

# Esri UK Virtual Connection Tests

**Adobe Connect:** Virtual classroom

**Heropa:** Exercise environment

## Hello! Welcome to your Esri UK Virtual Training course.

Following feedback from delegates you may wish to ensure that you have a second monitor available so you can open the course manual and read the instructions whilst using the virtual hosted environment at the same time. If you do not have a second screen, then the use of an iPad or tablet is also recommended. Provided the course is more than seven working days away you can also request a hard copy manual be printed and sent to an address of your choosing (UK & Ireland only) – please email [learning@esriuk.com](mailto:learning@esriuk.com) to make this request. Please note that if this is a personal address, we will have to share this with our printers, but this information will not be stored or retained for GDPR purposes.

Before you attend the course, we need you to carry out two connection tests – just to make sure that your laptop and network can run and connect 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.

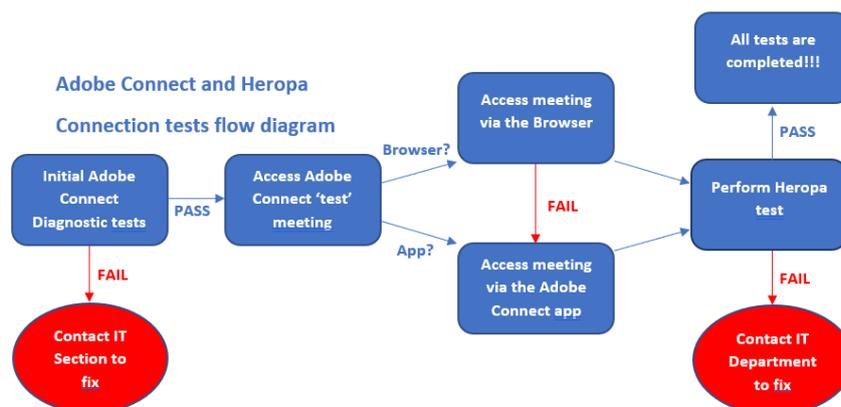
The second test is checking to see if you can access the Heropa exercise environment.

Please note:

- **To attend the course, you must successfully complete both tests.**
- The recommended browser is **Microsoft 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.
- We recommend you use a screen resolution of 1920 x 1080 (or very similar).

**\*\* 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, please contact [learning@esriuk.com](mailto:learning@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.

### Initial Adobe Connect system checks

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

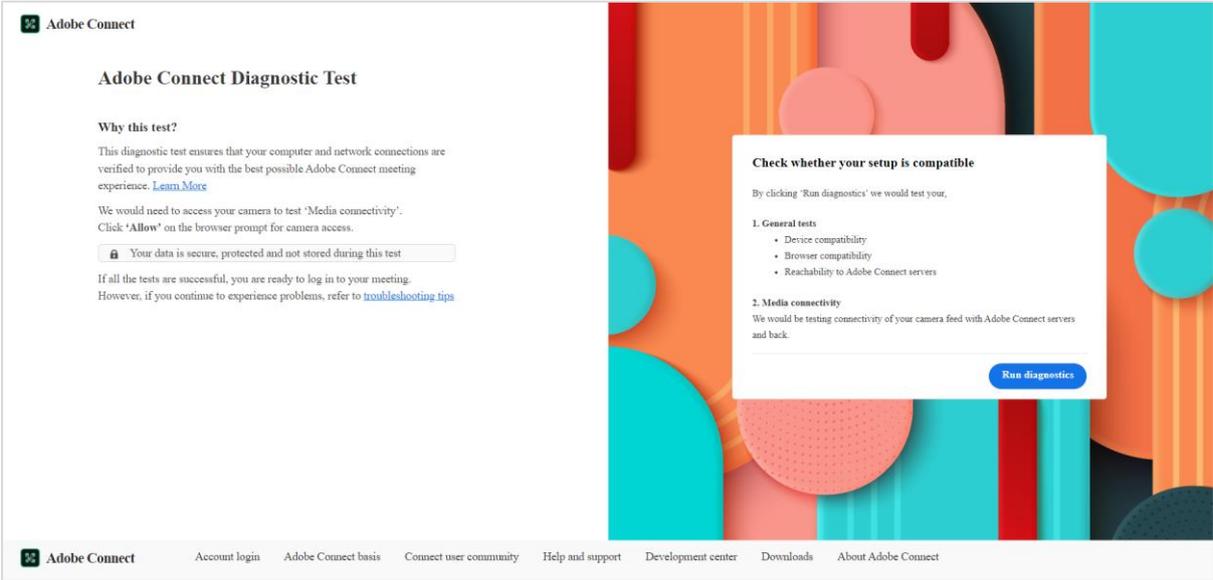
#### 1: Open a browser

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

You will be presented with the following screen:



**Adobe Connect**

### Adobe Connect Diagnostic Test

**Why this test?**  
This diagnostic test ensures that your computer and network connections are verified to provide you with the best possible Adobe Connect meeting experience. [Learn More](#)

We would need to access your camera to test 'Media connectivity'. Click 'Allow' on the browser prompt for camera access.

