



# CLASS PREPARATION GUIDE

For Students attending an Online Class from their Home or Office

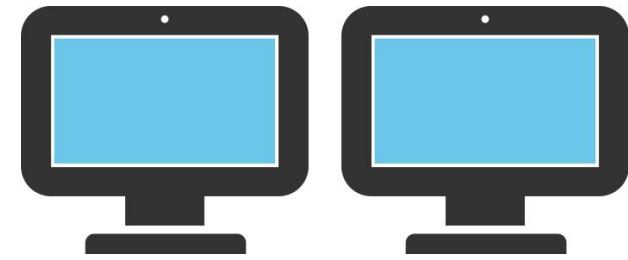
# ENSURE MINIMUM REQUIREMENTS



Supported Operating Systems



Supported Browsers



Dual Monitors (Recommended)



Headphones / Microphone  
(Recommended)

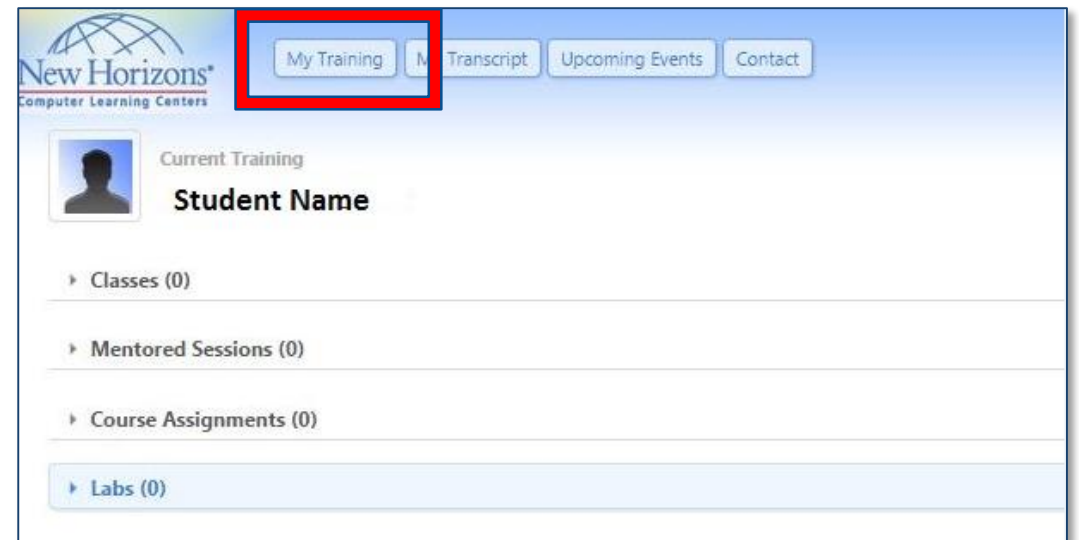


Wired Internet Connection  
(Recommended)

