

Remote Rack Sales FAQ

Q. Why are the sessions only 6 hours long when most practice labs are 8 hours?

A. Because of the time zone differences, we created 6 hour sessions to enable people to “back-to-back” sessions and have a large 12 hour double-session in which they can utilize 8 hours to do the specific lab that they need to do. Our 50 rack session package is extremely affordable and is intended for this purpose.

Q. Can the time slot hours be changed to accommodate my specific time-zone?

A. No, our ACS server is configured for PST and can not be modified. Please purchase a bulk rack session package and utilize your sessions back-to-back to create a large double-session in which you can do your intended practice lab scenario.

Q. Is there a re-schedule fee to reschedule rack time?

A. Yes, it costs \$5 to reschedule a rack session. This is to prevent a large amount of rescheduling.