Your data is secure, protected and not stored during this test

If all the tests are successful, you are ready to log in to your meeting. However, if you continue to experience problems, refer to [troubleshooting tips](#)

**Check whether your setup is compatible**

By clicking 'Run diagnostics' we would test your,

- 1. General tests**
  - Device compatibility
  - Browser compatibility
  - Reachability to Adobe Connect servers
- 2. Media connectivity**

We would be testing connectivity of your camera feed with Adobe Connect servers and back.

[Run diagnostics](#)

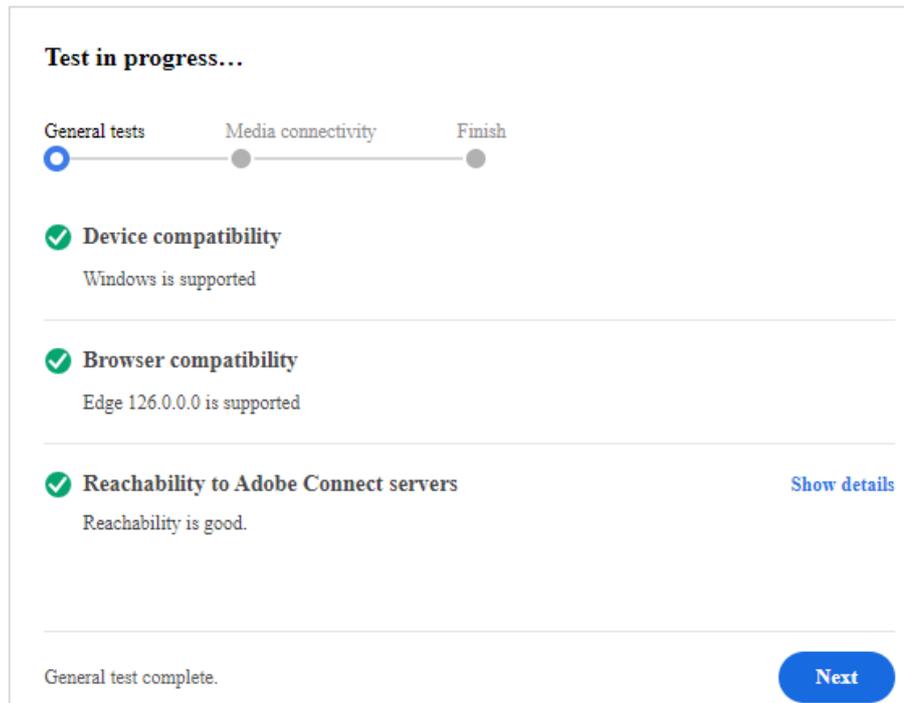
**Adobe Connect**   Account login   Adobe Connect basis   Connect user community   Help and support   Development center   Downloads   About Adobe Connect

---

### 3: Click on the button “Run diagnostics”

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 if you have enough bandwidth / network connectivity between your machine and the Adobe Connect servers.

Hopefully you should see ticks for all the checks!



### 4: Click the blue ‘Next’ button

To move on to test Media connectivity. We do not use cameras in our virtual courses but is a good test to check connectivity.

### 5: Click ‘Test’ button

### 6: Answer “Did you see your video from the servers?”

If you failed the media server test then don’t worry as we ask delegates to refrain from using their web cams in order to preserve bandwidth for the software. However, if you fail any other tests please let us know.

### 7: Close the browser tab you were using to test.

---

## Access the Adobe Connect 'test' meeting

If your machine passed all the checks, then you have two options how to access the Adobe Connect meeting:

