

CONTACT NORTH Online Learning Apprentissage en ligne



# Login to e-CLASSES

## Install e-CLASSES Saba Meeting <u>BEFORE</u> Your Class / Session

Contact North Technical Helpdesk is available at 1-888-850-4628.

Joining your e-CLASSES session for the first time will install the Saba Meeting App for Window and Mac on your computer and will allow you to test your computer audio.

1. Wired Internet connection is recommended over wireless / Wi-Fi

With Internet Explorer or Safari go to https://eclasses.contactnorth.ca/

- \* Use of Google Chrome requires prior installation of Chrome Connector
- \* Use of Mozilla Firefox requires prior installation of *Firefox Connector*
- \* Do not use Windows 10 Edge
- 2. Enter your login and password from the Web Conference email Your Login Information from Contact North I Contact Nord

Click I og In						
ener Log III.	Log In to e-Classes					
	If you are already a registered user, Log in to Saba.					
	Login:					
	Password:					
	Log In Forget your password?					

- 3. From your My Schedule page:
  - Ensure your equipment is plugged in: headset (recommended) or speakers & microphone; webcam
  - Click Attend on the event line (or Lead for instructors)



4. Follow the prompts to download the Saba Meeting App for Windows and Mac:



5. Once in your session, click the Adjust audio button to test your audio and adjust volumes:

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- **Test your speaker or headset**: click the green Play button to ensure you can hear the audio clip; adjust volumes as needed.
- **Test your microphone:** speak into your microphone to ensure that the green volume bar changes levels as you speak. Click to set the volume level.

Click Test video to test your webcam:



## **STUDENT RESOURCES**

## **Troubleshooting Tips**

If you can log into the e-CLASSES web conference platform and see the "My Schedule" page, but cannot get into your session:

- **Check your browser permission settings**. You may need to lower your browser security settings from High to Medium-High.
- Ensure you are using a supported operating system and browser (see Minimum Computer Requirements above).
- 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.
- Contact North Technical Helpdesk is available at 1-888-850-4628.

#### Minimum <u>Windows</u> System Requirements

- **OS:** Windows 7, or Windows 8 (Desktop mode only), or Windows 10.
- Browser: Internet Explorer desktop version 8 / higher, Chrome 15 / higher, Firefox 17 / higher \*\*\* Note: Do not use Windows 10 Edge
- o CPU: P500 MHZ or equivalent, 256 MB memory
- Memory:1 GB
- Disk Space:100 MB free space
- **Network:** 56 Kbps or faster Internet connection
- **Monitor:** 800 x 600 or higher display resolution
- Audio: Sound card with speaker and microphone or headset (headset recommended)

#### Minimum Apple System Requirements

- OS: Mac OS/X version 10.7.3 or higher,
- **Browser**: Safari 5 / higher, Chrome 15 / higher, Firefox 17 / higher \*\*\*
- CPU: G4 700 MHz PowerPC, 384 MB memory
- Disk Space, Network, Monitor, and Audio same as Windows System Requirements.

\*\* Chrome and Firefox each need a Connector installation – see Step 1.

**Recommended Third Party Software:** MS Word, MS Excel, MS PowerPoint, MS Access, Apple QuickTime, Windows 120Media Player, Adobe Acrobat Reader, Adobe Flash Player.