



eStar



How to Prepare for eStar Training

Last update: 3/2/2023 by ABS

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How to Prepare for eStar Training

Welcome to eStar Training! We want to ensure your training experience is efficient and helpful. Please use this guide and **complete the Virtual Training Checklist** on the next page to help troubleshoot any problems prior to the start of your scheduled day of training. Please note that our ability to troubleshoot logistics and set up during class time is limited.

For additional questions, please reach out to your instructor or eStarTrainingLogistics@vumc.org.

How eStar Training Works



Virtual Training Overview

eStar Training classes are led virtually. You will join a **Microsoft Teams** meeting session taught by an eStar Trainer in real-time. You are required to connect to an eStar virtual desktop environment to practice alongside the Trainer.

Once registered for virtual training, you must prepare your workstation to avoid technical issues when you attend class. The most common technical issues trainees face in virtual training are preventable by testing your setup prior to class. Completing the following will make your class significantly more pleasant for you and will maximize your virtual training experience.

Virtual Training Checklist

Complete this checklist the day before your scheduled class(es)

- Access to a working computer and WIFI is required. If you do not have access and would like to complete your training at our 2525 West End Ave, Suite 212 you will need to reserve a seat here: [2525 West End, Suite 212 Seat Reservation](#)
- Access and verify your VUMC email. You will need your **VUMC ID and password**.
- Log in and confirm access to the [Learning Exchange](#)**. ([learningexchange.vumc.org](#))
 - Required for viewing your scheduled classes, eLearning completion, and required class assessments (EUPAs).
- Complete eStar class Prerequisites** (if applicable) located in the My Courses section of the [Learning Exchange](#) ([learningexchange.vumc.org](#))
- Log in and access <https://virtual.vumc.org/>** ([virtual.vumc.org](#)) from the computer and location you will be taking class.
 - **Multi-Factor Authentication (MFA) is required** when accessing VMWare from a non-Vanderbilt location. To submit a request for MFA, click [VUMC IT](#). (<https://www.vumc.org/enterprisecybersecurity/mfa-vumc>)
 - Please contact the Vanderbilt Help Desk for challenges acquiring MFA: **(615) 343-4357**
 - Required to connect to the eStar Virtual Desktop environment called Epic Playground.
- Verify access to Microsoft Teams** (<https://aka.ms/joinmeeting>)
 - Required to attend your class virtually. Your instructor will conduct training from Teams, and you will need to be both present and engaged in class.
- Download and/or print class materials emailed to you**
 - Required to participate during class and independently after class.



eStar Training Centers

Main Campus Training Center

The eStar Training Center is located at 2525 West End Avenue, Suite 212, and is open from 7:30 am - 4:00 pm. While eStar training is held virtually, this space will be used for end-users who do not have access to a computer at home or in their unit/department or do not have reliable internet access. To reserve a computer, click [2525 West End, Suite 212 Seat Reservation](#).

End users will need to park in the [Natchez Trace Lot 73A](#)

VUMC Shuttle: Take the [Crystal Terrace Shuttle](#) from the N Lot to 2525 West End Ave. The Crystal Terrace Shuttle leaves the N Lot at :18 and :48 after each hour. Upon arrival at the 2525 West End building enter the parking garage and take the elevator to the second floor, walk across the skywalk to enter the 2525 West End building. The elevator bay will be directly in front of you when you enter the building. The training center is to the right of the elevator bay.

Walking Directions (approximately 5 minutes): Head Northeast toward the Vanderbilt football stadium. Turn left onto Natchez Trace walking toward West End Ave. At the Nashville Marriott at Vanderbilt parking lot walk toward the 2525 West End building (you will see PF Chang's). Once you enter the 2525 building take the elevator or escalator to the second floor. Go past the security desk and elevator bay; Suite 212 will be on your left once you pass the elevator bay.

There is no free parking at 2525 West End. End users who choose to park in the parking garage are responsible for paying for their parking. eStar training logistics cannot validate parking.

Our goal is to make this a smooth transition for all! Please let us know if you have any questions by emailing eStarTrainingLogistics@vumc.org.

Regional Training Centers

Available for staff who work at these campuses:

- **VWCH Education Area Computers:** located in the VWCH Nursing Education Area, room 303B, located beside the Lab department. To reserve a computer, click [VWCH Training Area](#).
- **Shelbyville/VBCH:** located on the 1st Floor of VBCH, Room 1910C, across from Registration. To reserve a computer, click [VBCH Training Area](#).
- **Tullahoma/VTHH:** Please reach out to your manager for available space to take training.




If you are attending your training at any training center, you will need to bring a set of headphones (3.5mm jacks only). Headphone and microphone availability is not guaranteed by

| | |
|--|--|
| | <p><i>eStar Training.</i></p> <p><i>Bluetooth or other wireless headphones will not work with training center computers.</i></p> |
|--|--|



Accessing VMware Virtual Training Environments

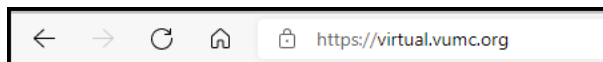
To ensure the successful completion of your training, access to the Virtual Training Environments is **required**. The Virtual Training Environments will have Classrooms for instruction and a Playground for additional independent practice after class. Your classroom instructor will provide the appropriate credentials to access the Training Environment for class.

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|  | <p>When accessing VMware Horizon environments offsite, you must use VUMC's Multi-Factor Authentication (MFA) process before you can log in to VMware Horizon with your VUMC credentials.</p> <p>Complete Multi-Factor Authentication (MFA), visit the VUMC IT website: https://www.vumc.org/enterprisecybersecurity/mfa-vumc</p> |
|---|--|

Accessing Epic Playground on a Web Browser (VMware Horizon HTML Access)

This method is referred to as VMware Horizon HTML Access. Access eStar this way when the VMware Horizon Client is not installed on your device.

1. In your web browser, type <https://virtual.vumc.org>.



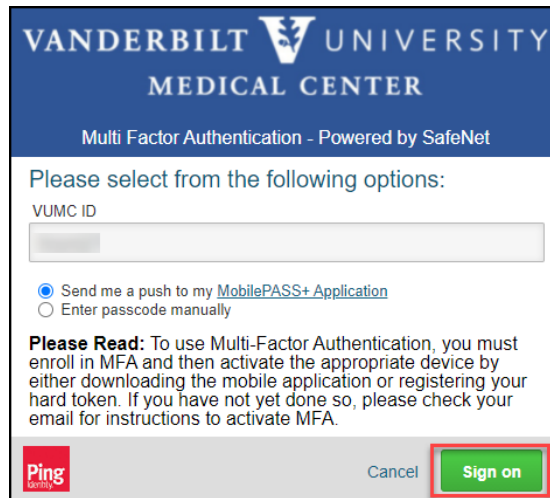
2. Select VMware Horizon HTML Access
 - A. Please note that the look of login steps may have minor differences based on your device and browser. Functionality remains the same.



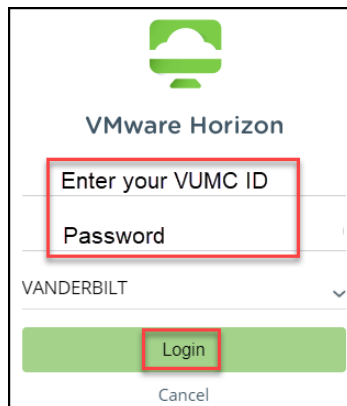
3. Sign on with Multi-Factor Authentication (MFA) when opening VMware from a Non-Vanderbilt location.
 - A. **Important:** MFA must be set up PRIOR to class.
 - B. **Please note:** MFA will not launch if your device is connected to VUMC's



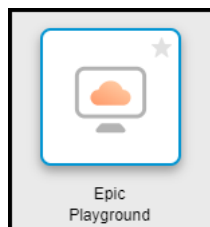
employee network on-site or through BIG IP Edge. Proceed to step 4.



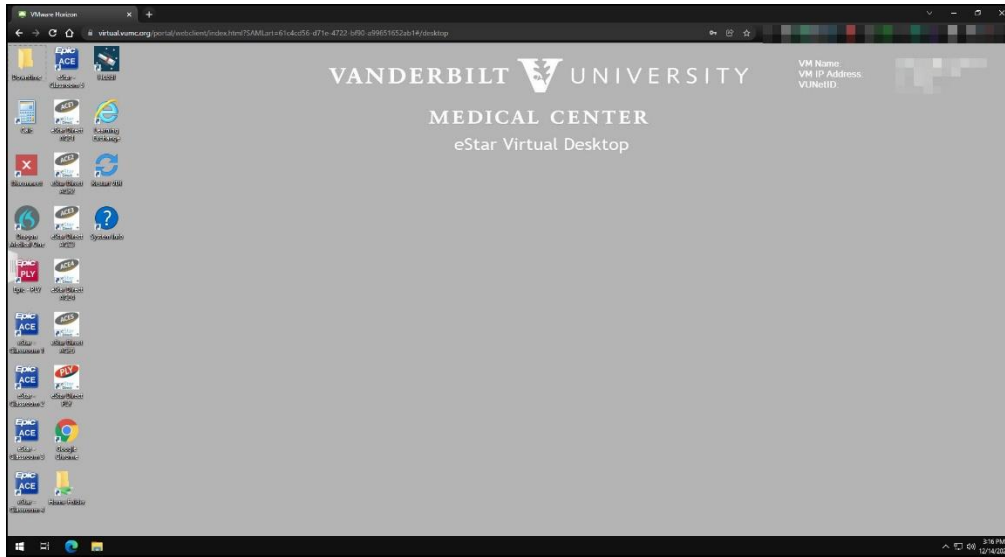
4. Enter your **VUMC Username and Password.**
 - A. eStar Training cannot reset your password. **To reset your password, please contact the Help Desk at (615) 343-4357.**
 - B. If prompted for a server use: <https://virtual.vumc.org/>



5. Select **Epic Playground.**



6. The eStar Virtual Desktop session is now opened, and the Epic Ace eStar Classrooms are now visible. Your classroom instructor will provide further information on logging in to the specific environment required for your class.