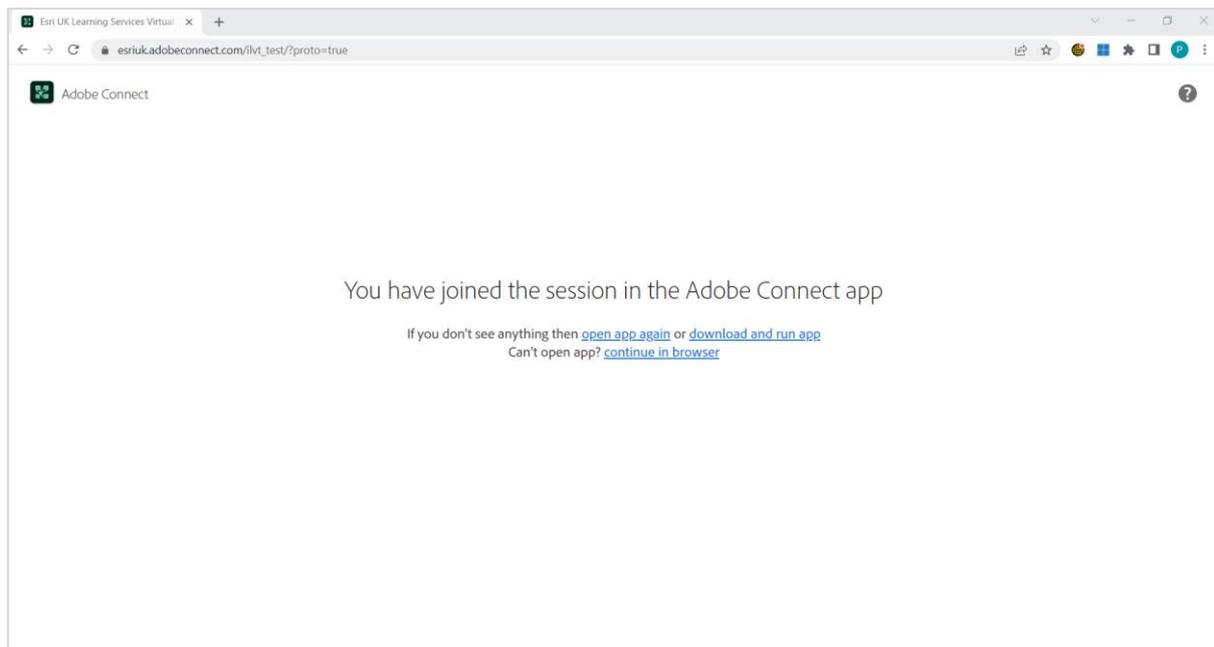
- Via the **Adobe Connect Desktop application** (as part of this you are required to download and install the Adobe Connect application)
- Through the **browser**

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/](https://esriuk.adobeconnect.com/ilvt_test/)

This will open a new window (this may be obscured by/ hidden behind other windows)



If the website determines that you have the Adobe Connect application installed on your PC it will open the meeting using the application, otherwise it will open the meeting in a web browser. Notice there are options on this page to control which access type you want to use.



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

If the Adobe Connect application can be used (this may require permission from your IT department to install the application) the website will open the Adobe Connect application and you will see another window and the application icon in the taskbar of your PC.



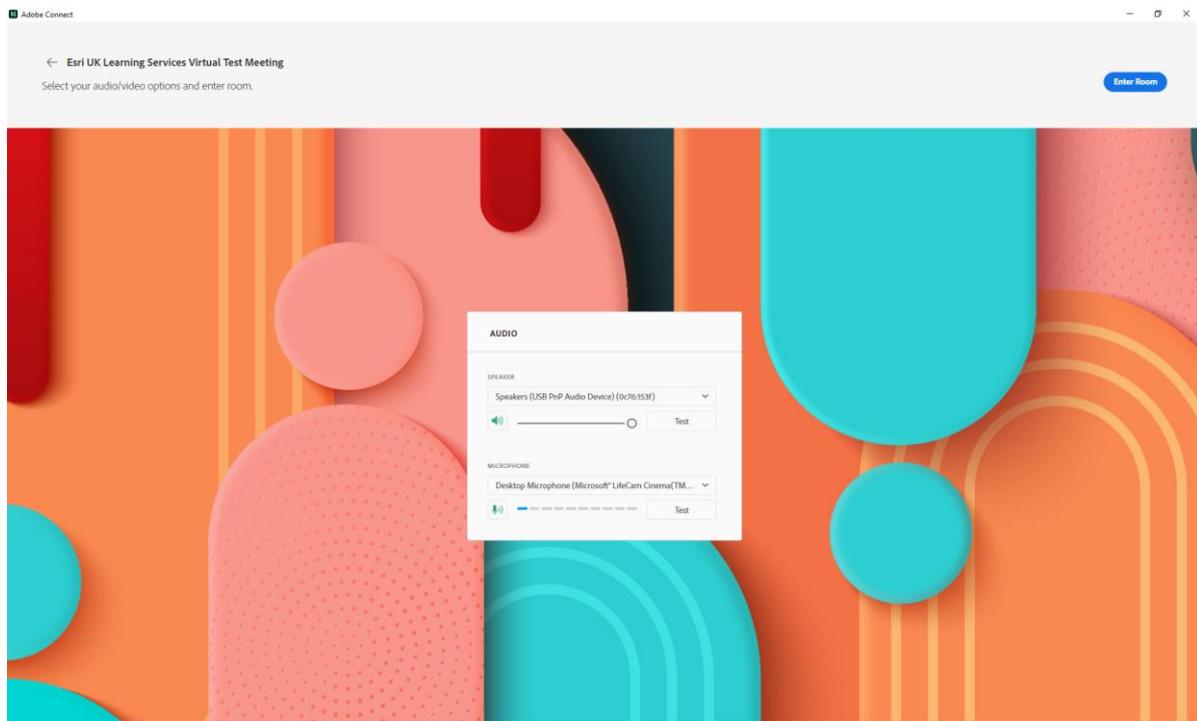


Figure: Adobe Connect application window

If the meeting is started in a browser, you will see a similar page, but in a browser tab

