

Workshops FAQ

Premium Workshops

Global Professional Services is pleased to announce a new virtual, instructor-led training offering, [Premium Workshops](#). These interactive, small-group workshops are designed to provide a personalized experience with a significant practical hands-on component. Each 2-hour workshop will cover a specific topic and will constitute a combination of lecture and hands-on practical exercises. Participants are encouraged to ask questions and share their screens. Registration is open to all customers. To ensure active participation, the workshops are limited to a **maximum of 12 attendees**.



Work directly with product experts

Take your abilities to the next level. Our expert trainers with extensive knowledge of library workflows and years of experience in the industry will guide you through the session.



Convenient

Attend these virtual, real-time workshops from the comfort of your workstation and follow along and practice in your own environment.



Interactive

Each workshop has dedicated time for hands-on activities and active dialogue. Enrollment is limited to a maximum of 12 participants per session to ensure focused learning.



Share and Collaborate

These workshops are designed to provide a personalized and collaborative learning experience where you can freely discuss, ask questions, share screens and interact with your peers.

Who is the target audience for these workshops?

We recommend users have an **intermediate to advanced** understanding of Alma and/or Primo VE functionality and library concepts.

Are there prerequisites?

Each course has prerequisites. Check the [Premium Workshops page](#) for details.

When and where will these workshops take place?

Workshops will be delivered virtually. To learn more about the session topics and purchase your seat, click [here](#).

How do I register for a workshop?

Once you purchase a seat, registration details will be included in your purchase confirmation.

When will I get session invite details?

Session registration details will be included in your purchase confirmation email. You will also receive a welcome email with a registration reminder five days before the workshop. Please get in touch with PQ-TrainingOps@clarivate.com if you have any questions.

What environment will I be working in for the hands-on exercises?

Most workshop exercises do not impact live data, enabling you to work in your environment. Check the workshop's [prerequisites](#) for more details.

Will the sessions be recorded?

The workshops will not be recorded to protect personal and data privacy. Attendees from different customer institutions will participate in these sessions and are encouraged to share their screens and workflows.

How would I schedule training for a group at my institution?

If you would like to schedule training for a group at your organization or don't see the topic you would like to cover, please review our [Premium Services page](#) and contact [Premium Services](#) with questions or for a custom training quote.

Will you continue to deliver free training for customers?

Yes! We are expanding our free, one-to-many service offerings. Check out the [Continuing Education calendar](#) for more information.

What should I do if I want to attend a session but do not see a session during my working hours?

Contact pq-trainingops@clarivate.com and we will work with you.

What should I do if the session is sold out?

*Seats are limited to **12 per workshop**. Contact pq-trainingops@clarivate.com and we will work with you.*

What if I purchased a seat for a workshop and am unable to attend? Do you give refunds?

We do not offer refunds. If you are unable to attend a workshop, please contact pq-trainingops@clarivate.com at least ten business days before the session. We will work with you to identify an alternate session or future workshop.

Who can I contact for more information?

Contact us at pq-trainingops@clarivate.com