

## Frequently Asked Questions:

- 1. Can I sign up for the Online Level I at anytime?** These classes do have closeout dates (typically a week and a half prior to the start of class. It is recommended to sign up at least a month prior to give yourself enough time to receive materials and complete pre-work assignments.
- 2. Do I need to download WebEx prior to the training?** - *No, simply accept the meeting invitation that will be sent and select "Join Meeting" when class begins, and the WebEx will open in the web browser.*
- 3. How many students can attend the online class at once?** - *Maximum online class sizes are kept to maximum of 15.*
- 4. What are the computer spec requirements for the training?** – *A reliable internet connection is required. A microphone and webcam are also required. It is strongly advised for the students to use headphones to plug into the computer to prevent audio feedback during the course. To see if your system is compatible, click the below link to test.*  
<https://www.webex.com/test-meeting.html>
- 5. Can I ask questions and interact with other students during the course?** – *Students can ask questions from the instructor and also the course host can answer questions at any time using the chatroom. Questions and answers are limited to students and instructor.*
- 6. Can more than one person share a computer for the course?** – *No, each student will need to have their own login.*
- 7. I'm not familiar with how to operate my Ultraprobe, can I still attend the course?** – *Yes, the pre-course work includes instrument orientation and online access to visual instructions and tutorials.*
- 8. What if I have computer issues or instrument issues?** – *There will be technical assistance available via WebEx chat, email, or phone.*
- 9. Is the online certification the same as the in-class certification?** – *Yes, this is the same Level 1 certification that meets requirements of ISO-18436-8 and written to the standards of ASNT-SNT-TC-1A.*
- 10. Is the test given online?** - *Yes, you can choose to either take the exam online or chose a paper test.*
- 11. If I don't have an Ultraprobe or the software, can I still attend?** – *Yes, an Ultraprobe as well as course materials will be sent to the students prior to class start date. The Ultratrend DMS and UE Spectralyzer software can be downloaded for free at <https://www.uesystems.com/products/> (full admin rights are needed for software install)*
- 12. What is the process for shipping back the equipment?** – *A shipping label and shipping instructions will be sent with the course materials.*