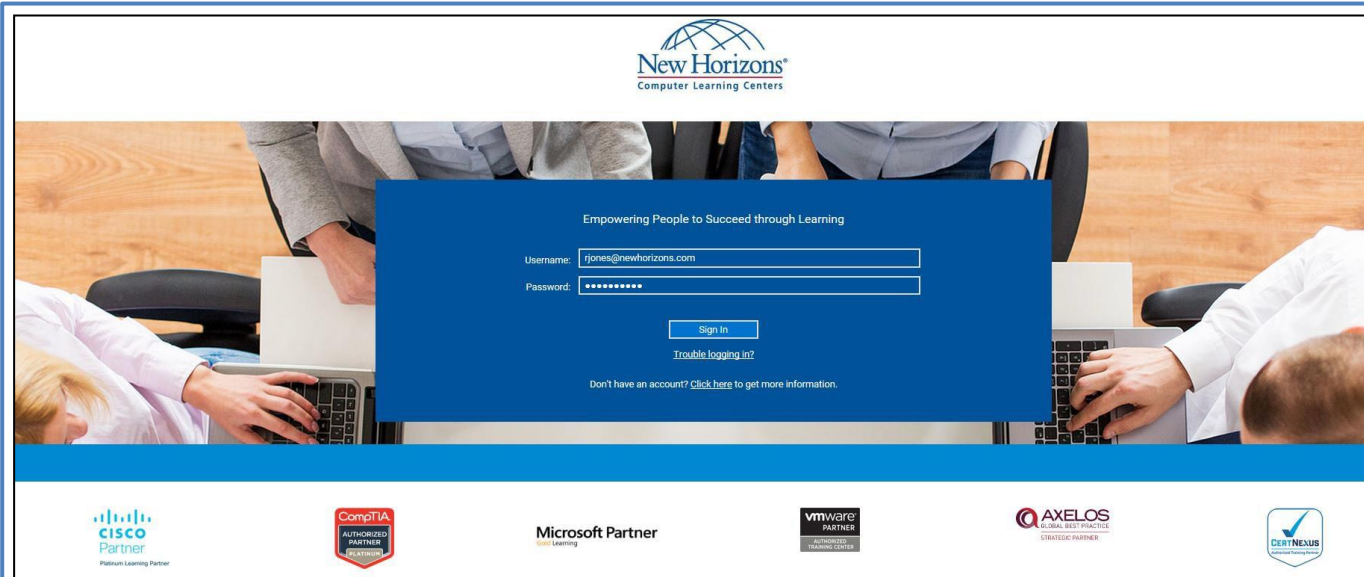


# ONLINE LIVE® QUICK START GUIDE

*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 LMS login interface. At the top center is the New Horizons logo with the tagline "Empowering People to Succeed through Learning". Below the logo is a blue 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 (Platinum Learning Partner), CompTIA Authorized Partner (Platinum), Microsoft Partner (Small Business Learning), VMware Partner (Authorized Training Center), Axelos Global Enterprise Strategic Partner, and CertNexus.

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

My Training | My Transcript | Event Schedule

This website uses cookies to ensure you get the best experience

New Horizons  
Computer Learning Centers

Current Training  
Stan Lee Learner

Transcript | Redeem Training Key | Training Calendar

All times shown in Pacific Standard Time.

Classes (1)

| 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.

Basic Information

Student: Stan Lee Learner | Details

Event: PowerPoint 2016 - Part 2 (Dedicated) | Details

Enrollment Status: Enrolled

Completion Status: Unknown

Classroom: Virtual

Is Retake: No

Enable Labs: Yes

Software Check

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?

