

## 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](mailto: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://zoom.us/test>.

### Join Meeting Test

Test your internet connection by joining a test meeting.

Join

Click the **Join** button.

Click **Open link** on the dialog shown by your browser

If you don't see a dialog, click **Launch Meeting** below

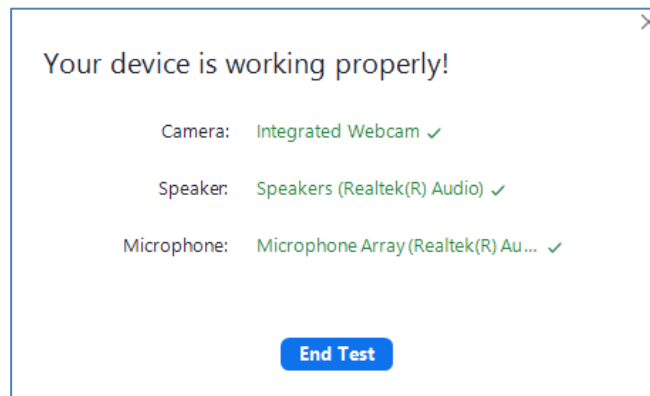
By clicking "Launch Meeting", you agree to our [Terms of Service](#) and [Privacy Statement](#)

Launch Meeting

Don't have Zoom Client installed? [Download Now](#)

Having issues with Zoom Client? [Join from Your Browser](#)

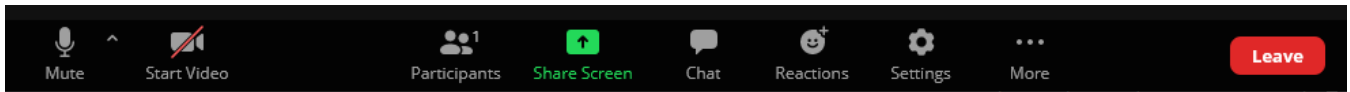
Follow the instructions on the screen. If you do not have the Zoom client installed, click on the **Download Now** button to download and install it for the best training experience. When the Zoom app opens, follow the instructions. If all tests work, you will get the following confirmation:



Click **End Test** to finish.

If you are unable to install the client, for example, because you do not have installation privileges, in the Launch Meeting web page, click on the link to **Join from Your Browser**.

If you see the below control bar in your browser then you have successfully connected and can click **Leave** to finish.



## Test 2: Lab

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

Go to <https://esrica.heropa.com/test> and click on the **Run test** button.

### Test your connection

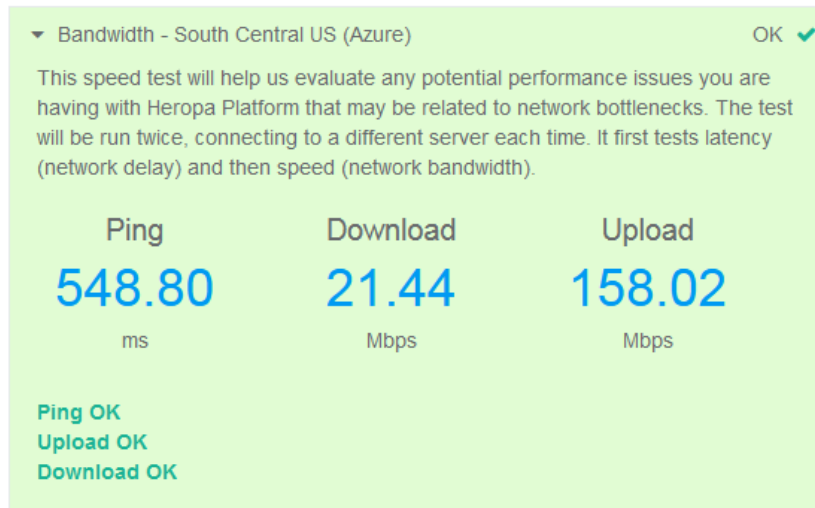
Heropa uses some newer features that may not be supported by your browser.  
The automated tests below will test your browser's compatibility

▶ Cookies	OK ✓
▶ Web Storage	OK ✓
▶ Canvas	OK ✓
▶ WebSockets	OK ✓
▶ Web Proxy	OK ✓
▶ Browser	OK ✓
▶ Resolution	OK ✓
▶ Bandwidth - South Central US (Azure)	OK ✓
▶ Bandwidth - US East (N. Virginia 6)	OK ✓

Powered by Heropa

The test is successful if you get a series of green check marks as seen in the screen above.

If there are any issues, click on the triangle to expand the problem section.



If you cannot fix whatever issue is presented, then please contact your IT support team if you have one or contact your training instructor and provide a screen shot of the issue.

Enjoy the course!