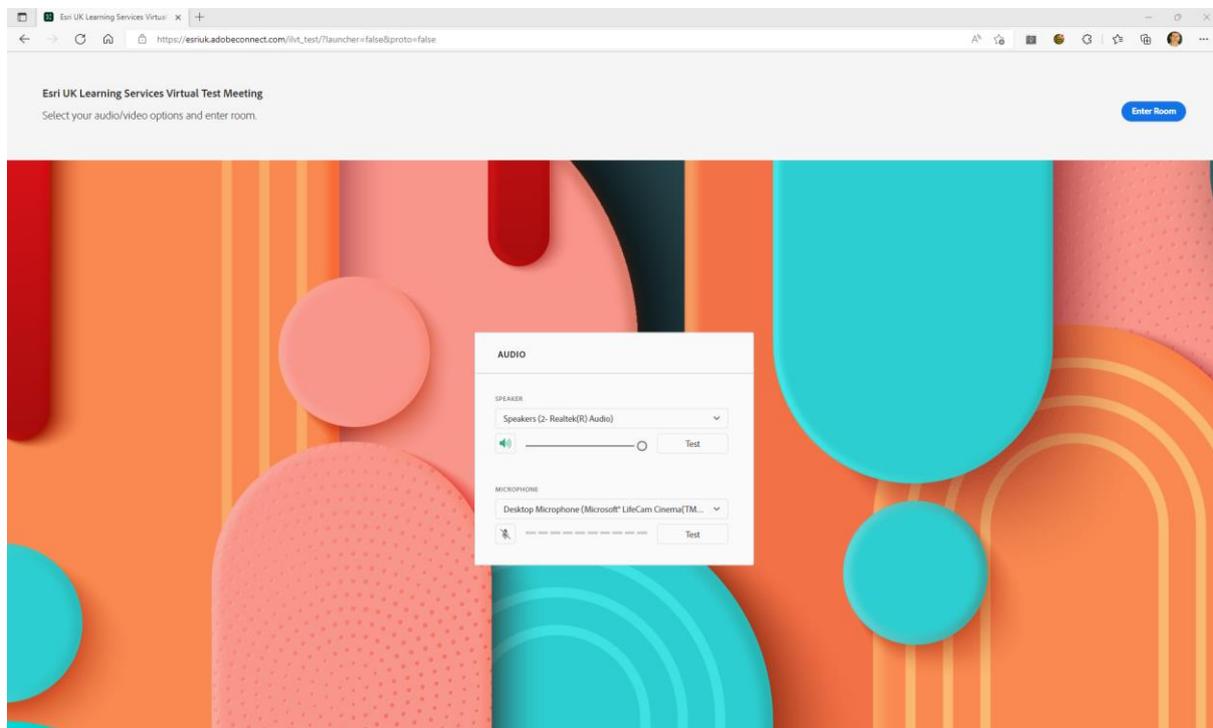
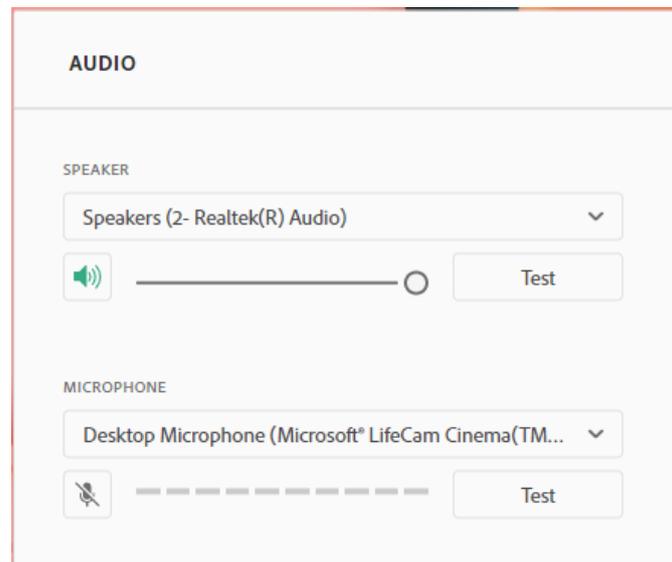


