



Vertex Training

Comprehensive training to
maximize your software investment

Vertex Virtual and Hands-on Training

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vertexinc.com

Vertex Global Headquarters

1041 Old Cassatt Road
Berwyn, PA 19312
Phone: 610.640.4200
Toll-free: 800.355.3500

European Headquarters

Vertex Global Tax Solutions, LTD
1 Furzeground Way, Stockley Park
Uxbridge, UB11 1EZ
United Kingdom
Phone: +44 (0) 20 8622 3053



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About Vertex Hands-on Training

Vertex offers several types of hands-on training:

- Virtual classes
- Regional classes
- Onsite classes
- Vertex Certified

Technology Used in Hands-on Training

Depending on the type of training, your class may use the following:

- a virtual classroom (Adobe Connect, used for virtual classes)
- a virtual computer lab (Skytap, used for hands-on classes)

Technical Requirements

To participate in Vertex hands-on training, you will need a computer and that meets the following requirements as well as a phone. The table below is a guide to the hardware and software requirements; if you are in doubt as to whether your computer meets these requirements, please run the system compatibility tests on the pages that follow. You do **not** need to have the Vertex software installed on your computer to be able to participate.

Item	Minimum or Recommended Requirements		
	Windows	Mac	Linux
Supported Operating Systems	Windows XP, Vista, 7, or 8	Mac OS X 10.6, 10.7.4, or 10.8	<ul style="list-style-type: none"> • Ubuntu 11.04 or 12.04 • Red Hat® Enterprise Linux® 6 • OpenSuSE 11.3
Supported Browsers	<ul style="list-style-type: none"> • Microsoft Internet Explorer 8, 9, or 10 • Mozilla Firefox • Google Chrome 	<ul style="list-style-type: none"> • Mozilla Firefox • Apple Safari • Google Chrome 	Mozilla Firefox
Processor	1.4 GHz processor or higher recommended for Windows XP, 7 or 8; 2GHz Pentium 4 or faster processor (or equivalent) for Windows Vista	1.83GHz Intel Core™ Duo or faster	1 GHz processor or higher recommended
Hardware			
Monitor	<ul style="list-style-type: none"> • 17 inch or larger monitor recommended • Display settings: 1024 x 768 (or larger) screen resolution recommended 		
Phone	Phone with headset or speakerphone feature (“hands-free”)		
Other			
Plug-ins	<ul style="list-style-type: none"> • Latest version of Adobe Flash Player; get the latest version at http://get.adobe.com/flashplayer • Latest version of Java; get the latest version at http://java.com/en/download 		
Minimum Bandwidth	<ul style="list-style-type: none"> • Minimum download speed of 1.16 Mb/sec per each individual user • Wired connection recommended 		
Pop-up blockers	You may need to disable pop-up blockers to view certain types of content		

System Compatibility Tests

To ensure that you can fully participate in virtual training, perform the following system compatibility tests before any class *on the computer that you plan to use for the class*. **Your system must pass these tests in order to fully participate in Vertex virtual training.**

We recommend performing these tests at least one day prior to the scheduled class, to allow enough time should any changes to your computer be necessary.

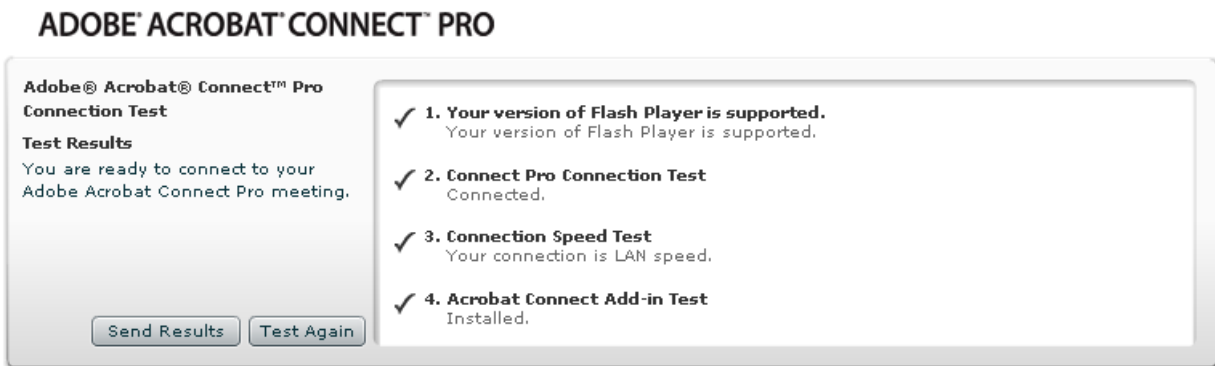
Virtual Classroom Test

This test applies to *all* virtual classes; it does not apply to regional or onsite classes.

