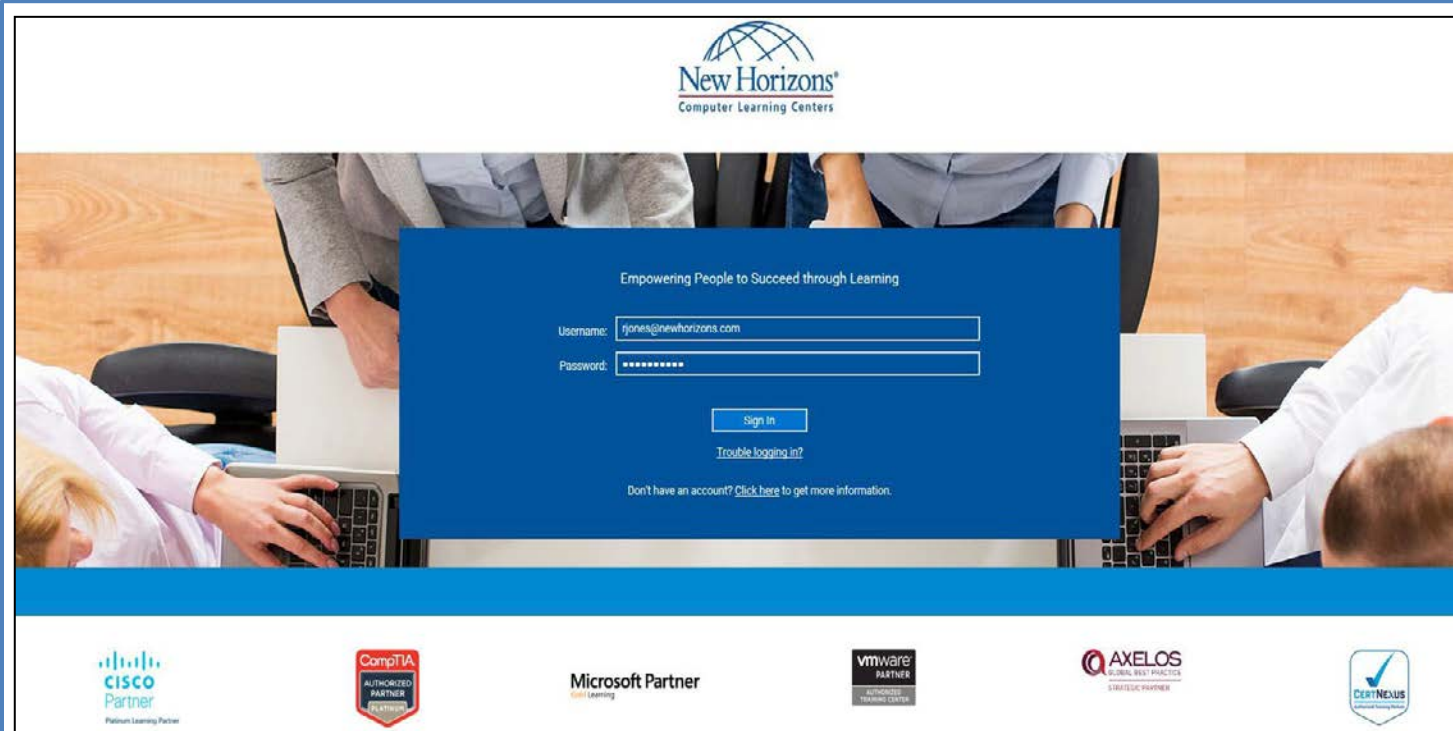


# ONLINE LIVE® QUICK START GUIDE

*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).

<https://lms.nhcms.net>



The screenshot shows the New Horizons Online LIVE login interface. At the top center is the New Horizons Computer Learning Centers logo. Below it is a blue banner with the text "Empowering People to Succeed through Learning". The main content area is a blue box containing a login form with the following elements:

- Username field:
- Password field:
- Sign In button
- Link: [Trouble logging in?](#)
- Text: [Don't have an account? Click here to get more information.](#)

At the bottom of the page, there is a row of partner logos: Cisco Partner, CompTIA Authorized Partner, Microsoft Partner, VMware Partner, AXELOS Strategic Partner, and CERTNEXUS.

