

## Instructions for accessing the Tenaz Virtual Classroom

### The platform is browser based – no downloads required

#### Required:

1. Check connectivity to browser and audio/visual devices [here](#) [before attending your first class]
2. Use Google Chrome or Safari only
3. Use headphones and mic
4. Please use a quiet room with no children or pets, thank you.

#### Step 1: Check connectivity

<https://app.learncube.com/en-gb/troubleshooter/#/>

### Have You Checked Your Equipment?

To ensure you have a great experience in our virtual classroom, we ask you to go through these quick tests to make sure your equipment is working correctly.

[Let's Get Started](#)

### Step 1: Test Your Browser

Every good online experience begins with your browser. Our platform supports a number of top-quality browsers that are free to download. In this test, we'll check to see if your browser is up-to-date.

[Test Passed!](#)

We have detected that you are using **chrome**, Version: **81**  
Great news! Your browser is up-to-date and compatible!

[← Previous Test](#) [Next Test →](#)

← CLICK HERE

### Step 2: Test Your Microphone

One of the more common problems is when your browser is not 'allowed' access to the microphone or camera in your laptop or device.

This is essential if you want the other person to see and hear you.

Let's see if your microphone is working correctly.

[Test Passed!](#)

Excellent! You have a working microphone and have allowed access to it.  
2 steps completed...

[← Previous Test](#) [Next Test →](#)

← CLICK HERE

## Instructions for accessing the Tenaz Virtual Classroom

### Step 3: Test Your Camera

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To join a class you must also 'allow' access to your camera. Click to test.

[Test Camera](#)

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To join a class you must also 'allow' access to your camera. Click to test.

[Test Camera](#)

Brilliant! You have a working camera and have allowed access to it.  
One test to go...

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[← Previous Test](#) [Next Test →](#)

← CLICK HERE

### Step 4: Test Your Internet Connection

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Now we have to check that you're actually able to connect to the virtual classroom over the internet.

The better the connection, the better the audio and video quality.

How fast is your connection?

[Speed Test](#)

← CLICK HERE

### Step 5: Class Quality Test

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Finally, let's test your video and audio quality to ensure you have a great experience in the classroom.

You'll see the results in just 30 seconds.

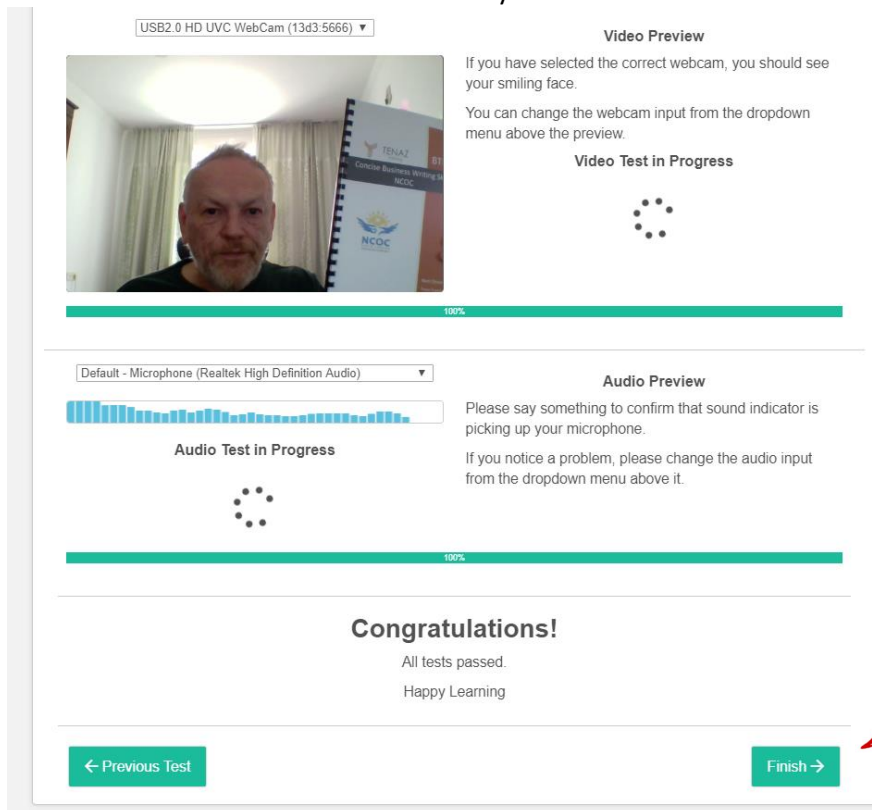
Please do not leave this page.

[Test Class Quality](#)

← CLICK HERE

## Instructions for accessing the Tenaz Virtual Classroom

And finally



USB2.0 HD UVC WebCam (13d3:5666)

**Video Preview**  
If you have selected the correct webcam, you should see your smiling face.  
You can change the webcam input from the dropdown menu above the preview.

