Esri UK Virtual Connection Tests

Adobe Connect: **Virtual classroom**

ReadyTech / AXIS: **Exercise environment**

April 2022 version 4.2.0

Hello! And welcome to your Esri UK Virtual Training course.

Before you attend the course, we need you to carry out two connection tests – just to make sure that your laptop and network is capable of running and connecting to the virtual environment.

The first test you will do is to see if you can connect to the *Adobe Connect* environment. This is where the classroom portion of the course will be carried out including the slide presentation and any demos. This test begins on page 3

The second test is checking to see if you can access the ReadyTech exercise environment. This test begins on page 10.

Please note:

- **In order to attend the course you must successfully complete both tests.**
- The recommended browser is **Edge** as this provides the most stable audio connectivity.
- You **must** have access to a headset, as the course will use VoIP.
- You should try to attend the course in a quiet environment, such as a meeting room or possibly from home.

    ** *These tests **must be performed** on the machine you wish to take the course on* **

The flow diagram illustrates the path which the tests might follow depending upon how you wish to access to the Adobe Connect meeting.
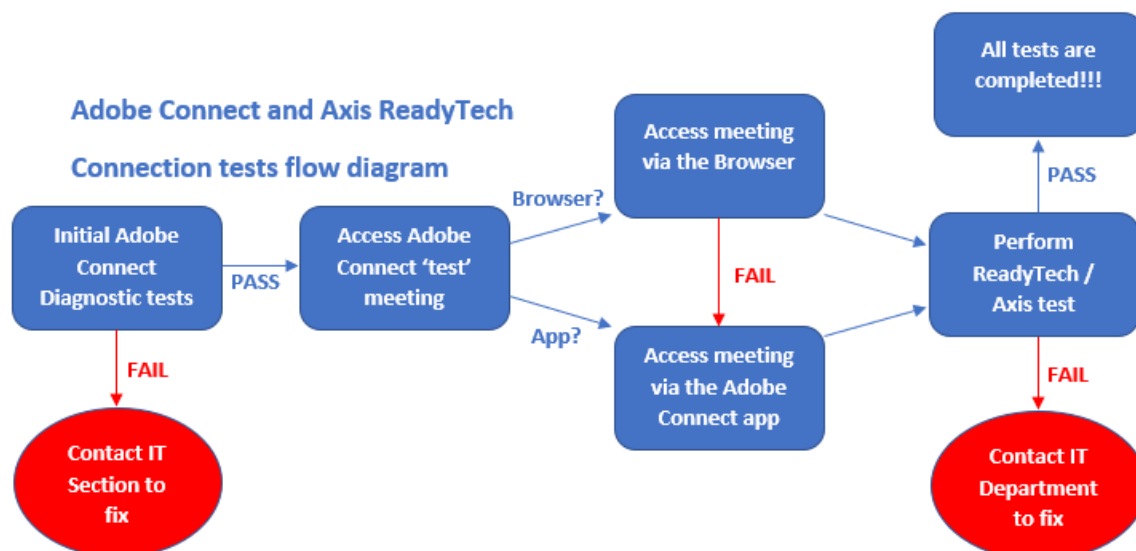
You will be directed to relevant parts of the document depending upon what you see on the screen.

If you have any problems or questions, then please get in contact with either:

Kathryn Turvey: kturvey@esriuk.com

Ed Morris: emorris@esriuk.com

Connection Test 1: The Adobe Connect environment

The first test you will need to perform is the connection test to the *Adobe Connect* environment. Successful completion of this test will allow you to access the instructor-led presentation and demonstration part of the virtual course.

The test should take no longer than 10 minutes.

