

**Q: What is the difference between classroom & video courses?**

**A:** Classroom training is hands-on, interactive and covers more topics in detail. You are able to ask questions at any time during the course and receive guided assistance from your trainer. Classroom training also includes specially designed exercises and remains our recommended method of product training. Video training is a condensed form of similar topics. Online training gives you the convenience of watching the videos anywhere, anytime. It is a more cost-effective method for getting new staff up and running, training multiple staff or a skills refresher to increase productivity. The video can be watched as many times as required during the subscription period and you are able to fast track to specific parts of the video you need to recap on.

**Q: What are the recommended computer requirements to watch the videos?**

**A:** A Windows computer with:

- Audio capability
- A broadband internet connection
- Any of the major Internet Browsers with Flash Media compatibility i.e. Internet Explorer, Firefox or Google Chrome. We recommend the latest version of each browser, along with the latest version of flash. NB Safari and any Apple device is not supported due to the extensive use of Flash Technologies for interactivity and enhancement of our videos, which Apple does not support.

**Q: What is the best screen resolution to ensure I can view the video correctly?**

**A:** The **minimum required resolution in which to watch our videos is 1280x1024**. Therefore we recommend that you view on an appropriate size screen or with an appropriate resolution to see the whole video at once. The larger your monitor, the better the experience will be. **We recommend viewing our videos in Full Screen from your browser.** (See below)

**Q: How do I view the video in Full Screen from my browser?**

**A:** While there are various menu options from the each browser to get to full screen, **the F11 shortcut function** key will get you there the quickest from either of the major browsers mentioned above. **Ensure you turn on Full Screen before the video is activated** i.e. Press F11 from the window below, before clicking View.

Select from the videos you have purchased below to view.

Video	
HandiTax Video 1 (15 Mins, 17mb)	<input type="button" value="View"/>
HandiTax Video 2 (11 Mins, 13mb)	<input type="button" value="View"/>
HandiTax Video 3 (18 Mins, 26mb)	<input type="button" value="View"/>
HandiTax Video 4 (13 Mins, 20mb)	<input type="button" value="View"/>
HandiTax Video 5 (10 Mins, 10mb)	<input type="button" value="View"/>
HandiTax Video 6 (10 Mins, 19mb)	<input type="button" value="View"/>
HandiTax Video 7 (10 Mins, 11mb)	<input type="button" value="View"/>
HandiTax Video 8 (12 Mins, 19mb)	<input type="button" value="View"/>
HandiLedger Video 1 (13 Mins, 10mb)	<input type="button" value="View"/>
HandiLedger Video 2 (11 Mins, 10mb)	<input type="button" value="View"/>
HandiLedger Video 3 (13 Mins, 11mb)	<input type="button" value="View"/>
HandiLedger Video 4 (10 Mins, 10mb)	<input type="button" value="View"/>
HandiLedger Video 5 (9 Mins, 9mb)	<input type="button" value="View"/>
HandiLedger Video 6 (11 Mins, 10mb)	<input type="button" value="View"/>

Fig1.Press F11 from here to make browser full screen

**Q: Do the videos have audio?**

**A:** Yes, all videos have audio and indeed should not be watched without audio capability. If you find that the audio ends abruptly on a slide please just press rewind and re-watch the slide.

**Q: How many times can I watch the same video course?**

**A:** You will be able to view the video an unlimited amount of times during the financial year in which you purchased the video course.

**Q: Can more than one person watch a video course at the same time?**

**A:** Yes, multiple users can view the same video simultaneously.

**Q: Can I get a pdf of the video content (i.e. training manual)?**

**A:** We do not offer any training manuals for our video courses. As you have access to the videos 24/7, it is easy to reference back to them, plus you can replay the video as many times as you require.

**Q: How do I know if it's right for my staff?**

**A:** Try it! Different people have different learning styles. Videos are a convenient and low-cost method of training your staff - in the comfort of your office, at their own desk. The video courses also cover a wide variety of topics in a short time.

**Q: Where can I get answers to questions that arise from the videos?**

**A:** Any questions arising from video training can be sent to [elearning@sagehandisoft.com.au](mailto:elearning@sagehandisoft.com.au) for a prompt response from one of our Professional Consultants.

**Q: How much bandwidth (network speed) will I require to watch the online training courses?**

**A:** Any broadband internet connection should result in a reasonable watching experience. A CD option is also available at a small additional cost. [Request more info](#)

**Q: Can I leave my computer permanently logged in?**

**A:** We highly recommend that you log out once you are done watching the videos. The website will automatically log you out if there has been no activity for 30 minutes.

**Q: When I try to view the videos, it says my access has expired?**

**A:** Access to videos are subscription based, similar to the way our software licensing works. If your access has expired, please renew your video training for the new financial year. [Renew now](#)