**Video Test in Progress**

100%

Default - Microphone (Realtek High Definition Audio)

**Audio Preview**  
Please say something to confirm that sound indicator is picking up your microphone.  
If you notice a problem, please change the audio input from the dropdown menu above it.

**Audio Test in Progress**

100%

**Congratulations!**  
All tests passed.  
Happy Learning

← Previous Test Finish →

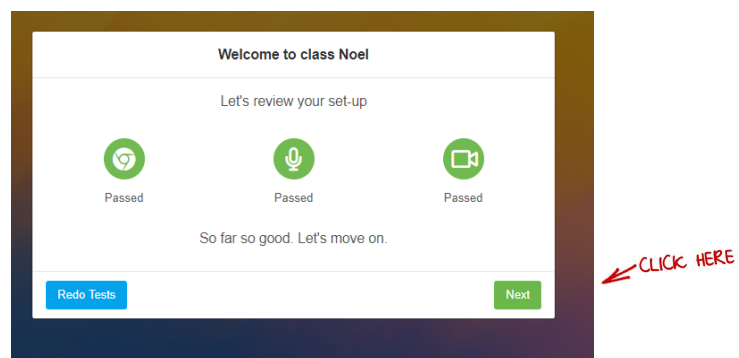
CLICK HERE

### Step 2

You will receive a link via email to join the class at the designated time.

Example only: <https://app.learncube.com/vc/room/class-na-tenaz-training-llp-186430-iocgiskfpzha/>

When you click on the link this welcome page will appear



Welcome to class Noel

Let's review your set-up

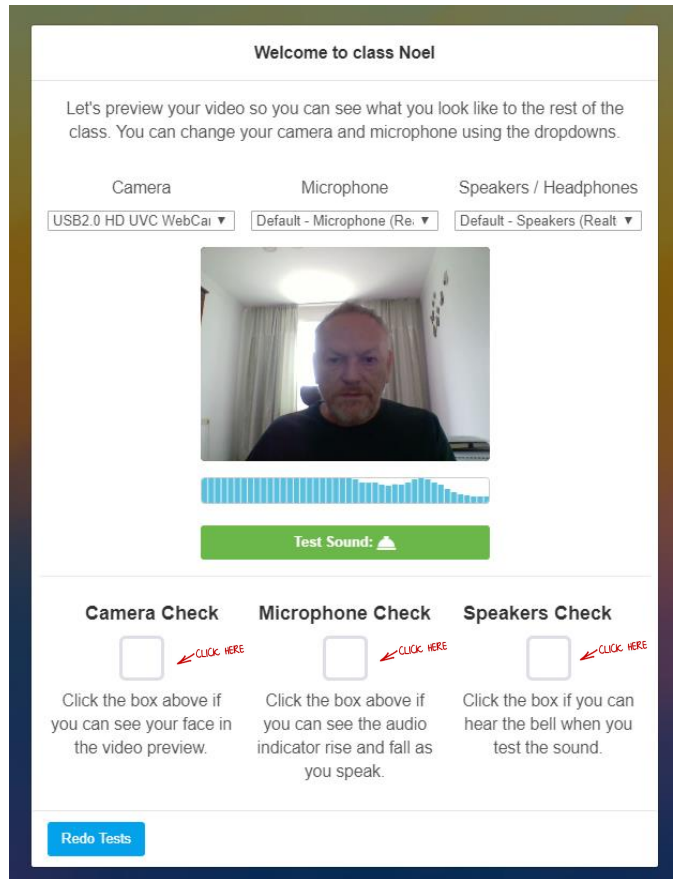
Passed Passed Passed

So far so good. Let's move on.

Redo Tests Next

CLICK HERE


## Instructions for accessing the Tenaz Virtual Classroom



**Welcome to class Noel**

Let's preview your video so you can see what you look like to the rest of the class. You can change your camera and microphone using the dropdowns.

Camera: USB2.0 HD UVC WebCam  
Microphone: Default - Microphone (Re...  
Speakers / Headphones: Default - Speakers (Realt...)

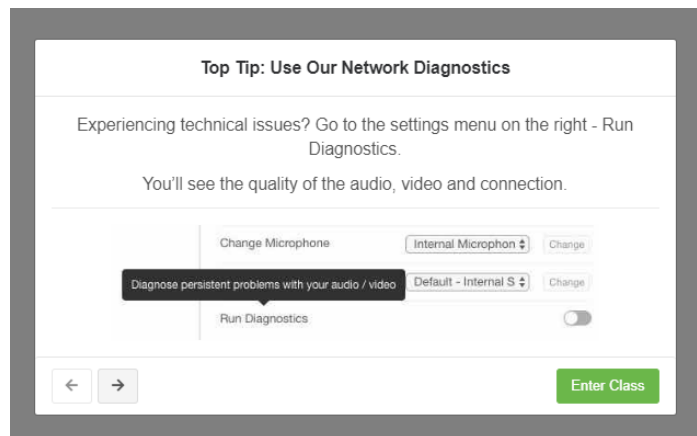
**Test Sound:** 

**Camera Check**  *CLICK HERE*  
Click the box above if you can see your face in the video preview.

**Microphone Check**  *CLICK HERE*  
Click the box above if you can see the audio indicator rise and fall as you speak.

**Speakers Check**  *CLICK HERE*  
Click the box if you can hear the bell when you test the sound.

**Redo Tests**



**Top Tip: Use Our Network Diagnostics**

Experiencing technical issues? Go to the settings menu on the right - Run Diagnostics.