# ONLINE LIVE® QUICK START GUIDE

Once you log in select your class and it will launch the New Horizons Online LIVE® platform powered by Zoom.

The screenshot shows the New Horizons Online LIVE® user interface. At the top, there are navigation tabs for 'My Training', 'My Transcript', and 'Event Schedule'. Below the navigation, the New Horizons logo is on the left, and the user's profile 'Stan Lee Learner' is on the right. A red arrow points to the 'My Training' tab. Below the profile, there are links for 'Transcript', 'Redeem Training Key', and 'Training Calendar'. A table lists the user's classes, with the first class, 'PowerPoint 2016 - Part 2 (Dedicated)', highlighted by a red box. The table has columns for 'Class', 'Room', and 'When'.

Class	Room	When
PowerPoint 2016 - Part 2 (Dedicated)	Virtual	Thursday, October 17, 2019 8:30 AM - 4:30 PM (Pacific Standard Time)

Through the setup process you may be prompted for several configuration options.

The screenshot shows the 'Basic Information' and 'Software Check' sections of the New Horizons Online LIVE® setup process. The 'Basic Information' section displays student details: Student: Stan Lee Learner, Event: PowerPoint 2016 - Part 2 (Dedicated), Enrollment Status: Enrolled, Completion Status: Unknown, Classroom: Virtual, Is Retake: No, and Enable Labs: Yes. The 'Software Check' section is titled 'Get Ready' and lists three tasks that must be completed before the class. Each task has a corresponding button and a checkbox to indicate completion.

**Get Ready**

You must complete the following activities before you begin.

**Alert**

**1. Sign Recording Agreement** [View Agreement](#)

This class will be recorded. In order to attend click the View Agreement button to review and accept the recording policy.

**2. Test Virtual Classroom** [Test Virtual Classroom](#)  have successfully tested the virtual classroom

Please test the virtual classroom at least 30 minutes before attending an online class. NOTE: This is not your classroom. You must return to this page and check the box to the right in order to see the launch button for your class.

**3. Test and tour the virtual lab environment (Hyper-V)** [Introduction to Lab UI](#)  have successfully launched a test lab

Trouble with your test lab?

