

# Tutor.com Online Classroom Tech Usage Guide

## Supported browsers

The Online Classroom works best in the following browsers. Check that you are using the most recent version.  
**Our recommended browser is Chrome.**

## Disabling browser extensions and security software browser monitoring

Active browser extensions and security software such as McAfee or Norton can interfere with the operation of the classroom. If you are running into problems with the classroom, we advise that you disable any active browser extensions or plugins and disable any browser monitoring that is configured in your security software.

## Selecting and allowing preferred devices

Ensure the preferred microphone, headset/speakers, and camera devices are configured properly in your browser.

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### Chrome

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When the classroom loads in your browser for the first time, you will be prompted to **Allow** or **Block** access to your devices. You want to choose **Allow**.

If you mistakenly choose Block, you can change this in Chrome settings.

1. Open Chrome.
2. Press “Alt + F” on your keyboard.
3. Click Settings > Privacy and Security > Site settings > Camera or Microphone.
4. Type “v2.princetonreview.com” in the Search field.
5. Review and make sure v2.princetonreview.com is not on the blocked list. If it is, click the “trash” icon to delete it.
6. Select the site name in the results and select **Allow** for your camera and microphone permissions.

If you’re using a Chrome device at work or school, your network administrator can set camera and microphone settings for you. In that case, you can’t change them here.

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### Firefox

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When the classroom loads in your browser for the first time, a confirmation pop-up displays asking you to share your camera and microphone. Select **Remember this decision** and then click **Allow**.

If you mistakenly choose Block, you can change this in Firefox settings.

1. Open Firefox.
2. Click the menu button and select Settings.
3. Click Privacy & Security from the left menu.
4. Scroll down to the Permissions section.
5. Click the Settings button for the Camera or Microphone
6. Type “v2.princetonreview.com” in the Search Website field.
7. Select the site name in the results and select **Allow** for your camera and microphone permissions.

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### Microsoft Edge

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When the classroom loads in your browser for the first time, a confirmation pop-up displays asking you to use your camera and microphone. You want to click **Allow**.

If you mistakenly choose Block, you can change this in Edge settings.

1. Open Edge.
2. Press “Alt + F” on your keyboard.
3. Click Cookies and site permissions in the left menu.
4. Scroll down to the All Permissions section.
5. Click Camera or Microphone.
6. Make sure v2.princetonreview.com is not in the Block list. If it is, click the trash can icon to remove it.

## Safari

When the classroom loads in your browser for the first time, a confirmation pop-up displays asking you to use your camera and microphone. You want to click **Allow**.

If you mistakenly choose Don't Allow, you can change this in Safari settings.

1. Open Safari and launch the online classroom.
2. Click the Safari menu in the top left corner of your screen and then select Preferences.
3. Select the Websites tab.
4. Click Camera or Microphone.
5. Make sure v2.princetonreview.com is set to Allow.

### Fix problems with your mic

If your microphone isn't working, try these troubleshooting steps:

1. Make sure you aren't muted. If you're using a headset, make sure the mute switch on your headset cord is off.
2. Check your system settings and make sure your mic is your default recording device, and that the recording levels are correct:
  - a. [Windows](#)
  - b. [Mac](#)
3. If you are still having problems, the issue might be with your microphone, and you should contact your microphone's manufacturer.

### Check the speed of your internet connection

The online classroom uses audio and video web conferencing and **requires a minimum internet speed of 1mbps up and 7mbps down**.

To check your internet speed, go to <https://www.speedtest.net/> in your browser, and click "GO". When the test is finished, make note if you have the necessary internet connection to support the online classroom.

### Port whitelisting

Our online classroom uses WebRTC for real-time communications through chat and audio for On-Demand Tutoring, and chat, audio, and video for High-Dosage Tutoring. This technology requires specific URLs and open ports for connectivity between students and tutors. Some users may experience issues due to blocked URLs and ports, potentially caused by network firewalls or security policies on student devices, such as Chromebooks. The following are URLs and ports that need to be whitelisted and open to support connections in the online classroom:

#### Host Protocol Ports (Client → Host)

**\*.princetonreview.com TCP 443**

**\*.tutor.com TCP 443**

**\*.conferencingcore.com TCP (includes WebSockets) 443**

**UDP 1025-65535**

Some things that to note:

- TCP port number 443 is the default for the HTTPS protocol. It provides an encryption algorithm for exchanging information between web servers and browsers. HTTPS port 443 works by securing network traffic packets before the data transmission occurs.
- UDP ports 1025-65535 are the default ports used by WebRTC. This is a framework that enables real-time communications in a browser and is utilized by other popular platforms such as Zoom and Webex.

The URLs and ports need to be supported at the school network-level and supported by security policies placed on student-issued devices such as Chromebooks.

If you have additional questions, don't hesitate to reach out to our team: