Quick Connect to e-CLASSES v8.2

These are the basic requirements and instructions to access Contact North | Contact Nord's e-CLASSES.

NOTE: For additional help please call the Contact North Technical Help Desk at **1-888-850-4628.**
Callers may also request **Remote Support** from: **www.contactnorthsupport.ca**

Minimum <u>Windows</u> System Requirements

o **OS:** Windows XP, Windows Vista, or Windows 7, or Windows 8
o **Browser**: Internet Explorer desktop version 8 or higher, FireFox12 or higher, Chrome 15 or higher
  Note: Windows 8 has 2 versions of Internet Explorer, a desktop version and a tablet version. Do not use the metro version on the metro page.
o **CPU:** P500 MHZ or equivalent, 256 MB memory
o **Memory:** 1 GB
o **Disk Space:** 100 MB free space
o **Network:** 56 Kbps or faster Internet connection

o **Monitor:** 800 x 600 or higher display resolution
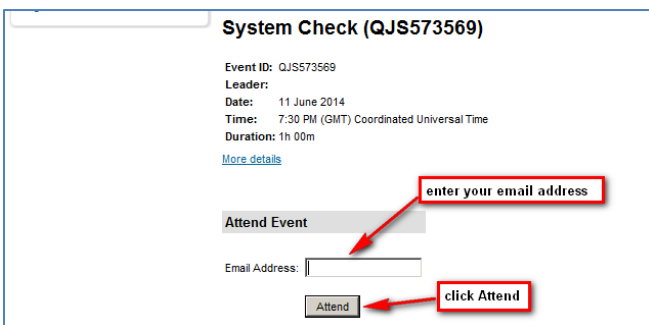o **Audio:** Sound card with speaker and microphone or headset

Minimum <u>Apple</u> System Requirements

o **OS:** Mac OS/X version 10.7.3 or higher,
o **Browser**: Safari 5, FireFox12 or higher, Chrome 15 or higher
o **CPU:** G4 700 MHz PowerPC, 384 MB memory
o Disk Space, Network, Monitor, and Audio same as Windows System Requirements above.

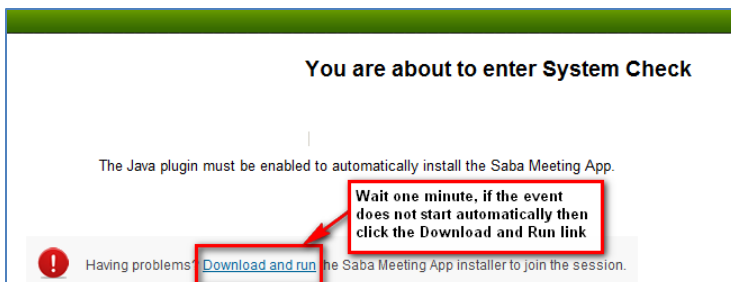## First Time Installation of Saba Meeting

Running a **System Check** for the first time will install the Saba Meeting App for Window and Mac on your computer and test-drive your computer by accessing a test event.

o Open your web browser and go to http://eclasses-contactnorth.ca

o Click "**System Check**" on the top, right menu bar and follow the prompts.

- Enter your email address

- Click *Attend*

o If the System Check does not automatically run then click on the *Download and Run* link:

o You can test your audio by clicking on *Adjust Audio* on the main screen.

➢ In the Audio Setup pop up window, to test your speaker or headset, click on the *Play* audio clip button to ensure you can hear the audio clip
➢ To test your microphone, speak into your microphone to ensure that the green volume bar changes levels as you speak.

Note: If you experience any issue while running the System Check, please contact the Contact North | Contact Nord Technical Support Hotline at 1-888-850-4628 for assistance.

Troubleshooting Tips

1. If the Saba Meeting App software does not launch properly (won't allow access to an event after it has worked previously):

   The Saba Meeting App file may be corrupt. Try uninstalling it through "Add and Remove Programs" in the Control Panel and have it reinstalled by attending an Event.

   Mac uninstall: Locate the folder on your Mac *\users\(**username**)\applications* and move ***Saba Meeting*** *to trash can*

2. You can log into the e-CLASSES web conference platform and see the "**My Schedule**" page, but cannot attend an event.

   a) Check your browser permission settings. You may need to lower your browser security settings from High to Medium-High.
   b) Ensure you are using a supported operating system and browser (see Minimum Computer Requirements above).
   c) ActiveX installation may be prompting you for installation permission. If you see an Internet Information Bar at the top of the browser window (just under the tool bar. Sometimes located at the bottom of the window), click on it to allow the ActiveX control to install.

Recommended Third Party Software

MS Word, MS Excel, MS PowerPoint, MS Access, Apple QuickTime, Windows Media Player, Adobe Acrobat Reader