

## DISTANCE LEARNING TECHNICAL REQUIREMENTS

NPI, Inc. uses the Adobe Connect platform to present distance learning courses. Students require access to a computer with web browser and Internet connection and a telephone. Login instructions and a toll-free audioconference number will be provided for virtual sessions.

Detailed system requirements may be viewed at <https://helpx.adobe.com/adobe-connect/tech-specs.html>. You may also wish to test your computer system to be sure it meets the requirements for use with an Adobe Connect course.

1. Click [here](#) to run the diagnostic test. The test will open in a separate browser tab.
2. The test takes less than a minute to perform, and successful results will appear as follows:

**ADOBE CONNECT™**

Adobe Connect Diagnostic Test

Test Results

You are ready to connect to your Adobe Connect meeting.

If you plan to use video, plug in your web camera now.

- ✓ **1. Flash Player version Test**  
Your version of Flash Player is supported.
- ✓ **2. Adobe Connect Connection Test**  
Connected.
- ✓ **3. Connection Speed Test**  
Your connection is LAN speed.
- ✓ **4. Adobe Connect Add-in Test**  
Add-in Installed

Test Again   **Details**

3. If your computer does not pass the test, perform the suggested actions and run the test again. See the Diagnostic Test FAQ on the following page for more tips.

**Note:** If the Adobe Connect Add-in is not already installed on your system, you will be prompted to install it. Follow the system prompts. If you do not have permission to install or update software on your computer, check with your IT department about security settings and firewalls or have them do it.

## DIAGNOSTIC TEST TROUBLESHOOTING

### **The diagnostic test won't run.**

Try using a different web browser. If that doesn't help, make sure your agency's firewall is not blocking the domain \*.npi-training.adobeconnect.com.

### **My computer failed the Adobe Connect connection test.**

Try clearing your browser cache or using a different web browser. If that doesn't help, make sure your agency's firewall is not blocking the domain \*.npi-training.adobeconnect.com.

If you're using a VPN, turn off your VPN and connect directly to the internet.

### **My computer failed the connection speed test.**

Are you using a hardwired DSL or broadband internet connection? If you're using a wireless connection, close other applications on your computer and turn off WiFi on any other devices using the same wireless connection.

If you're connecting through a VPN, turn off your VPN and connect directly to the internet.

### **My connection speed result says "Modem speed" but I'm using a broadband/DSL connection.**

Close any open applications on your computer that may be competing for bandwidth.

If you're connecting through a VPN, turn off your VPN and connect directly to the internet.

### **I can't install the Connect Add-in.**

Try clearing your browser cache or using a different web browser. Make sure your browser allows pop-ups or disable your pop-up blocker.

If the lightning download is unsuccessful, use the appropriate Add-in link available at <https://www.adobe.com/support/connect/downloads-updates.html>.

If you don't have permission to install software on your computer, contact your agency IT for assistance.

**Note:** if you're enrolled in COR-222-DL, it is possible to participate in the class without the Add-in. The meeting room will open in your web browser instead.