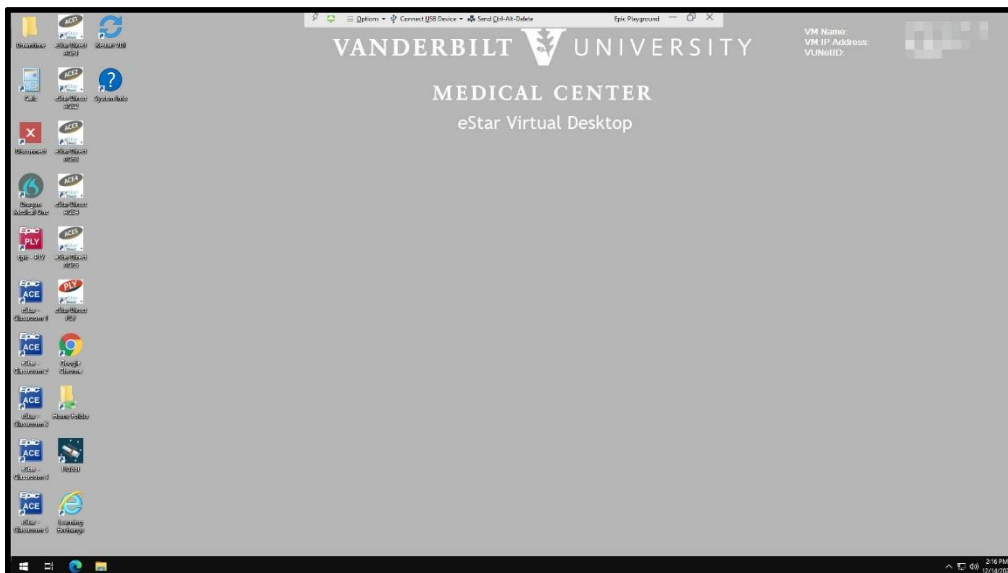


Accessing Epic Playground at the eStar Training Centers

This method is referred to as **VMware Horizon Client**. A web browser is not necessary

Note: If the computer beside you (on your right-hand side) already looks like the image below, you do not have to follow these steps.

1. Use the computer monitor on your left-hand side to open the Epic Playground.
2. Double click the Epic Playground icon on the desktop to launch the eStar Virtual Desktop.
3. Once the virtual desktop is open, wait for instructions from your Trainer.
4. Your screen should look like this once you are finished opening the Epic Playground eStar Virtual Desktop:



Remember...

- On one monitor, you are watching and listening to the Trainer. The other monitor should be used for working in the Epic Playground.
- Your Epic Credentialed Trainer will provide the login credentials for the Epic Playground.
- Please do not log off computers.

Accessing Epic Playground on a Clinical Workstation (CWS)

CWS devices connect to the **VMware Horizon Client** installed on the device. Web browser access is not necessary.

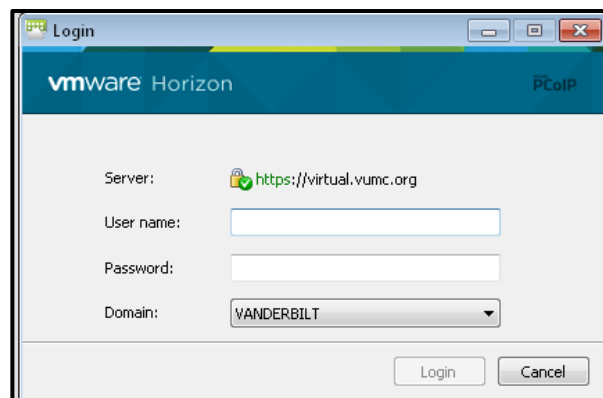
1. Before logging into the CWS, **uncheck** the Logon to VCWS box.



2. Double click the **Virtual Desktops** icon in the bottom VUMC section of the desktop.

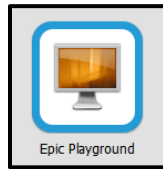


3. Enter **VUMC ID** and **Password** and select Login.



4. Double click on the desktop pool: **Epic Playground**.
5. The Epic Playground eStar Virtual Desktop will load. Select the Epic ACE eStar Classroom environment for your class as instructed.





To practice in Epic Playground, use the classroom information from your course or see more logins in [The Playground Environment Quick Start Guide](#).



Disconnecting from VMware

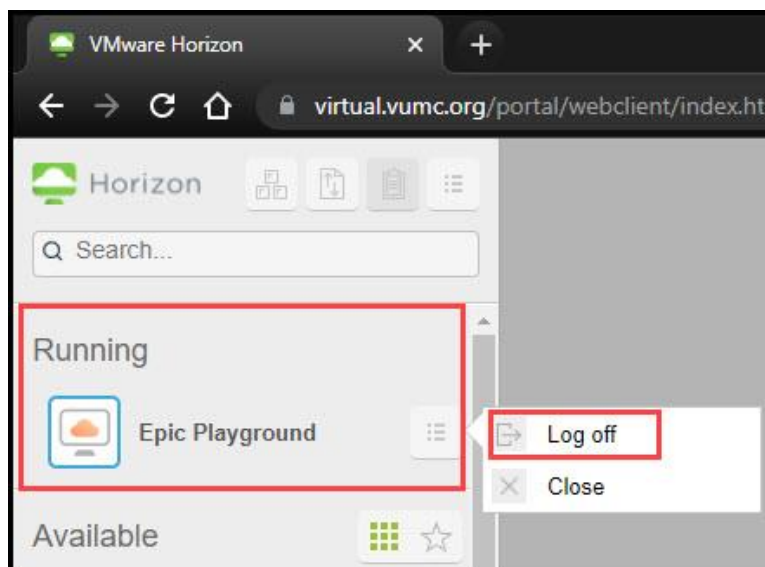
Disconnecting from VMware Horizon HTML Access (Web Browser)

After your training is complete, you will need to disconnect from VMware. Closing the web browser does not remove the active connection to the virtual desktop. Using the **Logoff** feature from **Running** applications will remove you from that active session. Follow the steps below to avoid connection issues in VMware.

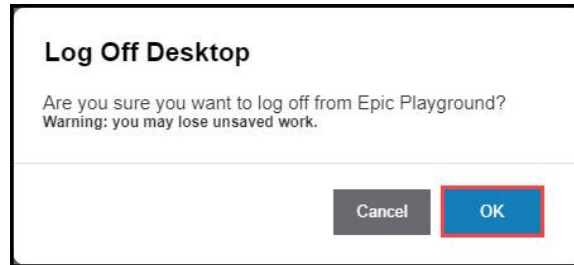
1. Open the **Sidebar** to see the Menu where you may access virtual environments, see which environments you have running, and access basic settings.



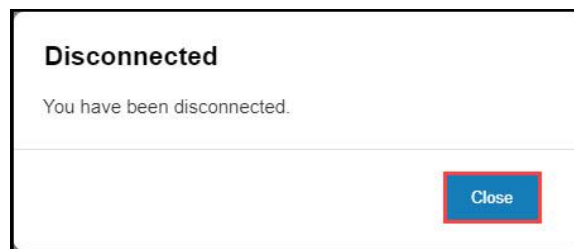
2. Select the **Menu** beside the **Running** session for **Epic Playground**. Select **Log off** to end your session.
 - A. This does not log you out of VMware, and you may select other virtual desktops if necessary.



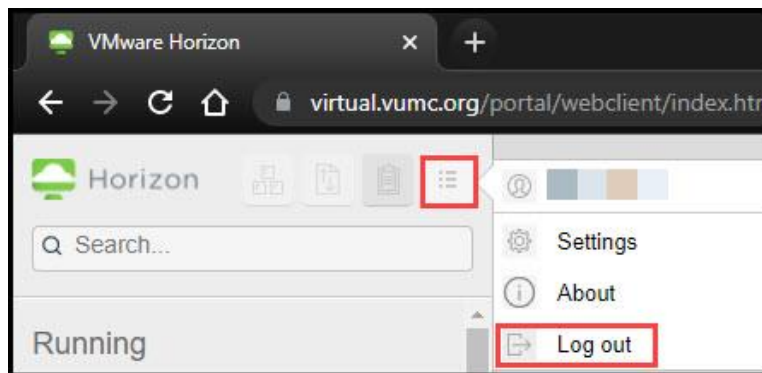
3. A pop-up will appear to ask if you are sure you want to log off from Epic Playground. Select **OK**.



4. You will then receive confirmation that you are disconnected. Select **Close**.



5. Select the **Menu** from the top **VMware Horizon** toolbar and **Log Out** of VMware.



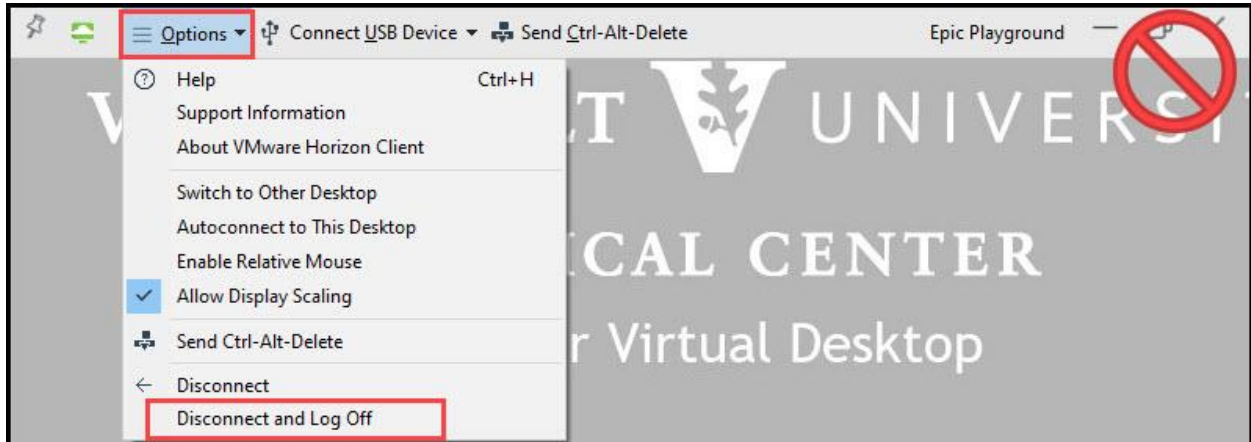
6. A pop-up will appear to ask you if you are sure you want to log off. Select **OK**.
 - A. You will be returned to the VMware Horizon portal.

