Virtual Classroom Training FAQ

What is Virtual Training?
Virtual Training contains the same content as in-person classes, but is delivered via WebEx. Virtual Training is fewer hours per day spread over multiple days. These shorter sessions make it possible to maximize retention of content.

Some practices are done during class and some are assigned as homework, allowing students multiple opportunities to see it, try it, and know it. Students are able to interact with the instructor, ask questions, and do practice activities to elevate Tableau skills in this curriculum-based interactive environment.

Who should take Virtual training?
Our expert Trainers developed the Virtual Classroom experience to meet the needs of all Tableau customers. Our interactive Virtual courses work for people who aren’t able to travel to an in-person class. We also offer different schedules for virtual classes, so you can choose which works best for your schedule.

What are the course hours?
Our virtual courses have multiple schedule options. Some run a couple hours over 4–5 days, while others run a full 8 hours over 2 days. All options cover the same content, so choose a schedule that works best for your learning preference. Pay attention to the schedule of the class you register for and make sure you note the time zone of the class.

You can attend any class in any time zone – we don’t mind if you want to learn at 3:00am your time! Just be sure you know when your class starts.

How do I interact with the instructor?
Just like our in-person classes, the instructor will ask questions, and students are encouraged to participate by asking and answering questions. This can be done verbally or through the live chat. Additionally, instructors reach out with periodic questions and polls to test knowledge, check for learning, and keep students engaged.

How are the courses delivered?
Our virtual classes are delivered via WebEx Training Center, which mirrors the experience of a live Tableau classroom – interactive and hands-on. This technology allows you to communicate with the instructor and other students through chat, audio, visual cues and polls.

How much are classes & how can I pay?
Class price varies by course. See the individual registration page of your desired course for specific time and price information. Prices listed are per attendee. For information on how to leverage virtual training for an organization, please contact Global Services. Payment is accepted in various forms, most commonly by credit card via our website or a PO. You can find a list of our accepted forms of payment here. Contact Global Services or your account manager to request a quote.

What if I have questions about class content outside of class time?
Our instructors want you to be successful and they will work with you to find the best way to meet your needs and address your questions regarding the class lessons.
How do I prepare?
Make sure you clear your schedule for class time. This is a live session, so we can’t rewind it and the course is not recorded.

A week prior to class, you will receive an email with all the materials you will need, including the WebEx log-in details. It is important to download & unzip any of the materials before the class to ensure you are able to focus on learning during class. You will also receive a digital copy of the manual to which you have ongoing access. While this cannot be printed, you can take digital notes and enable “offline access”.

You will use your own computer and will need high-speed internet to attend this course. You will also need voice access, so arm yourself with a headset and microphone. For Desktop classes, you will need to install the latest version of the software in advance.

What if I’m not running the most current version of Tableau?
No problem. Server classes are run on virtual machine, so no need to install anything. For Desktop classes, you can always download a trial version of our latest software release.

I still have more questions.
Contact globalservices@tableau.com or visit our website to view all upcoming Virtual courses.