

# TECHNICAL SPECIFICATIONS FOR ONLINE TRAINING

For the best experience for your online learning, we recommend the following:

- A web camera and microphone (make sure both are turned on)
- Headphones
- A stable and strong internet connection
- Our public courses are delivered via Zoom. We recommend downloading and installing Zoom prior to your course commencing <https://zoom.us/download>
- While other browsers and devices do work, we recommend for our Learning System using Chrome or Firefox web browsers running on the latest version of either Windows 10 or Mac OS for the best experience.
- We request you do not use a phone or small tablet to attend this course due to the presentations and activities completed throughout the course.
- If this is your first time using IMPAC's learning system you will receive a separate email from us which will include your unique username and temporary password. Please login to the system at least one day prior to your course and change your temporary password.

If you have any issues connecting to your Online or eLearning course, please call us on 0800 246 722 - option 2, or email [training@impac.co.nz](mailto:training@impac.co.nz)