Disconnecting from the VMware Horizon Client

After your training is complete, you will need to disconnect from the natively installed VMware Horizon Client. Clicking exit does not remove the active connection to the virtual desktop. The **Disconnect and Logoff** feature will remove you from all active server sessions and applications. Follow the steps below to avoid connection issues in VMware.

1. Navigate to the top center toolbar.

- A. **Hint:** If it is not pinned, it will be hidden. Move your cursor to the top center, and it will appear. A pushpin is available at the left.
- 2. Select the **Options** menu, then select **Disconnect and Log Off**.

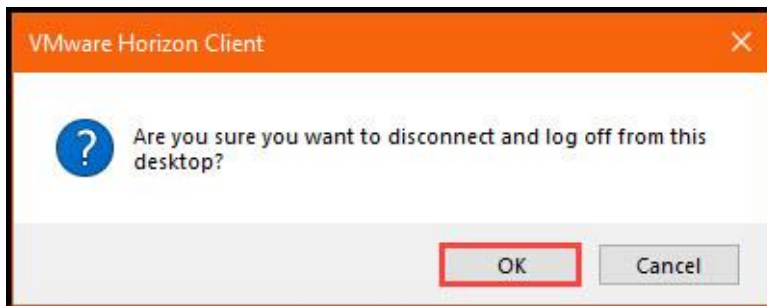




If the VMware Horizon Client window is not in fullscreen display mode, the top toolbar will be to the far upper left below the title bar.

This screenshot shows the top toolbar of the VMware Horizon Client window in non-fullscreen mode. The title bar is orange and contains the text 'Epic Playground'. Below the title bar, the toolbar contains three items: 'Options' (highlighted with a red box), 'Connect USB Device', and 'Send Ctrl-Alt-Delete'.

- 3. You will receive a confirmation message. Select **OK**.
 - A. The virtual desktop connection will be disconnected. If the VMware Horizon landing is still open, you will be returned to it. Otherwise, the VMware Horizon Client is closed.



Troubleshooting VMware Horizon

Use HTML Access with one of the supported Web browsers to access your remote desktops.

Note: VMWare **DOES NOT** work on a cell phone, tablet, or iPad and **MUST BE** accessed on a laptop/computer.

Please call the **Help Desk** with any problems which may arise at **(615) 343-4357**.

The following Web browsers are supported as of 12/14/2021.

| Browser | Version |
|-------------------|------------|
| Chrome | 84, 85 |
| Internet Explorer | 11 |
| Safari | 13, 14 |
| Firefox | 80, 81 |
| Microsoft Edge | 44, 84, 85 |



If you receive a Not Entitled error, please contact the eStar Security Workgroup using the following Pegasus Request form: <https://pegasus.vumc.org/request/start/1562>

Using Multiple Monitors

eStar Training strongly recommends the use of two screens for optimal training. Two screens allow participants to observe the instructor and participate in the training environment simultaneously.



Single monitors can be used, but participants will need to toggle between windows or arrange their windows side by side. Having a split-screen will make the content in both the Teams meeting and VMware windows appear small and may obscure essential functionality.



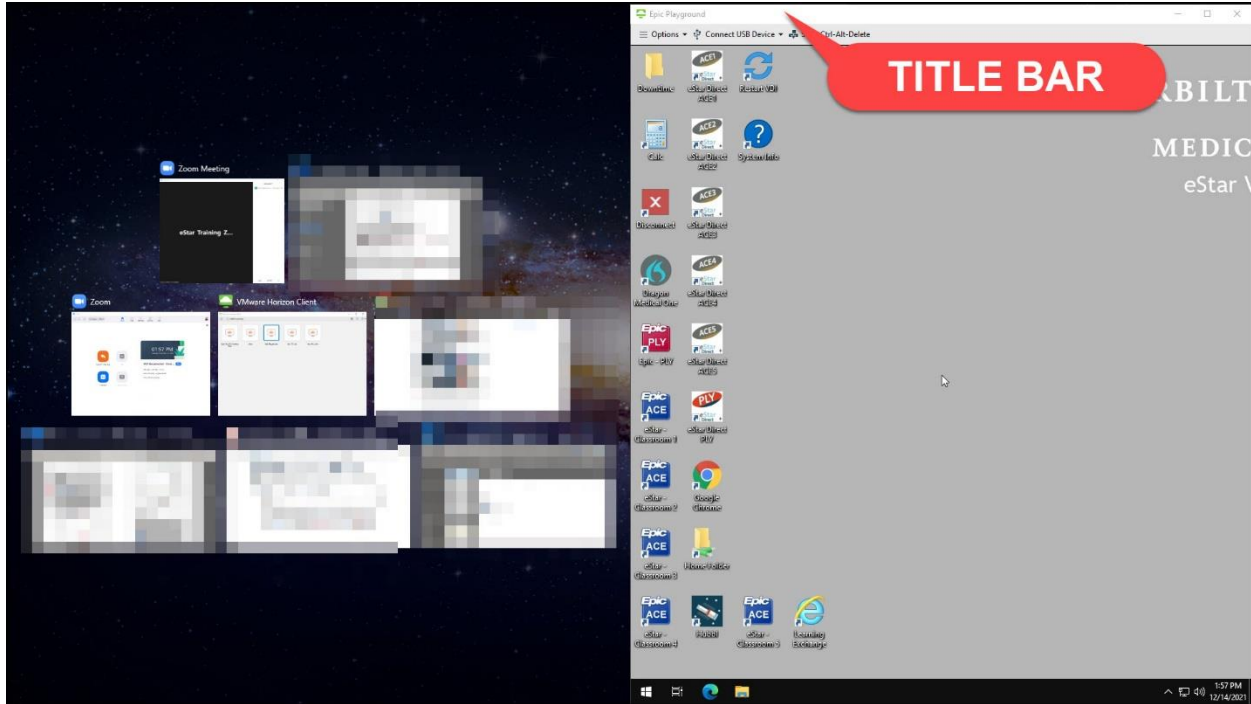
If dual monitors are not an option, please consider reserving a computer at a Training Center.

Your instructor may provide additional suggestions or advice, but the ability to troubleshoot computer setup during class time is limited.

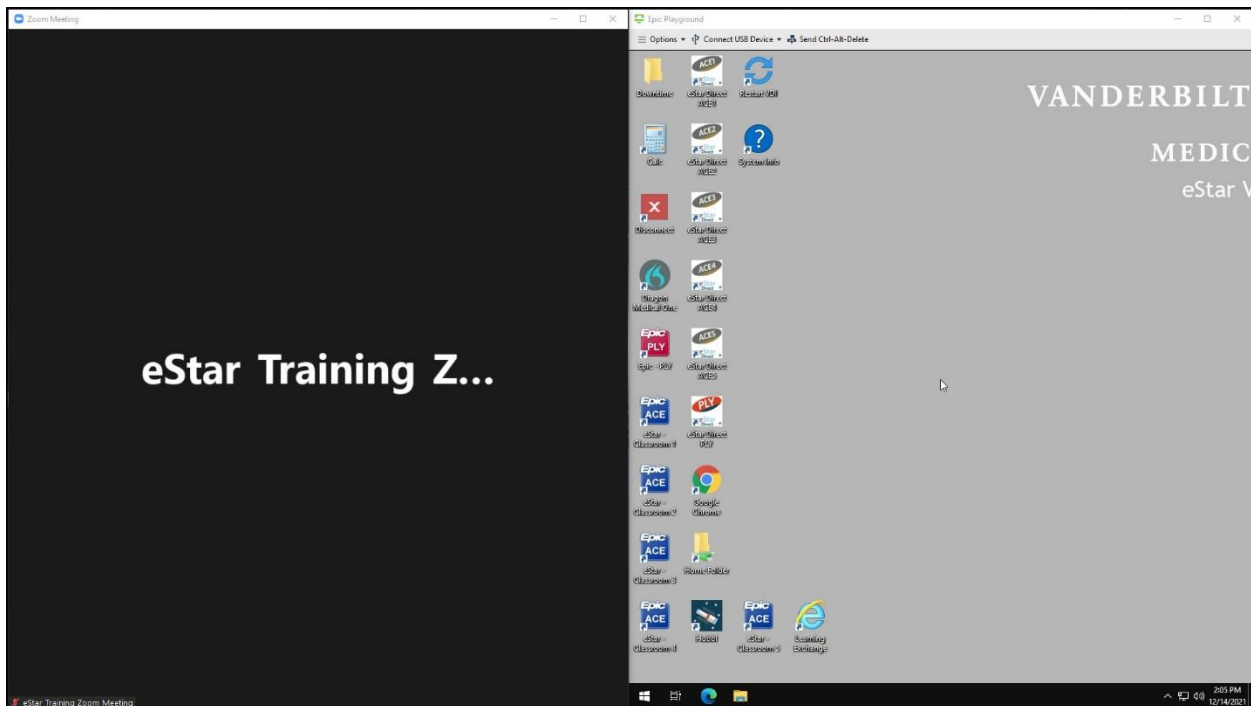
Splitting a Single Screen on a Windows Device

A split-screen works best using a web browser but may also be done with VMware natively installed when the virtual desktop is not in full-screen mode. **Both Epic Playground and Teams need to be opened for this process to work.**

1. Drag Epic Playground by its **title bar** to the right side of the screen. An outline of the window will appear.
2. Release your mouse, and the window will snap into that outlined position. You should also see all of your other open program windows appear in thumbnails on the opposite side of the screen.



- Click one of the other program windows. It will snap to the other side of the screen to have the two windows side by side.



- You may adjust the amount of space each window takes up by hovering your mouse between the windows, at which point the cursor will turn into a two-headed arrow that you can click and drag to change the width of each window.



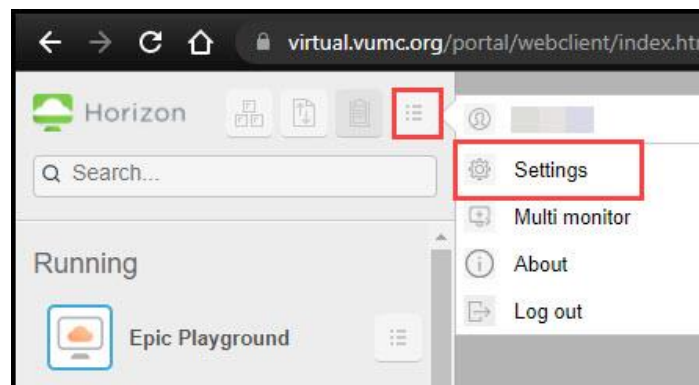
Adjusting VMware Horizon HTML Access Settings

The following instructions are for users who access VMware using a web browser. These instructions do not apply to native/installed client program users.