# CONNECTING TO ONLINE LIVE

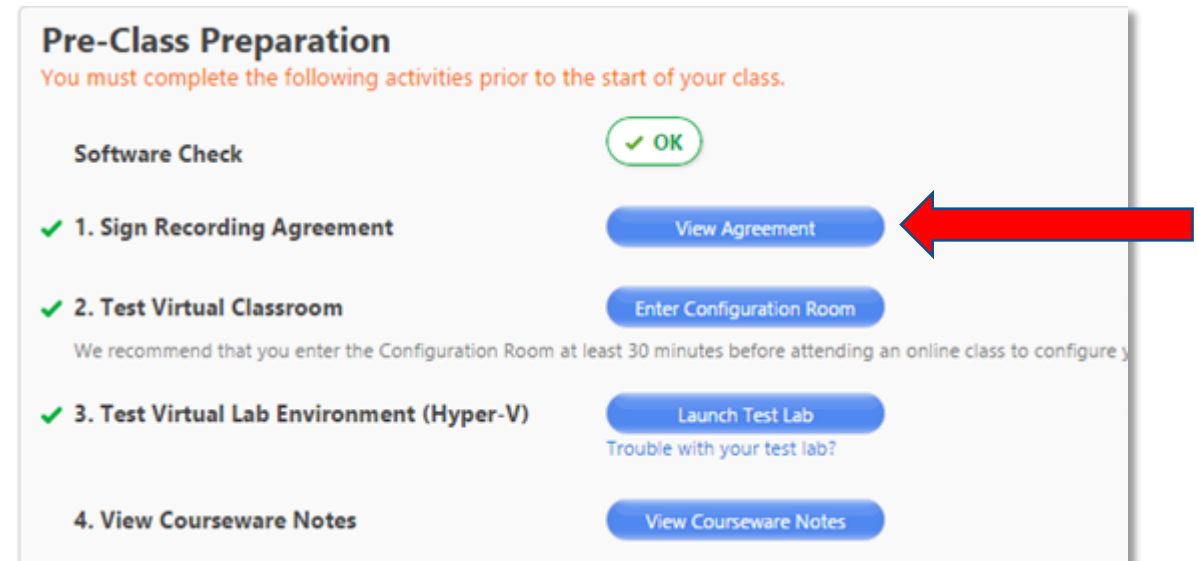
## Get Started

1. Navigate to <https://lms.nhcms.net>
2. Username: Full Email Address
3. Default Password (Case Sensitive):  
P@sswØrd where the Ø=zero
4. View your available classes by clicking the **My Training** button
5. Select your upcoming class by clicking on the class title in the class list.



# RECORDING AGREEMENT

- Please view and accept the Recording Agreement.
- You will not be able to launch your classroom environment if you do not perform this step.



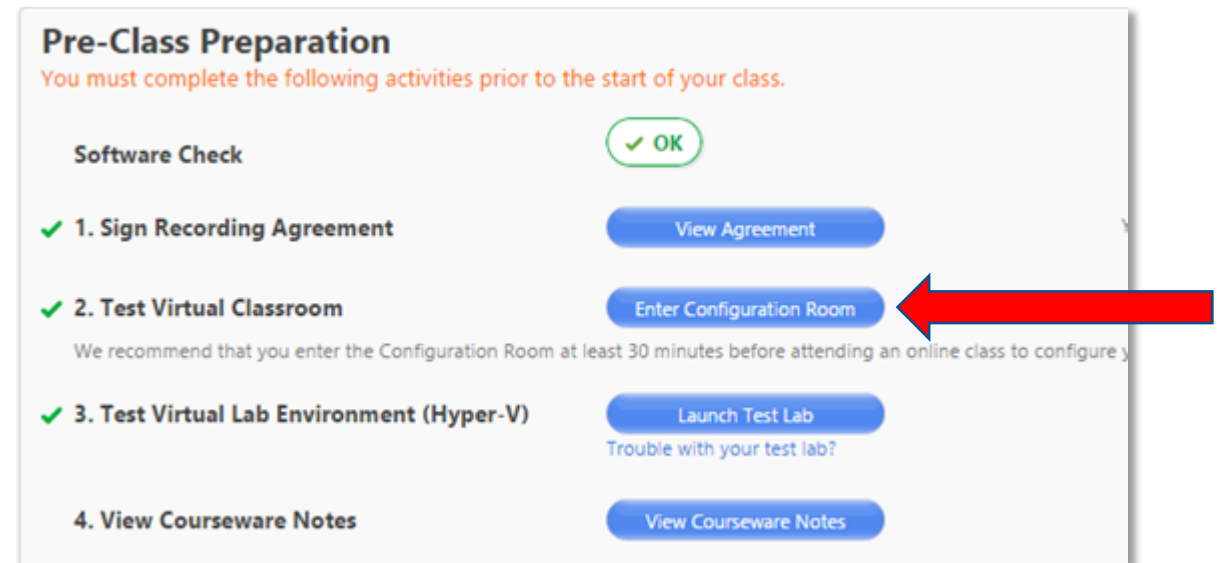
**Pre-Class Preparation**  
You must complete the following activities prior to the start of your class.