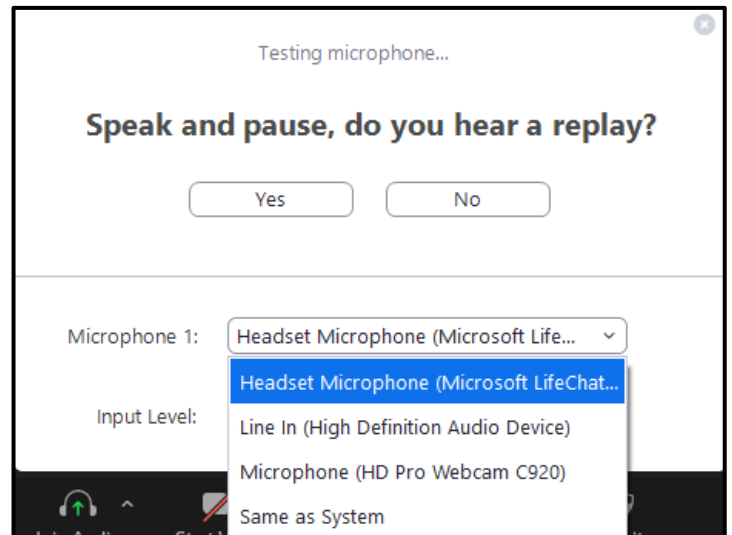
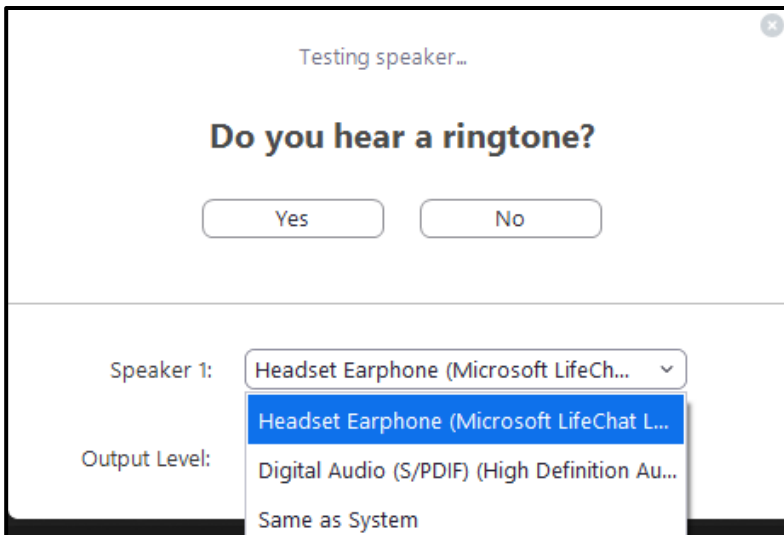
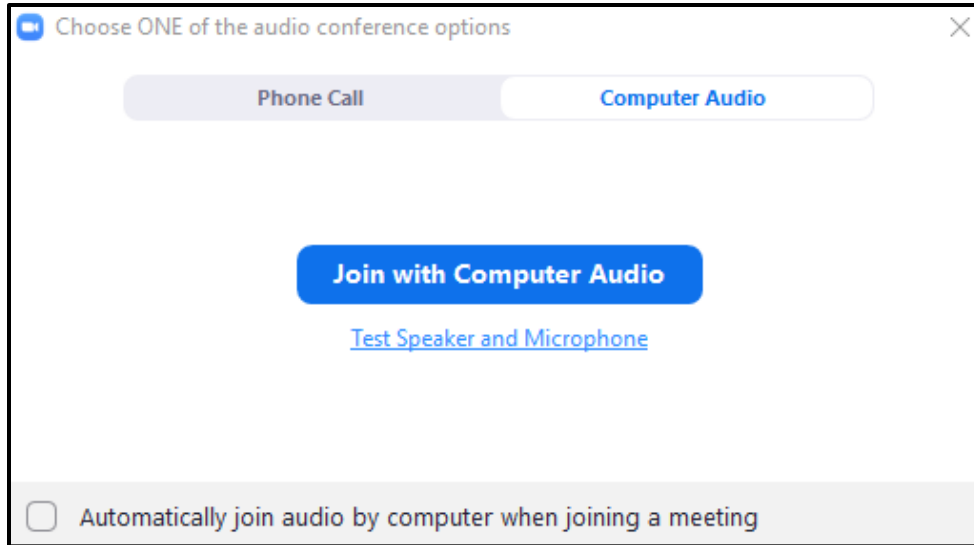
You do not appear to have the software required to launch Hyper-V based labs. To install the required software, please launch a test lab.

**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 you will be guided you through audio setup and options. Choose the appropriate microphone and speaker and test them both.



# 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.

### 1. Microphone (Mute/Unmute):

In order to check the audio, select the button next to the microphone dropdown menu. The sound from your microphone will be recorded. The system will playback the recording. If you can hear your voice, select “Yes” to proceed to the next checks. If the answer is “No”, begin the audio test again or change your device.

### 2. Camera (Stop/Start):

In order to check that your camera is functional, you will be asked to see if you can see yourself in a specific panel. You will be able to edit the settings of your camera by selecting the button next to the camera dropdown menu.

### 3. Participants (Hide/Unhide):

**3.1** See who is logged in to a meeting. Hosts and presenters can monitor attendee names, roles and statuses. The active speakers are also displayed in real time.

