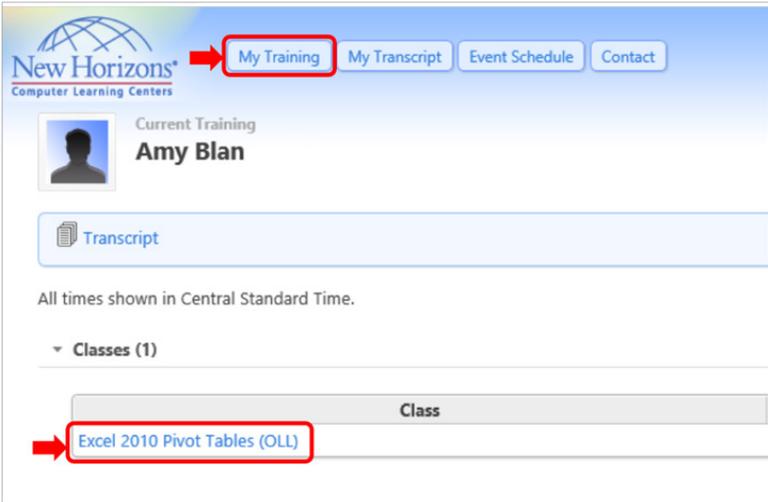


# ONLINE LIVE® QUICK START GUIDE

*The New Horizons Online LIVE® platform effectively delivers our unrivaled Traditional Instructor Led Training learning experience directly to students at the New Horizons center or anywhere the student wants to take the class (home, work, etc.)*

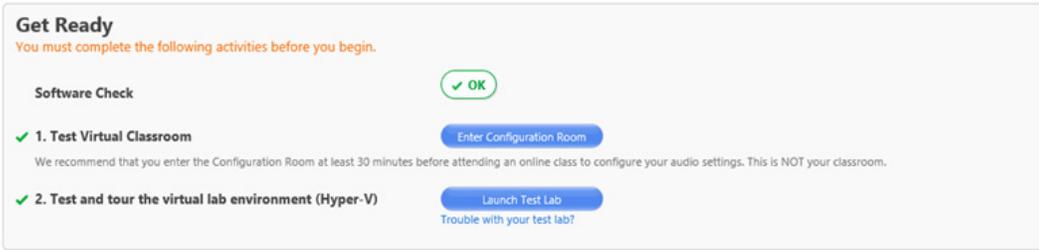
You will be able to access your New Horizons OnLine LIVE® class through a link provided in an email confirmation with your unique login link to the New Horizons Learning Management system (LMS).



The screenshot shows the LMS interface for user Amy Blan. At the top, there are navigation buttons: 'My Training', 'My Transcript', 'Event Schedule', and 'Contact'. The 'My Training' button is highlighted with a red box and an arrow. Below the navigation, the user's name 'Amy Blan' is displayed. Under 'Current Training', there is a 'Transcript' button. A note states 'All times shown in Central Standard Time.' Below that, a dropdown menu shows 'Classes (1)'. A table with one class is visible, and the class name 'Excel 2010 Pivot Tables (OLL)' is highlighted with a red box and an arrow.

## Once you log in you'll see the LMS:

Select your class and it will launch the New Horizons Online LIVE® platform powered by Adobe connect. Through the setup process you may be prompted for several configuration options.



The 'Get Ready' section contains the following information:

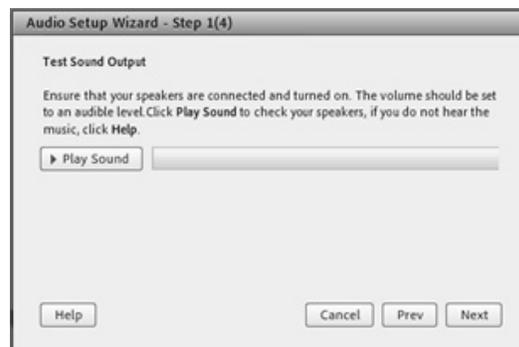
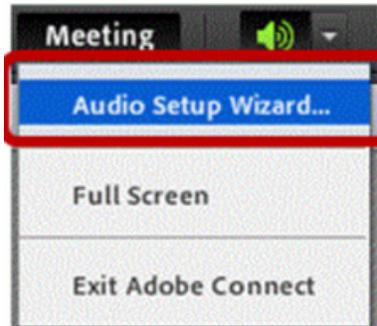
- Get Ready**  
You must complete the following activities before you begin.
- Software Check** (Status: ✓ OK)
- 1. Test Virtual Classroom** (Status: ✓)  
We recommend that you enter the Configuration Room at least 30 minutes before attending an online class to configure your audio settings. This is NOT your classroom.  
Button: [Enter Configuration Room](#)
- 2. Test and tour the virtual lab environment (Hyper-V)** (Status: ✓)  
Button: [Launch Test Lab](#)  
Link: [Trouble with your test lab?](#)

