

Journeyman Exam Training

What You Need to Use This Training Program

To take this online electrician training, you will need a computer or device and internet connection. Don't worry, you don't need expensive or brand-new equipment.

Computer Requirements

Device Type	Requirements
Desktop or Laptop Computer (Recommended)	Operating System: Windows 10 or newer, Mac OS 10.14 or newer Memory (RAM): At least 4 GB (8 GB is better) Storage Space: At least 2 GB of free space Processor: Any processor from the last 5 years will work fine
Tablet (iPad or Android)	iPad: iPad from 2018 or newer with iOS 14 or newer Android Tablet: Android 8.0 or newer with at least 3 GB RAM Screen Size: At least 9 inches (larger is better for reading)
Smartphone (Not Recommended but Possible)	iPhone: iPhone 8 or newer with iOS 14 or newer Android Phone: Android 8.0 or newer with at least 3 GB RAM Note: Phone screens are small and may be hard to read for long study sessions

Internet Requirements

Internet Speed	Minimum Speed: 10 Mbps download speed Recommended Speed: 25 Mbps or faster download speed Upload Speed: At least 3 Mbps
Wi-Fi Connection	Stable Connection: Your internet should not cut out frequently Unlimited Data: Make sure you have unlimited internet or at least 50 GB per month Good Signal: You should have strong Wi-Fi signal where you study
Web Browser Requirements	Google Chrome (recommended) Mozilla Firefox Safari (for Mac/iPad users) Microsoft Edge Important: Make sure your browser is updated to the latest version.

Get Help When You Need It

Technical Support Contact

- **Phone:** (956) 443-2343
- **Chat:** www.electra-tx.com
- **Email:** info@electra-tx.com
- **Hours:** Monday-Friday, 8 AM - 6 PM
- **Spanish speakers available**

Before Calling, Have This Information Ready:

1. What device you're using (computer, tablet, phone)
2. What browser you're using (Chrome, Safari, etc.)
3. Any error messages you see (if possible get a screen shot)
4. What you were doing when the problem started

