



INSTRUCTIONS FOR ACCESSING LIVE SESSIONS

Kaplan makes every attempt to make our websites and products mobile- and tablet-friendly. However, not all state-required/regulated products allow for mobile tablets and phones to be used.

- When working on the state-required/regulated course material, you are [required](#) to use a Windows- or Mac-based desktop or laptop computer.
- We recommend the use of Windows 10 or 11.
- We recommend the use of current Chrome, Firefox, or Safari browsers. We also support Internet Edge.
- For business customers, please verify the browser choice and use with your manager or IT department.
- We recommend online learners have at least a 3MB connection.

Kaplan's Live Online Courses use Zoom. For detailed instructions on accessing your live class sessions, please see below.

Kaplan Tech Support: 800.824.8742 (U.S.) or +1 608.779.8301 (International)

Please visit the [Technical Support page](#) for current hours.

After-hours support is available by submitting a [Tech Support Contact Request](#).

Requests will be responded to within 24 hours.

Zoom

Kaplan uses Zoom for live online classes. You **must** have a Zoom account in order to join the class. For the best user experience, it is highly recommended that you have the Zoom application downloaded and installed on your computer/laptop. When you click the link within the Learning Management System (LMS) to enter the Zoom room, you will be prompted to log into Zoom. **Please be sure your Zoom account has the same first name, last name, and email address associated with your Kaplan account.** The details displayed in the Zoom room must match the details displayed on our class roster, ensuring that you receive credit for the class.

If you enter the Zoom room with a name that does NOT match the name associated with your Kaplan account, a Kaplan moderator will ask that you verify your identity. The moderator then will update your Zoom room display name to match the name we have for you on the class roster. For regulatory reasons, we must ensure that the name you use in the Zoom room matches the name under which you registered for the course so credit can be awarded.

To set up a free Zoom account and download the free Zoom application on your computer/laptop:

Please click [here](#) to download and install Zoom and create an account. After you have downloaded and installed the Zoom application, you will be prompted to log in or sign up. Please click the "Sign Up" option. When creating your Zoom account, please use the same first name, last name, and email address associated with your Kaplan account. This way, the details displayed in the Zoom room match the details displayed on our class roster, ensuring that you receive credit for the class.

To set up a free Zoom account and attend via your web browser:

Please click [here](#) and follow the instructions to set up your Zoom account. Be sure to use the same first name, last name, and email address associated with your Kaplan account. **As a reminder, it is highly recommended that you download the Zoom application for the best user experience.**

If you have an active Zoom account and will attend by either the Zoom application or your web browser:

Please check your account and ensure that the first name, last name, and email address associated with your Zoom account matches your Kaplan account.

Step 1: Check your [Windows](#) version.

Supported Operating Systems:

- Windows 10 or 11

Step 2: [Test](#) your download speed.

Bandwidth Requirements

- 3.0 MBPS+ download speed

Step 3: Test Your Zoom Connection

- **Launch the Zoom Meeting Test**
- Click **Join** to be placed in Zoom's testing room (example image below)

Join Meeting Test

Test your internet connection by joining a test meeting.

Join

If you are unable to join the meeting, visit [Zoom Support Center](#) for useful information.

Step 4: Configure Your Audio & Video Settings (Zoom Meetings Only)

After joining the Zoom test room, the Audio Setup will automatically begin.

Audio

- Follow the steps within the Audio Setup to configure your Speakers and Microphone
- Recommended configuration: Select 'Computer Audio' and 'Join Audio by Computer'
- You may also join audio from your phone. Your call may be subject to additional charges.

Video

- Press "Start Video", located in the lower-left corner of your Zoom window to enable your video.

If you were able to set up your audio & video, you're ready to join your online session!

If you encounter any issues, please check out [Zoom's Help Center](#) for further troubleshooting steps.