Initial Adobe Connect system tests

In this section you are going to start the Adobe Connect tests. You will type in the Adobe Connect test URL and run the basic diagnostic test; so:

1: Open a browser

The browser which Esri UK Learning Services recommend is *Microsoft Edge* and the instructions in this guide reflect that. Other browsers are supported too, but may require a slightly different workflow with slightly different dialogs.
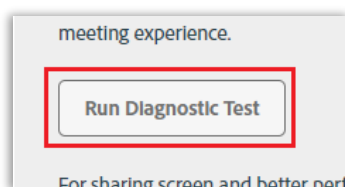
2: Click on the following link or type in the URL into your browser address bar (NOTE: there is an underscore between meeting and test!)

https://esriuk.adobeconnect.com/common/help/en/support/meeting_test.htm

You will be presented with the following screen:
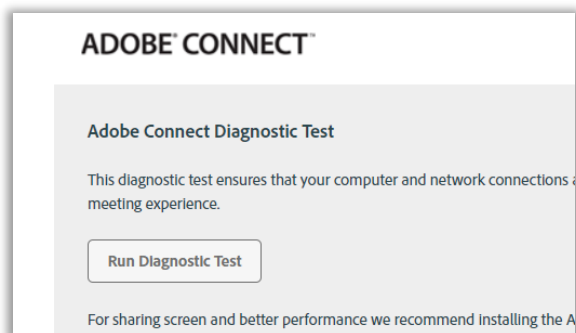
3: Click on the button "Run Diagnostic Test"

This will check to see if you have the pre-requisites to access the *Adobe Connect* environment. The checks determine if your browser and operating system are supported and also if you have enough bandwidth / network connectivity between your machine and the Adobe Connect servers .

Hopefully you should see ticks for all four tests!
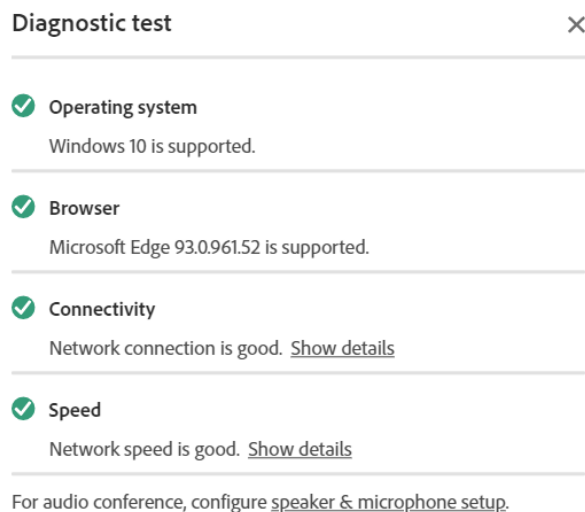
If your machine has failed any of the tests please be patient and try and run the diagnostic test again. Sometimes the connectivity test can be a little bit temperamental. Should multiple test runs confirm an issue with your machine and network you should consult your IT services team who will hopefully find a way to resolve these issues.

4: Press the 'Close' button on the dialog.

Access the Adobe Connect 'test' meeting

If your machine passed all four tests then you can decide upon how you are going to access the Adobe Connect meeting:

- Via the Adobe Connect Desktop application.
- Through the browser

A test meeting has been provided to you in the Adobe environment which you will try and access now.

1: Click on the following link or type in the URL into your browser address bar (NOTE: there is an underscore between *ilvt* and *test*!)
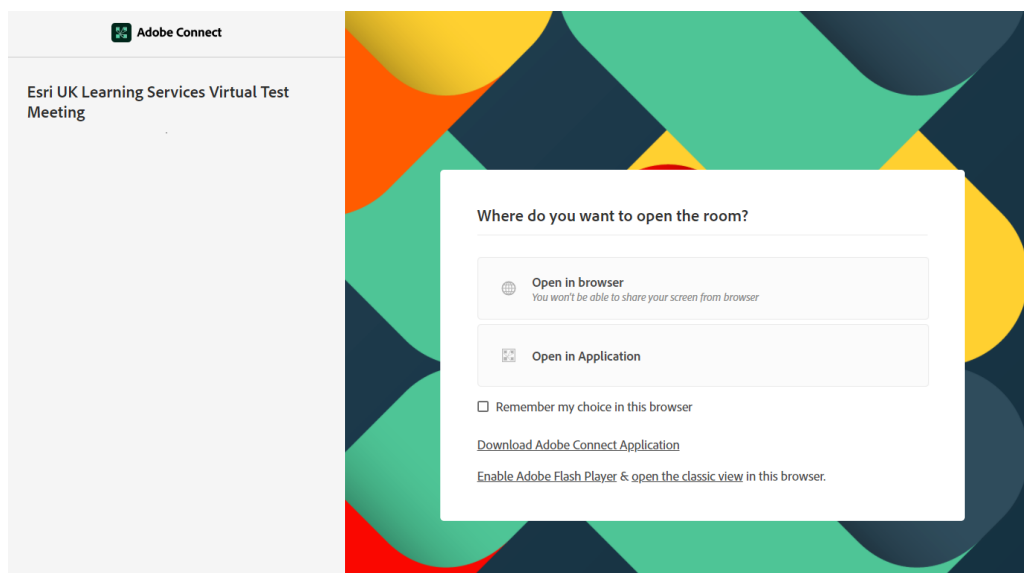
https://esriuk.adobeconnect.com/ilvt_test/

