

Troubleshooting Tips

In Session Messages

- If you connect to a machine and receive messages saying the machine is “In Session” or being accessed by another user then you can click the “Click here to Logout” link below where you clicked to access the machine:

Click this link: [Click here to connect to the LearnQuest WebEx machine.](#)

- Your access code is **45Benefits**
- Please do not click this link multiple times; it may take 45-60 seconds to make the connection.
- If you receive a message “Action Failed” or “In Session,” [Click here to logout](#)
- Click [this link](#) for WebEx troubleshooting
- If the problem continues, call LearnQuest Virtual Support at 1-877-206-0106 during normal business hours

Shutting Down the Machine

- **You’ll never want to actually click Start -> Shutdown inside the machine as this completely shuts down the virtual machine and thus you will not be able to access it later on.**
- The best way to shut down the machine is by either clicking the X at the top right corner of the screen or by clicking on the arrow on the Webex bar and ending the session – See Figure 1:

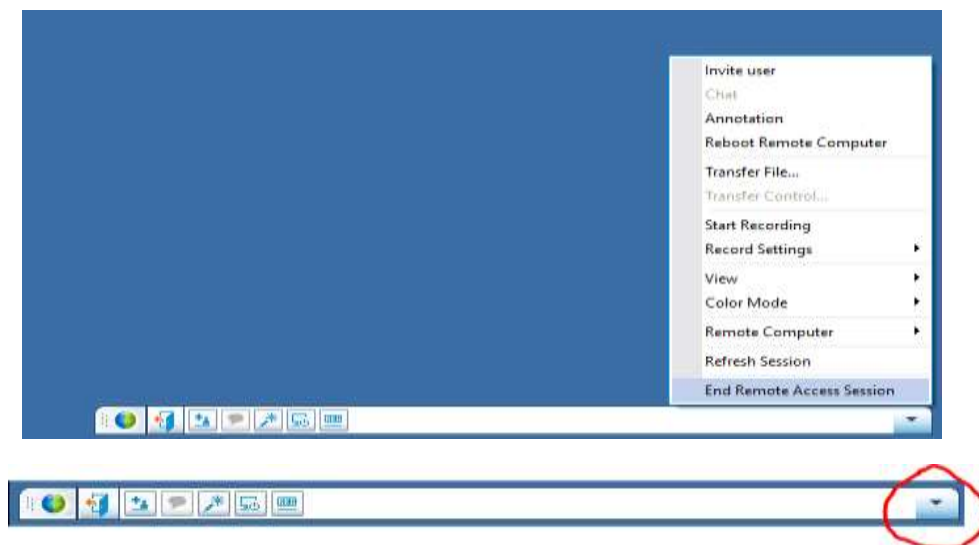


Figure 1

Changing the View

- If you do not see an X at the top right corner of the machine or the machine window takes up your entire screen you can change the view by clicking the arrow on the Webex bar and going to the View setting. We usually find that the best view to set the machine to is Window-Scale to Fit. See Figure 2

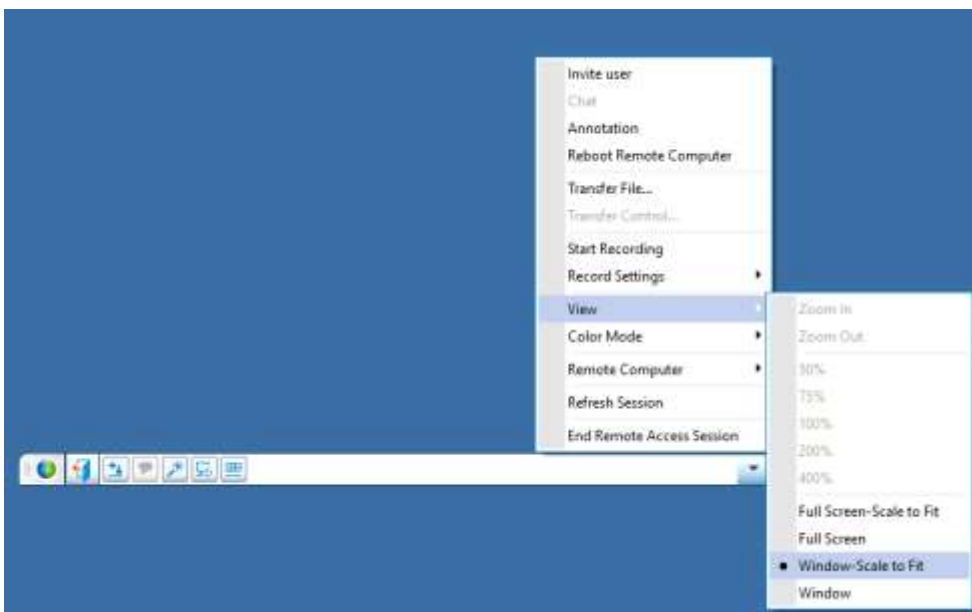


Figure 2



VIRTUAL TRAINING

Client Testing Documentation

LearnQuest Virtual Training Connectivity Support

Support Contact Information:

Phone: 1-877-206-0106, Select option #2

Email: TrainingCoordinator@learnquest.com