Software Check	✓ OK
✓ 1. Sign Recording Agreement	<a href="#">View Agreement</a>
✓ 2. Test Virtual Classroom	<a href="#">Enter Configuration Room</a>
We recommend that you enter the Configuration Room at least 30 minutes before attending an online class to configure y	
✓ 3. Test Virtual Lab Environment (Hyper-V)	<a href="#">Launch Test Lab</a> <a href="#">Trouble with your test lab?</a>
4. View Courseware Notes	<a href="#">View Courseware Notes</a>

A red arrow points to the 'View Agreement' button in the first step of the checklist.

# SOFTWARE CHECK / LAB ENVIRONMENT

- The Virtual Classroom Environment test confirms that you have the basic software on your system needed to run our online classroom.
- If you do not have that software you will be prompted to “Install” that software.
- Enter the configuration classroom to ensure you are able to connect into our online classroom successfully.



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A red arrow points to the "Enter Configuration Room" button.

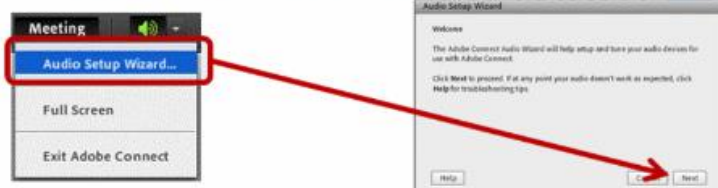

# SOFTWARE CHECK / LAB ENVIRONMENT CONT.

- This is what the Configuration Room looks like.
- Please follow the instructions in the Configuration Room and then close this window to return to <https://lms.nhcms.net>

Who's Here? (15)

Configuration Room Slide 3

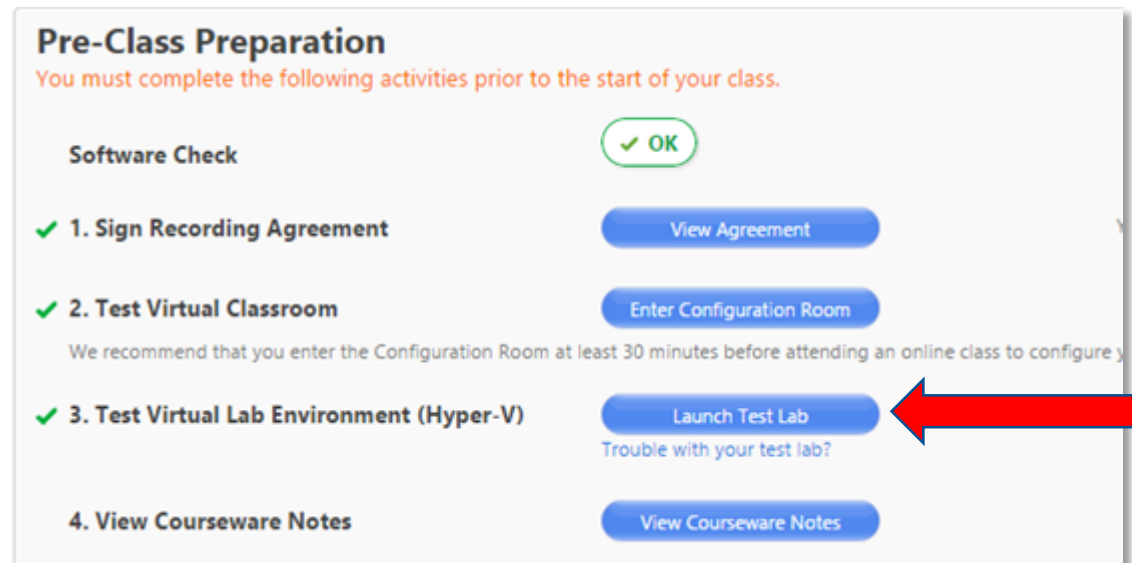
THIS IS **NOT** YOUR ONLINE LIVE<sup>®</sup> CLASSROOM  
THIS IS THE CONFIGURATION ROOM USED FOR AUDIO SETUP AND MUST BE  
CLOSED WHEN COMPLETE

- 1) To configure your audio, click the **"Meeting"** menu and select the **"Audio Setup Wizard"** option. Follow the prompts through the wizard.  