This will display the *Adobe Connect login screen* in your browser:
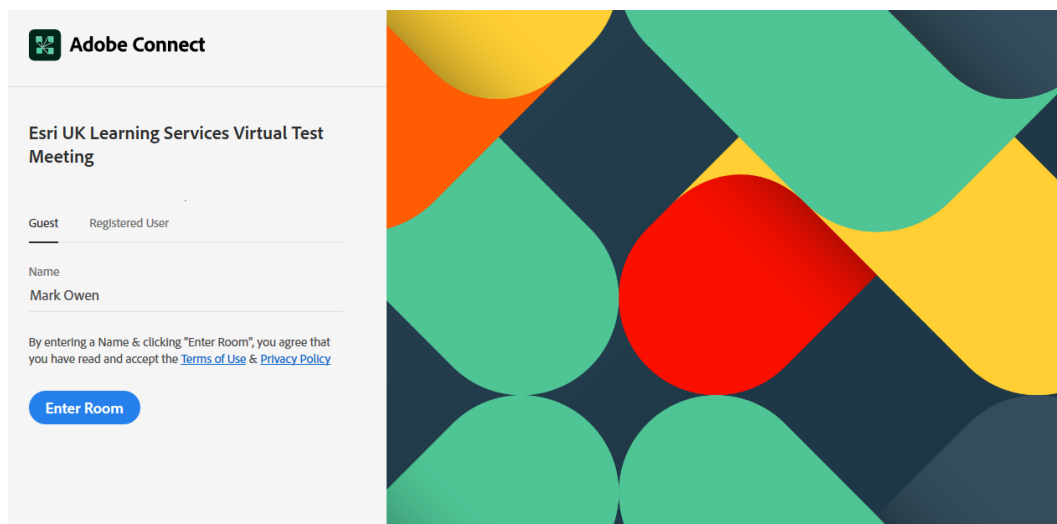
2: Make sure <u>Guest</u> is chosen (as shown above).

3: Type your name in and press 'Enter Room'

If this is the first time you have performed the Adobe Connect connection tests for Esri UK course before then you will see the following dialog:

You can either access the meeting in your browser or within the *Adobe Connect* application.

> **NOTE: It is recommended that you access the meeting through the *application* as you will have a more fulfilling training experience through the application.**

If you are going to access the meeting via the *browser* then please go to the following step *"Access the meeting through the browser"*, or if you are going to access the meeting via the *Adobe Connect desktop application* then go to the section called *"Access the meeting through the Adobe Connect desktop application"*.

Access the meeting through the Adobe Connect Desktop application

It is strongly recommended that that the Adobe Connect desktop application is used to access the Adobe meeting as this will provide a more robust experience for you.

**1: Click the "Open in Application" link.**
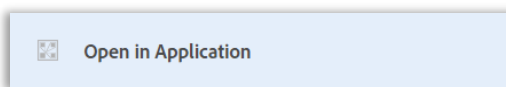
If you have not attended an Esri UK virtual course before then you will see the following screen:
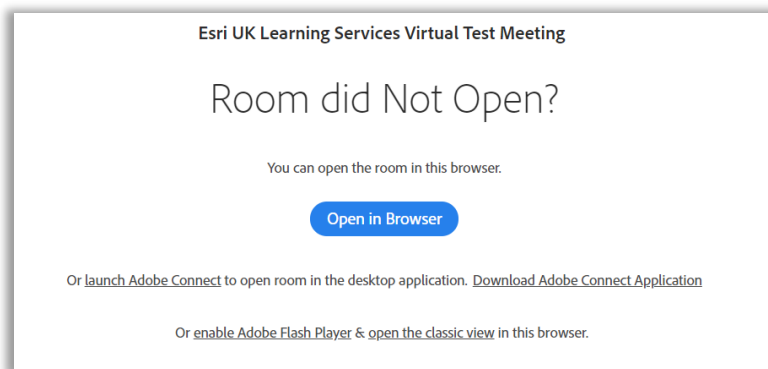
Notice that you can open the meeting in the browser or you can download the Adobe Connect Application. If you want to attend the meeting via the application then you will need to download and install the Adobe Connect Application.

