



# Eat Smart, Move More, Weigh Less Online

## Frequently Asked Questions – General

- **Will I be able to attend class using my computer?** Eat Smart, Move More, Weigh Less Online classes are run via Elluminate Live!. You will need: a relatively new computer and headphones (inexpensive ear buds will work) or speakers. If you are logging in from your worksite you will need to make sure that there is not a firewall preventing you from logging in.
- **Do I have everything downloaded that I need to attend the class from my computer?** Please check to make sure you have all the necessary software installed by following this link: [http://delta.ncsu.edu/lms\\_services/synchronous\\_learning/configuration.php](http://delta.ncsu.edu/lms_services/synchronous_learning/configuration.php)
- **What link do I used to access my class?** Your instructor will email you information that includes your class URL and password.
- **What is my class password?** Your instructor will email you information that includes your class URL and password.
- **Will my class URL change each week?** No—your class URL will remain the same for the entire 15-week series.
- **Are class sessions recorded?** Class sessions are not recorded—they are live sessions.
- **Can I attend a class other than the one I am registered for?** You must attend the class session that you select during registration.
- **Can I get a refund?** We do not issue refunds. Please make sure to read policies carefully before registering.
- **What materials will I receive?** All participants will receive an Eat Smart, Move More, Weigh Less magazine and journal, as well as a weekly report card.
- **Can I get extra materials?** You may purchase a set of extra materials (magazine and journal) for \$5.
- **Who do I contact if I do not receive my materials?** Please contact your instructor if you have not received class materials by the end of the first week of classes.
- **Can my instructor and classmates see or hear me?** No. Sessions are setup so we can only have one person using the camera and the microphone at one time
- **Does my buddy have to be in my class?** Your buddy does not have to be in your class or be an Eat Smart, Move More, Weigh Less participant. You may find it helpful to have a buddy that is also a participant and connect with them online, at work, etc.