Figure: Adobe Connect in browser tab

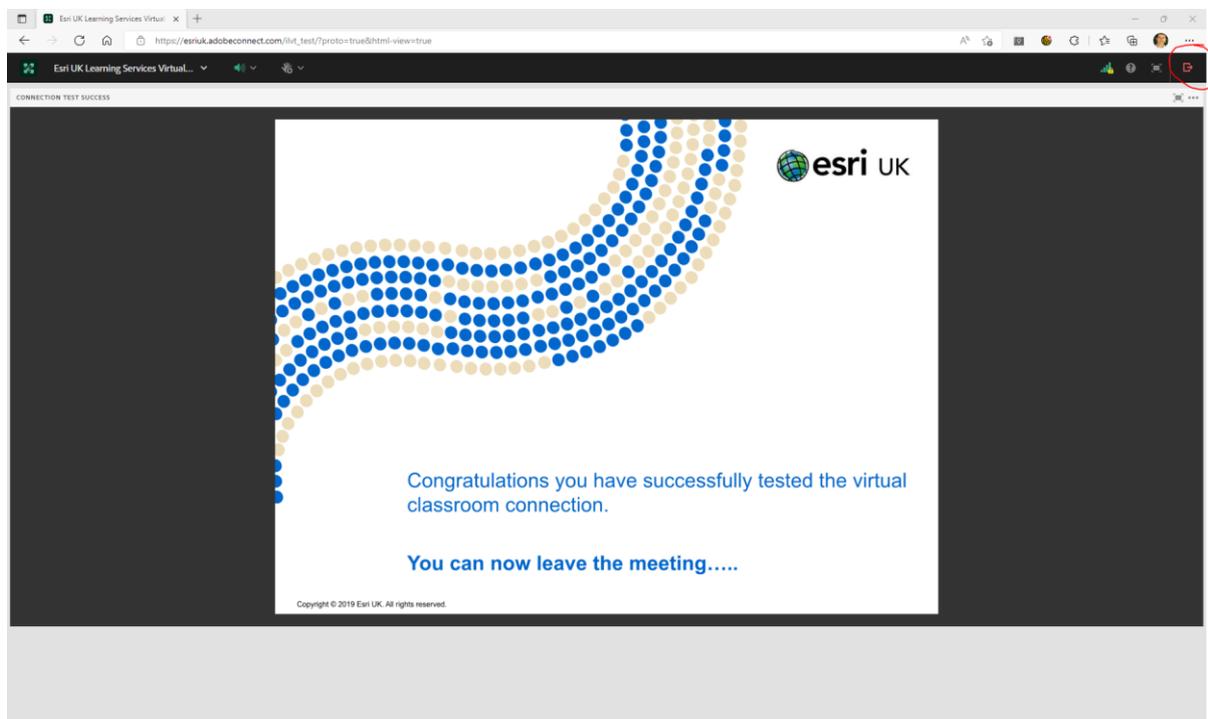
## 2: Use the Audio popup window to choose your speaker and microphone configuration



Available speakers and microphones which are recognised by the PC will be selectable from the dropdown lists. Choose your preferred speaker and microphone and test their setup.

## 3: Press the blue 'Enter Room' button

You should see the following slide:



This is the result of the successful Adobe Connect connection test.

To leave the test meeting click on the **Exit Room** button in the top right-hand corner.

---

## Connection Test 2: The Heropa environment

The test you will need to perform, and pass is the connection test to the Heropa 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.