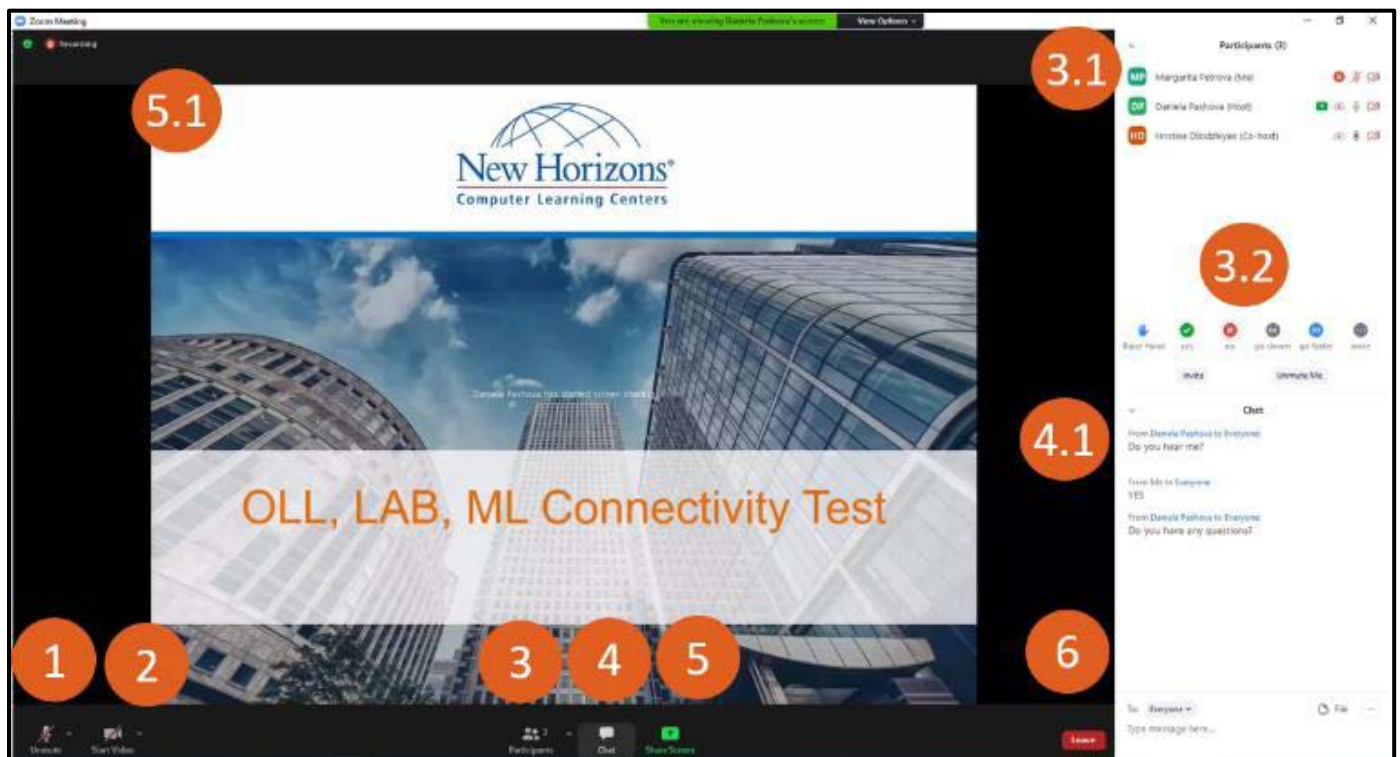
**3.2** Voting buttons. Use these to interact with others in the class.

### 4. Chat (Hide/Unhide)

**4.1** The chat window will open on the right side of your screen if you are not in full screen mode. If you are in full screen mode, a window will open so that you can move around your screen.

