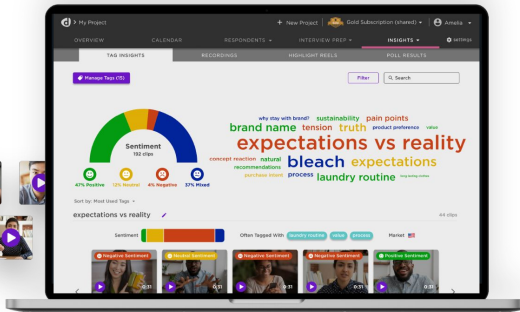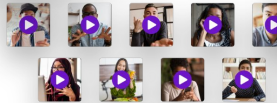# Discuss
Technical Training

Last Update : August 2022

Discuss offers technical trainings for users with a project in execution.

Trainings are offered Monday to Friday.

This document helps clarify paid Technical Trainings:

- Which trainings are available

- Follow up after training

Trainings are scheduled up to 24 business hours in advance.

They are 90 minutes.

Trainings are recorded and conducted by the Discuss Training Team.

Available Trainings
Select and build the Training needed for your Team.

Technical Training ($500 per training)	
Training for Moderator	This training will provide an understanding of system requirements and live support. Moderators will test meeting room key functions and interview materials available in the meeting room. After the training, moderators will be comfortable joining the meeting room, sharing their screen, using interview materials, and simple troubleshooting.
Training for Project Members	This training will help to understand the project management tool. Users will see how to schedule new interviews, create interview materials, use the personal project meeting room, and manage the project's archive.
Training for Observers	Useful for observers, project members and clients. This training will provide an overview of how to use and join the meeting room, observer meeting room functions, simple troubleshooting & Insights
Training For Recruiters	This training will provide an understanding of the platform's Respondent Hub. Recruiters will see how to add/update their recruits information from the platform as well as how to sent notification & review their status.
Training for Translators	This is a short training to review the functions of the translators meeting room. The objective of the training is to onboard new translators and complete a tech check in order to detect any technical problem in advance.

*Observer & Translator Training are not recorded

Mobile Screenshare	Useful for **Moderators & Project Members** to understand how Mobile Screenshare works. This training will provide an overview of the system requirements for Mobile Screenshare, User Interface as well as sharing links and media for Moderators
Supporting Your Own Live Session	If your project doesn't include Live Support, this training will be useful to teach out Participant Management & Troubleshooting. The training team will cover everything you need to know from Joining Participant to the meeting room, getting your interview underway & troubleshooting participants issues. **Useful for Moderators & Project Members**
Walkthrough of Project Setup	During this training, the team will walk Project Members through setting up their Project. At the end of the training, users will know how to manage their project settings, their schedule & their respondent. We will go over how to invite participant & respondent to your interview. An overview of how to create your interview materials will be provided as well as how to manage your insights on the platform.
Q&A Only	The Q&A is a non-standardized, open discussion training that will allow you to freely ask any questions you have about your project setup and the platform.

Trainings are Conducted on Discuss

DIO Training Staff are happy to conduct trainings on Zoom or Teams, per your preference.

Please reach out to your Project Coordinator for special request.

Training Instructions

- All attendees will need a Discuss account
- Moderators & Translators need to be added as collaborators to the Project
- Attendees should join the training 10 minutes before. This will allow time to conduct a Tech Check with all participants and ensure the training starts on time.

For Any Questions : Training@discuss.io

After the Training

Review Video Recording & Training Resources

- Review the training video in your Project's Archive.

Visit and app.discuss.io/dashboard, select your Project

- Review Training Resources

- Test the Platform Features using your Personal Meeting Room