- 2) Once you have configured your audio, exit this room by clicking the **"X"** in the upper right hand corner of the Configuration Room.  

- 3) You will see a **"Launch"** button appear 30 minutes before your class start time in the **"Class Enrollments"** page of the Learning Management System (LMS). Use the **"Launch"** button to enter your actual class.

Name	Size
System Clock	428 KB
Connection Requirements	318 KB

# SOFTWARE CHECK / LAB ENVIRONMENT CONT.

- Your Online LIVE class may include a lab from the New Horizons Virtual Lab Environment. If so, you will need to install the appropriate software for your lab.
- To get the software click on “Launch Test Lab” and allow any installs that the lab prompts you for.



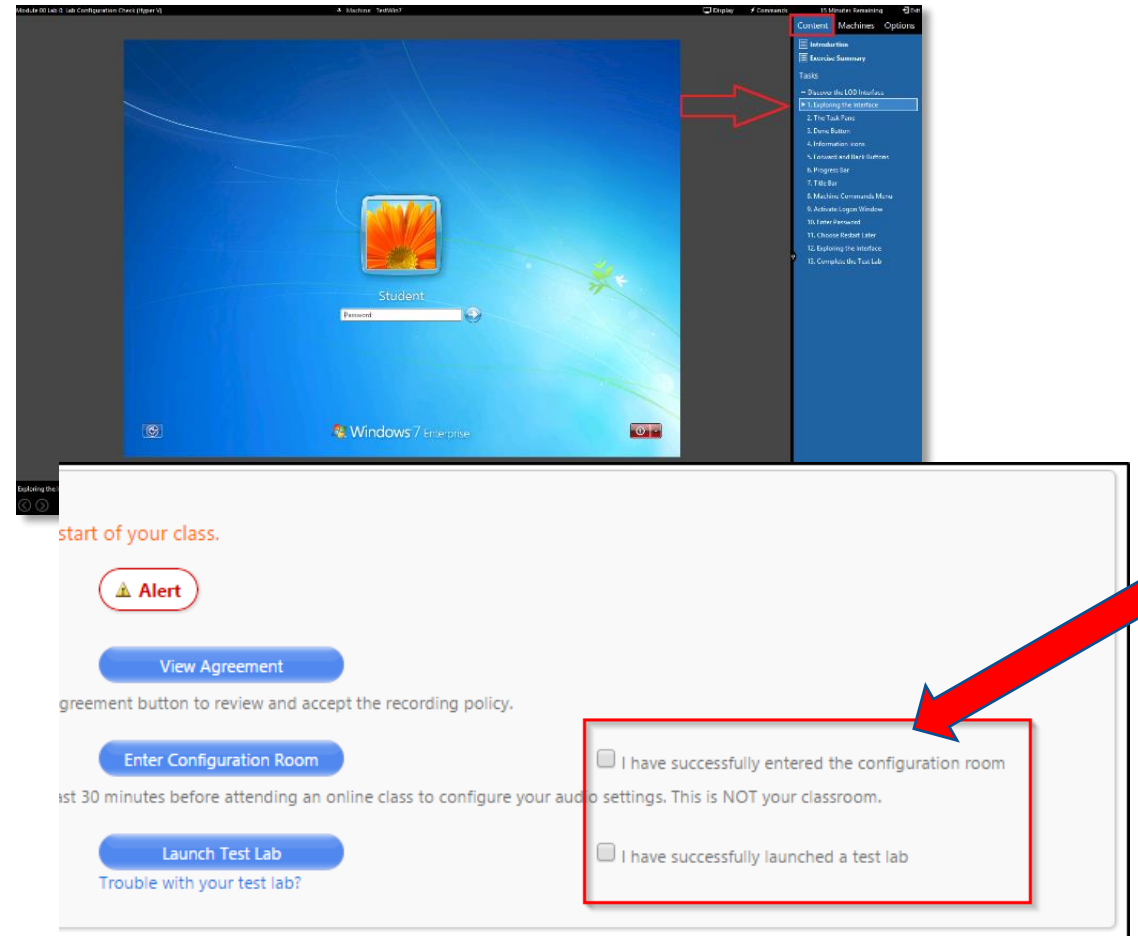
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✓ 3. Test Virtual Lab Environment (Hyper-V) <small>Trouble with your test lab?</small>	Launch Test Lab
4. View Courseware Notes	View Courseware Notes

A red arrow points to the "Launch Test Lab" button.

