

Registration for the “Virtual” Server Training

Requirements for the Virtual Server Training:

- Desktop computer or laptop (mobile device may be used)
- Internet access
- Email address

If you do not have the above requirements, please contact our training section at: liq-training@honolulu.gov to schedule the “In-Person” Server Training.

Instructions:

1. Go to our web page (<http://www.honolulu.gov/liq>).
2. Click on the “Event Calendar” tab.
3. Click on the date you want to attend. Virtual Server Training is offered at 10:00 a.m. every Monday, Wednesday, and Friday (excluding all City holidays).

City and County of Honolulu
Honolulu Liquor Commission
We recommend that you use the most current version of Google Chrome.
[Click here to download the latest version.](#) Mahalo!

AlohaQ
[CLICK to Schedule an Appointment](#)

Calendar View | List View

By Year | By Month | By Week | Today | Search

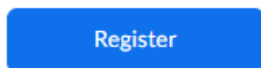
Monthly View | January, 2021

◀ December		January, 2021				February ▶	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
53 27	28	29	30	31	1	2	
1 3	4 10:00am Server Training ...	5	6 10:00am Server Training ...	7 04:00pm FY21 - 25th LIQ ...	8 10:00am Server Training ...	9	
2 10	11 10:00am Server Training ...	12	13 10:00am Server Training ...	14 04:00pm FY21 - 26th LIQ ...	15 10:00am Server Training ...	16	
3 17	18 10:00am Server Training ...	19	20 10:00am Server Training ...	21 04:00pm FY21 - 27th LIQ ...	22 10:00am Server Training ...	23	
4 24	25 10:00am Server Training ...	26	27 10:00am Server Training ...	28 04:00pm FY21 - 28th LIQ ...	29 10:00am Server Training ...	30	

7. Use the guide below to enter the proper data in the Registration Form.

Registration Field	What to enter
First name	IMPORTANT: Enter your "First Name" as displayed on your government ID
Last name	IMPORTANT: Enter your "Last Name" as displayed on your government ID
Email address	IMPORTANT: Enter your email address. (Your registration confirmation, class updates, and test scores are sent to this email address.)
Confirm Email Address	Enter your email address again.
Address	Enter your resident address. (Must be a physical Hawaii address. Do not use a P.O. Box address.)
State/province	Enter the State
Zip/postal code	Enter the Zip Code
Phone number	Enter your phone number (with area code)
Organization	Name of liquor licensed premises. (To get a (If observing class, type in "Observer".
Last 4 digits of Social Security Number	Enter last 4 digits of your Social Security Number. (Verification purposes.)
Position	Select one: Manager – Blue Card Manager (Retail Store) - Purple Card Bartender Observer

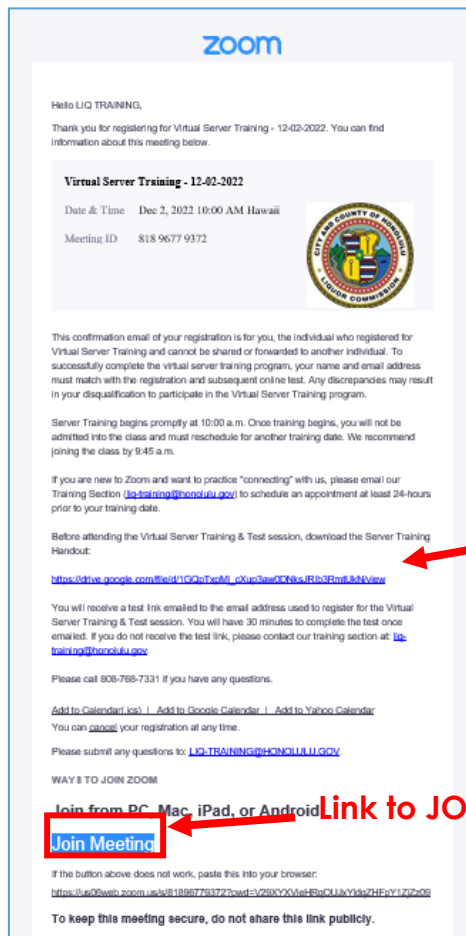
8. Once you complete the Registration Form, click the "Register" button at the bottom right of your screen.



