

## SYSTEM REQUIREMENTS

### Supported Operating Systems and recommended versions of Java

- Windows
  - Windows XP (32 bit with 32 bit JVM)
  - Windows Vista (32 bit with 32 bit JVM )
  - Windows Vista (64 bit with 64 bit JVM)
  - Windows 7 (32 bit with 32 bit JVM)
  - Windows 7 (64 bit with 64 bit JVM)
- Pentium III 1 GHz processor
- Sun Java 1.5.0\_17 or Sun Java 1.6.0\_12 and greater is what is recommended

### Supported Browsers

Operating System	Internet Explorer 7	Internet Explorer 8	Firefox 3.5	Firefox 4.0
Windows XP	X	X	X	X
Windows Vista	X	X	X	X
Windows 7		X		x

### Additional System Requirements

In addition to the requirements below, dual monitors are highly recommended for optimal class participation, although not a requirement for participation in class.

- 256 MB of free RAM
- 20 MB free disk space
- 28.8 kbps Internet connection
- Speaker and Microphone; headsets are preferred

#### Requirements to Connect to Knowledge Anytime Labs

- Internet Explorer 6+ (no other browser is compatible)
- VMRC (Active-X) Plugin - if you don't have, you will be prompted to install it when attempting to connect to the lab environment.
- Active-X is required. If it is not installed, you will be prompted to enable it prior to the installation of the VMRC plugin.

### Troubleshooting: Errors when connecting to Labs

If you encounter an error when attempting to connect to Knowledge Anytime Labs, this is an indication of a FIREWALL ISSUE.

Solution: Your IT department (Network Administrator) will need to allow the VMRC protocol on port 443 and access to the following series of IP addresses: 65.38.27.11 - 65.38.27.20

## SYSTEM TESTING PRIOR TO YOUR CLASS

### Set-Up Checklist

- Do you have a high speed internet access?
- Do you have a headset with a microphone?
- Have you completed the Software Check?
- Do you have the Latest version of Java installed?
- Do you have ActiveX installed?
- Do you have Adobe Acrobat Reader?
- Did you receive your digital courseware?

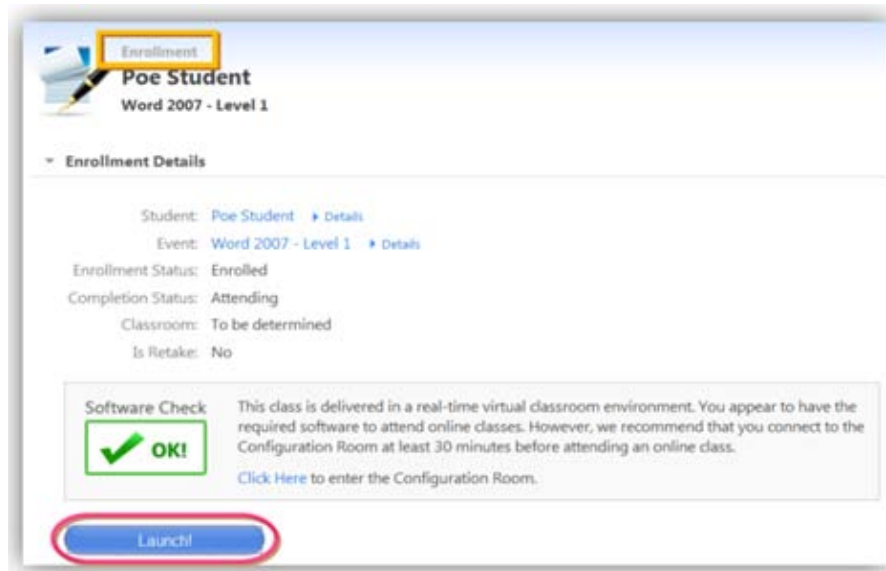
### Download Plugins:

Java: [Download Java Now](#)

ActiveX: [Download Active X Now](#)

### Perform System Test

1. Go to <https://lms.nhcms.net> and log in on the right hand side of the home page.
2. Once you are logged in, you will be taken to the Class Enrollments page. Under the section labeled “Instructor Led Classes” you will find a list of the classes you are enrolled in. Choose a class to test by clicking on the class name.
3. You will be taken to the “Software Check” page. If you see a green checkmark, per the image below, your system is optimized to attend classes using Elluminate.
4. If you do not receive a green checkmark and this message make sure that you have the latest version of Java and Active X installed and repeat the above steps.



## TO JOIN YOUR CLASS

1. Go to <https://lms.nhcms.net> and log in on the right hand side of the home page.
2. Once you are logged in, you will be taken to the Class Enrollments page. Under the section labeled “Instructor Led Classes” you will find a list of the classes you are enrolled in. Choose your class by clicking on the class name.
3. Click the LAUNCH NOW button to connect to your virtual classroom.

NOTE: you cannot log into your class more than 30 minutes in advance; but make sure you login no less than 5 minutes before.

## ACCESS YOUR RECORDINGS AFTER COMPLETING THE CLASS

1. Click on the following link: <https://lms.nhcms.net>
2. Log-in with your username and password
3. Open your Student Transcript by selecting the My Transcript link at the top of the page
  - a. If the class is still in-progress, select the class name under the In-Progress & Incomplete Enrollments section
  - b. If the class is complete, select the class name under the Completed Classes section.
4. Click the class name
5. On the Class Profile page, select the Recordings link.
6. On the Recordings page, find the recording date and then click watch.

## EDIT YOUR USER PROFILE

To edit your profile- change your address, phone, email address, password.

1. Click on the following link <https://lms.nhcms.net>
2. Your user profile may be accessed from any page by clicking on your name in the top right corner of the site.
3. You can edit your profile by clicking EDIT on the top right corner of the profile page
4. You can change your password by clicking CHANGE PASSWORD on the top right corner of the profile page
5. Click SAVE after making changes

## QUESTIONS OR ASSISTANCE

If you have any questions or need assistance, please contact someone in your New Horizons center or you can contact the Online Live Help Desk.

- U.S. 1 (800) 418-1479
- International 001-949-610-0054
- Email: [student.services@newhorizons.com](mailto:student.services@newhorizons.com)
- Skype chat: OLLHelpDesk
- MSN Messenger chat: [OLLSupport@live.com](mailto:OLLSupport@live.com).