# LAUNCH TEST LAB

- If you have never used our lab system, please take this time to become familiar with the lab environment by stepping through the test lab instructions (located on the bottom of the lab screen).
- Click “Done” after every step.
- When finished, check the “I have successfully launched the test lab” checkbox in the “Software Check” screen.





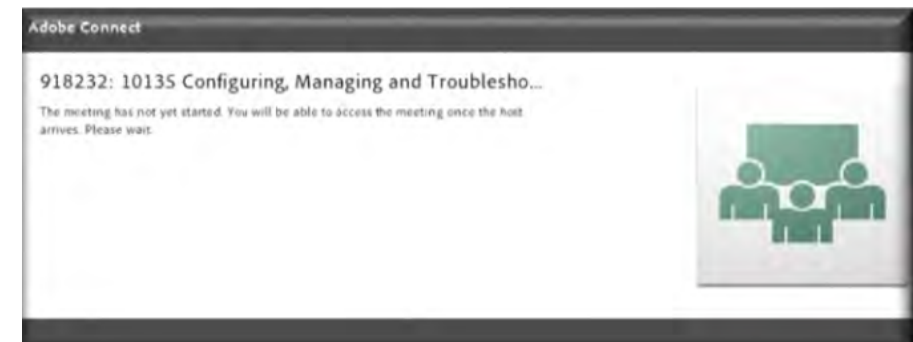
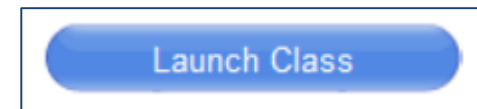
# COURSEWARE

If your class requires physical courseware, it will be shipped directly to you (at work or home; whichever address was given during the enrollment). Most of our classes now utilize digital courseware. Please use the table below to determine which type of courseware you should be expecting.

Course Type	Courseware
Microsoft Office, Adobe, CompTIA, CISSP	Watch for an email from New Horizons that will provide you with detailed access instructions. Due to arrive 1 business day before your training is scheduled.
Microsoft Technical	Watch for an email from noreply@skillpipe.com with "Courseware license key" as the subject. Due to arrive 1 business day before your training is scheduled.
ITIL	Watch for an email from courseware@nhlearninggroup.com with digital access instructions. Due to arrive 1 business day prior to training.
Cisco	Watch for an email from donotreply@eaascisco.com with digital access instructions. Due to arrive 1 business day prior to training.
Citrix	You will receive all necessary files from the instructor at start of class.
VMWare	Watch for an email from vmware.noreply@gilmore.ca . Due to arrive 1 business day before your training is scheduled.
Other	For any courses not listed above, please email courseware@nhlearninggroup.com to receive more details on which type of materials your class(es) require.

# READY FOR CLASS!

- You have successfully tested your system for your class and your upcoming labs!
- Below the Software Check area, the “Launch Class” button will appear thirty (30) minutes prior to your class start day/time.
- NOTE: If your instructor has not already entered the class, you will be placed in the waiting room and launched into the classroom when your instructor arrives.



# QUESTIONS OR PROBLEMS?

- Email: [ticket@nhlearninggroup.com](mailto:ticket@nhlearninggroup.com)
- Phone: (714)221-3134

# CANCELLATION POLICY

Failure to attend or to notify us regarding cancellation will result in a cancellation fee. Please see necessary timelines below.

- Cancellation within 10 business days or 15 days for Red Hat of the class start date.

You should login at least 30 minutes prior to class start time. If you login more than 30 minutes late to class, you will not be allowed to enter the class and will need to reschedule.