9. Shortly after registering, you will receive an email confirmation from "LIQ-TRAINING" containing a unique link. If you do not receive your confirmation email within a few minutes, please contact our Training Section at liq-training@honolulu.gov or call our office, (808) 768-7331 or (808) 768-7334.

Download the Server Training Handout prior to the start of the session.

On the day of your scheduled training, click this link to access the Virtual Server Training.



Link for Training Handout

Link to JOIN session

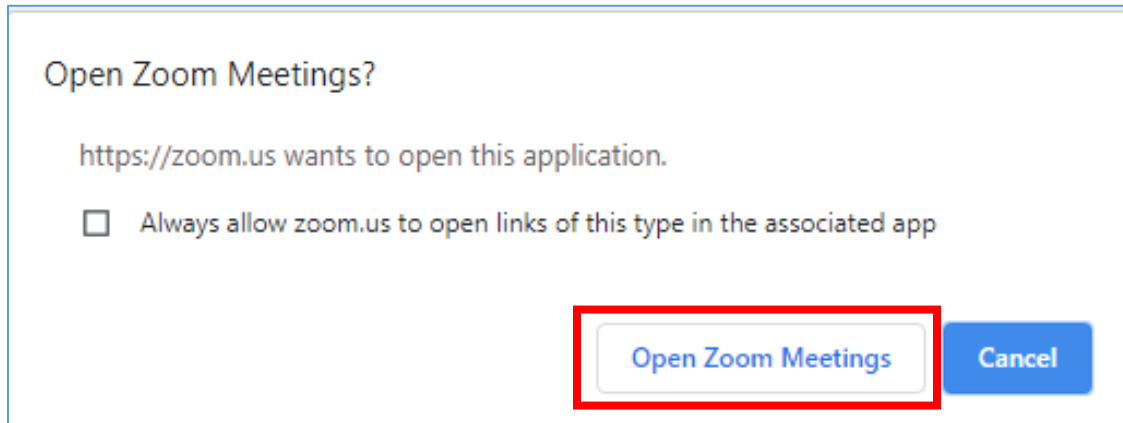
10. If you forgot to download the Server Training Handout you can find it on our Training and Education webpage:

<http://www.honolulu.gov/liq/trainingeducation.html>

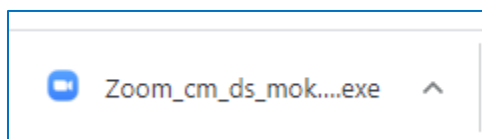
11. Questions? Please email our Trainers at: liq-training@honolulu.gov.