You'll see the quality of the audio, video and connection.

Change Microphone: Internal Microphon + Change  
Diagnose persistent problems with your audio / video: Default - Internal S + Change  
Run Diagnostics:

**Enter Class**

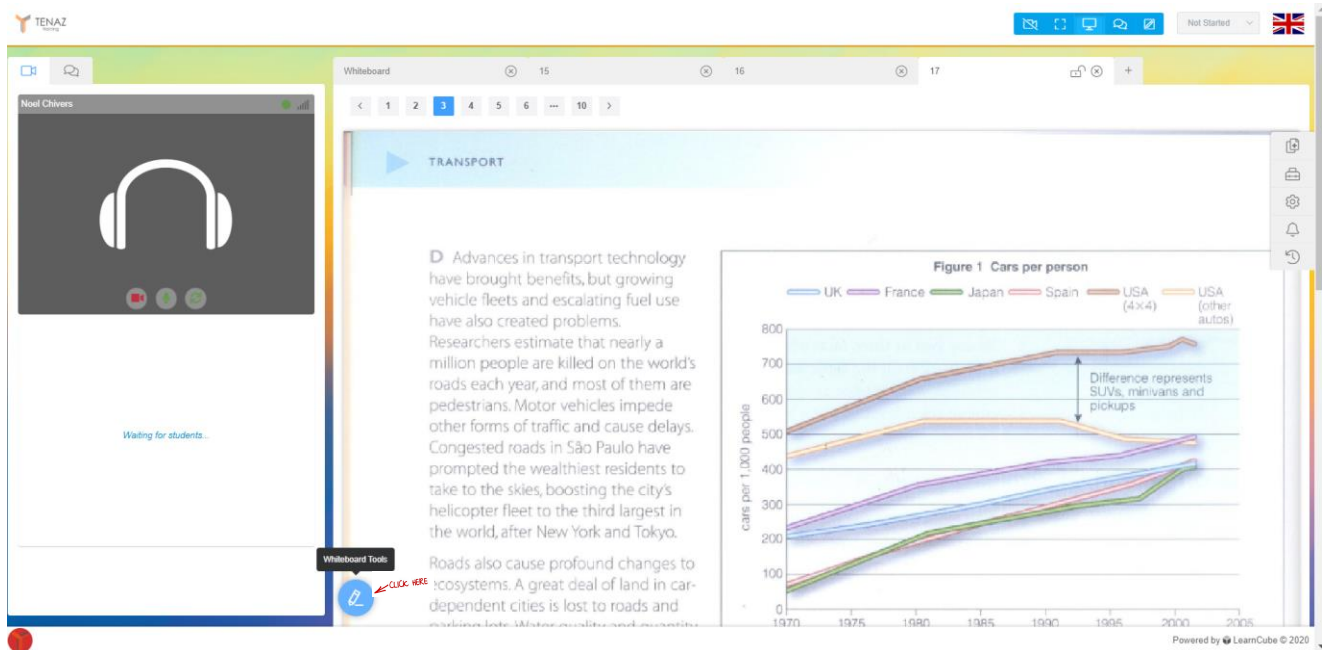
*CLICK HERE*

You are now in our Virtual Classroom

# Welcome

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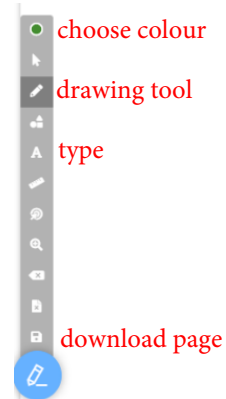
The first 10 mins of your class, your teacher will give you a tour of the virtual classroom.



The screenshot shows a virtual classroom interface. On the left, there is a video call window for 'Noel Chivers' with a headset icon and a 'Waiting for students...' message. The main area is a whiteboard with a slide titled 'TRANSPORT'. The slide contains text about transport technology and road safety. To the right of the text is a line graph titled 'Figure 1 Cars per person' showing the number of cars per 1,000 people from 1970 to 2005 for the UK, France, Japan, Spain, USA (4x4), and USA (other autos). The graph shows a general upward trend for all countries, with the USA (4x4) having the highest number of cars per person.

You will learn how to use the following:

1. Whiteboard tools – mainly typing and drawing
2. Hands up facility
3. Chat room
4. Video and audio controls
5. Class review



*We look forward to virtually meeting you soon.*

Noel Chivers  
GM Tenaz Training

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