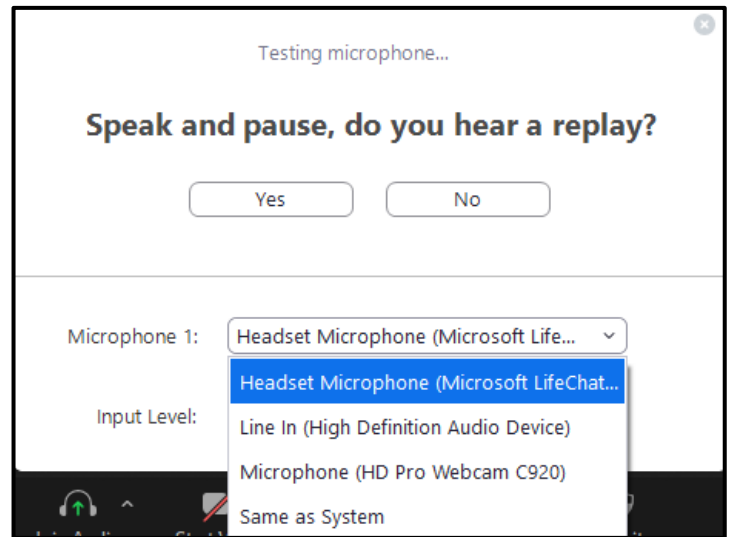
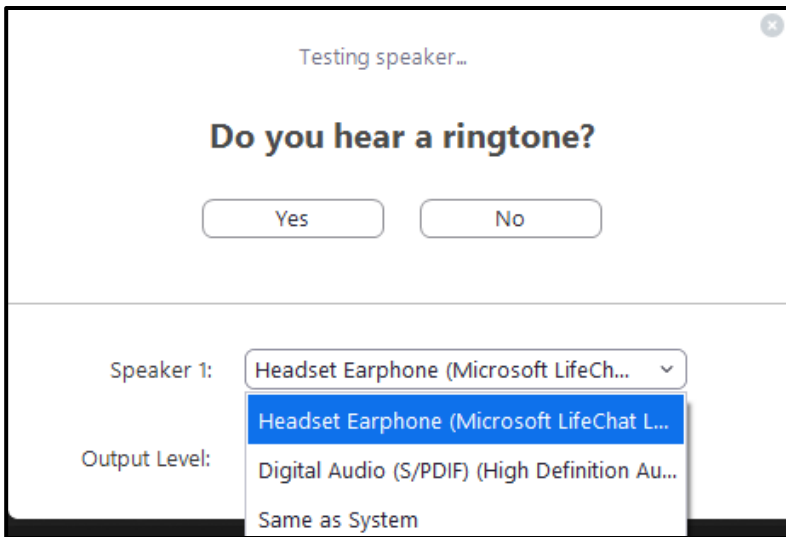
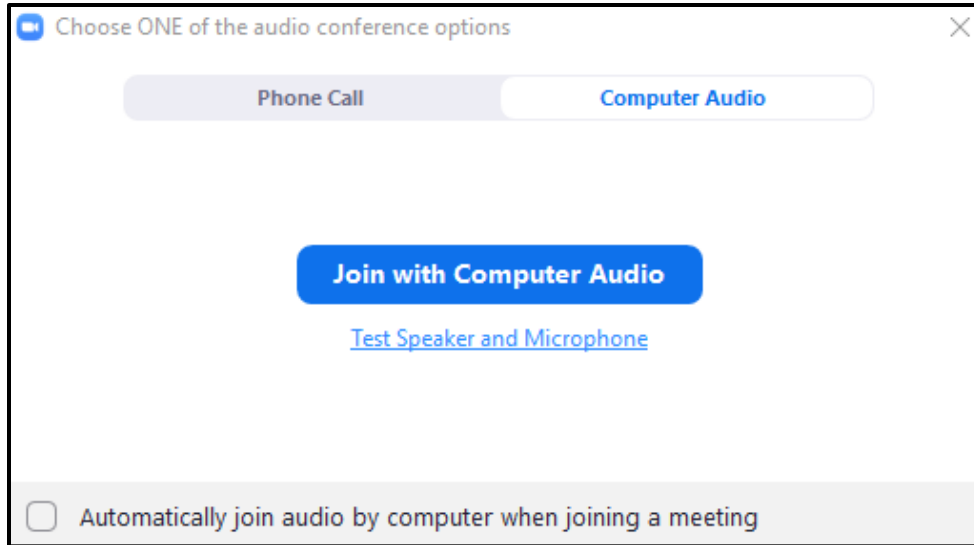
You do not appear to have the software required to launch Hyper-V based labs. To install the required software, please launch a test lab.