Run the Adobe Connect system compatibility test using the link below.

https://admin.acrobat.com/common/help/en/support/meeting_test.htm

After you click the link, you will see a diagnostic test window:



If you don't have the latest version of the Adobe Flash Player, you can install the latest (free) version using the link below.

<http://get.adobe.com/flashplayer>

Skytap Connectivity Checker and Speed Test

The Skytap Connectivity Checker and Speed Test apply to any class using Skytap, such as virtual *hands-on* classes, regional and onsite classes, and the Vertex Certified program.

Steps: Connectivity Checker

1. Click the link below to verify system compatibility with Skytap SmartClient.

<https://cloud.skytap.com/tools/connectivity>

2. Select your region (US-East or US-West) then click the **Start Skytap Connectivity Checker** button.

The checker will run four tests. If successful, the first three tests should indicate “Passed” and the Latency should be below 250 ms. **If your results do not appear similar to the following screen image, please try running the test again.** If unsuccessful after the second attempt, please see the *Frequently Asked Questions* section of this document for additional information on Skytap.

Skytap Connectivity Checker

Test	Result
Supported Java version:	Passed
SmartClient initialized:	Passed
SmartClient Connected:	Passed
Latency (ms):	116.4

Region:

Note: Latency below 250 is acceptable

Congratulations! You have successfully connected to Skytap Cloud.

Steps: Speed Test

Checking your speed at any given time can ensure that your system is within acceptable ranges for using Skytap.

1. Click the **Go to Skytap Speed Test** link from the Connectivity Checker page, or click <http://speedtest.skytap.com/>
2. Click the link for your region (**US-East** or **US-West**) to start the speed test.

The test will run checks on latency, packet loss, firewall and speed. Your latency should be below 250 and you will want to check to ensure no packet loss occurs. Depending on your firewall, this test may have varying results.

Please see the system requirements for additional details on system compatibility and acceptable bandwidth ranges.

Participating in Virtual Training

Vertex virtual training allows you to interact with the instructor(s) and other learners in a live virtual classroom, similar to how you would in a physical classroom, except that you'll access the virtual classroom from your Internet browser. This provides flexibility to fit classes into your schedule.

Additionally, all materials are sent to you electronically. This means you don't have to worry about shipping materials or traveling with bulky course binders.

Virtual *hands-on* classes also include a virtual computer lab, which is like a training computer you access through your Internet browser. The virtual computer lab contains all relevant Vertex software and necessary data for the class. You'll be provided a virtual computer as well as step-by-step instructions and instructor guidance to perform the steps. Additionally, the virtual computer lab enables you to fully participate in the hands-on activities without having to have the Vertex software installed on your own computer.

What to Expect

- You will receive an instructions e-mail on how to join your class 1-2 business days in advance.
- Course materials are provided via email and download.
- Plan to join your class 10-15 minutes before the scheduled start time.

Technology Used in Virtual Training

We use Adobe Connect for all of our virtual classes. Adobe Connect is a virtual classroom. In order to fully participate, you will run the [connection test](#) as outlined in the System Compatibility Tests section. Depending on the class, you may use additional technologies. Please see the System Compatibility Tests section for additional details.

Additional Prerequisites for Virtual Training

We recommend finding an office or conference room that is free from distractions. Additionally, a telephone headset or hands-free speakerphone is required. To get the most out of your class experience, please turn off email and instant messaging programs during the class.

Logging into Adobe Connect

You will receive an email with specific instructions on accessing your virtual class, as well as your login and password information.

To log into Adobe Connect, you will type your full email address into the **Login** field and type the password that we provide into the **Password** field. You may be required to change your password the first time you log in.

We recommend that you log in at least 10 minutes prior to the scheduled class time. Classes begin promptly.

ADOBE® CONNECT™

Login:



Your full email address

Password:



Password that we provide

[Forgot your password?](#)



Click this link if you forget your password

If you forget your password

Please keep this password in a safe place. In the event you forget your password, click the **Forgot your password?** link on the login page, shown above. You will type your email address in the **Email** field, then click **Submit**. You will receive an email with further instructions.

To create a new user password for your account, please enter your e-mail (login) information below. You will receive an e-mail providing a link and instructions to securely set your new password.

If you do not want to reset your password, please click on the "Cancel" button to return to the login screen.

E-mail:

Submit

Cancel

Joining the Audio Conference

Most virtual classes use an audio conference over a phone line. To join the audio conference, dial the phone number (in your reminder email), and enter the passcode. This number is also listed in the Adobe Connect virtual classroom.

Note: If you experience any problems joining the conference call, your instructor will support you via chat after you join the web portion of the class.

