



Login to e-CLASSES

Install e-CLASSES Saba Meeting BEFORE 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/>

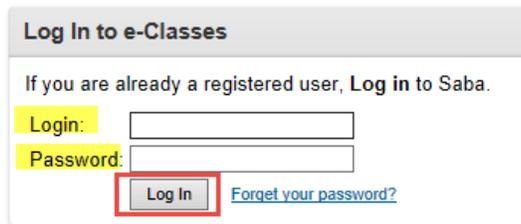
* Use of Google Chrome requires prior installation of [Chrome Connector](#)

* 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 / Contact Nord*

Click **Log In**.



3. From your My Schedule page:

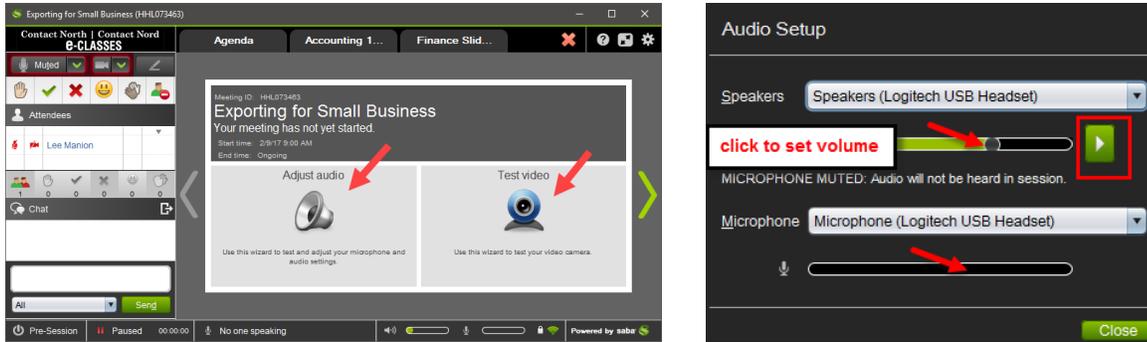
- **Ensure your equipment is plugged in:** headset (recommended) or speakers & microphone; webcam
- **Click *Attend* on the event line** (or *Lead* for instructors)



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



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



- 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 Windows 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
- 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.