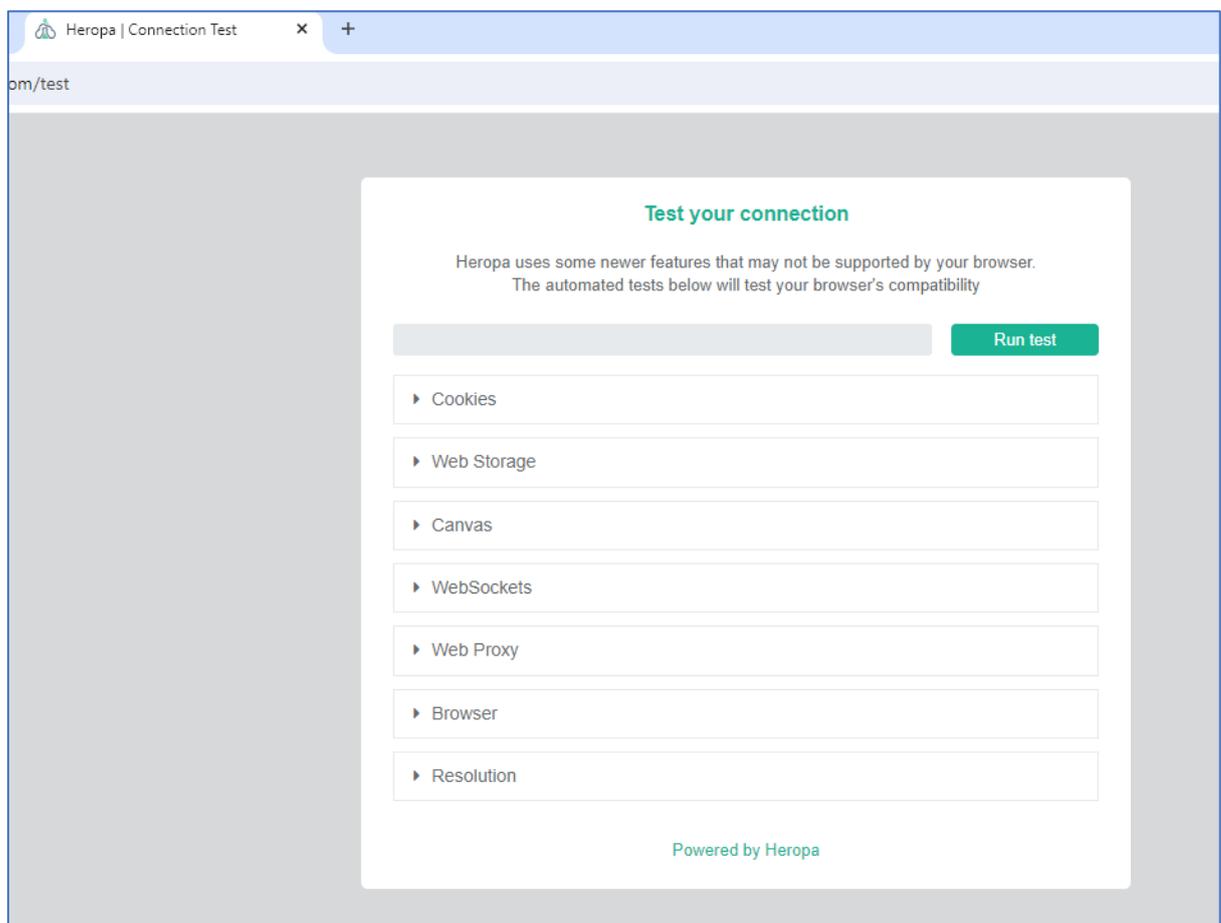
**Please note** \*\* *These tests **must be performed** on the machine you wish to take the course on* \*\*

Successful completion of this test indicates that you will be able to carry out your exercises in the Heropa environment.