Joining Meeting

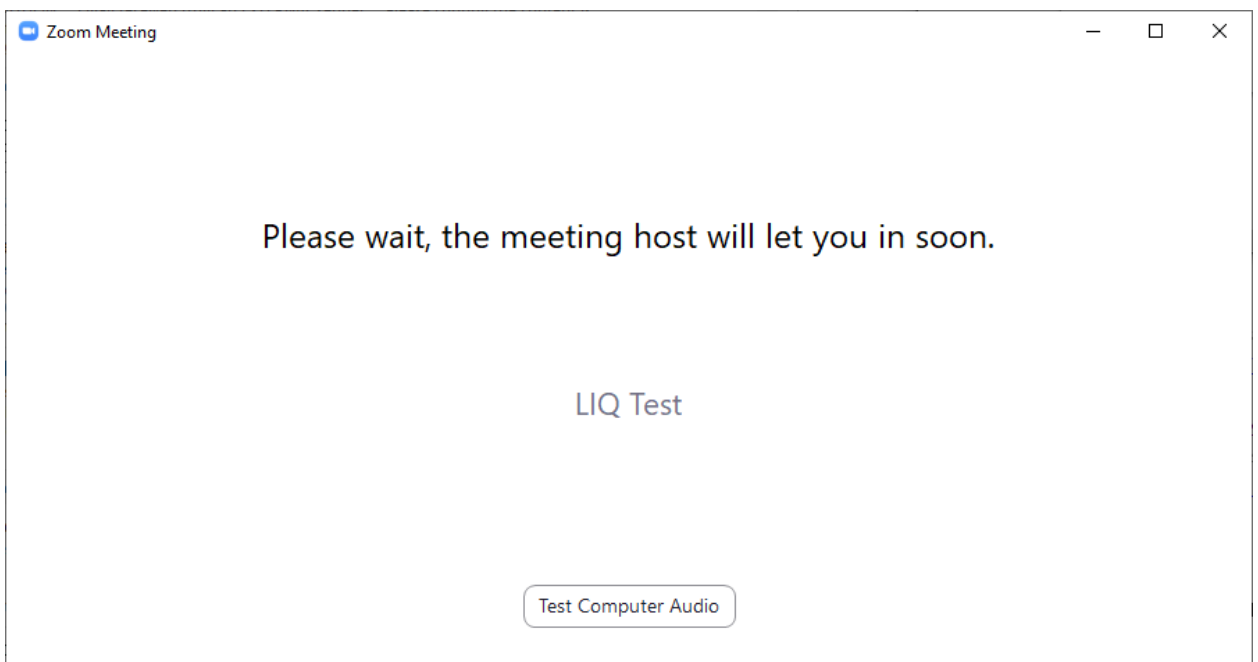
1. After selecting to join meeting, click on “Open Zoom Meetings” in the windows dialogue box.



(If first time accessing Zoom, a temporary application will be downloaded to your computer (bottom right). Click on the temporary application to activate Zoom.