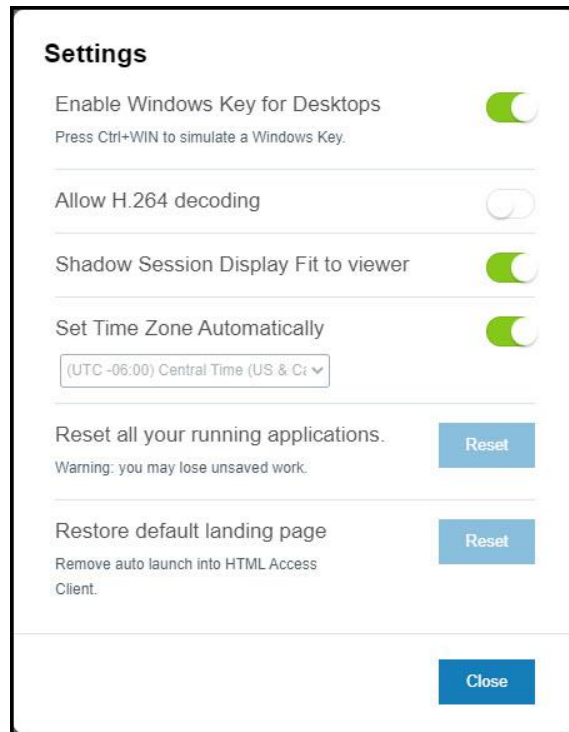
1. Open the sidebar to see the Menu where you may access virtual environments, see which environments you have running, and access basic settings.



2. Select the options menu at the top right of the sidebar.



3. Select **Settings**.



4. The **multi monitor** setting is **not** suggested when accessing VMware by the web browser during training.
 - A. If you have multiple displays, drag the windows by their title bar to the screen you want to see them on.

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|  | <p>For more information, please view the VMware Horizon HTML Access User Guide.</p> |
|---|---|

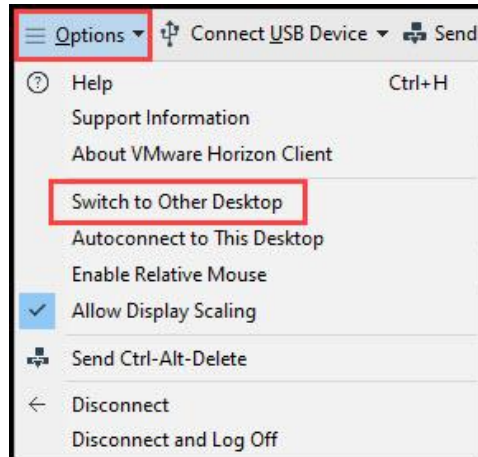
Adjusting VMware Horizon Client Display Settings

The following instructions are for users who access VMware using the natively installed VMware Horizon Client program. These instructions do not apply to HTML/web browser users.

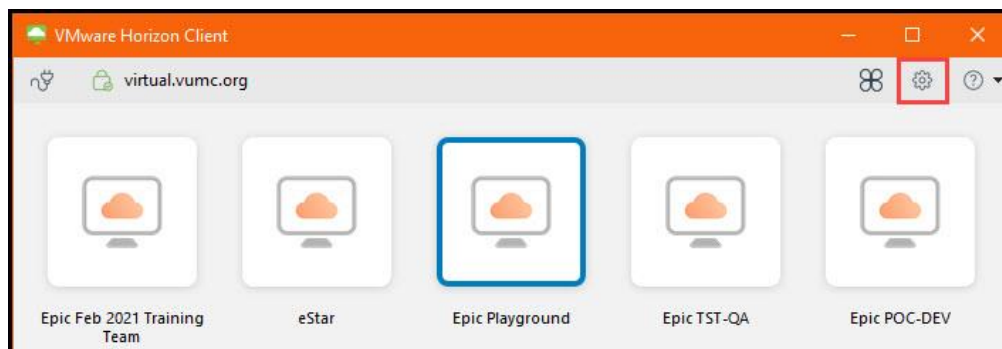
1. Select the restore down button from the top center toolbar to exit the All Monitors or Fullscreen display modes.
 - A. This allows you to drag the title bar where you need to see it and show other windows that might have been obscured.



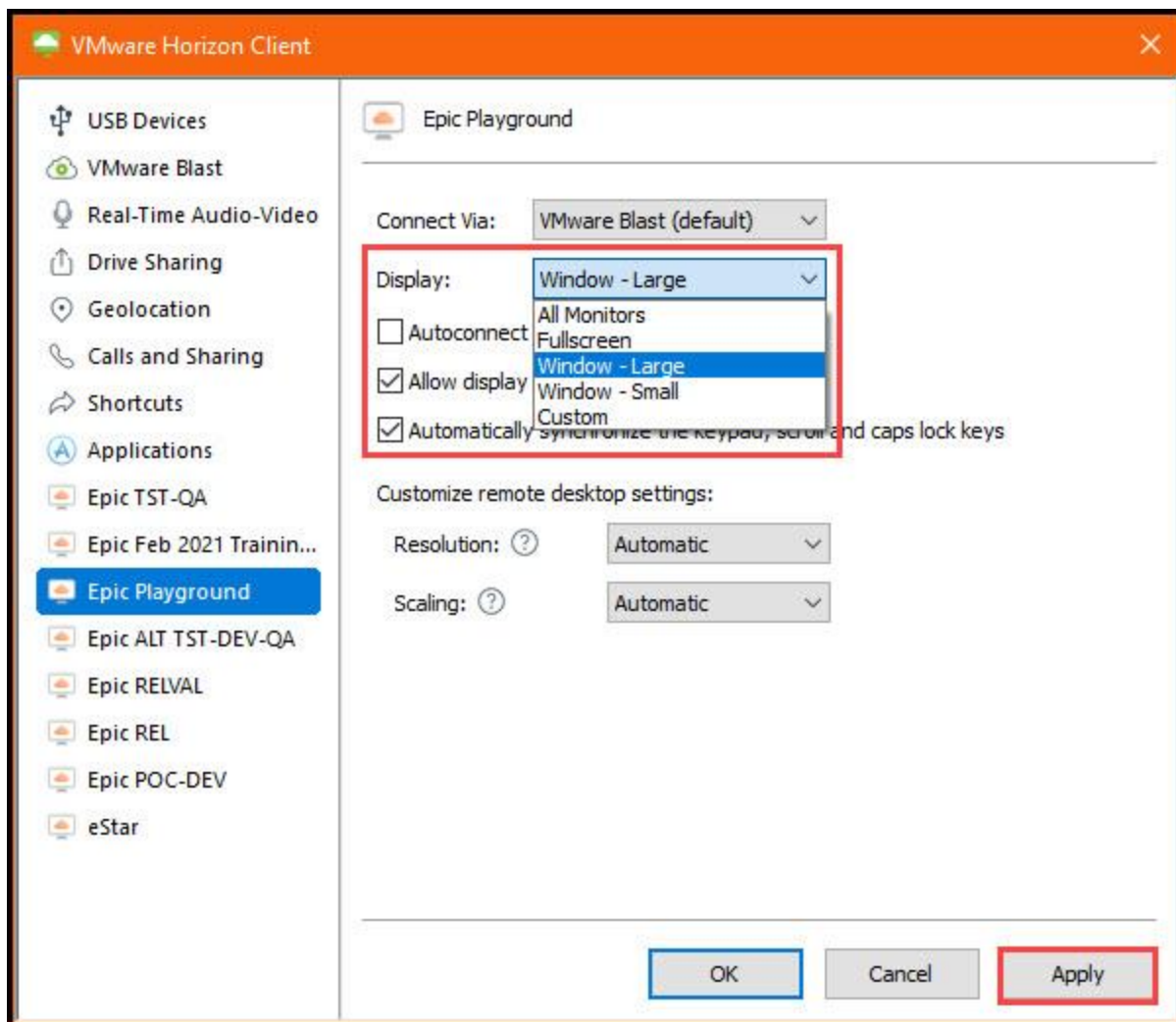
2. Select the **Options** menu and then select **Switch to Other Desktop** to return to the VMware Horizon Client landing.



3. Select the **gear icon** from the upper right-hand side to navigate to **Settings**.



4. Select the row for **Epic Playground** on the left-hand side.
5. Select the **Display** drop-down menu.
 - A. **All Monitors** will fill up all available displays.
 - B. **Fullscreen** will fill only one screen.
 - C. **Window - Large** and **Window - Small** will allow you to use the title bar to move and adjust the window.
 - **Window -Large** is recommended for a split-screen setup.
 - **Fullscreen** is recommended for a multiple display setup.
 - D. **Custom** allows you to choose a window size based on resolution dimensions.



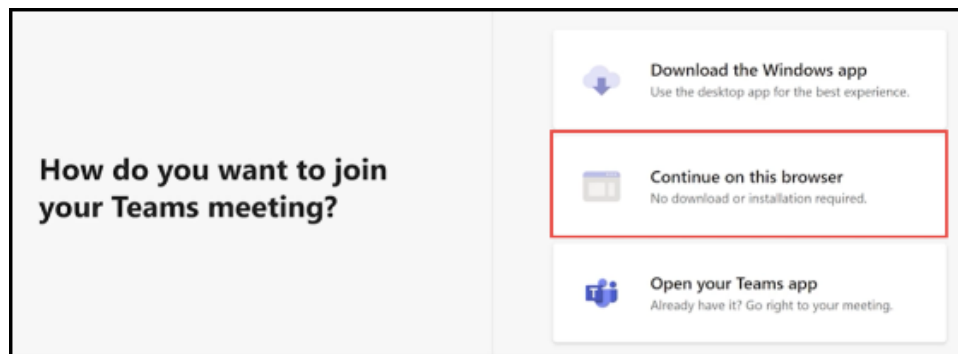
6. Other available settings include:
 - A. **Autoconnect to this desktop** (this is **not recommended** for Epic Playground but may be helpful for the eStar environment when you complete training).
 - B. **Allow display scaling** (recommended)
 - C. **Automatically synchronize the keypad scroll and caps lock keys** (recommended)
 - D. **Resolution** (automatic setting is recommended)
 - E. **Scaling** (automatic setting is recommended)
7. Select Apply at the bottom right to save your settings. Changes are immediate.