**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



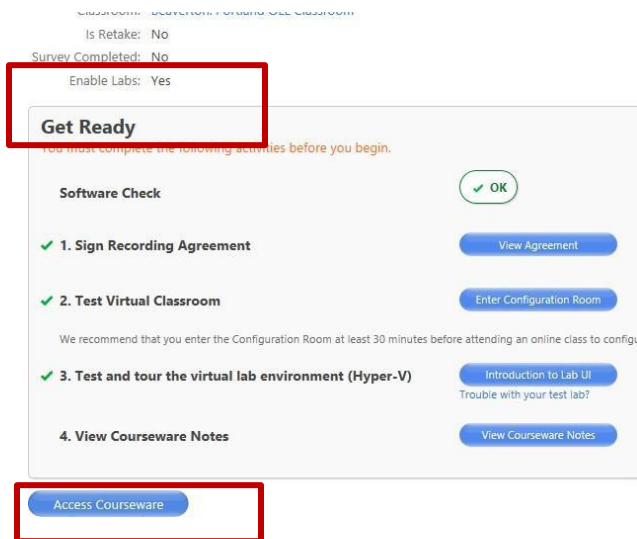
# ONLINE LIVE® QUICK START GUIDE

## 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.

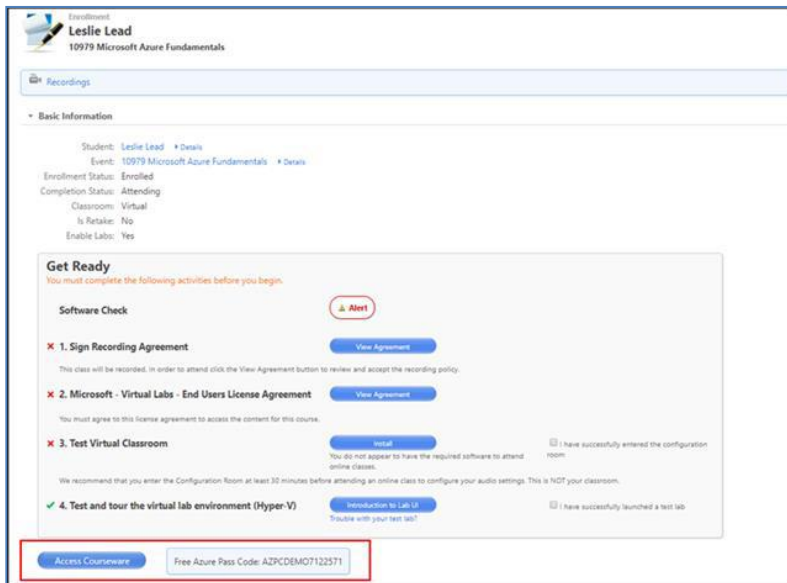
- To turn the pages: click on the corner of the page.
- To zoom in: use the tool at the top left side of the screen.
- In the top right corner are the following additional tools:
  - a search tool,
  - a bookmark tool,
  - a highlighter,
  - and a notes tool.



## 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:

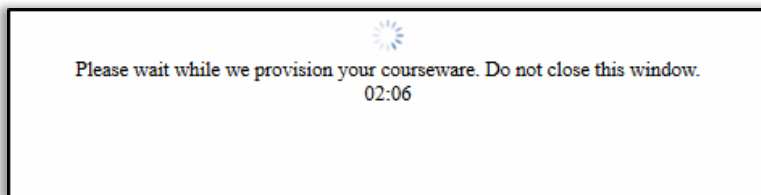
(Note if your class also has an Azure Pass it will also appear next to your Access Courseware button for you to use in your OLL class)



