

Online Classroom Instructions for System Administrators

Dear Administrator,

A member of your organization is attending an Esri instructor-led class online. Please review the following requirements to ensure computer and network systems are ready for class.

If you have any questions, please contact onlineclassroom@esri.com or call us toll-free at 888-377-4575, ext. 1-4319, between 8:30 am and 8:00 pm Eastern Time.

Thank you,
Esri Training

Before the class start date, we need you to:

1. Visit the [Attending Online](#) page to run the Classroom Test and Remote PC Test.
2. Address proxy issues: If your organization employs a proxy server that requires authentication, provide the student with credentials prior to the class start date. Alternatively, configure the proxy to allow access to our remote PC.
3. Ensure that **ports 3389 and 443** have been opened; this will ensure that the student can access the remote PC.

NOTE: If you have additional security settings or strict firewalls in place, please configure them accordingly to allow remote desktop connections.

About the online classroom environment

We teach online classes using WebEx software and Microsoft Azure virtual environments configured with the Esri software for class exercises.

For optimal performance, students are instructed to connect to the Microsoft Azure environments using Remote Desktop Connection. Web browser plug-ins are required for online classroom technologies.

In addition, students will need:

- A PC running Windows 10 or 8.1.
- High-speed Internet access. A typical student will utilize about 350 kb/s. Wireless connections are not supported.
- Access to ports 3389 and 443.
- A telephone or ability to use VoIP to access the class audio. We recommend a wired, USB headset for the best experience.