



## Tips for a Successful Virtual ABSA Professional Development Course (PDC) Experience

### PDC's will be located on the ABSA International Training Site ([absainternational.learnapon.com](https://absainternational.learnapon.com))

- Webinar or Course attendees since 2017 will already be on the ABSA International Training site
- NEW attendees will receive an invite from ABSA International Training ([notifications@learnapon.com](mailto:notifications@learnapon.com)) to create their account. Please use the link in the email to create your account. This email may end up in your inbox, spam, or junk folder for the email. Contact [education@absa.org](mailto:education@absa.org) if you do not have the email.
- New attendees will receive this invite email *within the week* of the scheduled start date
- All attendees will receive an email with a notice of enrollment to the course once the course materials are ready from the instructor(s)
- Some of the PDC's will have work that will need to be completed prior to the first live webinar session. All information will be in the course materials on the training site.

### Zoom Meeting – Live Sessions

- Attendees will want to have approximately 1.5 MB/s connection times for their internet speed
- If an attendee is having trouble with the Zoom platform, latency is more likely a problem, within your network. Definition of latency can be found at <https://www.keycdn.com/support/what-is-latency>
  - In some instances, try a mobile device if your desktop / local network is seeing some delay
  - If a mobile device is not an option, restart your computer.
  - Disable any file sharing which can hog bandwidth at inopportune times. These file sharing programs may include, but not limited to, OneDrive, DropBox, Google Drive, etc.
  - Disable any other programs that might be getting data through the Internet like calendars, weather reports, etc.
- Attendees will be able to begin logging in for the webinar 15 minutes prior to the start time of the live session. Please note that this time prior to the start time all attendees will be in the waiting room. Admittance will be given approximately 5 minutes prior to the start time.
- The links to the various invitations for the course will be unique to the user and cannot be shared. The links are for *single, individual* use only. If more than one occurrence of an individual's name is on the attendee list for the webinar through Zoom, all instances of that person's name will be removed from the webinar with no refund. The webinar and its associated links are for single, individual use only.

### VPN Split Tunneling Recommendations

Virtual Private Network (VPN) services are crucial to securing data accessed by users working from remote locations. One of the biggest challenges Zoom customers experience is related to not allowing our real-time media services over UDP 8801-8810 to split tunnel. Not allowing split tunneling for UDP 8801-8810 and TCP 443 to Zoom resources, does cause customers to experience significant additional load on their corporate internet connections due to the Zoom traffic having to enter the corporate network, only to exit again to the Zoom cloud for real-time meeting termination. This also places a significant amount of burden on VPN concentrators and in many cases can cause overloading and congestion of this infrastructure.

#### *Recommendation*

When VPN services are used, to optimize the traffic flow Zoom recommends enabling Split Tunneling with the following:

**Allow UDP 8801-8810    Allow TCP 443    Destination to Zoom specific IP ranges and/or \*.zoom.us.** Doing so will allow your users to access corporate data/assets more efficiently while having quality Zoom meetings that do not impact your corporate internet, VPN and other data center infrastructure.

### Course Completion and Credit Earned

- You are required to attend the webinar session(s), complete the pre-course and post course assessments, any additional course work (if applicable), and complete the course evaluation in order to receive the completion certificate with CM points and P.A.C.E.® Contact Hours
- For all courses, the post-course assessment will need a passing score of 80% or higher to complete the course
- The certificates will be available for download once all components of the course have been accessed and/or completed and the post course assessment passed at 80% or higher

*ABSA International is approved as a provider of continuing education programs in the clinical laboratory sciences by the ASCLS P.A.C.E.® Program.*

Four-hour Courses:	0.5 CM Points and 5.0 P.A.C.E.® Contact Hours
Eight-hour Courses:	1.0 CM Points and 9.0 P.A.C.E.® Contact Hours