webinar you wish to attend. You will be directed to a third-party hosting site.

4. Complete the **registration form** that appears.

5. Click the "**Register Now**" button.

Important: Ensure you accurately enter your e-mail address. Session changes and information on how to join the Webinar will be sent to this e-mail address.

ARCIS Reference Requests (Part I)

Wednesday, October 7, 2009 9:00 AM - 10:30 AM CDT

Webinar Registration

Part one of a two part workshop that demonstrates how agency customers will utilize the Archives and Records Center Information System (ARCIS) to submit reference requests to Federal Records Centers.

IMPORTANT: Prior to beginning this session, please download and print the training handouts from the Federal Records Center ARCIS page at http://archives.gov/frc/arcis/

Wed, Oct 7, 2009 9:00 AM - 10:30 AM CDT   Show time in my time zone

* First Name: * Last Name:

* Email Address:

* Indicates a required field

[Register Now]   View system requirements

After a successful registration, you will be presented a screen with IMPORTANT details on how to join the Webinar session at start time.

You will also receive this information via e-mail.

ARCIS Reference Requests (Part I)

JOIN WEBINAR

Join us on Wednesday, October 7, 2009 9:00 AM - 10:30 AM CDT

The audio has been changed for this Webinar. Please see below:

Dear Don,

Thank you for registering for:

ARCIS Reference Requests (Part I)
Wednesday, October 7, 2009 9:00 AM - 10:30 AM CDT

1. Click here to join:
   https://www1.gotomeeting.com/join/145382400/106816277

   This link **should not be shared** with others; it is unique to you.

2. Join the conference call:

   Dial: 1-800-516-9896
   Access Code: 681023

Webinar ID: 145-382-400

Please send your questions, comments and feedback to: nr.webinar@nara.gov.

System Requirements
PC-based attendees
Required: Windows® 2000, XP Home, XP Pro, 2003 Server, Vista

How do I join the Webinar when it's time to start?

1. First, locate the e-mail or print-out you received with the session access information.

2. Click the "Join Webinar" button or enter the web address shown under the text "Click here to join:" into your internet browser's address field. If the presenter has arrived, you will see his/her computer screen.

3. For *Webinar audio*, call the telephone conference number provided and enter the Access Code when prompted.

Another way to join a webinar is to navigate to https://www1.gotowebinar.com, click the Join a Webinar button on the left side of the screen and enter the Webinar ID.

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Why can't I access the Webinar website?

Several agencies maintain firewalls or system configurations that prevent access to certain websites or prevent the download of third-party software. If this is the case, you will need to contact your IT staff to see if they can allow you access. As an alternative, another PC with internet access outside your agencies internet firewall. Some agencies maintain public access computers that may serve this need.

Verify you are using the correct link to the Webinar or Webinar ID as shown in the FAQ How do I join the Webinar when it's time to start?

If you are not sure you have the correct session access information, see "What can I do if I don't receive the session information or e-mail."

If you have explored all the possibilities but still cannot access the Webinar see the FAQ If I can not access a Webinar, how can I receive ARCIS Training?

Why can't I hear the presenter?

Audio is provided via telephone conference call. Call 1-800-516-9896 and enter access code 681023 when prompted.

What can I do if I didn't receive the session information or e-mail?

The easiest way is to simply navigate to http://www.archives.gov/frc/training/ and **re-register for the session** just before session start time.

Click the "**Join Webinar**" button on the screen that appears after you submit your registration.

These sessions will not fill-up so it won't hurt anything if you register multiple times.

If you can't re-register, contact ARCIS Helpdesk at 314-801-9300.

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Who can I talk to if I need help?

Contact the ARCIS Help Desk:

E-mail: arcishelp@nara.gov

Telephone: 314-801-9300

Hours: Monday to Friday
7 a.m to 5:30 p.m. (Central Time)

Why has the instructor or presenter not yet arrived when it's time to start?

By far, the most common reason for this is the participant's arrival at the **incorrect start time** because they didn't recognize **time-zone differences**. For example, a session showing the date/time of Wednesday, October 7, 2009 9:00 AM - 10:30 AM CDT would start at 8:00 for those in the Eastern time-zone.

Though rare, there have been several sessions where the presenters were unable to access either the host website or phone conference line due to technical difficulties. Out of approximately 60 sessions, we have had to postpone 2 due to facility power failure and 2 others due to our inability to access the phone conference line for the audio portion of the presentation. If this occurs, we will use the e-mail addresses provided at registration to make other arrangements.

If I can not access a Webinar, how can I receive ARCIS Training?

Alternate training is available for most ARCIS subjects.

> **ARCIS Tutorials:** These tutorials cover many ARCIS subjects and provide narrated step-by-step training very similar to what you would receive during the webinar. You can access these tutorials at http://www.archives.gov/frc/training/index.html#tutorials

> **User Manuals:** ARCIS users manuals are available to walk users through the various ARCIS process step-by-step. They are available at http://www.archives.gov/frc/arcis/manuals.html

If training options currently available do not meet your agency's need, please contact the ARCIS Help Desk and let us know what you need.