### 5. Screen Share Button

### 6. Leave the meeting Button



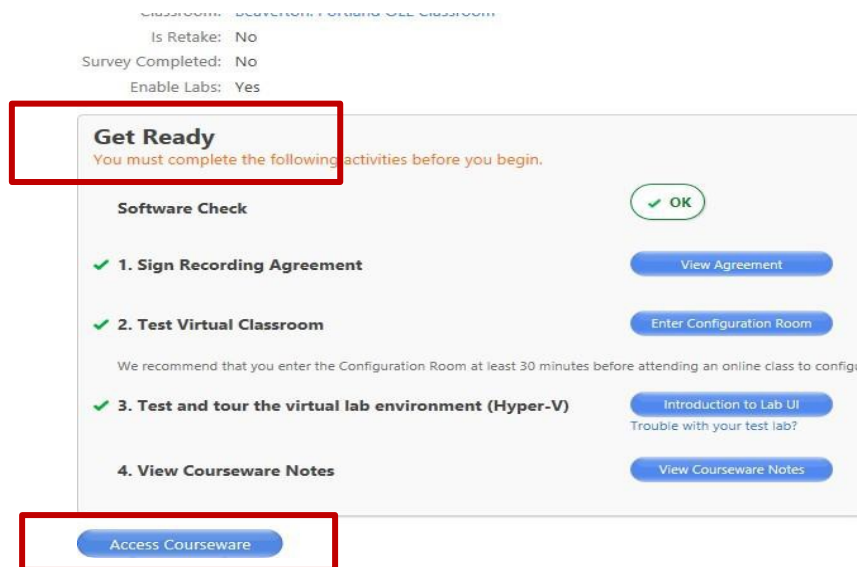
# ONLINE LIVE® QUICK START GUIDE

## Accessing your Digital courseware

The courseware for this class is a digital and comes with many useful features. You can turn pages, write notes, highlight information, create a tab on a page, or keyword search.

It is available through our Learning Management System on your class enrollment page

1. Select “Access Courseware” button under the “Get Ready” section.



If your courseware was provided by Logical Operations, now that your e-book is open, there is a table of contents on the left side of the screen.

- To turn the pages: click on the corner of the page.
- To zoom in: use the tool at the top left side of the screen.
- In the top right corner are the following additional tools:
  - a search tool,
  - a bookmark tool,
  - a highlighter,
  - and a notes tool.





## Access Arvato/Skillpipe Courseware Through the LMS

If your courseware was provided by Arvato/Skillpipe for this class, simply select the link to their courseware from the link in the LMS:

(Note if your class also has an Azure Pass it will also appear next to your Access Courseware button for you to use in your OLL class)

Enrollment  
**Leslie Lead**  
10979 Microsoft Azure Fundamentals

Recordings

Basic Information

Student: Leslie Lead + Details  
Event: 10979 Microsoft Azure Fundamentals + Details  
Enrollment Status: Enrolled  
Completion Status: Attending  
Classroom: Virtual  
Is Retake: No  
Enable Labs: Yes

**Get Ready**  
You must complete the following activities before you begin.

**Software Check** Alert

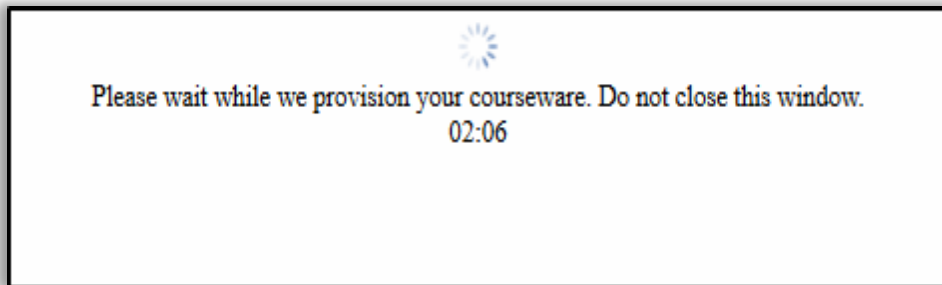
- ✗ **1. Sign Recording Agreement** View Agreement  
This class will be recorded. In order to attend click the View Agreement button to review and accept the recording policy.
- ✗ **2. Microsoft - Virtual Labs - End Users License Agreement** View Agreement  
You must agree to this license agreement to access the content for this course.
- ✗ **3. Test Virtual Classroom** Install I have successfully entered the configuration room.  
You do not appear to have the required software to attend online classes. 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.
- ✓ **4. Test and tour the virtual lab environment (Hyper-V)** Introduction to Lab 1! I have successfully launched a test lab.  
Trouble with your test lab?