Alternatively, you may contact Training Registration at 1.877.455.2645 or [e-mail](#)

Frequently Asked Questions

Please see below for answers to frequently asked questions.

Do I need to have the Vertex software installed on my PC to participate in virtual hands-on training?

No. You can participate regardless of whether you have the Vertex software installed. You will need to meet the minimum system requirements and run the system compatibility tests as outlined in this document to ensure you can fully participate.

Why do you list the time zone?

All Vertex training scheduled list times as Eastern Time. If you are in a different time zone, please use a time zone converter to verify the start time in your time zone, such as the following:

<http://timeanddate.com/worldclock/converter.html>

What is Skytap? Can I participate in the training without it?

Skytap is the technology we use for the "hands-on" component of our training classes.

Skytap enables you to fully participate in the hands-on activities without having to have the Vertex software installed on your own computer. It allows us to provide a consistent training environment as well as any necessary class data. Since you are not required to use your own Vertex software, it alleviates any worries about potentially adding test data into your "production" environment. An added benefit is instructors can provide real-time assistance in your Skytap virtual machine.

During a virtual hands-on class, you will be given a link to a specific URL, which launches in a web browser and looks and acts like a computer. So, when you're using Skytap, you're accessing a website in order to use a virtual machine.

Some participants choose *not* to participate in the hands-on activities, although we strongly encourage participation to get the most out of your training experience.

What steps can I take to resolve issues with connecting to Skytap?

If you've run the Connectivity Test <https://cloud.skytap.com/tools/connectivity> more than once with unsuccessful results, please do the following.

Add Skytap as a trusted site to Internet Explorer

If using Internet Explorer, make sure that cloud.skytap.com is a trusted site. Depending on your organization's security profile, it may be blocking the use of Skytap's Java Applet. Do the following to add Skytap as a trusted site. *Please note these steps may vary depending on your specific version of Internet Explorer.*

1. From Internet Explorer, select **Tools > Internet Options**
2. Click the **Security** tab from the Internet Options dialog box
3. Click the **Trusted Sites** icon
4. Click the **Sites** button
5. In the "Add this website to the zone" field type <https://cloud.skytap.com>
6. Click the **Add** button
7. Click **Close**
8. Click **OK**

Please note that some organizations may prevent you from making this change. Another option is to try a different browser, such as Firefox or Chrome.

Update your browser

To run Skytap, you must use a recent version of a modern browser. For Internet Explorer, version 8, 9, or 10 is acceptable. To download Internet Explorer, go to <http://windows.microsoft.com/en-US/internet-explorer/products/ie/home>

To download Mozilla FireFox, go to <http://www.mozilla.org/en-US/firefox/new/>

Update your Java version

In many cases, updating your Java version can resolve issues with Skytap connectivity.

To update your Java version, go to www.java.com and click the Free Java Download options to install Java. Re-run the connectivity checker at <https://cloud.skytap.com/connectivity> to verify you are able to connect.

I ran the Skytap connectivity test and it was unsuccessful. What should I do?

If you have run the test several times unsuccessfully, even after updating Java and adding Skytap as a trusted site, please contact Training Registration for further information.

Also, please do the following to gather data to help troubleshoot the issue:

1. Click the link to **collect diagnostic data** on the connectivity test screen
2. Copy and paste the resulting data into an email (make sure to select all data)
3. Email the data to training.registration@vertexinc.com

How do I contact Training Registration for assistance?

If you need assistance, please contact Training Registration:

1.877.455.2645 toll free / 1.484.595.2590 International

training.registration@vertexinc.com

What is your cancellation policy?

Vertex Cancellation Policy

Vertex reserves the right to cancel a virtual class at our discretion. In the event a class is canceled, we will contact you immediately to arrange for another class date or a refund of the class fee paid.

Customer Cancellation Policy

If it is necessary for you to make a cancellation, please note the following cancellation policies.

All cancellations must be made in writing on your company's letterhead/fax template and include the following information:

- Name of the person scheduled to attend
- Customer ID number
- Class number
- Class date
- Class name

Fax cancellations to the attention Vertex Training Registration at 610.640.2761.

No cancellation fee is charged if notice is received by Vertex within 72 hours after the attendee's registration confirmation is faxed or e-mailed ("confirmation period").

Cancellations made after the 72 hours confirmation period will receive a credit for the same course, which will expire 1 year after the date of issuance.

In the event that a registrant cancels and does not reschedule within at least 15 business days prior to the cancelled class start date, such registrant will be charged the full course fee or a training credit will be applied to cover the cancellation.

Registrants who do not provide cancellation notice for the class will either be charged the full course fee, or where provided, outstanding training credit will be applied to cover the course fee.

For more information regarding administrative policies such as complaint and refund, please contact Training Registration at 1.877.455.2645