

Before signing up for your Remote Learning class, you need to complete all of the steps in this student agreement to verify that the system you are using to take the Remote Learning class has all of the correct components to make your experience the best it can be. Please follow the directions carefully, check that each step is completed. If you are already registered for a class, we will contact you shortly with specific login details. Thank you!

Connectivity Test

Step 1: Determine that Your Computer Meets the Minimum System Requirements

- Windows 2000 Professional or later
- P4 1GHz processor or faster
- 512MB RAM or more
- Internet Explorer (IE) 5.0 or higher
- Cookies and Session Cookies enabled
- Display – 1024x768 minimum resolution and High Color (16 bit) display definition
- Working sound card
- Java 1.5 or 1.6

Step 2: Test your Internet Access

- You will need a Broadband Internet connection (cable, ISDN, DSL or better that provides a minimum of 512K speeds). Wireless and satellite connections are **not** recommended.
- Use this website to check your connection speed: <http://www.speakeasy.net/speedtest/>
- Please note that your experience may vary based on connection speed

Step 3: Elluminate Connectivity Test

- Verify that Java web start is installed by clicking [here](#).
- Join the Configuration Room to test your connection and configure your audio by clicking [here](#).
 - o Retest microphone after you receive it.
- Learn more about Elluminate Live!
- Quick Reference Guide
- Firewall Port: 2187 or 80

Need more help?

- [Elluminate Online Support Center](#)
- Customer Care Technicians: Toll Free: North America: 866-388-8674, option #2

BENCHMARK LEARNING

Step 4: GoToMyPC Connectivity Test

Remotely access the Benchmark Learning Test PC.

- Visit <https://www.gotomypc.com> Note Secure Sockets Layer (SSL) protocol “https”
- Enter the following email address and password
 - o Email address: Testdrive@benchmarklearning.com
 - o Password: P@ssw0rd
- Click the Connect button on the right of the PC to which you want to connect.
- When prompted, Click Yes or Grant to download the GoToMyPC Corporate Viewer
- When prompted, enter the Benchmark Learning PC Access Code
 - o Access Code: P@ssw0rd
- The Benchmark Learning PC image will appear in the Viewer window.
- Firewall Port: 443 (https)

Need more help?

- Visit the GoToMyPC [Frequently Asked Questions](#) page or call their Customer Care hot line (888) 259-8414.
- [GoToMyPC Technology](#)

Note:

If a PC's status is Offline, then you will not be able to access that Host PC. If the PC is a shared PC and it is being accessed by another GoToMyPC user, In Session will appear in the connect box. Please do not connect to In Session PC's. Keep in mind that the In Session notification will display until the first user terminates the connection with the host PC and you refresh your browser.

Please contact Benchmark Learning if you have questions.

Experience Assessment:

Please check the box for each true statement. The statements below are not requirements, but having these capabilities will make your Remote Learning experience easier and more enjoyable. Thank you.

- I will use dual monitors or two computers (This is not required but will enhance your experience)
- My display(s) resolution is set to Higher than 1024x768.
- I understand remote technologies, virtual computerization and Internet technologies
- I am technically literate and have strong computer skills (2 - 4 years experience)
- I have taken a web or distance learning class before
- I have access to a computer that meets the system requirements
- I have successfully installed the Elluminate Participant Application
- I have successfully connected to GoToMyPC with the Username and password provided
- English is my Primary Language

BENCHMARK LEARNING

Student Agreement:

Students enrolling in Remote Learning classes at Benchmark Learning are required to review and agree with the specific terms and conditions associated with the Remote Learning modality.

The goal of this document is to set expectations as it pertains to the use of the intellectual property being presented via remote technologies, and to ensure successful connectivity from the remote location to the respective classroom.

Attendance and Viewing

Standard class times are 8:30am – 4:30pm CST. The remote student agree to be logged in 30 minutes prior to start time on the first day, and 10 minutes prior to start on all subsequent days. Student agrees that class fee provides viewing (lecture and demos) and lab access for a single (named below) individual. Student will not share lecture or lab activities with other individuals.

Third Party Recording Devices

The use of 3rd party recording or capture devices is prohibited for any use. If the student has concern with missing a part of class, they must contact their Training Advisor to discuss options.

Lab Computer Expectations

The student understands that the lab computer to which they have access to is for conducting class labs only. Any exploratory tampering with the lab environment may break the configuration for that student's subsequent labs. Should the student deliberately or inadvertently break the lab configuration; Benchmark Learning will redeploy the standard lab image, but this may cause the student to fall behind at their own cost.

Connectivity Test

Student acknowledges that they have successfully performed the test as specified in the Remote Learning Connectivity Test document sent to them at time of registration. This test is critical to a successful Remote Learning experience, and must be completed from the machine where the class will be attended. Should the student require any assistance, the connectivity test document specifies resolution steps that should be followed. Benchmark Learning recommends that the student have either two monitors or two computers to enhance their experience. While not necessary, this will provide them a more elegant method of viewing and listening to the instructor's lecture on one screen, while following along with the lab computer on the other.

Upon receipt of this agreement form, the student will have successfully completed registration in their remote learning class. Two to five days prior to class start, the student will receive by mail their course materials and headset. During this time range the student will also receive email notification with login credentials and instructions to access the Remote Learning Classroom.

By completing and submitting this form you are stating that you understand and agree to the terms and conditions of this Remote Learning Agreement and that you have completed each step of the Connectivity Test above.



Student Name: _____

Student's Contact number for location attending class:* _____

Student's Contact email for location attending class:* (Optional) _____

Date: _____ Course: _____

*Used for purposes of contacting remote learning student during class and will not be use as alternative contact for student.

Please fax to 952.896.9728 or email to RLSupport@benchmarklearning.com.



For more information, call or visit us online.
www.benchmarklearning.com | 952.896.6800