



HLI Virtual Trainings FAQs

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Q1: How Do I Access the Training?

A1: After you have registered for your desired courses, you will receive a confirmation through your registered email address. For the best user experience, be sure to use *Google Chrome* as your browser and click *Join*. You may be prompted to load the *GoToTraining* application if you've never used this before. If so, follow the prompts and then you will have the option to join the session. You will have an attendee control panel. This is where you can check your audio, raise your hand if you have a question for the presenter, or use the chat function to communicate to the organizers and the group.

Q2: Why Can't I Hear Anything Through My Computer?

A2: If you are having problems hearing the session by way of your device, you can call into the webinar using the information in the control panel, under *Audio*.

Q3: Can I Register Now and Pay Later?

A3: Good news, courses are currently FREE!

Q4: Can I Register Multiple People?

A4: No, each person must go through the registration process individually.

Q5: If I Don't Have a Daikin City Account How Do I Get One?

A5: Please refer to the [following document](#) regarding how to set up an account.

Q6: Do I Need My Daikin City Account for the Training?

A6: Yes, for Daikin courses only, this where your certificate of completion will be found.

Q7: If I Register and Can't Attend the Training, How Do I Reschedule?

A7: Please refer to your original email confirmation for instructions on how to cancel.

Q8: If I Can't Attend the Training, Can My Co-Worker Attend for Me?

A8: No, please refer to cancellation process in your confirmation email. All colleagues must register individually.

Q9: Do I Need A Microphone/Video on My Computer?

A9: Yes, microphone and video capabilities are required for these courses. If your computer does not have a microphone, you can dial in by phone.

Q10: Can I Share the Session Link with Others or Is It Specific to Me?

A10: Each link is specific to an attendee and should not be shared.

Q11: Do I Have to Pass A Test to Get My Certification of Completion?

A11: There are a series of assessments throughout the trainings.

Q12: Are the Trainings Recorded?

A12: No, the trainings are not recorded and are live per the training schedule.

Q13: How Do I Get the Hand Outs That Were Discussed in Class?

A13: Handouts are available during the session and you can request them in the survey sent to you after the course is completed.

Q14: How Do I Receive My Daikin Certification of Completion?

A14: For Daikin courses, please login to Daikin City ([instructions here](#)) and for non-Daikin courses, a certificate of completion will be emailed shortly after the class has ended.

Q15: How Do I Get an ID Card?

A15: Your ID card will be emailed to you after the course is completed. It is recommended that after two years, you take a refresher course to remain current on industry standards.

Q16: Where Do I Find Other Classes I Can Take?

A16: To see a list of all HLI courses, check out the [HLI catalog](#) and to register for a course, visit the [Havtech Events Hub](#).

Q17: Are There Breaks During Each Training?

A17: There will be scheduled breaks throughout the training.

Q18: How Do I Know the Last Year I Took A Class?

A18: Email training@havtech.com and we will assist with this request.

Q19: What If I Don't Have A Computer or A Way to Take the Class?

A19: Email training@havtech.com and we will arrange for an iPad to be sent directly to you, then returned after the training.

Q20: If I Have Questions Later, Can I Email Someone?

A20: Email training@havtech.com for more information.