

# Blackbaud.

## Custom remote training setup

The following setup requirements are necessary for optimum remote training:

- Computer with internet access and the product being trained.
- The machine should have access to either the standard sample database or a copy of your organization's live data.
- Any multi-colored desktop wallpapers or pictures that you may have set up on your desktop should be disabled.
- Close all applications except the application being used in the training.
- Separate telephone near the computer.

The remote training will be delivered through a shared desktop application that will allow the instructor to have access to your desktop.

Your instructor will call you approximately 10 minutes prior to the start time to walk you through the following setup requirements.

To enable the sharing, go to the following site: **<http://livehelp.blackbaud.com>**.

1. Enter your name in the Name field.
2. Enter your site ID or organization name in the Site ID field.
3. Enter your question or issue in the box.
4. Click Continue.

- If you have not used Expert City from this workstation previously you will be prompted to download a file and will be asked to agree to a disclaimer.