2: Click on the Download Adobe Connect Application link
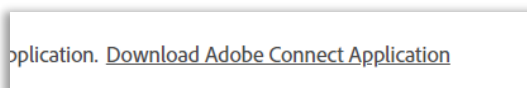
The **ConnectShellSetup11.exe** file will be download to your browser's *downloads* area.
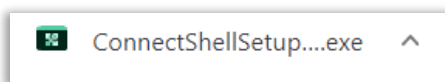
3: Install the Adobe Connect desktop application.

It'll take about a minute to download and install, assuming you have the correct install permissions.

If you do not have permissions, then please contact your IT section.

Once the application has been installed you will see the following dialog:
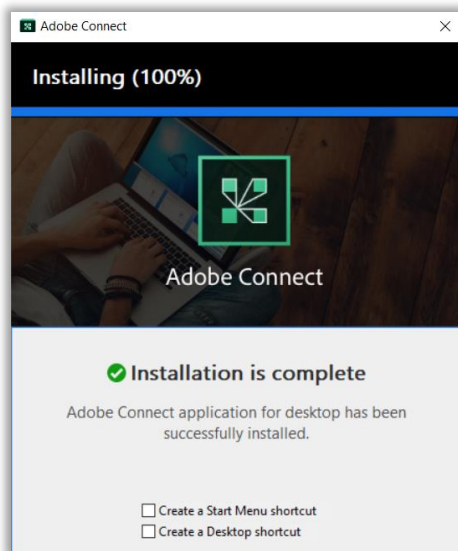
There is no need to create a *Start Menu shortcut* or a *Desktop shortcut*.

4: Press the "Exit" button to close the dialog.

**5: Click on the link to launch the https://esriuk.adobeconnect.com/ilvt_test/ page (just as you did before.**

NOTE: If you see a username and password dialog then please enter your name (any name will do…) for the username. There is no requirement to enter a password.

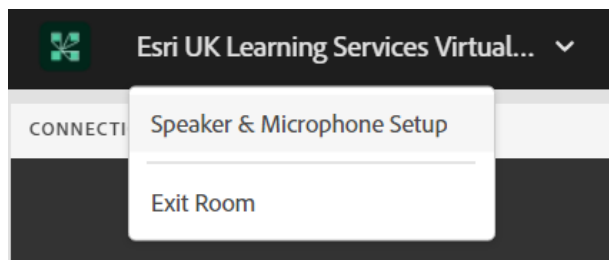You may see the *What's New in Adobe Connect 11* page display:

6: Close the "What's new in Adobe Connect 11" dialog if it has displayed.