Attending eStar Virtual Classes in Microsoft Teams

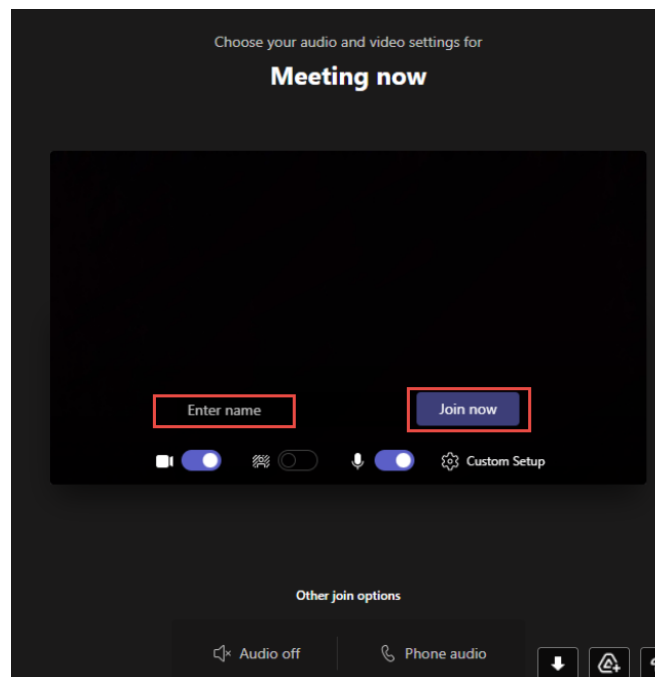
Access Teams for Windows on the Web

End users do not have to download the Teams app to join the meeting. They can join on the web as a guest.

1. Go to the meeting invite and select [Click here to join the meeting](#)
2. That'll open a web page with an option to **Continue on this browser**. Your browser may ask if it's okay for Teams to use your mic and camera. Be sure to **allow** it so you'll be seen and heard in your meeting.



3. Enter name, choose your audio and video settings, then select **Join now** when ready.



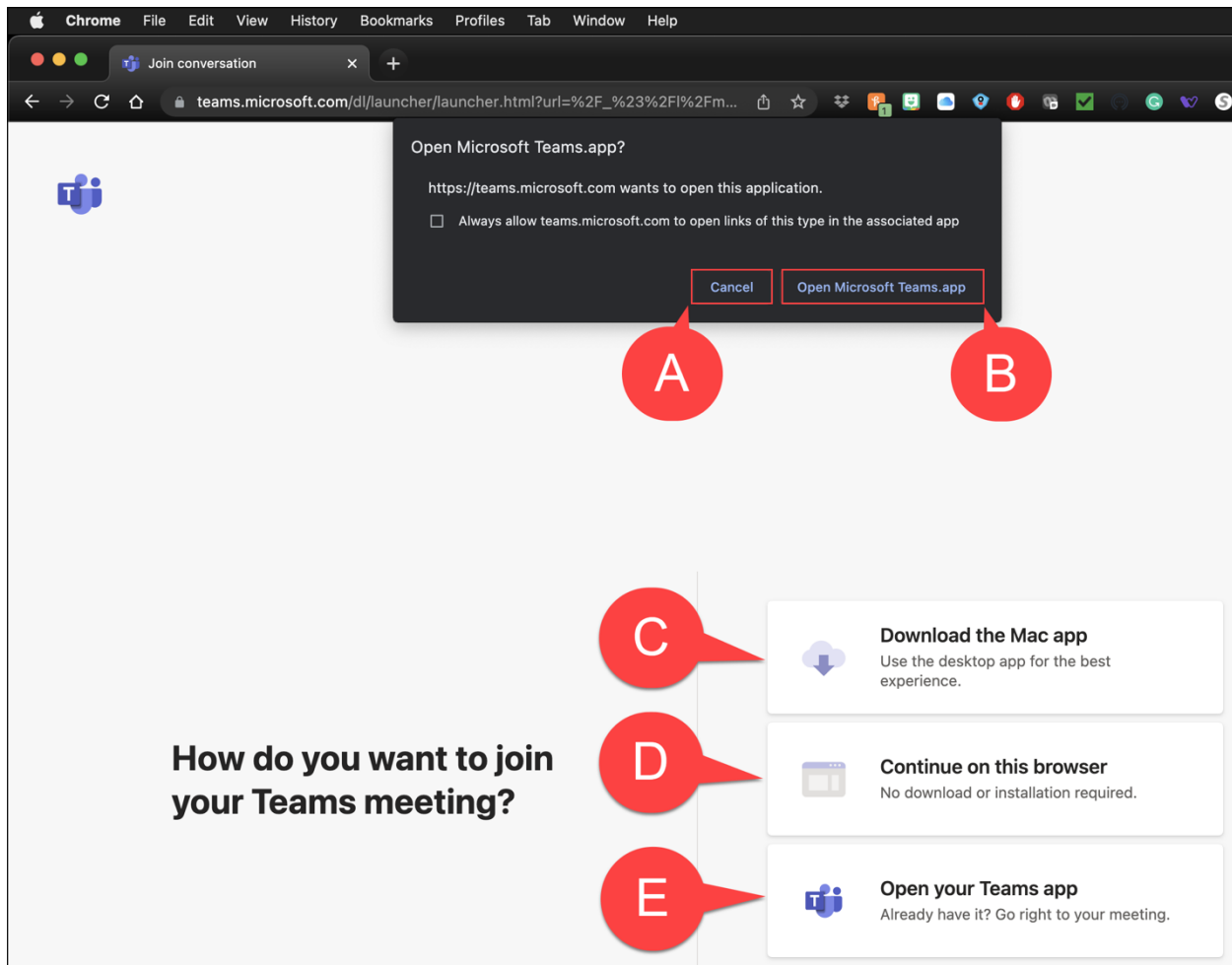
4. Wait in the lobby until the instructor admits you into the meeting.

5. For those who do have the Teams app downloaded, from Step 2, select Open your Teams app and follow the same steps to join.



Access Teams for MacOS on the Web

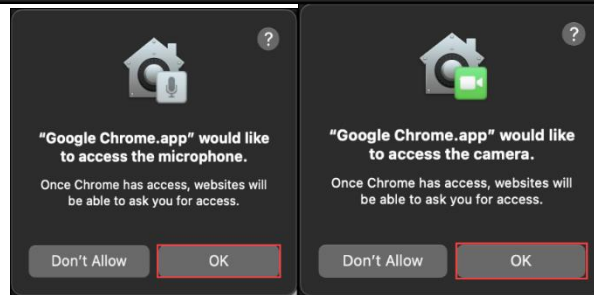
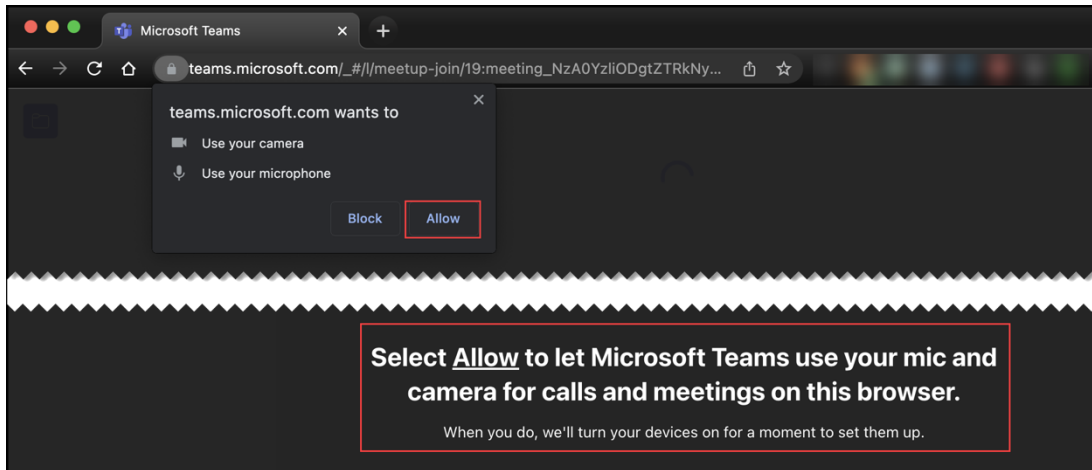
1. Select the link received in your invite to open Teams in your default browser.
2. Choose the option required for your device to access the Teams meeting:
 - a. Select **Cancel** to choose one of the other options in the browser.
 - b. Select **Open Microsoft Teams.app** if you have Teams already installed on your device.
 - c. Select **Download the Mac app** to install Teams on your device.
 - d. Select **Continue on this browser** to join the meeting in your browser.
 - e. **Open your Teams app** appears a second time after selecting **Cancel** in option A.



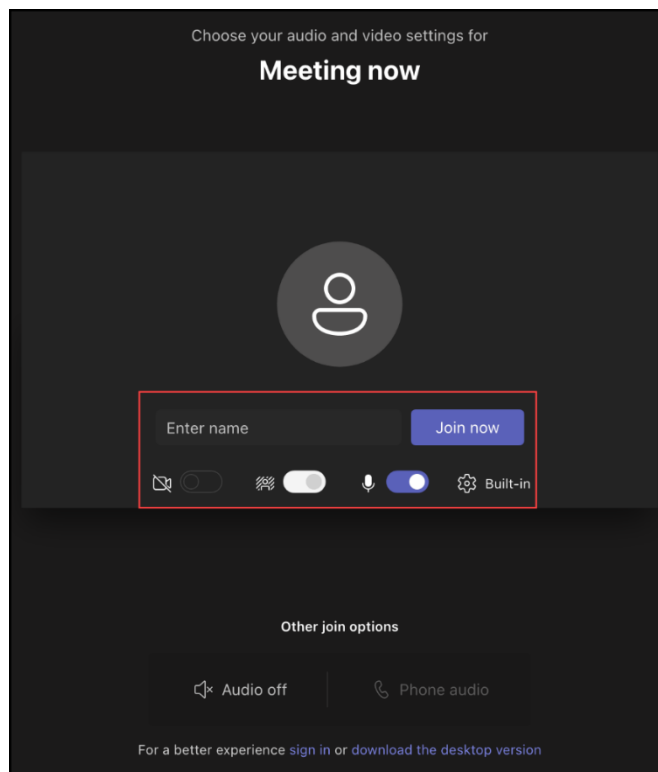
3. Allow access to your microphone and camera.