Access Courseware Free Azure Pass Code: AZPCDEMO7122571

## New and Existing Skillpipe Accounts

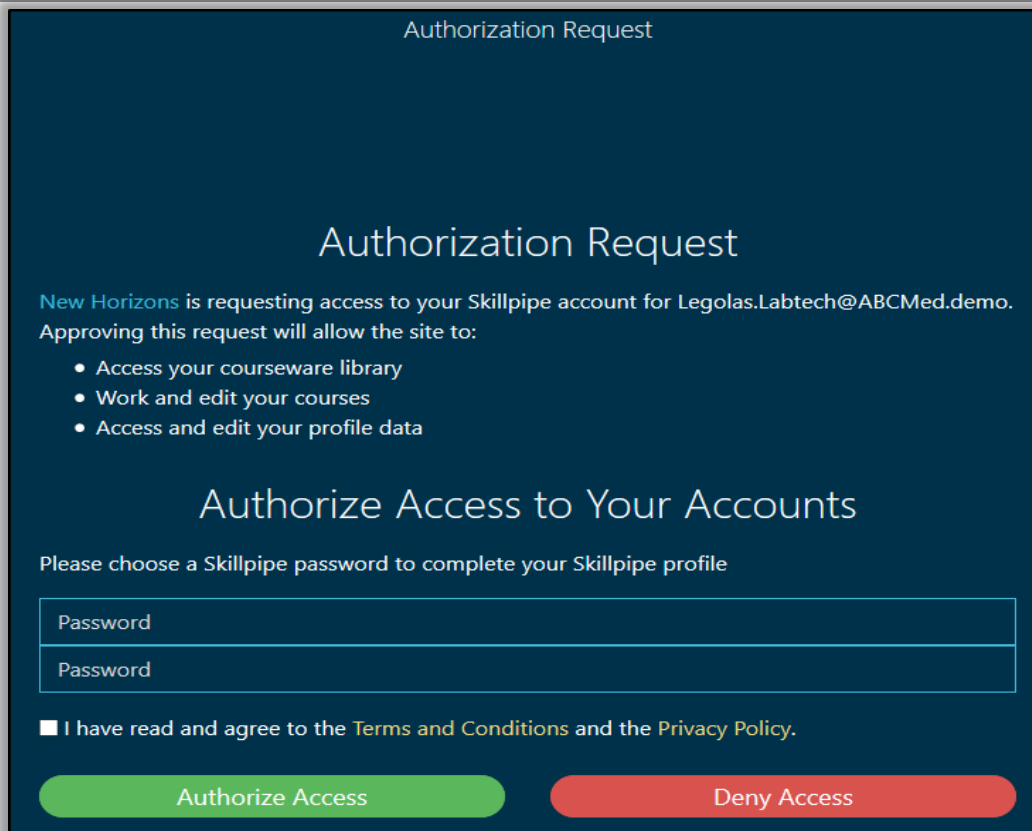
Skillpipe accounts are now connected with the LMS

If you are a first time or returning Arvato/Skillpipe courseware user the below message will appear.