You should see the following Adobe Connect test meeting dialog:
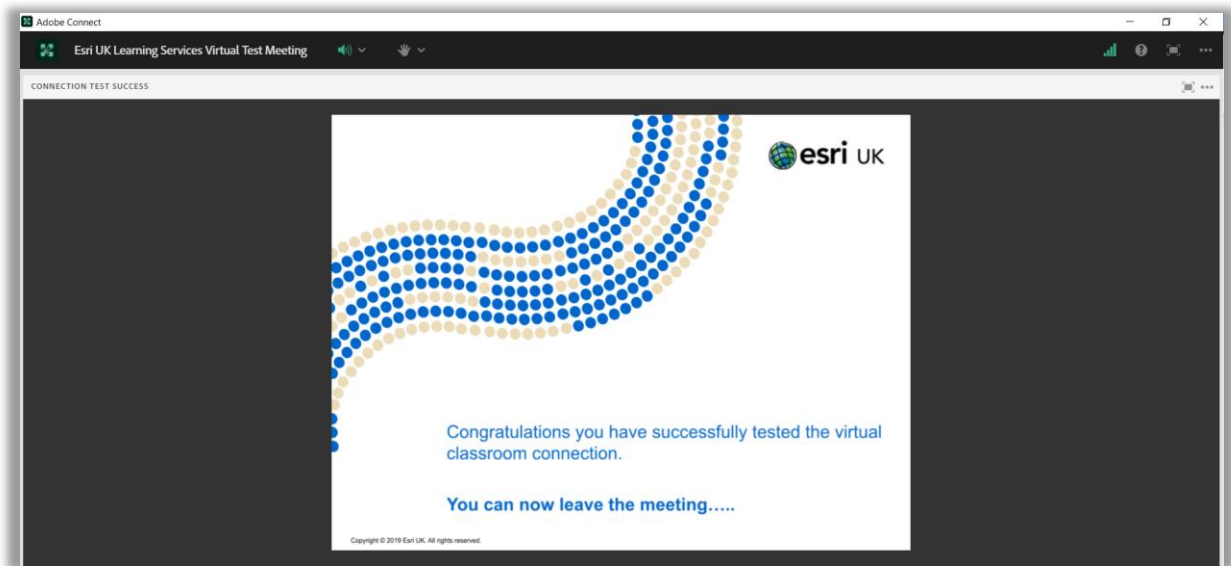
You are advised to test the meeting's audio through the browser.

7: Click the drop down to the right o the Esri UK Learning Services Virtual…. and choose "Speaker/Microphone Setup":

8: Perform the *audio* tests.

This should make sure that the browser you are using has access the speaker and microphone connected to your PC.

> **NOTE: Issues at this stage normally need to be raised with your IT department**

9: Close the dialog containing the test meeting

You are now ready to perform **Connection Test 2: The ReadyTech / AXIS environment** which is on the page 11. If you have not been able to install the Adobe Connect desktop application then you can either ask your IT section to help you out or try to access the meeting through the browser (see below)

Access the meeting through the browser:

You can access the meeting through the browser. This is handy if you can not install the Adobe Connect desktop application.

1: Click the "Open in browser" link:
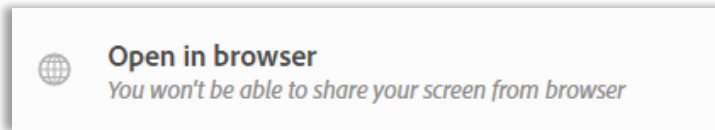
NOTE: If you see a username and password dialog then please enter your name (any name will do…) for the username. There is no requirement to enter a password.

A screen indicating that the room is being prepared is displayed:
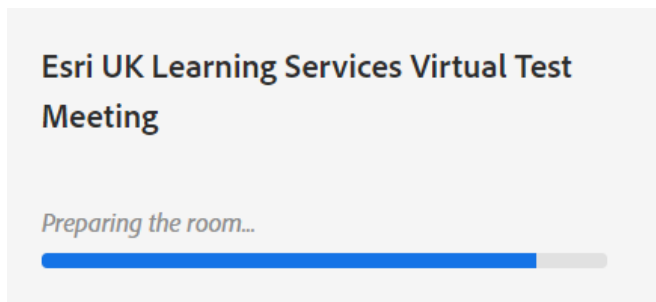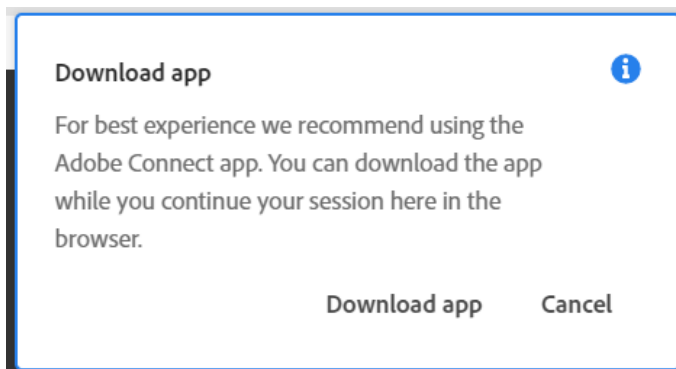