(screenshots on next page)

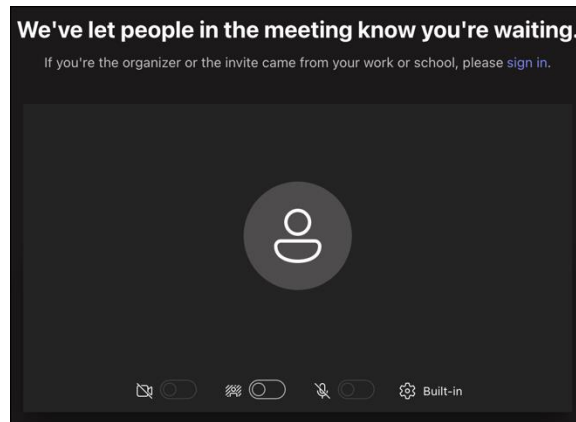




4. Type your name, enable your camera, background, and microphone.
 - a. Your name cannot be changed unless you leave the meeting and join again.



5. Select **Join Now**.
6. Wait for the meeting organizer to admit you to the meeting.



Good to Know

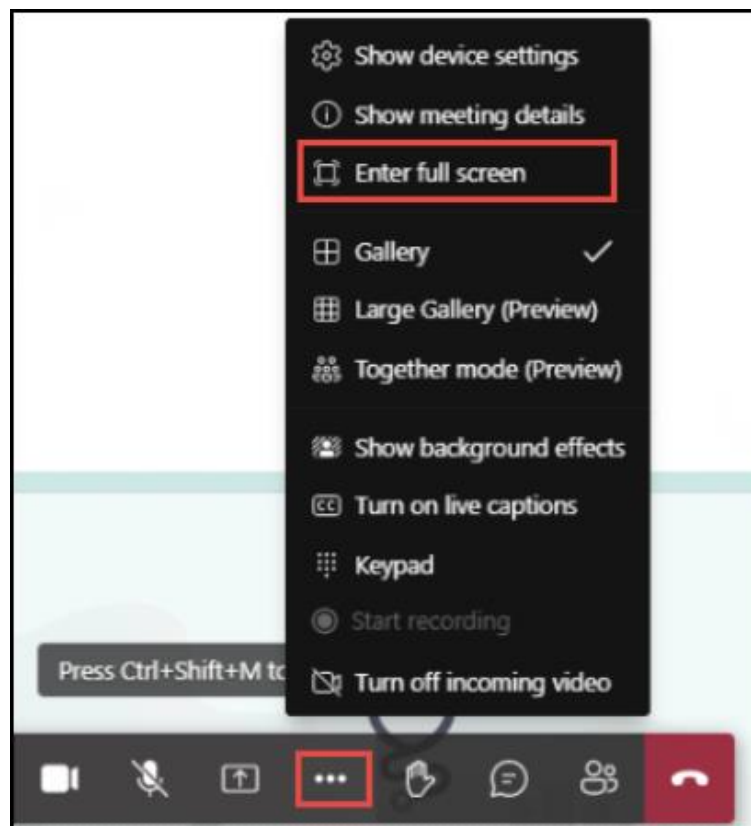
1. Familiarize yourself with [Mac keyboard shortcuts](#) for your device.
2. MacOS [keyboard shortcuts for Microsoft Teams are located here](#).
3. MacOS users may access **Whiteboard** when in a Teams meeting via their browser, but it is not available in the desktop version.

Setting Up and Troubleshooting Microsoft Teams

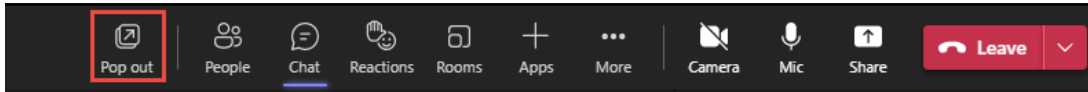
Enlarge Your Shared Screen View

One common complaint from attendees viewing a Teams shared screen is how small the content appears. Follow these steps to enlarge your screen.

1. Zoom in or out of shared content by using the keyboard shortcuts **Ctrl+Plus** sign and **Ctrl+Minus** sign; if using Chrome as the browser, this may also be accomplished by clicking on ellipsis at the end of the URL at top.
 - a. If users decrease using control - though, note that this reduces the tool bar and makes it small to see.
 - b. User may also drag the screen to control content seen by pressing down left click of mouse.
2. You can maximize the shared content and remove the panel with faces of attendees by clicking the **View** button from the toolbar, then select **Focus on Content**.
3. Enter full screen mode by selecting the **ellipsis** from the control toolbar for more actions, then select **Enter full screen**. This feature is only available to participants who joined the meeting using the downloaded version of Teams (not web).



4. Pop out shared content in a new window is available to users who joined the meeting via Desktop App only also. Not available for guests using web.



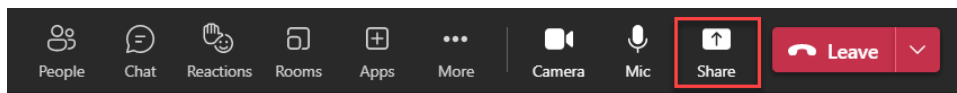
5. Have users close the chat and the participant panels when not needed so it doesn't take up more screen space. If they receive a chat when chat is closed, they will see a red notification appear on the toolbar.

Share Your Screen

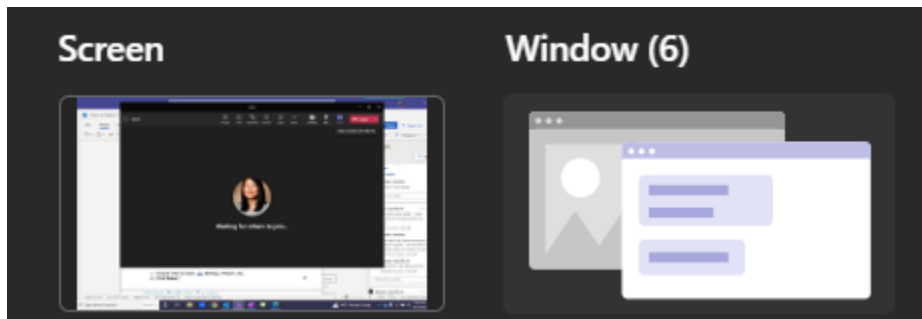
Your trainer may ask you to share your screen during class. Follow these steps.

If you joined the meeting by signing into a Microsoft account:

1. Select the **Share** button on their toolbar.



2. Select the **Screen** for the monitor, or **Window** to share a specific app.



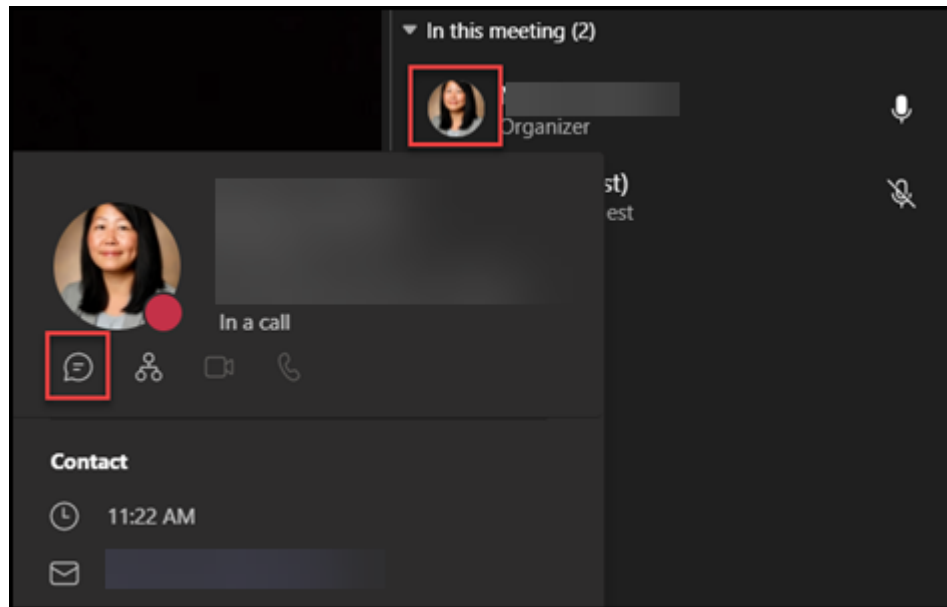
3. Select **Stop Presenting** to stop share.

How to Send a Direct Chat

Private chats between instructor and participant can only be held if participant completed single sign in authentication on their computer using their VUMC email address and network password. This chat option works just like sending a chat message via Teams App to another colleague.

1. Hover over the participant's photo or initials.
2. Select the chat icon.

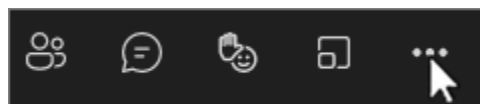





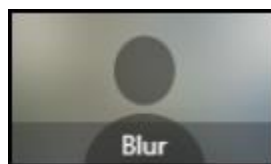
3. The message window appears for you to compose details.
4. Click the send icon that looks like an airplane.

How to Blur or Change Background

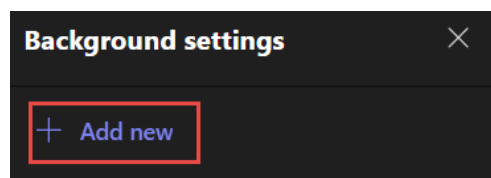
1. When you join a meeting, select the ellipsis (...) in the meeting controls at the top.