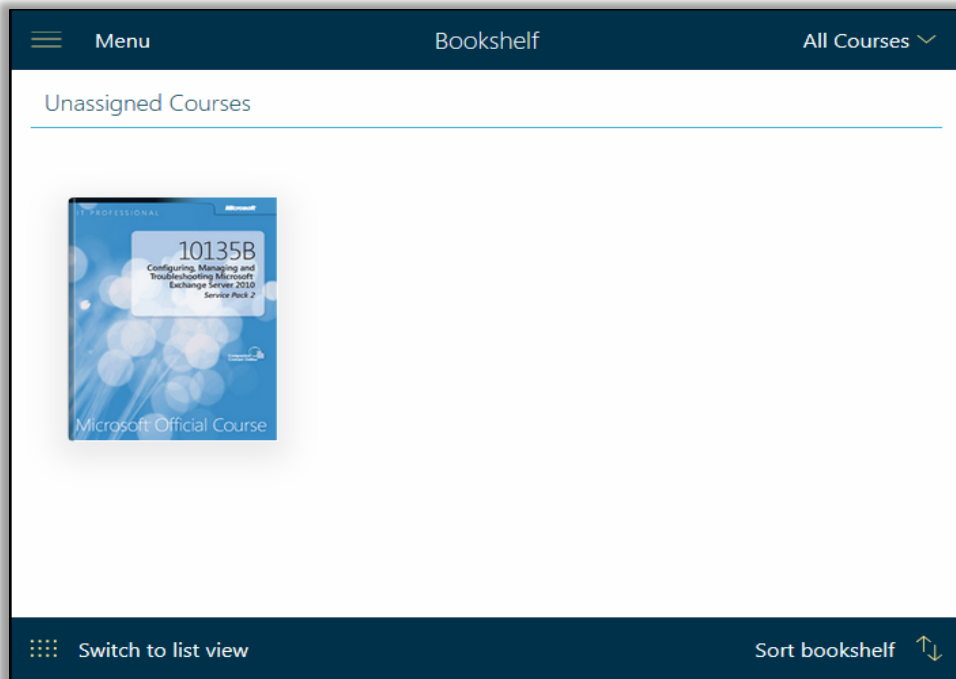


Once through to the Skillpipe site, you will be prompted to enter/create a password for your Skillpipe account. The email address used for your LMS login in (account) should also be used for your Skillpipe account.

# ONLINE LIVE® QUICK START GUIDE



You will now see your digital courseware on your Skillpipe “Bookshelf”.



## Pre-existing Skillpipe Accounts or recently accessed Skillpipe Accounts through the SSO feature

Students who have an existing Skillpipe account or have accessed their Skillpipe account through the SSO integration feature will be able to access their existing accounts (if created with the same email address) when redeeming newly ordered courseware through the Full Courseware Integrated feature. Before accessing the existing Skillpipe account, the student will see the following message:

# ONLINE LIVE® QUICK START GUIDE

“New Horizons is requesting access to your Skillpipe account for *student@e-mail.com*. Approving this request will allow the site to:

- Access your courseware library
- Work and edit your courses
- Access and edit your profile data”

Authorization Request

## Authorization Request

New Horizons is requesting access to your Skillpipe account for Paw.Dog@NewHorizons.com. Approving this request will allow the site to:

- Access your courseware library
- Work and edit your courses
- Access and edit your profile data

## Authorize Access to Your Accounts

Please enter your Skillpipe password to authorize this request and create a link between the profile

Authorize Access Deny Access

Once done, the student will now see their courseware on their Skillpipe “Bookshelf”.



# ONLINE LIVE® QUICK START GUIDE

## Troubleshooting

Issue	Solution
Make sure computer will work for this class.	<ol style="list-style-type: none"><li>1. Confirm your machine meets the minimum system requirements by running the System Check. Do not connect to a VPN during your class.</li><li>2. Please use a wired connection vs Wifi for the best performance.</li></ol>
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 “test speaker and microphone” from the microphone button.</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 “test speaker and microphone” from the microphone button.</li><li>3. 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 arrow at the top right corner of the share window.</li></ol>
I can't access my labs.	<ol style="list-style-type: none"><li>1. Refresh your screen.</li><li>2. Contact your local admin and check your firewall settings.</li></ol>

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