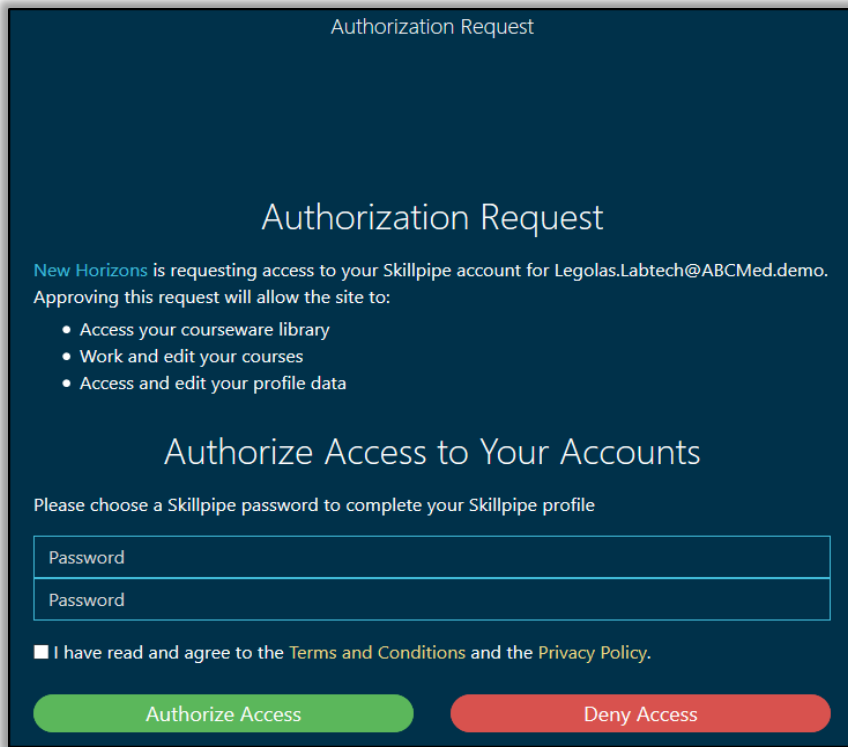
The screenshot shows the LMS interface for a student named Leslie Lead enrolled in the course "10979 Microsoft Azure Fundamentals". The "Recordings" section is active, displaying "Basic Information" such as enrollment status (Enrolled) and completion status (Attending). A "Get Ready" section lists four tasks: 1. Sign Recording Agreement (with a "View Agreement" button), 2. Microsoft - Virtual Labs - End Users License Agreement (with a "View Agreement" button), 3. Test Virtual Classroom (with a "Test" button and a "I have successfully entered the configuration room" checkbox), and 4. Test and tour the virtual lab environment (Hyper-V) (with an "Introduction to Lab 14" button and a "I have successfully launched a test lab" checkbox). At the bottom, there is a red-bordered box containing an "Access Courseware" button and a "Free Azure Pass Code: AZPCDEMO7122571".

## New Skillpipe Accounts

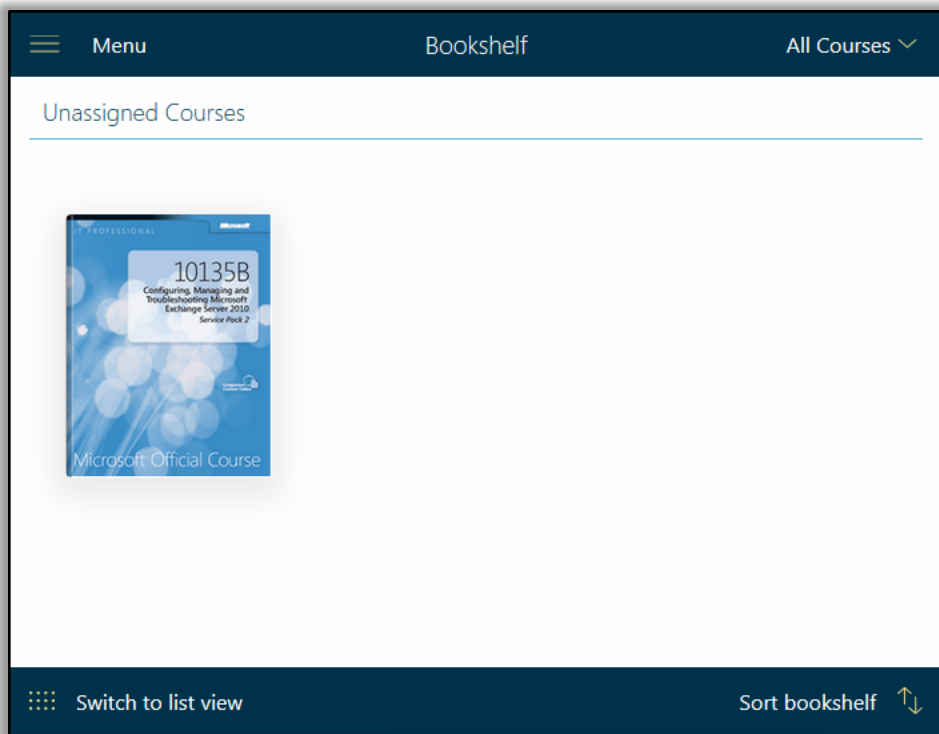
If you are a first time Arvato/Skillpipe courseware user the below message will appear.



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.



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:

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