2. Select **Apply background effects**  .
3. Select **Blur**, and then select **Apply**.

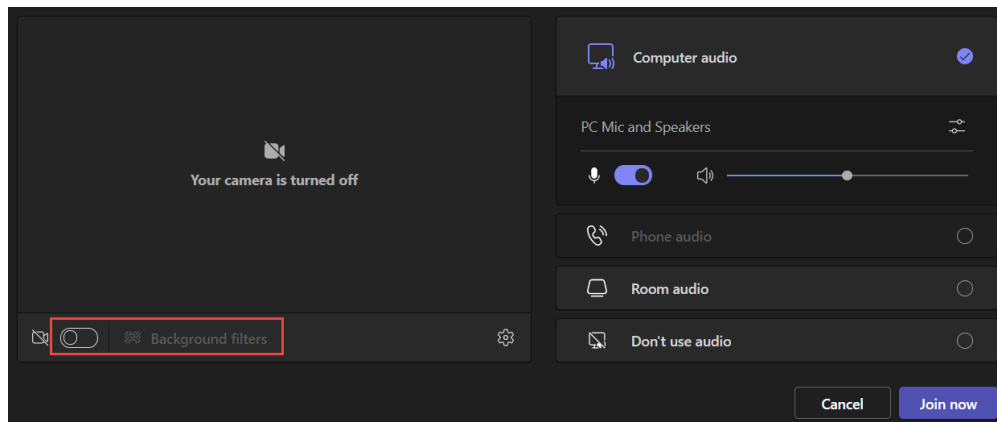


4. You may also upload a custom saved picture as your background by selecting the **Add New** button.



To update your background BEFORE you start the meeting, join the meeting from either Teams calendar or your meeting invite.

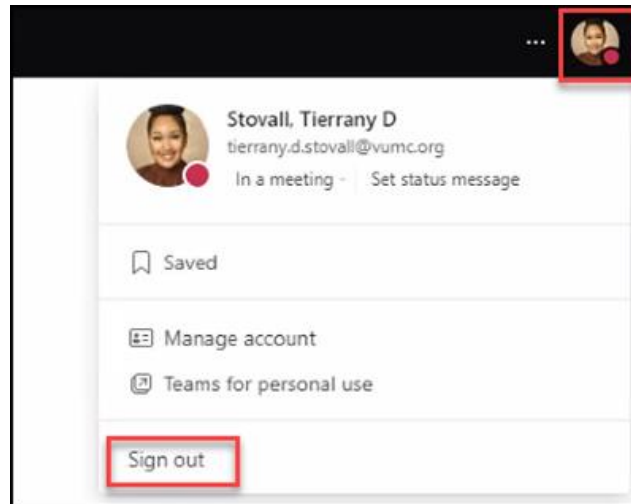
1. Select the toggle button next to Background filters, then select your desired background.
2. Click Join now button if you're ready to start the meeting, otherwise cancel out.



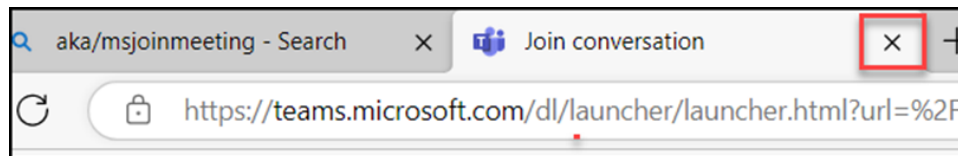
How to Exit Teams Meeting

If you are joining the meeting from a shared computer from your clinic or a Training Center, it is very important for you to log out of Teams at the end of class and exit Edge so the next user cannot access your account.

1. In Teams, click on your photo located on the upper right hand corner.
2. Select **Sign Out**.

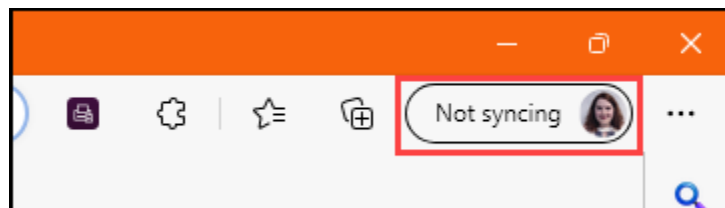


3. Close your Teams meeting in the browser at the top by clicking the X.

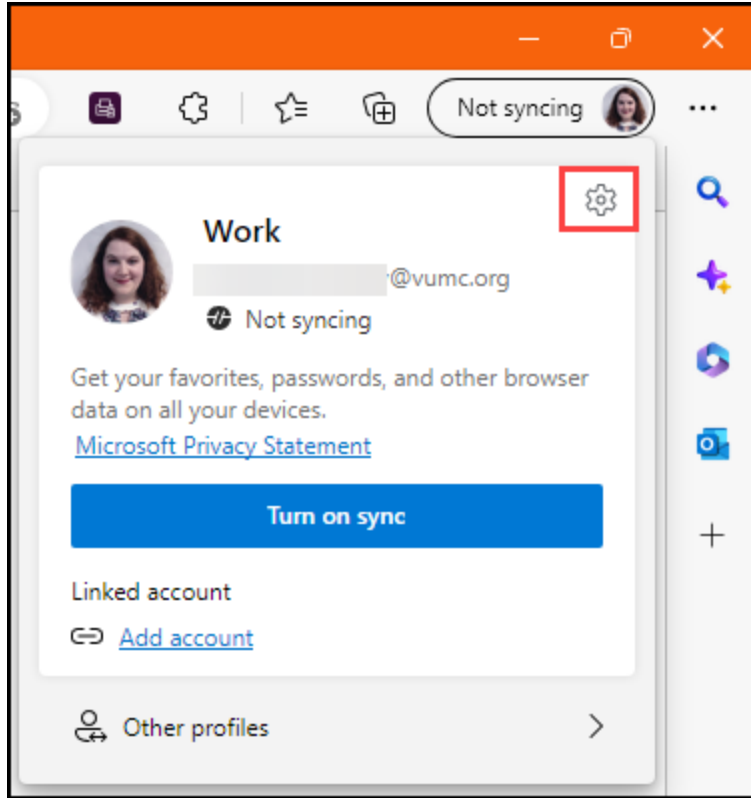


If you logged into the Microsoft Edge browser with your work credentials, you must log out so another user may not access your account.

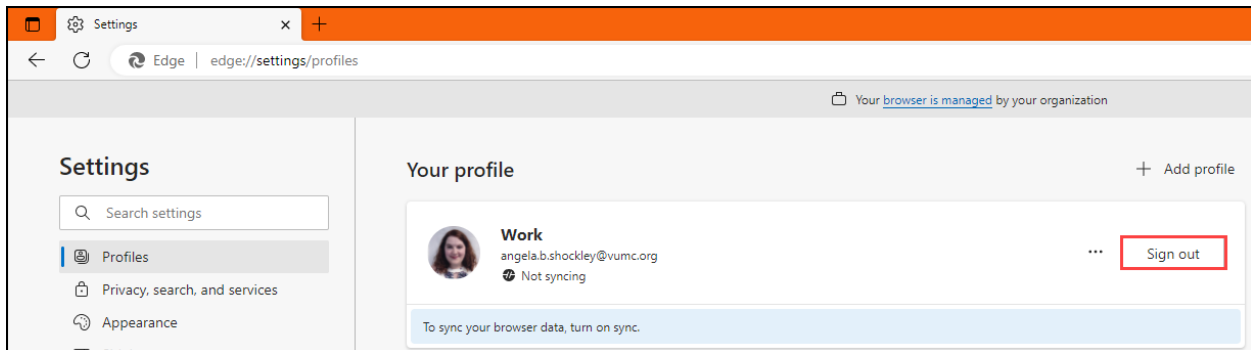
1. Select your picture at the upper right-hand corner of the browser toolbar.



2. Select the gear icon that appears to be taken to your **Settings**.



3. On the **Settings** page for your profile, select **Sign out**.



Mac Computer User Tips

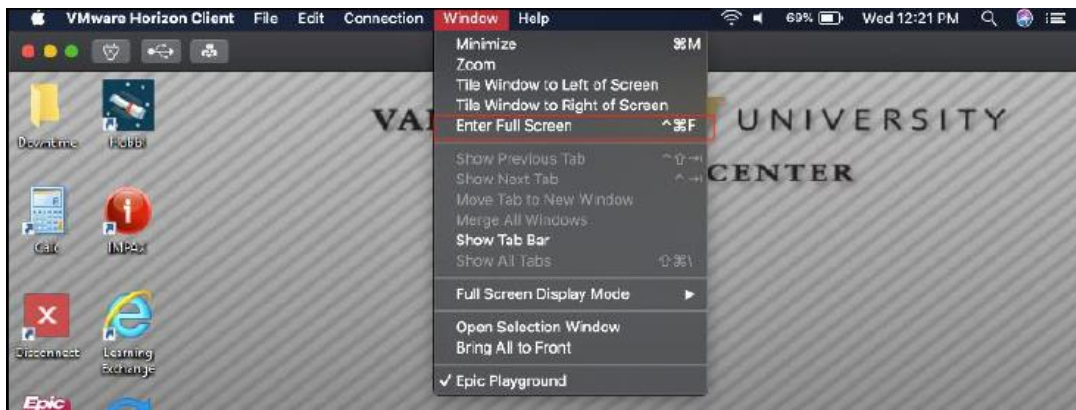
Splitting a Single Screen/Monitor on a Mac Device

Mac computers can have features that differ from Windows devices. Due to these differences, some Mac features may not work with certain eStar functions. Please follow the tips below to assist with Mac setup.

