

Connection Tests for Instructor-Led Online Training

IMPORTANT NOTES:

If using a wireless router, performance can be challenging during peak periods. We recommend a hardwired connection either directly into your router (as illustrated below) or into your network system. This should help with performance but is not guaranteed to do so.



Please complete these steps as soon as possible:

These tests **MUST** be completed prior to the start date of the course.

For the course, you will require:

- An internet connection
- A telephone or computer headset

NOTE: If using a telephone, we recommend using a telephone headset. A toll-free number is provided and any charges incurred are the responsibility of the client.

Connection tests:

You must successfully complete the following two tests. If the tests are not successful, please contact your instructor or training@esri.ca.

If you plan on using computer audio, please ensure you use a headset with microphone for best results.

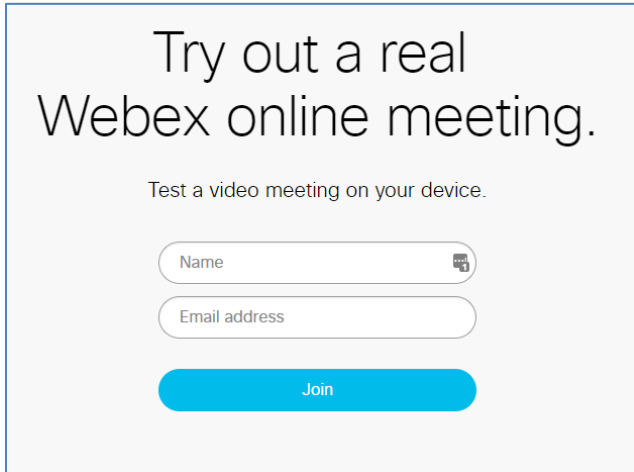
The current versions of the following browsers are supported:

- Firefox
- Chrome
- MS Edge
- Safari
- Opera
- Internet Explorer (IE can be used but is not recommended)

Test 1: Classroom

Go to <https://www.webex.com/test-meeting.html>

Enter your name and email and click 'Join'.



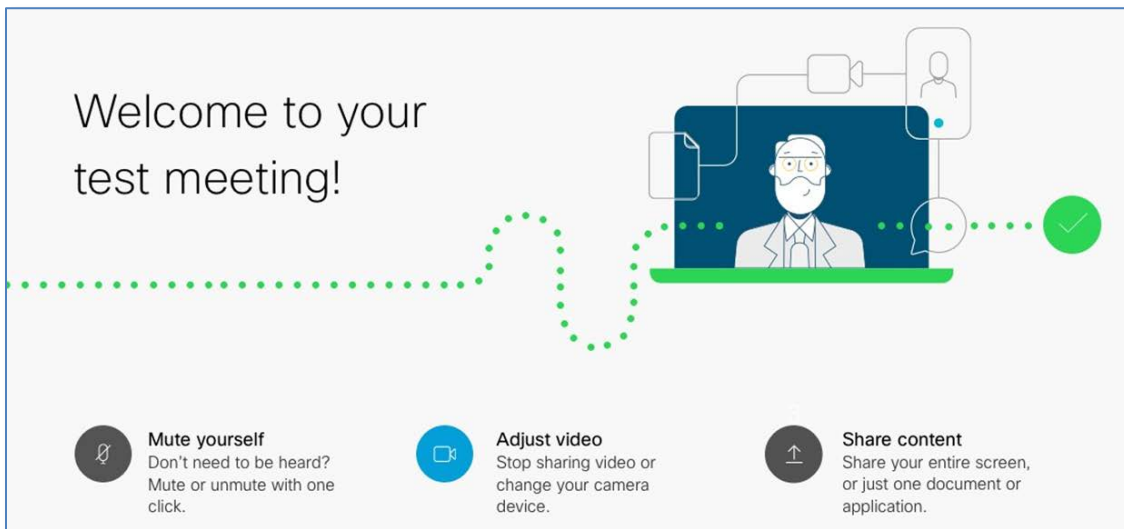
Try out a real Webex online meeting.

Test a video meeting on your device.

