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).

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.

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

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<th>Solution</th>
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<tbody>
<tr>
<td>Make sure computer will work for this class.</td>
<td>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.</td>
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| I cannot hear any audio.                                           | 1. Verify your computer speakers are on and at an audible volume level.  
2. Run the Audio Setup Wizard from the Meeting menu.                   |
| I am connected to the computer audio, but no one can hear me.       | 1. Make sure your computer microphone is not muted on menu bar.  
2. Run the Audio Setup Wizard from the Meeting menu.  
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.  
4. Close the room and reconnect your microphone.                      |
| The instructor screen looks fuzzy or is hard to read.               | 1. Click the Full Screen button at the top of the Share pod.  
2. Use the options menu in the top right hand corner of the pod to select Change View Zoom In.                                      |
| I can’t access my labs.                                             | Contact your local admin and Check your firewall settings.                                                                                                                                           |

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