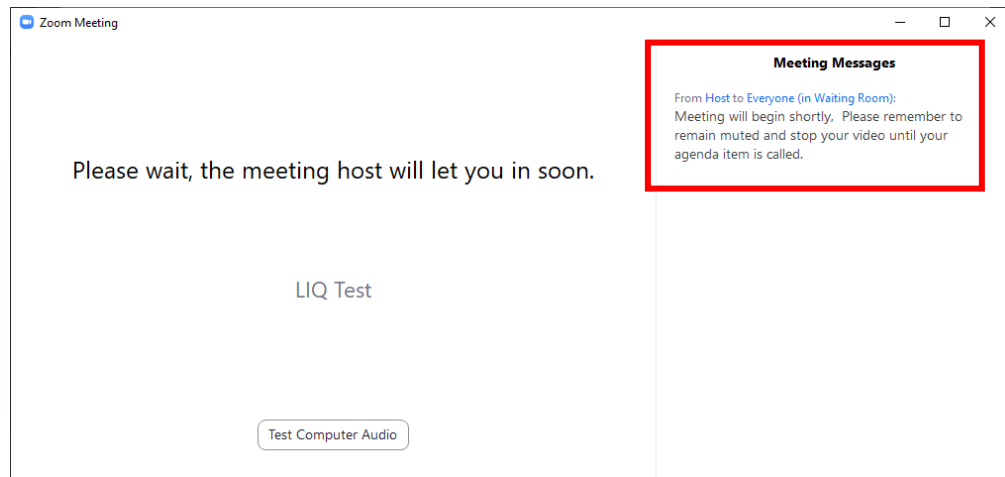


2. Zoom will populate and you will be placed in the waiting room, for the host to admit you to the meeting.

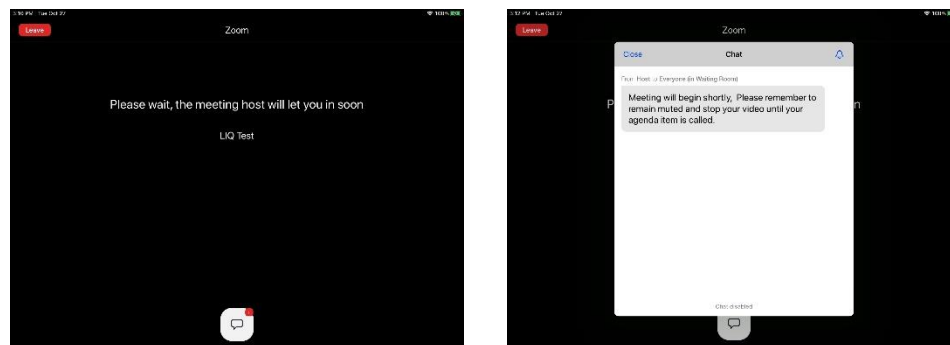


While waiting for the meeting to start, the Zoom Host may send a message to all in the waiting room.

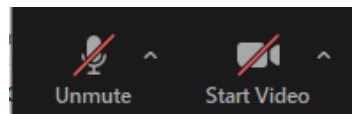
Desktop/Laptop Computer screen view (Waiting Room)



Mobile Device view (Waiting Room)



3. Once admitted, you will be taken to the live meeting. Please remain muted and hide your camera. Your microphone and video icon (bottom of screen) should have a red slash, indicating microphone is muted and camera is hidden.

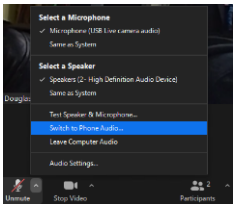


Upon entry to live meeting:

Zoom defaults to using "Computer Audio".

Troubleshooting:

Unable to locate the Registration link	<p>Click on the Zoom registration link found in the Liquor Commission's Event Calendar:</p> <p>http://www.honolulu.gov/liq/event-calendar/month.calendar/</p> <p>Note: <i>Pre-Registration closes at 8am, the day of training. If wanting to register after 8am, you will need to select another virtual server training date to attend.</i></p>
Registered but can't find the link to join the training session	<p>Once you register for the Virtual Server Training and Test session, you will receive an email from "LIQ-Training". Look for that email.</p> <p>If you are unable to find the email, contact our Training Section (liq-training@honolulu.gov) to resend the session link to you.</p>
Using Mobile device	<p>Go to mobile device store (i.e., Apple App Store, Google Play Store, etc.) and download Zoom app.</p> <p>After installing Zoom app, click on Zoom and enter meeting ID (found on the event calendar), then select "Join". Enter your name and email address and click "Ok" If you have not pre-registered, you will need to register.</p> <p>Join meeting.</p> <p>Note: Meeting control buttons are on the top of the screen for mobile tablets.</p>

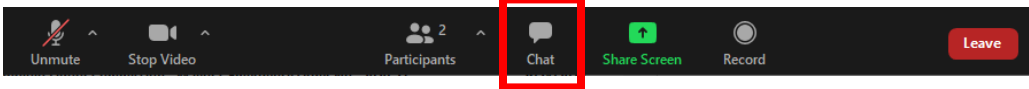
No Computer Audio	<p>If you have no computer audio, switch to phone audio.</p> <ol style="list-style-type: none">1. Click on the error next to the microphone icon and select "Switch to Phone Audio..."  <ol style="list-style-type: none">2. Select a phone number, dial the phone number, enter the meeting ID, and participant number. You will be connected by phone.
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I did not receive the test	Test link is provided in the Zoom chat at the conclusion of the training presentation. If you did not receive a link, contact our Training Section at: liq-training@honolulu.gov .
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Contacting the Host.

Prior to the start of the Virtual Server Training and Test session, the Zoom Host may be contacted by email: liq-training@honolulu.gov or by phone: 808-768-7334.

During the meeting, if you need to chat with the Zoom Host, click on the “chat” button at the bottom of your screen.



The Zoom Host may send chat messages to participants. Please be aware of messages in your chat box.