Name

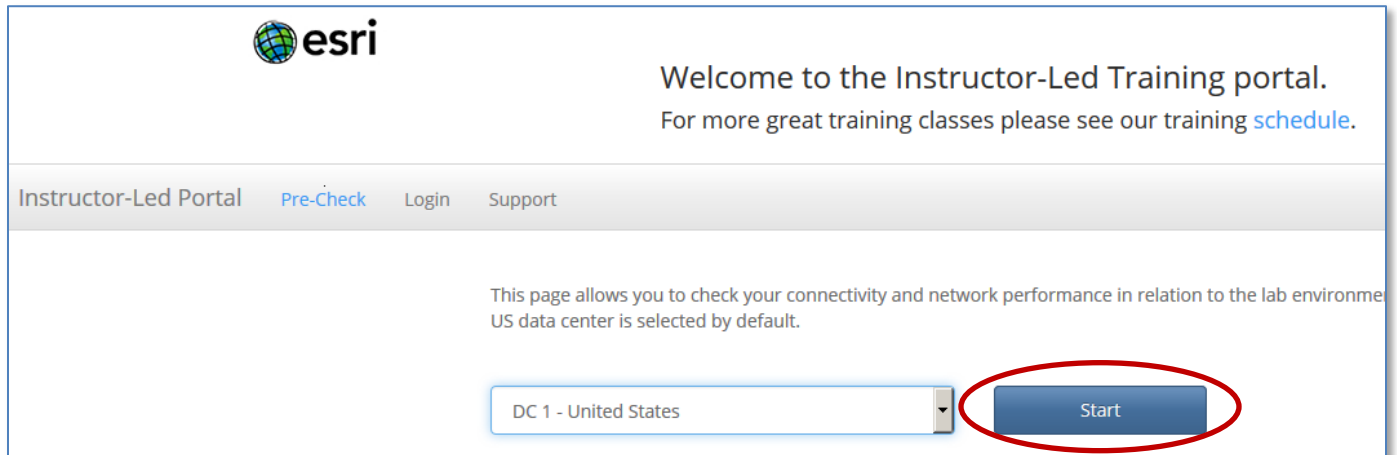
Email address

The test is successful if the following message is displayed.



Test 2: Lab

We recommend using a browser such as [Chrome](#) or [Firefox](#).



esri

Welcome to the Instructor-Led Training portal.
For more great training classes please see our training [schedule](#).

Instructor-Led Portal [Pre-Check](#) Login Support

This page allows you to check your connectivity and network performance in relation to the lab environment. US data center is selected by default.

DC 1 - United States Start

Go to <https://esricanada.instructorled.training/precheck> and click on the start button.

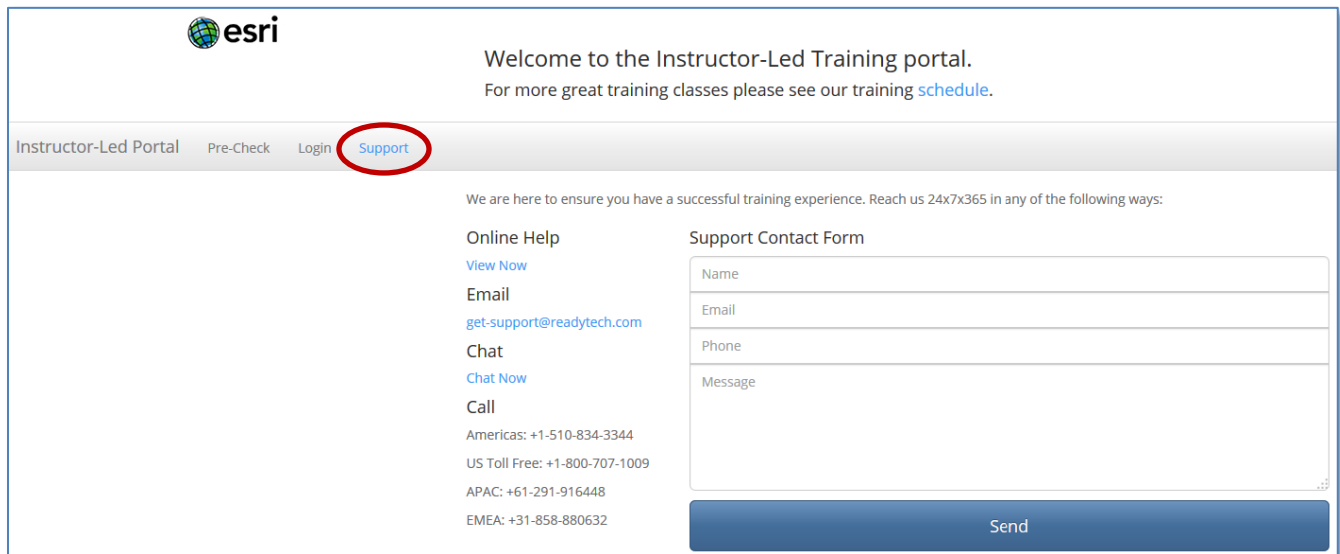
The test is successful if something similar to the screen below is displayed.



DC 1 - United States Start

- Browser support for HTML5
- Connectivity Secure WebSocket
- Network Latency (ms) 27 ms
- Download Speed (Mbps) 17.37 Mbps
2120 KBs
- Your system should provide optimum performance.

If there are any issues, click on the Support button to get help.



The screenshot shows the Esri Instructor-Led Training portal. At the top left is the Esri logo. To its right, the text reads: "Welcome to the Instructor-Led Training portal. For more great training classes please see our training [schedule](#)." Below this is a navigation bar with links for "Instructor-Led Portal", "Pre-Check", "Login", and "Support". The "Support" link is circled in red. The main content area is titled "We are here to ensure you have a successful training experience. Reach us 24x7x365 in any of the following ways:". On the left, there are sections for "Online Help" (with a "View Now" link), "Email" (with the address "get-support@readytech.com"), "Chat" (with a "Chat Now" link), and "Call" (with phone numbers for Americas, US Toll Free, APAC, and EMEA). On the right, there is a "Support Contact Form" with input fields for "Name", "Email", "Phone", and "Message", and a "Send" button at the bottom.

Enjoy the course!