

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. 4319, between 8:30 am – 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 Online Classroom Connection test and Virtual Machine Connection tests.
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. WebSocket enabled for a full-duplex channel over SSL **port 443**. This will ensure that the student can access the remote PC using an HTML5 browser.
4. Ensure that **port 3389** has been opened; this will ensure that the student can access the remote PC using Remote Desktop Protocol.

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 Zoom 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 above.
- High-speed Internet access. A typical student will utilize about 250 kb/s. Wireless connections are not supported.
- Access to ports **443** and **3389**.
- A telephone or ability to use VoIP to access the class audio. We recommend a wired, USB headset for the best experience.