NOTE: **If the page hangs at the *preparing the room page* then refresh the browser (with the CTRL + F5 key combination).**

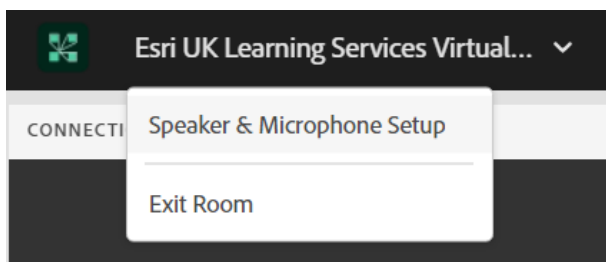Once the page refreshes you will see the following screen:
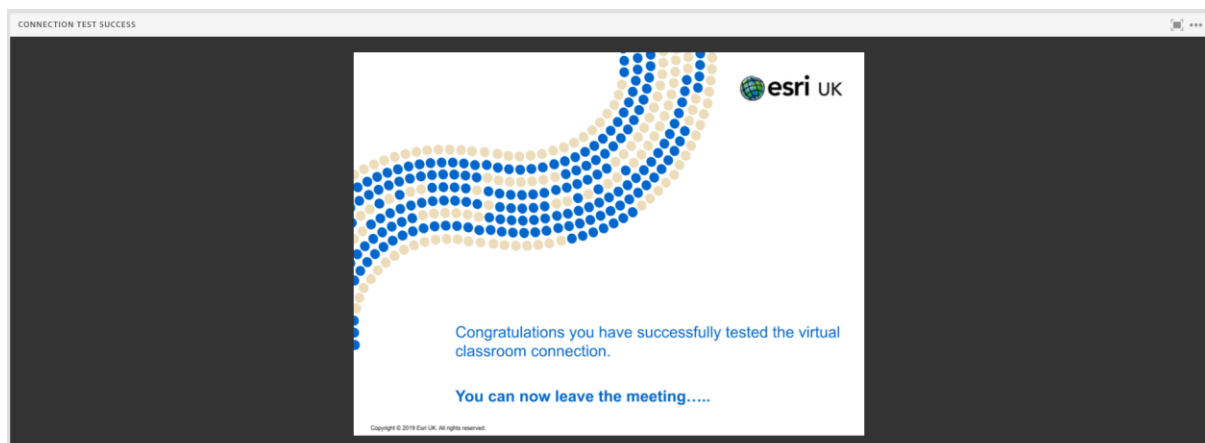
2: If you see the following dialog then just press <u>Cancel</u> to close the dialog.

You are advised to test the meeting's audio through the browser.

3: Click the drop down to the right o the Esri UK Learning Services Virtual…. and choose "Speaker/Microphone Setup":

4: Perform the *audio* tests.

This should make sure that the browser you are using has access the speaker and microphone connected to your PC.

> **NOTE: Issues at this stage normally need to be raised with your IT department**

5: Close the tab containing the test meeting.

Congratulations! You have completed this part of your connection test.

You are now ready to perform **Connection Test 2: The ReadyTech / AXIS environment** which is on the page 11.

Connection Test 2: The ReadyTech / AXIS environment

The second test you will need to perform, and pass is the connection test to the AXIS / ReadyTech environment. This is a cloud-based system in which the courseware has been added (software and class files) and is ready for you to use.

Please note ** *These tests **must be performed** on the machine you wish to take the course on* **

