Connecting to New Horizons Online LIVE®

Welcome to New Horizons Online LIVE®!

The New Horizons Online LIVE environment combines an expert instructor, a powerful online classroom and a rich interactive lab system to provide the best online learning solution in the industry. Students access each of these components seamlessly through our online web-based learning management system (https://lms.nhcms.net).

The standard Online LIVE classroom environment is comprised of a customized instance of Adobe Connect and supports computers running Microsoft® Windows®. From more information, please visit https://na1cps.adobeconnect.com/common/help/en/support/meeting_test.htm

**Windows System Requirements**

- Processor: 2GHz Pentium 4 or faster processor (or equivalent) for Windows Vista® and higher
- Operating system: Windows 8® (32-bit/64-bit), Windows 7® (32-bit/64-bit), Windows Vista®
- RAM: 2GB recommended for Windows Vista and higher
- Microsoft Internet Explorer 8 and higher; Mozilla Firefox; Google Chrome
- Adobe® Flash® Player 10.3+ (11.2+ recommended)

**Additional Recommendations:**

- Headset with Microphone (strongly recommended)
- Wired Internet Connection (instead of wireless connection)
- Dual Monitors (for a richer experience)

**Connecting to Online LIVE**

1. Navigate to https://lms.nhcms.net
2. Username: Full Email Address
3. Default Password (case sensitive): NhTraining1
4. Click on My Training
5. Click on your upcoming class

You will be prompted with configuration information about the online classroom. If your computer is not configured with the appropriate virtual classroom software (red x), click Install to install it on the system.

The software check screen also allows the student to confirm that they approve of the session being recorded for later student viewing and provides them a test environment to ensure their system is properly configured for any applicable online lab.

**Starting the Class**

Once the student’s computer system is configured correctly and they are within thirty minutes of the class start time, the “Launch Class” button will appear.

If the instructor is already online, the student will launch directly into the virtual classroom. If the instructor has not yet started the class, the student will be temporarily queued until the instructor arrives and begins the class.
Preparing For Class
Prior to Your Class Day

The Online LIVE® class environment consists of a live instructor and labs in an online classroom. Use this guide to make sure your system is properly configured. Please make sure to complete these steps on the computer at the location you will be attending two to three days before the class starts to avoid any potential issues on the first day of class.

1 ENSURE YOU MEET MINIMUM HARDWARE REQUIREMENTS

Make sure your computer meets the minimum Hardware requirements:
- Windows Vista® or higher
- Headset with microphone
- Wired Internet connection (recommended)
- Dual monitors (recommended)

Additional Documents to Review:
- Requirements for Connecting to Online LIVE®
- Requirements for Connecting to Labs on Demand

2 CONNECT TO YOUR CLASS

Log into the New Horizons Learning Management System (LMS) website.
- Launch your Internet browser.
- Go to https://lms.nhcms.net.
- Login using the following credentials:
  
  **Username:** Your Full Email Address
  (YourEmail@example.com)
  
  **Password:** NhTraining1
  (Password is case sensitive)

  - View your available classes by clicking the “My Training” button.
  - Ensure that your upcoming class is listed in the “Classes” section.
  - Select your upcoming class by clicking on it in the class list.

Note: If you do not see your class please contact your Account Executive directly.

3 THE RECORDING AGREEMENT AND SOFTWARE CHECK

- Online LIVE classes may be recorded. These recordings are available to you and your fellow students and may include your text communications and any voice or webcam interactions you have in your class. We respect your privacy and want to be sure that you are aware of and agree to this recording before the class starts.

Please view, read and approve the Recording Agreement for your class.
The Virtual Classroom Environment section confirms that you have the basic software on your system needed to run our online classroom.

- If you do not have that software you will be prompted to “Install” that software.
- Enter the configuration classroom to ensure you are able to connect into our online classroom successfully.

Your Online LIVE class may include a lab from the New Horizons Virtual Lab Environment. If so, you will need to install the appropriate software for your lab. To install the software click on “Launch Test Lab”. Accept the prompts for installing software on your system.

If you have never used our lab system, please take this time to become familiar with the lab environment by stepping through the test lab instructions (located on the bottom of the lab screen). When finished, check the “I have successfully launched the test lab” checkbox in the “Software Check” screen.

CONFIRM YOUR SOFTWARE CONFIGURATION

Your Software Check window should now have check marks (✓) by all of your online class components.

