

### ◆ Accessing Session Recordings

If you miss a session or simply want to review the material in a session, you will be able to access the audio/video recording of the session by logging into our Customer Portal.

Recordings for each session are posted within 2 days after each session. These recordings are available for viewing on-demand any day or time that is convenient for you and can be accessed as many times as you like, they will continue to be available for 2 weeks after your last session. Where applicable, this portal will also provide access to homework assignments and session notes.

### ◆ Course Manual

You will be provided a link that will give you access to download the PDF of the manual in case you do not receive your manual in time for your first session.

You will receive your manual for your course via UPS. If you have enrolled into this course within 10 days prior to the start date, you may not receive the manual for the first or second session depending on the enrollment date and frequency of sessions per week. Manuals take 7-10 business days for delivery. If you require a second manual for a guest attending with you, please contact your Program Coordinator.

### ◆ The AUDIO & VISUAL portion of your online course is delivered to your computer over the Internet.

Our online delivery platform has been optimized to run on a **High-Speed DSL** or **Cable Modem** connection with a minimum of 56 kbps. Course participants with a satellite connection are likely to experience some delays during the presentation and may encounter connectivity issues and will not be able to participate fully in the class. If you do have a slower internet connection or Satellite we recommend that you have, at a minimum 2 GB of RAM as this will help make up for the deficiency of connection speed. For specific system requirements, please click on the following link: <http://tigrentlearning.com/sysRequirements.html>

The audio for our live online courses is delivered in full Voice over Internet Protocol (VoIP) exclusively. VoIP is a technology that allows you to conference in with other people without the use of a telephone, but rather over a computer network. The "network" we will be using is our online delivery platform, Adobe Connect Pro, therefore no additional software purchase will be necessary. To use the VoIP within your course you will need, at a minimum, computer speakers or headphones; this will enable you to hear the instructor while utilizing the "Text Chat" function to ask questions. If you prefer to ask questions verbally, you will need to purchase a computer microphone in order to speak directly with the instructor. Please note that VoIP can be adversely affected by slower connection speeds and low GB of RAM.

### ◆ Your guest must view the course from the same computer as you.

If you need to purchase an extra "seat" (that is, additional computer access in the course for your guest), please contact your Program Coordinator at 1-800 570-2050, please choose option 3.

### ◆ Preparation for your Course / Computer Set-up

To test your computer's compatibility with our online delivery platform, Adobe Connect Pro, please go to:

[https://admin.adobe.acrobat.com/common/help/en/support/meeting\\_test.htm](https://admin.adobe.acrobat.com/common/help/en/support/meeting_test.htm)

Then, to view a short demonstration of Adobe Connect Pro, please go to:

<https://admin.adobe.acrobat.com/a227210/participatemeeting/>

In addition, the link below will give you access to view and download the document "**Tigrent Learning – Live Online Training Quick Guide**" which contains instructions for testing your computer prior to your first session, accessing your course and setting up your internet audio once you have entered your session, as well as in-session features and a trouble shooting guide. We recommend you print this out and have it available during your course sessions for assistance.

<http://wia.na4.acrobat.com/quickguide/>

# Adobe Connect Pro Technical Requirements

## Windows

- 1.4GHz Intel® Pentium® 4 or faster processor (or equivalent) for Microsoft® Windows® XP or Windows 7; 2GHz Intel Pentium 4 or faster processor (or equivalent) for Windows Vista®
- Windows XP Home or Professional with Service Pack 2; Windows Vista Home Premium, Business, Ultimate, or Enterprise; or Windows 7 Home Premium, Professional, or Ultimate (32-bit edition, or 64-bit edition with 32-bit browser)
- 512MB of RAM (1GB recommended) for Windows XP or Windows 7; 1GB of RAM (2GB recommended) for Windows Vista
- Microsoft Internet Explorer 6, 7, or 8; Mozilla Firefox 2.x or 3.x; or Google Chrome
- Adobe® Flash® Player 10.1 for all users (hosts, presenters, participants, and administrators)

## Mac OS

- 500MHz PowerPC® G3 or faster or 1.83GHz Intel Core™ Duo or faster processor
- Mac OS X v10.4–10.6 (Intel); Mac OS X v10.4 (PowerPC)
- 512MB of RAM (1GB recommended)
- Mozilla Firefox 2.x or 3.x; Safari 2.x; or Google Chrome
- Adobe Flash Player 10.1 for all users (hosts, presenters, participants, and administrators)

## Linux

- Presenter/Hosts: Ubuntu 10 (32-bit)
- Attendees: Ubuntu10; Red Hat® Enterprise Linux® (RHEL) 4.x, 5.x; Novell SUSE® 9.x or 10.x
- Mozilla Firefox 2x or 3x
- Adobe Flash Player 10.1 for all users (hosts, presenters, participants, and administrators)

## Solaris

- Mozilla Firefox 2x or 3x
- Adobe Flash Player 10.1 for all users (hosts, presenters, participants, and administrators)

## Mobile

- Apple devices: iOS 3 or 4, created for Apple iPhone; compatible with Apple iPad and iPod Touch (3G or 4G connection recommended)
- Android™ devices: Android 2.2; Adobe AIR® for Android; compatible with HTC Nexus One and Motorola Droid (3G or 4G connection recommended)

Note that simultaneous teleconference activity is restricted when using a carrier that does not support simultaneous data and voice.

For devices that do not meet these requirements, meetings can be attended in the browser if the device meets the following requirements: Mobile OS with Flash Player and AIR support (Flash Player 10.1). Attending via the Adobe Connect Mobile app is recommended.

## Virtual environments

- Citrix XenApp6
- Adobe Flash Player 10.1 for all users (hosts, presenters, participants, and administrators)

## Additional requirements

- Bandwidth: 256Kbps (512Kbps recommended) for participants, meeting attendees, and end users of Adobe Connect applications. Connection: DSL/cable (**wired connection recommended**) for Adobe Connect presenters, administrators, trainers, and event and meeting hosts.