CLASS PREPARATION GUIDE

For Students attending an Online Class at a New Horizons Center
CONNECTING TO ONLINE LIVE

Get Started

1. Navigate to https://lms.nhcms.net
2. Username: Full Email Address
3. Default Password (Case Sensitive): P@sswØrd where the Ø=zero
4. View your available classes by clicking the My Training button
5. Select your upcoming class by clicking on the class title in the class list.
• Please view and accept the Recording Agreement.
• You will not be able to launch your classroom environment if you do not perform this step.
If your class requires physical courseware, it will be shipped directly to you (at work or home; whichever address was given during the enrollment). Most of our classes now utilize digital courseware. Please use the table below to determine which type of courseware you should be expecting.

<table>
<thead>
<tr>
<th>Course Type</th>
<th>Courseware</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Office, Adobe, CompTIA, CISSP</td>
<td>Watch for an email from New Horizons that will provide you with detailed access instructions. Due to arrive 1 business day before your training is scheduled.</td>
</tr>
<tr>
<td>Microsoft Technical</td>
<td>Watch for an email from <a href="mailto:noreply@skillpipe.com">noreply@skillpipe.com</a> with “Courseware license key” as the subject. Due to arrive 1 business day before your training is scheduled.</td>
</tr>
<tr>
<td>ITIL</td>
<td>Watch for an email from <a href="mailto:courseware@nhlearninggroup.com">courseware@nhlearninggroup.com</a> with digital access instructions. Due to arrive 1 business day prior to training.</td>
</tr>
<tr>
<td>Cisco</td>
<td>Watch for an email from <a href="mailto:donotreply@eaascisco.com">donotreply@eaascisco.com</a> with digital access instructions. Due to arrive 1 business day prior to training.</td>
</tr>
<tr>
<td>Citrix</td>
<td>You will receive all necessary files from the instructor at start of class.</td>
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<tr>
<td>VMWare</td>
<td>Watch for an email from <a href="mailto:vmware.noreply@gilmore.ca">vmware.noreply@gilmore.ca</a>. Due to arrive 1 business day before your training is scheduled.</td>
</tr>
<tr>
<td>Other</td>
<td>For any courses not listed above, please email <a href="mailto:courseware@nhlearninggroup.com">courseware@nhlearninggroup.com</a> to receive more details on which type of materials your class(es) require.</td>
</tr>
</tbody>
</table>
You have successfully tested your system for your class and your upcoming labs!

Below the Software Check area, the “Launch Class” button will appear thirty (30) minutes prior to your class start day/time.

NOTE: If your instructor has not already entered the class, you will be placed in the waiting room and launched into the classroom when your instructor arrives.
QUESTIONS OR PROBLEMS?

• Email: ticket@nhlearninggroup.com
• Phone: (714)221-3134

CANCELLATION POLICY

Failure to attend or to notify us regarding cancellation will result in a cancellation fee. Please see necessary timelines below.

  • Cancellation within 10 business days or 15 days for Red Hat of the class start date.

You should login at least 30 minutes prior to class start time. If you login more than 30 minutes late to class, you will not be allowed to enter the class and will need to reschedule.