CONGRATULATIONS!! YOU'RE READY FOR YOUR CLASS

Below the Software Check area, the “Launch Class” button will appear thirty (30) minutes prior to your class start day/time.

NOTE: If your instructor has not already entered the class, you will be placed in the waiting room and launched into the classroom when your instructor arrives.

CLASSROOM TIPS

- Please log in to class on time. The facilitator can turn away attendees that arrive late, to minimize disruption to the other attendees.
- Close all chat windows, video or any music/radio media running on your computer as they can interfere with your audio reception.
- Leave your microphone muted unless you need to speak.
- To activate/deactivate your microphone during a session, mute/unmute using the microphone button.

Having Trouble? Please contact: helpdesk@globalmcowl.com
Welcome to New Horizons Labs on Demand (abbreviated in this document as “LoD”). LoD is a cloud-based technical lab training environment designed specifically for New Horizons students to access during and after class.

To fully participate in the LoD service, a student’s system will need to meet these minimum requirements detailed below.

**Student workstation minimum system requirements**

- 1 GHz 32-bit (x86) or 64-bit (x64) processor with at least 2 GB of system memory
- Microsoft Windows Vista SP2 or higher
- A supported web browser (See detailed list below)
- Monitor with a minimum screen resolution 1280 x 960 and at least 16-bit color depth (1280 x 1024 or higher 32 bit color depth recommended)
- High speed Internet connection (200 Kb/s per user with 1 Mb burst capacity)

The LoD user interface is an HTML based application that wraps one of three virtual machine access controls. The control used depends on the type of browser, available browser add-ins and the style of lab being taken. It will be one of the following:

- The Virtual Machine Remote Control Active-X control which uses port 2179. This control has two types:
  - The Hyper-V Active-X VMRC (VMRDP over port 2179)
  - The Virtual Server Active-X VMRC (VMRDP over port 2179)
- The HyperVMRC control. The HyperVMRC control has three options:
  - HTLM5 (Websockets over port 443)
  - Flash (Websockets over port 80 & 843*. *Port 843 is to connect to the Flash Websocket Policy Server)
  - Silverlight (HTML over port 443)
- The VMware Remote Console Plug-in (Port 902) **

All of the virtual machine access controls offer excellent performance, however, where a student’s Internet connection has consistency.quality of service issues, the best performance will be achieved using the Active-X plug-ins.

Connection requirements depend upon which of the LoD clients utilized. Each browser can support a different combination of clients. Use the table below to determine specific browser level requirements.

<table>
<thead>
<tr>
<th>Virtual Machine Client</th>
<th>Internet Explorer</th>
<th>Firefox</th>
<th>Chrome</th>
<th>Safari</th>
</tr>
</thead>
<tbody>
<tr>
<td>VMRC ActiveX*</td>
<td>8+</td>
<td>2179</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>Hyper-VMRC HTML5</td>
<td>10+</td>
<td>443</td>
<td>11+</td>
<td>443</td>
</tr>
<tr>
<td>HyperVMRC Flash</td>
<td>Flash 1+</td>
<td>80 &amp; 843</td>
<td>Flash 1+</td>
<td>80 &amp; 843</td>
</tr>
<tr>
<td>HyperVMRC Silverlight</td>
<td>Silverlight 4+</td>
<td>80</td>
<td>Silverlight 4+</td>
<td>80</td>
</tr>
<tr>
<td>VMware Remote Console**</td>
<td>6+</td>
<td>902</td>
<td>11+</td>
<td>902</td>
</tr>
</tbody>
</table>

* Preferred Client

Each browser has a preferred virtual machine client order and will attempt to use its preferred client by default.

- Internet Explorer will use Active-X first, then HTML5 (IE 10 or higher), then Flash, then Silverlight.
- Chrome, Firefox and Safari will attempt to use HTML5 first, then Flash, then Silverlight.

Virtual machine interface clients can be switched in the lab interface by clicking on the Options section and then selecting the desired client from the drop down list.

**Firewall Exception Rule Information**

Should a firewall exception rule to allow connectivity to the LoD servers need to be created, the following information can be used to create a limited destination rule, only allow the above protocols and ports from your network to the LoD cloud.

- IP Ranges: 65.38.27.1/24 and 67.214.104.1/25

The LoD system is a cloud platform that automatically provisions and connects the student with private sandboxed resources. There is no way to predict which IP address in the cloud the student will connect to for the provisioning of their virtual machines. This is why we provide a “range” of IP addresses instead of a single IP address.