1. Open your browser of your choice and paste the following URL into your browser:

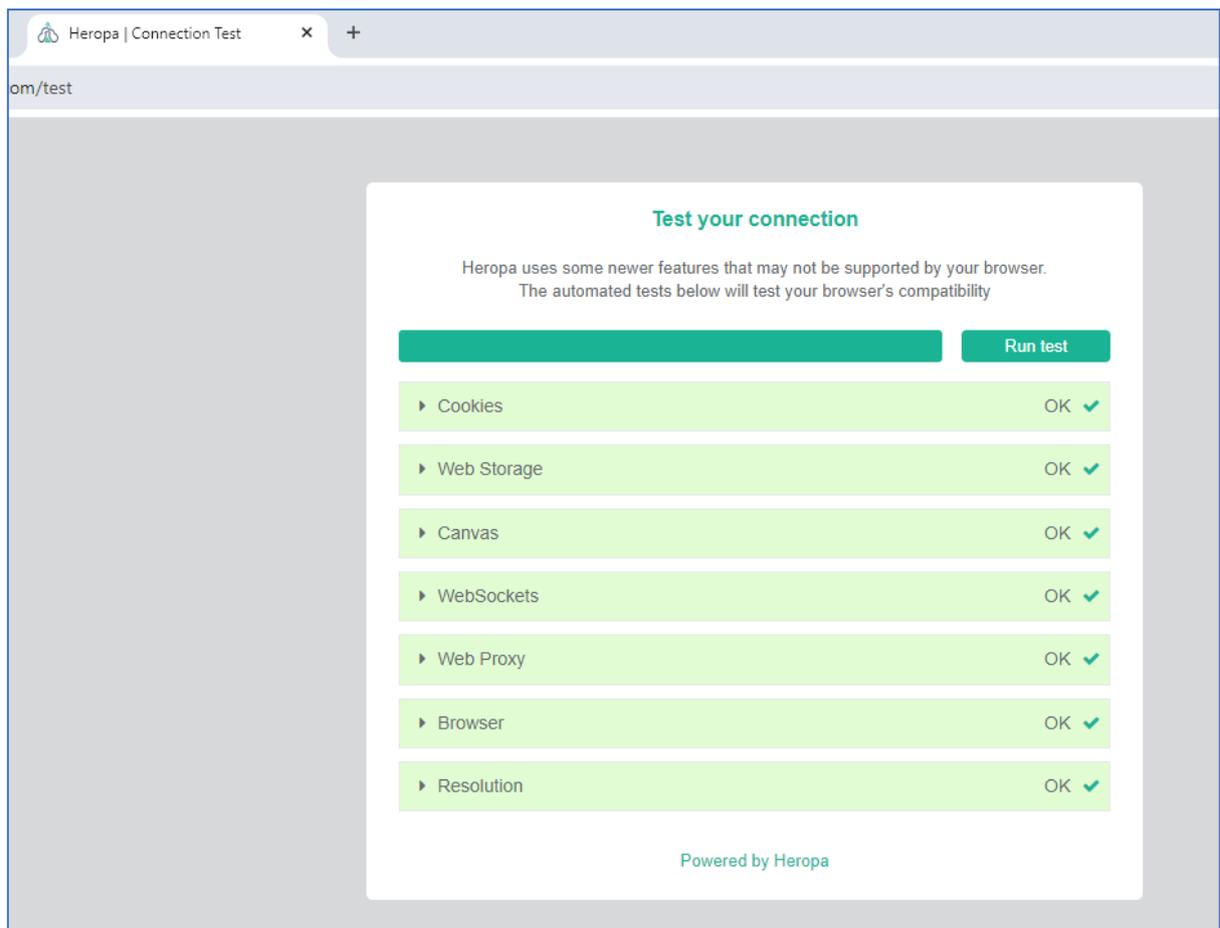
<https://esriuk.heropa.com/test>

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



2. On this page click on Run test

A results page will be displayed as shown below:



**If you cannot successfully connect to the Heropa environments, please contact your organisations IT department to gain access to these URLs.**

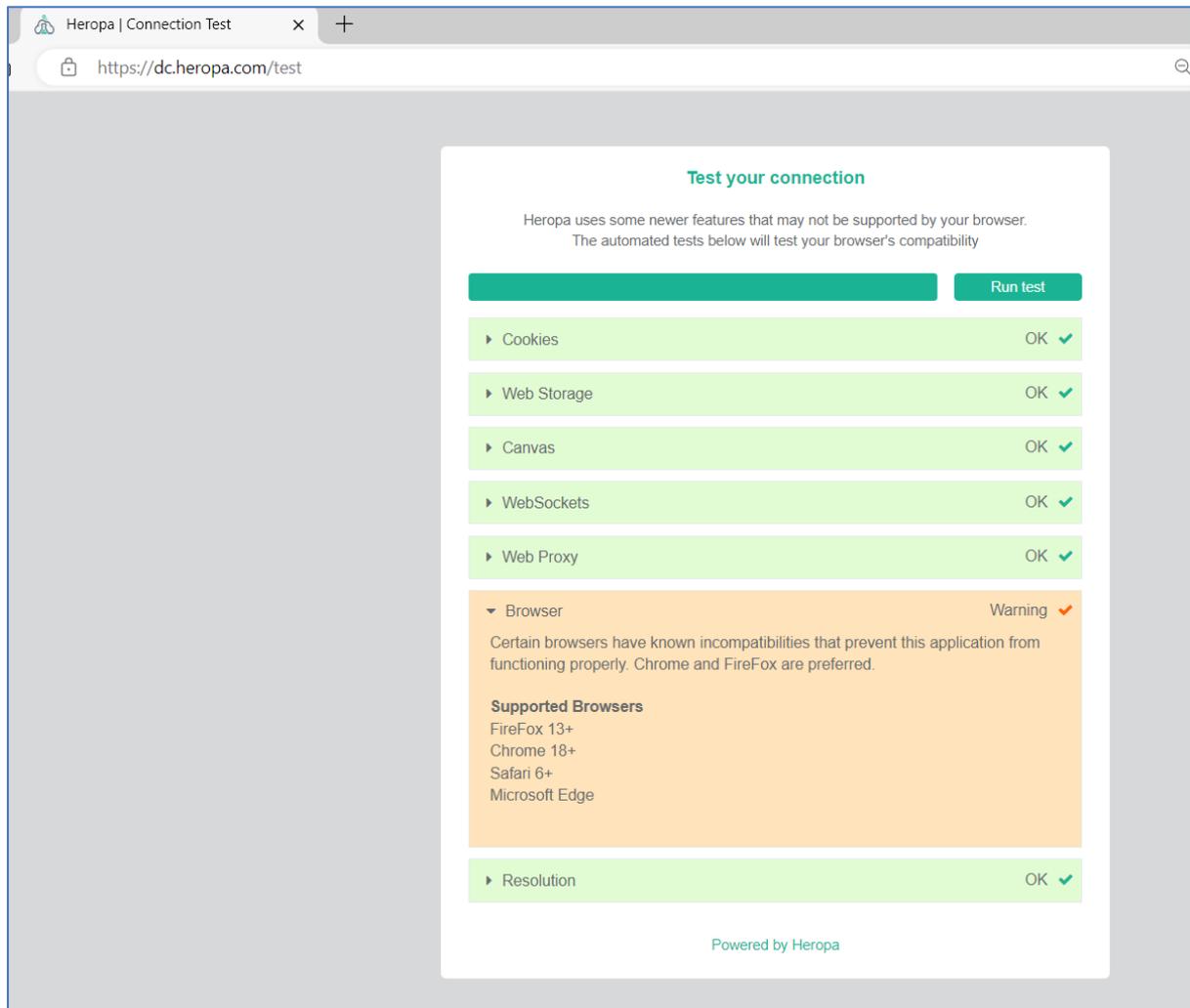
If you have successfully completed all connection tests, then please inform [learning@esriuk.com](mailto:learning@esriuk.com)

You will be sent another email a few days before the course containing further joining instructions and information on how to access the course materials for the training.

