

Thank you for choosing iLinc for your organizations' web conferencing and on-line collaboration needs. We are excited about our new partnership and look forward to help you get started and learn a few best practices along the way. This sheet includes resources you and your team may want to utilize during the ramp-up process and beyond.

Web Conferencing Resources for Site Administrators/Project Managers

Training Resource Center (<http://www.ilinc.com/mylinc/training>)
Implementation Resources (<http://www.ilinc.com/mylinc/training/implementation>)
User Community (www.ilinc.com/mylinc)

Register for Live Training Classes at <http://training.ilinc.com/public> and after you register you will receive an email with the web/audio join information.

- Recommended: (IL-103) - iLinc 10 Administration

[View Video Tutorial List](#) (please be patient as they take a minute to load)

- Recommended (9 min): [Video Tutorial on Site Administration](#)

Written Documentation: [Online User Guide](#), [Implementation Guide](#), and [Implementation Activities](#)

Web Conferencing Resources for Session Leaders

Training Resource Center (<http://www.ilinc.com/mylinc/training>)

Register for Live Training Classes at <http://training.ilinc.com/public> and after you register you will receive an email with the web/audio join information.

- Recommended: (IL-101) - Leading an iLinc 10 Session
- Recommended: (IL-102) - Session Scheduling for Leaders & Assistants

[View Video Tutorial List](#) (please be patient as they take a minute to load)

- Recommended: [Video Tutorial on Leading a Session](#) (20 min)
- Recommended: [Video Tutorial on Scheduling an iLinc Session](#) (10 min)

Written Documentation: [Online User Guide](#), [iLinc 10 Interface with Icon Descriptions](#), and [Participant Guide](#)

Web Conferencing Technical Support

Our Technical Support team takes pride in their approach to service and their expertise with all our product offerings. Here are the best ways to reach out to them if you have a problem:

- Go to www.ilinc.com/support for a list of FAQ's, contact info, system test, etc...
- Submit questions/issues online via form: www.ilinc.com/support/ticket

Premiere Audio Contact Information

- Premiere Reservations – 877-907-0970
- Premiere Billing Helpdesk – 800-952-9108
- Premiere Customer Care – 888-569-3848 or customer.service@premierglobal.com

