

## CCO Workshop: FAQ

[www.craftclassesonline.com](http://www.craftclassesonline.com)

[craftclassesonline@gmail.com](mailto:craftclassesonline@gmail.com)

### **Explain how your classes work.**

All of my workshops are hosted online and all course materials are available inside the classroom, I do not email course content. Each workshop has a specific start and end date. Each week the class is in session I will post new course content. I will contact students via email when new content is available.

The classroom materials include video demonstrations, printable/downloadable PDF tutorials and slideshow presentations. Forums and a student gallery are available inside each classroom so you can interact with the instructor and fellow students.

### **How do I enroll in a workshop?**

Enrolling in a workshop is a simple process. Just click on the Paypal Button and complete your purchase. Within 48 business hours after the payment process has been completed you will receive an email invitation to join the classroom. **Please Note:** You will need a Google account to attend the workshop and you will need to provide that email address to me during the enrollment process. You can create a Google account using your existing email address here: [Google account sign up.](#)

### **I have entered the classroom, but I cannot find the content.**

If you have entered the classroom before the course start date no content will be available. Until class begins you can visit the forum, gather your supplies and complete any pre-work. Once the workshop begins you will see a link to the new lesson in the left hand column under the Lesson heading.

### **How do I edit my profile?**

Your profile for this class is part of your Google account. To edit your information simple log on to your Google account and you will see options for updating your personal information.

### **Do I need a Paypal account to pay for a workshop?**

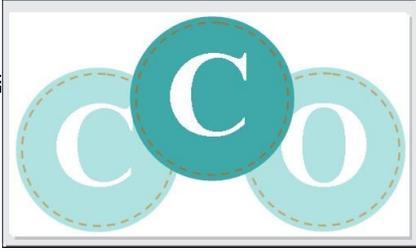
No, when you click on the Paypal button you will see two payment options. One to pay via your Paypal account and a second option to pay via credit card.

### **Do I have to be online when the workshop begins?**

No, once you have registered for a course you are free to come and go whenever you want. Come every day, or come only one day. Take as long as you need during the specified duration of the class.

### **Can I enroll even after a classes has started?**

Absolutely! But don't wait to long. Each workshops does have a specific end date at which point enrollment will end.



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### **What if I don't finish the course on time? How long to have access to the materials?**

All students will have unlimited access to the course materials for exactly one year from the course start date. Need more time? Be sure to email us at [craftclassesonline@gmail.com](mailto:craftclassesonline@gmail.com).

### **I cannot view/download the PDF Tutorials.**

If you are unable to download PDF's please make sure you have the latest version of Adobe Reader on your computer. You have two options for each PDF file. You can view the file via your web browser by clicking the file title. You can download the file by clicking the arrow to the right of the title. If you click on the arrow a pop-up dialogue box will appear for you to save the file to our computer. If you do not see this dialogue box, be sure to turn off your pop-up blocker.

### **I cannot view the videos.**

Video viewing can be interrupted by many things, including your computer age and internet provided. You will need to make sure that your web browser and Adobe Flash software are up to date. I HIGHLY recommend you use either Chrome or Firefox for your web browser. This usually solves most video problems. While the majority of students have no problems viewing videos I cannot guarantee every students will be able to view them on every device.

**Please Note:** Not all Apple devices are compatible with Flash videos. You can purchase the Photon app which may enable you to view them. [Click here to learn more about the Photon app.](#)

### **I cannot post to the forum.**

The forum we use is private to our classroom. When you enrolled into the workshop you received an invitation to the Google Group we use as the classroom forum. Be sure to accept that invitation and then you should have no problems posting. Please note that Google Groups does not work the Safari. We recommend you use with Firefox or Chrome when visiting the classroom.