ILP – Pre-checking connectivity
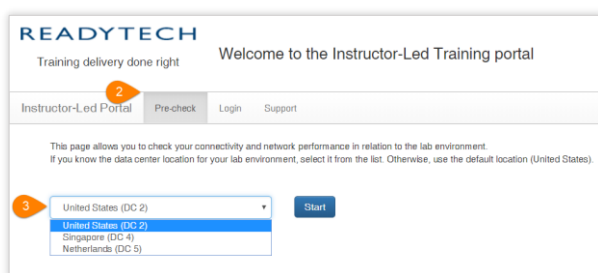
You can use the Instructor-Led Portal Pre-check connectivity testing tool to verify your browser and network connection meet the minimum requirements to run an Instructor-Led training events.

We recommend all instructors and students run the Pre-check test before the start of class to ensure a smooth delivery. Note that an ILP user does not need to log in to run the Pre-check test.
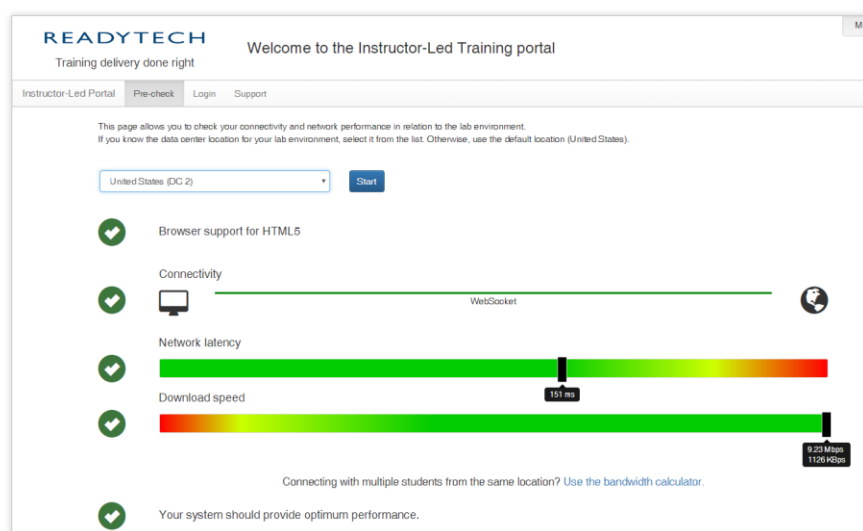
To run the Pre-check test, follow the steps below:

1. Go to URL https://[company_name].instructorled.training. Replace [company_name] with the name of your training organization.
2. Click **Pre-check** from the main navigation.

3. Select the **data center** *(DC)* nearest to your physical location, then click **Start**.

If you see 5 green check-marks next to Browser support for HTML5, Connectivity, Network latency, and Download speed your browser and network connection are ready for class.
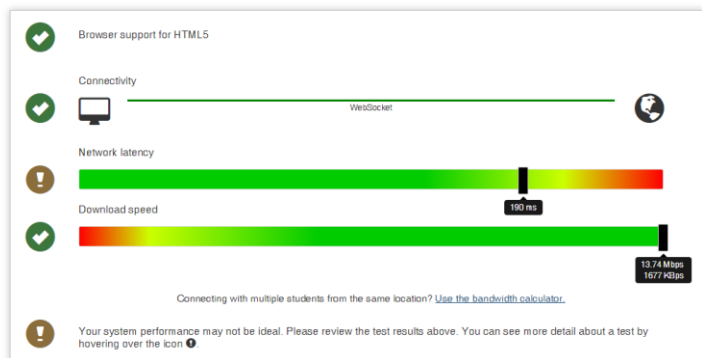
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If an exclamation mark appears indicating your system performance is not ideal continue reading for troubleshooting tips.

Troubleshooting browser support

Browser requirements

See the following list of supported HTML5 browsers:

- Internet Explorer 10 or higher
- Microsoft Edge
- Firefox 15 or higher
- Chrome 16 or higher
- Opera 12 or higher
- Safari 6 or higher

If HTML5 is not supported, try using a different browser or upgrading your current browser. If the above do not resolve your issue, contact get-support@readytech.com

Troubleshooting network latency and download speed

Latency is the time it takes for data to move from your local system to a ReadyTech datacenter. Latency can be highly dependent on multiple factors such as internet service provider, weather, location, and network traffic.

In general, the ILP works best with if your latency is 200ms or less. A lower latency number is better.

Bandwidth is the overall amount of data that can be transferred over a connection. Bandwidth can be affected by the same network activities as latency. See bandwidth requirements for more information.

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Multiple users on a single network must be taken into consideration as well. To learn how to calculate bandwidth for multiple students in a single location, see calculating bandwidth for multiple students in this guide.

For other ways to troubleshoot latency and speed, try the following:

- Switch from Wireless connection to hardwired, and vice versa.
- Verify no large files or videos are being streamed on the network.
- Verify your network supports at least 250 KBps of download speed with our bandwidth calculator.
- If you are connected to a VPN, try disconnecting the VPN.

Changing the Gateway

In some instances of high network latency, changing the Gateway for the ILP can help. Note that the gateway can only be changed after you have logged in to the ILP.

To change the Gateway, follow the steps below:

1. Log in to the **ILP**.
2. Click your **name and access code** in the top right-hand area, then click **Settings**.
3. Select *DC2 Cogent HTTPS* from for **Gateway**.
4. Click **Save**.

Bandwidth requirements

A single ILP user needs at least 250 KBps of download bandwidth. If multiple users are connecting to the ILP from the same network location, the network needs to support download bandwidth for each active user.

For example, if 4 users are connecting from the same network location, the network must support at least 1 MB of download bandwidth (250 KBps x 4 users = 1000 KBps).

Calculating bandwidth for multiple students

In some instances, multiple students or entire classes may be connecting to the ILP from the same local network, such as a physical classroom or work place.

To calculate the total amount of required bandwidth for multiple users, follow the steps below:

1. Go to URL https://[company_name].instructorled.training. Replace [company_name] with the name of your training organization.
2. Click **Pre-check** from the main navigation.

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3. Select the **data center** *(DC)* nearest to your physical location, then click **Start**.
4. Once the test completes, click **Use the bandwidth calculator** below Download speed.
5. Enter a **number of users** then click **Calculate** to see your recommended bandwidth.

Pre-check bandwidth calculator   ✕

Calculate the expected network performance if multiple users will be
connecting to the portal from your location.

Detected bandwidth: 11191 KBps

Recommended bandwidth per user: 250 KBps

Number of users: [11] [Calculate]

Recommended bandwidth: 2750 KBps

✔ Your network should provide optimum performance.