

General System Requirements

1. Recommended Browsers:

- Mozilla Firefox (latest version)
- Google Chrome (latest version)
- Microsoft Edge (latest version)

2. Class Environment Requirements:

- **Creo, ThingWorx, and Windchill** are powered by Amazon Appstream 2.0. To view a list of system requirements, please [click here](#). There are two ways to connect to the class environment via the [client desktop app](#), which needs to be installed before class begins, or through your preferred browser. This [video](#) will walk you through the different options to get you connected to your class environment.
- Vuforia class environments are launched by Microsoft Remote Desktop (RDP). Most standard PCs come equipped with RDP. To install RDP, [click here](#). Please connect with your IT department to ensure that port 3389 is open. Test your RDP connection:
 1. [Download the test RDP file](#).
 2. Double-click on the RDP file.
 3. Log in with the password 'stand1' (case sensitive).
 4. Follow the instructions on the page that loads.

Note: It is recommended that you disconnect from any VPNs before launching your class environment. All class environments are available 30 minutes before class. Class environments are only provided during class and will not be available after class concludes.

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3. **All student guides are provided via Vitrium.** To access your student guides before your class start date, please review this [helpful guide](#). If you are experiencing issues regarding a proxy server or firewall, we recommend reviewing this document [here](#). The student guide is only available through the Web viewer.
 - Student guides will be available for 12 months upon enrollment.
4. **For PTCU remote deliveries, Cisco WebEx is the platform that we use to deliver our instructor-led courses.** To test that your computer can successfully connect to WebEx, we recommend that you [join a test WebEx](#) and review [WebEx System Requirements](#).
 - Audio: Class audio is delivered through your computer's speakers or headphones.

Additional Recommendations:

- Headset with a built-in microphone
- Dual screens
- For easy access, bookmark [PTCU Class Day Portal](#)

Please visit our [Training Support](#) page for additional information. For questions or assistance, please contact trainingcentral@ptc.com.