Successful completion of this test indicates that you will be able to carry out your exercises in the ReadyTech environment.
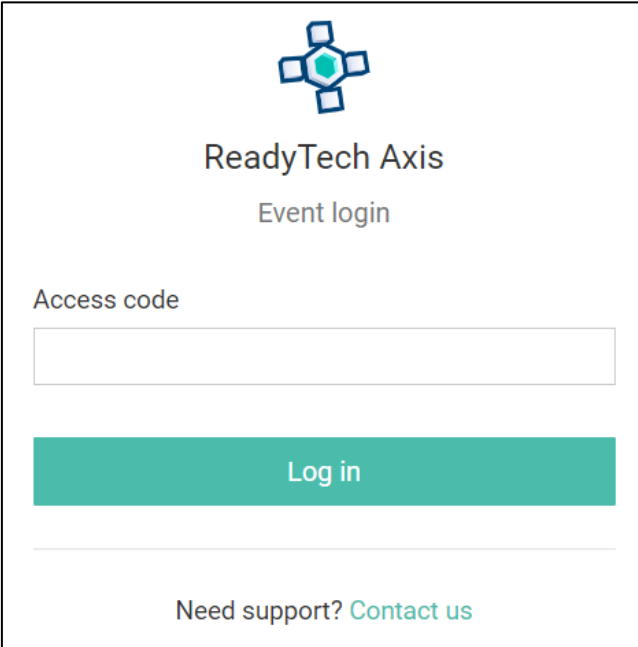
1. Open up your browser of your choice and paste the following URL into your browser:

https://axis.readytech.com/#/seat-login

(Please note that you need to copy and paste rather clicking directly on the URL)

This is the page you will use in the course to get access to the course Virtual Machines.

A successful test will display the following screen:

NB. You will be provided with an access code during the course.
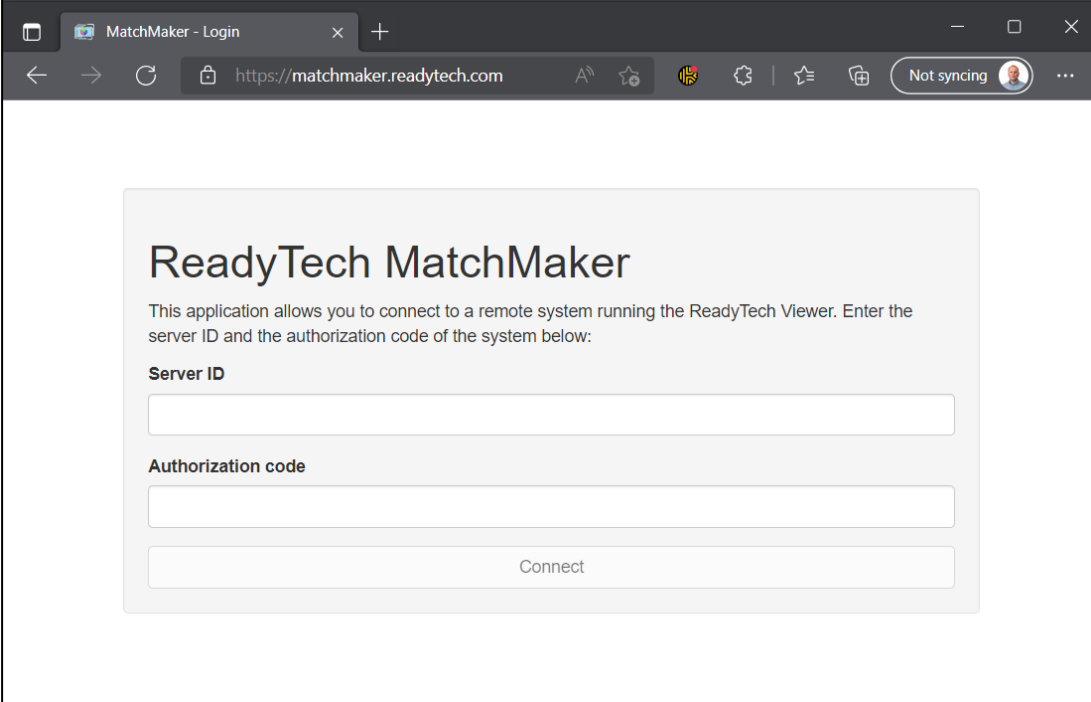
2. Now paste the following URL in your browser:

https://matchmaker.readytech.com/

(Please note that you need to copy and paste rather clicking directly on the URL)

This is another page you will use in the course.

A successful test will display the following screen:

If you are not successful as connecting to either Adobe Connect / ReadyTech / AXIS environments, please contact your organisations IT department to gain access to these URL.

If you have successfully completed all connection tests, then please inform learning@esriuk.com

You will be sent another email a few days before the course containing your connection details and course materials for the course.

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