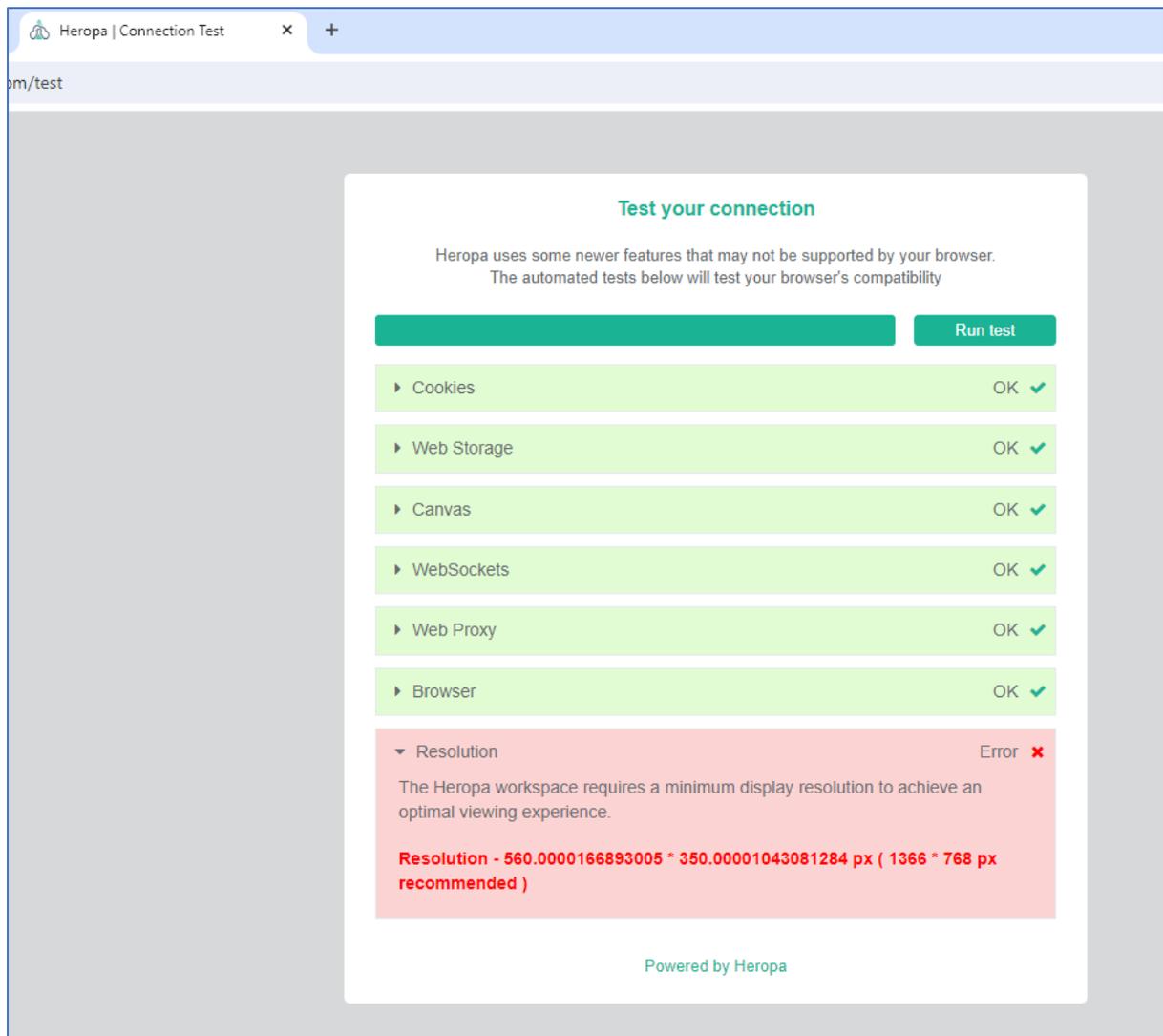
## Connection Test Results: Problems

You may see one or more warnings or errors in the test results page. Expanding the warning or error will provide information regarding the issue.

Example 1 – browser compatibility:



Chrome & Firefox browsers are preferred browsers, however, please note if are using one of the Supported Browsers listed, you should be fine to attend, and no action needs to be taken.

**Example 2 – Screen resolution:**

Please change your screen resolution to be above 1366 x 768 px. If you cannot do this then you will not be able to complete any hands-on learning.

**Please resolve these issues before joining the class.**

[Document ends]