



## INSTRUCTIONS FOR ACCESSING LIVE SESSIONS

Kaplan makes every attempt to make our websites and products mobile- and tablet-friendly. However, not all state-required/regulated products allow for mobile tablets and phones to be used.

- When working on the state-required/regulated course material, you are [required](#) to use a Windows- or Mac-based desktop or laptop computer.
- We recommend the use of Windows 7-10 or macOS 10.9 or later operating systems.
- We recommend the use of current Chrome, Firefox, or Safari browsers. We also support Internet Explorer 11 and Edge.
- For business customers, please verify the browser choice and use with your manager or IT department.
- We recommend online learners have at least a 2MB connection.

For detailed instructions on accessing your live class sessions, please select the appropriate delivery platform:

[Zoom](#) | [Adobe Connect](#) | [E360](#)

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Kaplan Tech Support: 800.824.8742 (U.S.) or +1 608.779.8301 (International)

Please visit the [Technical Support page](#) for current hours.

*After-hours support is available by submitting a [Tech Support Contact Request](#).*

*Requests will be responded to within 24 hours.*

# Zoom

**Step 1: Check your [Windows](#) or [Mac](#) version.**

*Supported Operating Systems:*

- Windows 7+
- MacOS 10.7+

**Step 2: [Test](#) your download speed.**

*Bandwidth Requirements*

- 1.2 MBPS+ download speed

**Step 3: Test Your Zoom Connection**

- [Launch the Zoom Meeting Test](#)
- Click **Join** to be placed in Zoom's testing room (example image below)

## Join Meeting Test

Test your internet connection by joining a test meeting.



Join

If you are unable to join the meeting, visit [Zoom Support Center](#) for useful information.

**Step 4: Configure Your Audio & Video Settings (Zoom Meetings Only)**

After joining the Zoom test room, the Audio Setup will automatically begin.

*Audio*

- Follow the steps within the Audio Setup to configure your Speakers and Microphone
- Recommended configuration: Select 'Computer Audio' and 'Join Audio by Computer'
- You may also join audio from your phone. Your call may be subject to additional charges.

*Video*

- Press "Start Video", located in the lower-left corner of your Zoom window to enable your video.

**If you were able to set up your audio & video, you're ready to join your online session!**

*If you encounter any issues, please check out [Zoom's Help Center](#) for further troubleshooting steps.*

# Adobe Connect

## Step 1: Check your [Windows](#) or [Mac](#) version and system requirements.

*Recommended specs for Windows Operating Systems:*

- Intel Core 2 or faster processor (or equivalent)
- Windows 10 (64-bit, Windows 10 'N' Edition users must install the 'Media Feature Pack' before installing the application.)
- 1 GB of RAM (2 GB or higher recommended)

*Recommended specs for Mac Operating Systems:*

- 1.83 GHz Intel Core Duo or faster processor
- 512 MB RAM (1 GB recommended)
- Mac OS X 10.13, 10.14, 10.15 and 11.0

## Step 2: Run the [Adobe Diagnostic Test](#)

- On the Adobe Connect Diagnostic Page, click the “Run Diagnostic Test” button to start your system test.
- If your system is compatible, you should receive 4 green checkmarks for operating system, Browser, Connectivity, and Speed.
- If you did not receive a green checkmark in any of the four categories, click “Show all details” and review the additional troubleshooting steps on the page for help with your system before your first class.

## Step 3: Download the Adobe Connect Application

- Visit the [Adobe Connect Downloads and Updates](#) page
- Scroll down to the “Meeting Applications for Adobe Connect” section
- Use the “Click here to install” links to download and install the appropriate version of the Adobe Connect application for your system, depending on your operating system

**Once your application is installed correctly, you are ready for your first class!**

*If you encounter any issues, visit the [Adobe Connect Support page](#) for additional troubleshooting help.*

# E360

## Step 1: Check your [Windows](#) or [Mac](#) version.

### *Supported Operating Systems:*

- Windows 7+
- MacOS 10.7+

## Step 2: [Test](#) your download speed.

### *Bandwidth Requirements*

- 1.2 MBPS+ download speed

## Step 3: [Test](#) your browser and audio/video devices.

After joining the test for an Online Meeting Room, your browser capabilities will automatically be tested against platform needs.

### *Browser Capabilities*

- You must run the latest version of Javascript and have cookies enabled
- You must run a supported browser (Chrome is preferred)
- You must be connected to the internet.

### *WebRTC Support*

- Browsers must natively support WebRTC.
- If you will be presenting, you should install the Screen Sharing extension.

### *Audio/Video*

- You must enable your browser to use your microphone and camera.
- You should be able to see and hear yourself in the preview.