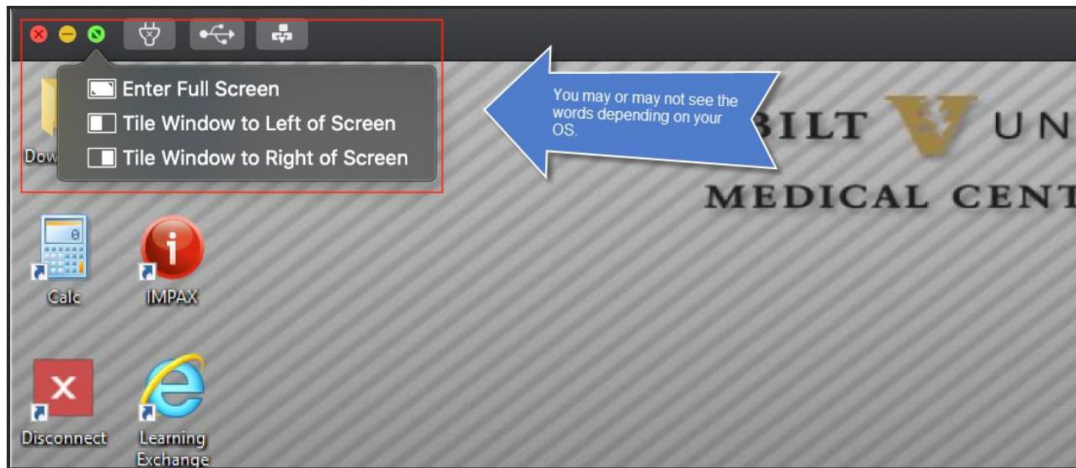
When working with one computer screen, viewing both the VMWare and Teams applications at the same time may be preferred. Splitting your screens does require the OX X El Capitan or a later version.

Note: The splitting the screen steps differ slightly based on which macOS you are using.

1. Open the VMware Epic Playground environment (or any application you want to use).
 - A. Double click the top of the screen to view the toolbar.
 - B. Select **Window** and click Enter Full Screen to Uncheck it.




2. In the top left corner of the application window on your Mac, click and hold over the **Full Screen** button.



3. Choose which side of the screen you want to view the application from the Menu. Select *Tile Window to Left of Screen* or *Tile Window to Right of Screen*.
 - A. Note: If you do not see the words, you should see the window get a little smaller. Manually drag the application to one side of the screen.
4. **Release** the button and click a window on the other side of the screen to begin using both windows side by side.
5. A snap bar will appear and allow you to **re-size** each application as needed.

Splitting the Computer Screen in other macOS versions

1. Click and hold the **full-screen** button  in the left corner of the application window.
2. As you hold the button, the window shrinks. **Drag** the window to the left or right side of the screen.
3. **Release** the button and click a window on the other side of the screen to begin using both windows side by side.

Right-clicking in eStar

1. When a right-click on a mouse is necessary in eStar, click the **right corner** of your Apple mouse or click with **two fingers** on your Apple trackpad.

Using the F2 key in eStar

1. When the F2 key is needed for eStar, hold the **Fn key** and **F2 key** to duplicate the F2 function.

Toggling between Application Windows

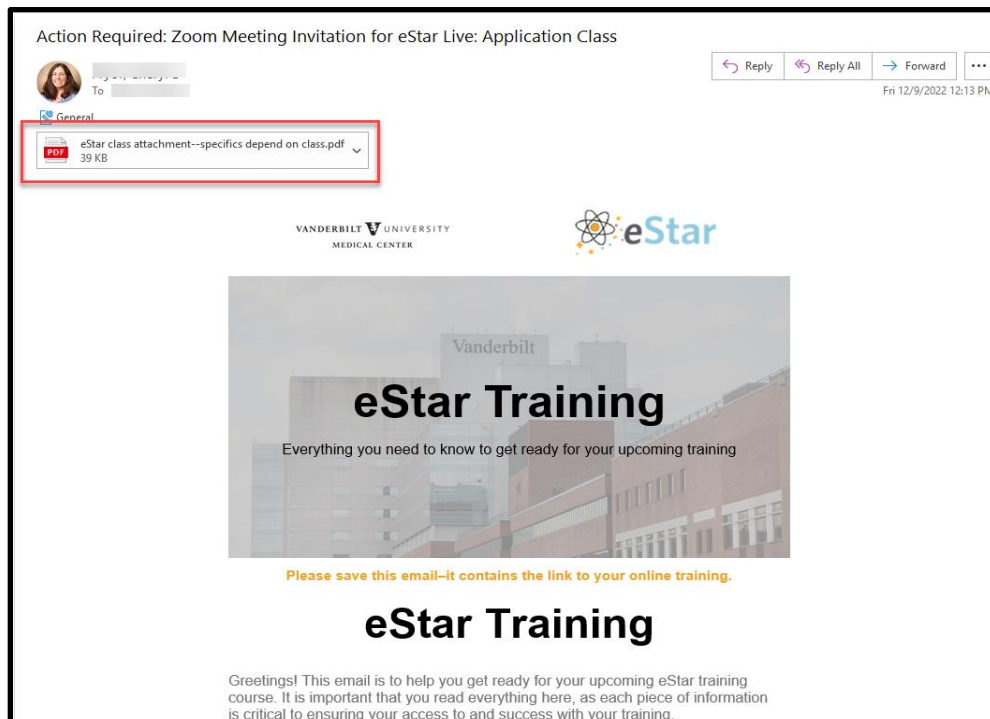
To switch between multiple windows within the same program (example: Safari), you can swap between windows using **Command + ~** (tilde) keys or **Command + Tab** keys.



Accessing Training Materials

Most eStar classes have exercise books that help guide participants through training. These documents will be found in the pre-class email, in addition to the Teams link and instructions. **Downloading a version of the materials is strongly recommended.**

1. **Review** the pre-class email from your instructor. Emails will be sent 24 business hours prior to class
 - A. Class emails will be titled as:
Action Required: Teams Meeting Invitation for eStar Live: (class name will be listed).
2. Look for any PDF attachments.
 - A. Some classes may have more than one document.
3. You may **download or print** the exercise book.



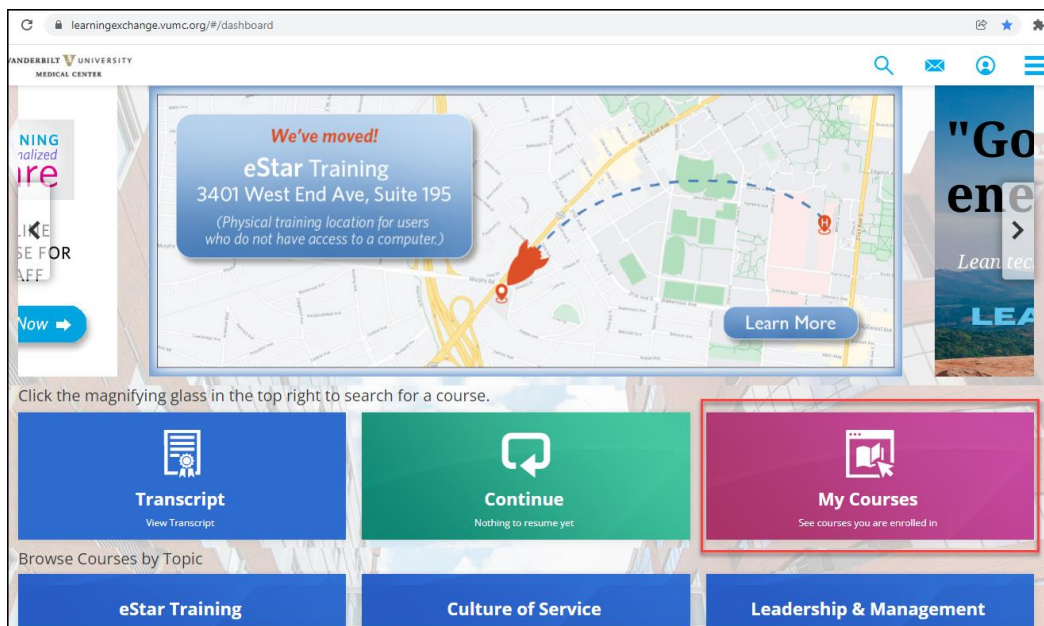
Exercise books will include screenshots, steps, practice scenarios, and additional resources to help support learning. Classroom information, such as assigned last names and logins, will be assigned during class.

Accessing Learning Exchange

Learning Exchange, VUMC's learning management system is where you will complete annual safety training, participate in VUMC online training, view eLearning's, complete eStar course prerequisites, and see your eStar Training schedule. For most eStar courses, an End User Proficiency Assessment (EUPA) must be completed before your course is considered passed.

Login to Learning Exchange

1. Login at <https://learningexchange.vumc.org/>
2. Use your VUMC credentials.
 - A. eStar Training cannot reset your password.
3. Select **My Courses** to see upcoming classes and assigned work.



4. Complete other onboarding requirements such as safety training & VUMC initiatives from the Learning Exchange.
5. Upon completing the course, you will take an End User Proficiency Assessment (EUPA), found in **My Courses**.
 - A. Your instructor will provide additional information at the appropriate time.
 - B. Do not complete the EUPA until instructed to do so.

Frequently Asked Questions

1. Whom do I contact if I need technical assistance with my computer or a password reset?
 - If you are a VUMC EMPLOYEE, call the help desk line for HealthIT at 615-343-4357.
 - i. **Note:** eStar Training staff **CANNOT** reset your password or provide advanced computer troubleshooting.
 - If you are a VENDOR/CONTRACTOR, refer to your in-house IT for local issues and admin rights.
2. How do I find out what classes I am enrolled in?
 - Contact your manager or use [Learning Exchange](#) to determine what classes you are scheduled for and when.
3. When will I receive information about my class?
 - The instructor will email you class information (Teams invite, classroom materials, etc.) 24 business hours prior to class.
4. How do I reschedule a class?
 - Email estartraininglogistics@vumc.org to reschedule a class.
5. Can I be seen or heard?
 - You may connect a microphone or webcam to Teams. You will only be seen or heard if your microphone or webcam are turned on.
 - Webcams are at the training center and are **strongly recommended**.
6. How long will the training take?
 - Plan to stay for the full duration of your scheduled class.

Training Center FAQ

1. When does the training center open?
 - The Training Center opens at 7:30 am and is staffed until 4:00 pm. Trainees may stay until their class is complete
2. Are there restrooms in the training center?
 - Yes. From the exit of the Main Campus training center, go left down the hall, and restrooms are on the right.
3. I am going to lunch; can I leave my things?
 - Yes, that is perfectly fine. No one will take your seat.
 - eStar Training is not responsible for lost or stolen valuables.
4. Can I bring food to the room?
 - You may bring light snacks, but please be sure to remove all wrappers

and other trash upon your departure.

5. **Is it ok to bring coffee to the room?**
 - Yes, if the coffee has a secure lid.

6. **I may need the training center again; should I make another reservation?**
 - Yes, you must reserve your seat each time.