**Please perform system checks on the device you will be using for the class.**

# ONLINE LIVE® QUICK START GUIDE

## The New Horizons Online LIVE® platform Audio Options

Upon entering the classroom or by selecting the "Meeting" menu, the Audio Wizard will guide you through Audio setup and options:



**Note: If you are having issues using computer audio, run the Audio Setup Wizard located under the Meeting menu.**

# ONLINE LIVE® QUICK START GUIDE

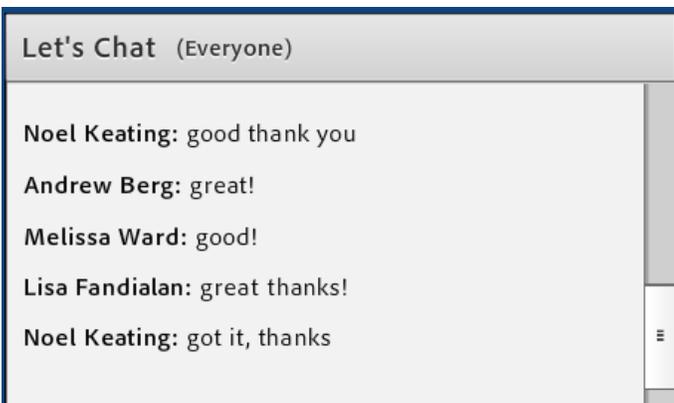
## The New Horizons Online LIVE® Interface Options

The New Horizons OnLine Live® classroom has several options for working with your instructor and fellow students. Actively participating will positively affect the instructor and your fellow students and make for a better experience.



### Interact in Class

During class, simply click a Hands Up button to raise your hand, give a thumbs up or down, laugh or applaud. This provides feedback to the instructor and other students.



### Chat

To send a message to all class attendees, type your message in the chat pod and press Enter or click the Send icon.

To send a private chat message to a student or instructor, hover over the name of the person you want to chat with in the Attendee pod and select Start Private Chat. A private chat message will display in an additional tab to easily distinguish from public chat.

# ONLINE LIVE® QUICK START GUIDE

## Troubleshooting

Issue	Solution
Make sure computer will work for this class.	Confirm your machine meets the minimum system requirements by running the System Check. Do not connect to a VPN during your class. Please use a wired connection vs Wifi for the best performance.
I cannot hear any audio.	<ol style="list-style-type: none"><li>1. Verify your computer speakers are on and at an audible volume level.</li><li>2. Run the Audio Setup Wizard from the Meeting menu.</li></ol>
I am connected to the computer audio, but no one can hear me.	<ol style="list-style-type: none"><li>1. Make sure your computer microphone is not muted on menu bar.</li><li>2. Run the Audio Setup Wizard from the Meeting menu.</li><li>3. Verify if you've denied the Flash Player access to your computer's microphone. Right click in the meeting window and choose Settings to view your Flash Player settings. In the dialog box, choose Allow.</li><li>4. Close the room and reconnect your microphone.</li></ol>
The instructor screen looks fuzzy or is hard to read.	<ol style="list-style-type: none"><li>1. Click the Full Screen button at the top of the Share pod.</li><li>2. Use the options menu in the top right hand corner of the pod to select Change View Zoom In.</li></ol>
I can't access my labs.	Contact your local admin and Check your firewall settings.

Technical Support: Email: [helpdesk@newhorizons.com](mailto:helpdesk@newhorizons.com) Phone: 714-940-8100

