

# vitero basic training

## Service description

### General information:

- Goal: getting to know and learning how to operate the vitero basic functions; moderating online meetings (groups up to approx. 10 people) in **vitero**
- Target group: people who lead and moderate small online sessions or who need a basic knowledge of **vitero** in other contexts, e.g. project manager, team leader, coaches, support personnel, trainer, seminar administrator
- Group size: 4 – 8 participants
- Requirements: basic computer skills, no previous knowledge in online communication necessary
- Handout: training material
- Participants receive a confirmation of participation

### Technical information:

- Duration: 1 x 120 minutes (online in **vitero inspire**)
- Requirements: Windows PC or Mac with internet connection (4 Mbit/s in up-/download), PC-headset, webcam (optional); Each participant is responsible for their own hardware.
- Please check our system requirements: download [click here](#)

### Training content:

- Basic **vitero** features and communication channels (audio channel, text chat, gestures, change seats/roles, notepad, ...)
- Technical basics: adjust your own and the participants' audio settings, dial-in via telephone
- Presenting contents in **vitero**, amongst others via application sharing
- **vitero** moderation tools; referencing in the virtual room; documentation
- Basics in online moderation and self-management
- Hints to: Vitero Management System (VMS)

# vitero crash course

## Service description

### General information:

- Goal: get to know and operate basic functions of **vitero**.
- Target group: people who moderate smaller online sessions or require basic knowledge of **vitero** in other contexts, e. g. project leaders, team leaders, coaches, support staff, trainers, seminar administration
- Requirements: basic computer skills; no previous knowledge of online communication required
- Duration: 1 x 120 minutes (online in **vitero inspire**)
- Handout: course material

### Technical information:

- Requirements: Windows PC or Mac with internet connection (4 Mbit/s in up-/download), PC-headset; Each participant is responsible for their own hardware.
- **vitero inspire** system requirements download: [click here](#)
- Access via web browser (reference browser: Chrome) or via **vitero inspire** application file.
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### Training content:

- **vitero** basic functionalities and communication channels (audio channel, text chat, gestures, change of place / role, zoom)
- Technical basics: regulation of the own audio quality and the audio settings of the participants, telephone dial-up
- Present content in **vitero**, for example via screen sharing
- **vitero** interaction and moderation tools; Referencing in a virtual room; Using the card query; Using the stickers
- Basics of online moderation and self-management
- Short introduction to the Vitero Management System (VMS)



# Advanced training vitero trainer

## Service description

### General information:

- Goals: moderate and design didactical appropriate, vivid and interactive live online trainings in **vitero** for groups up to 20 people
- Target group: trainer/lecturer and other people interested in methodology and didactics in further education and personnel development.  
Group size: 4 – 6 participants
- Requirements: **vitero** basic training, basic computer skills
- Duration: 2 x 120 min. in approx. weekly interval (online in **vitero inspire**) plus self-learning unit
- Handout: training material and exercises
- Participants receive a certificate as **vitero** trainer

### Technical information:

- Requirements: Windows PC or Mac with internet connection (4 Mbit/s in up-/download), PC-headset, webcam (optional); Each participant is responsible for their own hardware.
- System requirements download: [click here](#)

### Training content:

- Operate and explain the **vitero** basic functionalities and communication channels
- Present contents in **vitero**, amongst others via screen sharing; apply **vitero** interaction and moderation tools in an experienced way
- Advanced moderation techniques (amongst others card query, brainstorming, group work in adjoining rooms, ...)
- Create vivid, interactive sessions (didactical conception, storyboard creation)
- Deepening of knowledge in online moderation & self-management
- Troubleshooting/handling common audio problems, include participants via telephone, hints to possible technical errors
- Conception and presentation of an own short moderation session (approx. 10 min.) incl. feedback from trainer and group

# Advanced training vitero moderator

## Service description

### General information:

- Goal: moderation of complex meetings in **vitero** up to teams of 20 people
- Target group: people who moderate ambitious meetings in bigger teams, e.g., project leaders, team leaders, chairmen
- Group size: 4 – 6 participants
- Requirements: **vitero** basic training, basic computer skills
- Duration: 1 x 120 minutes (online in **vitero inspire**)
- Handout: training material
- Participants receive a certificate as **vitero** moderator

### Technical information:

- Requirements: Windows PC or Mac with internet connection (4 Mbit/s in up-/download), PC-headset, webcam (optional); Each participant is responsible for their own hardware.
- System requirements download: [click here](#)

### Training content:

- Deepening the knowledge of **vitero** functionalities, amongst others how to send documents/links, create bookmarks, and adjoining rooms
- Ambitious moderation techniques, amongst others how to lead a verbal discussion round of over 10 people, get personal feedback from many participants (open card query), get anonymous opinions (point query) and deepening knowledge in online moderation
- Advanced screen sharing: present applications in various views (full screen view/presentation view)
- Troubleshooting/handling common audio problems

# Advanced training vitero organizer

## Service description

### General information:

- Goal: using the Vitero Management Systems (VMS) as administrator or team leader
- Target group: system or customer administrators, team leaders
- Group size: 4 – 6 participants
- Requirements: **vitero** basic training, basic computer skills
- Dauer: 2 x 90 min. in approx. weekly interval (online in **vitero inspire**) plus self-learning unit
- Handout: training material
- Participants receive a certificate as **vitero** organizer

### Technical information:

- Requirements: Windows PC or Mac with internet connection (4 Mbit/s in up-/download), PC-headset, webcam (optional); Each participant is responsible for their own hardware.
- System requirements download: [click here](#)

### Training content:

- Access to the Vitero Management System
- Concept of rights and roles
- Create new teams and assign team leader rights (administrators)
- Create, assign and delete user accounts
- Create appointments and invite participants
- Provide and prepare content in various formats (pdf, jpg, mp4, ...)
- Hints for Named Moderators
- Hints for configuration possibilities and statistical recording

# Advanced training vitero technical advisor

## Service description

### General information:

- Goal: provision of a professional internal **vitero** first level support; handling and answering support requests via e-mail, telephone and directly in **vitero**
- Target group: IT staff, internal hotline, system administrators
- Group size: 4 – 6 participants
- Requirements: **vitero** basic training, advanced computer skills regarding the operating system Windows
- Duration: 1 x 120 minutes (online in **vitero inspire**)
- Handout: training material
- Participants receive a certificate as **vitero** technical advisor

### Technical information:

- Requirements: Windows PC or Mac with internet connection (4 Mbit/s in up-/download), PC-headset, webcam (optional); Each participant is responsible for their own hardware.
- System requirements download: [click here](#)

### Training content:

- Handling and solving of typical support request in the first level support area (e.g. problems in connection and access as well as questions to audio topics)
- Introduction of a proven standard
- Background knowledge and answers concerning emerging difficulties